

**APPENDIX 3
Corporate Plan
2009/2010 Action Plan**

	Quarter One	Quarter Two	Comment
Cherwell: A District of Opportunity			
DCP01.1.2 Submit LDF Core Strategy			
DCP01.1.3 Complete Canalside Regeneration Area Supplementary Planning Document draft			
DCP01.2.2 Work with partners to start Bicester town centre development			
DCP01.2.3 LDF Core Strategy submission to include justification for new employment land provision			
DCP01.3.2 Contribute to the creation of 200 new jobs			
DCP01.3.3 Help and support Cherwell's residents and businesses through uncertain times			
DCP01.4.2 Deliver £200,000 funding for transport infrastructure through developer contributions			
DCP01.5.2 Achieve 300 new homes			
DCP01.5.3 Deliver 100 affordable homes			
DCP01.6.4 Fully integrate Choice Based Letting and housing advice available through CCC			
DCP01.6.5 Temporary Accommodation Strategy operational			
DCP01.7.2 Spend £400,000 on investing in better quality housing for vulnerable people			
DCP01.8.3 Make major improvements to Parsons Street, Banbury			
DCP01.8.4 Undertake improvements to open markets			
DCP01.8.5 Invest in enhancement of market square in Bicester			
DCP01.8.6 Implement the Banbury Visitor Management Plan			

	Quarter One	Quarter Two	Comment				
DCP01.8.7 Prepare a Banbury Residents Parking Scheme							
DCP01.9.3 Complete review of planning policy framework for villages through LDF							
DCP01.9.4 Carry out web-based consultation with parishes on the forward plan							
National Indicators							
	Last Month Actual	Last Month Target	Last Month Performance	Current Month Actual	Current Month Target	Current Month Performance	Comment
NI154 Net additional homes provided							
NI155 Number of affordable homes delivered (gross)							
NI156 Number of households living in Temporary Accommodation							

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A Safe and Healthy Cherwell			
DCP02.1.6 Ensure at least 79% of residents say they feel safe at home and in the community			
DCP02.1.7 Work with partners to reduce crime and anti-social behaviour by 200 offences/incidents			
DCP02.1.8 30% of CCTV recorded incidents to result in arrests (est target 1,400)			
DCP02.1.9 Invest in the digital upgrade of CCTV network and the use of fibre optic cables			
DCP02.2.3 Support 4 voluntary neighbourhood initiatives to reduce anti-social behaviour			
DCP02.2.4 Invite the public to a minimum of 3 public NAG meetings to develop local priorities			
DCP02.3.1 Support the provision of the best possible services at the Horton Hospital			
DCP02.3.2 Support new and improved health care services for Bicester and surrounding areas			
DCP02.3.4 Work with Primary Care Trust to deliver new GP-led health centre in Banbury			
DCP02.3.5 Establish a programme to address health inequalities in the District			
DCP02.4.1 Help increase participation in active recreation by 1%			
DCP02.4.3 Increase number of new walkers participating annually in local health walks by 10%			
DCP02.4.4 Secure funding to deliver the Bicester Multi-Sports Village project			
DCP02.5.2 Open new Spiceball and improved Bicester & Kidlington leisure centres, re-open Woodgreen			
DCP02.5.3 Replace synthetic pitch surfaces at Coopers School and North Oxon Academy			

	Quarter One	Quarter Two	Comment				
DCP02.6.4 Support and improve 30 community recreation venues through grant aid funding							
DCP02.6.5 increase numbers of new older people participating in group activities by 300							
DCP02.6.6 Increase participation by young people in positive activities by 1%							
DCP02.6.7 Support Banbury Town Council in preparing football development plan for town							
National Indicators							
	Last Month Actual	Last Month Target	Last Month Performance	Current Month Actual	Current Month Target	Current Month Performance	Comment
NI015 Serious violent crime rate							
NI016 Serious acquisitive crime rate							
NI020 Assault with injury crime rate							
NI08 Adult participation in sport and active recreation							

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A Cleaner, Greener Cherwell							
DCP03.1.3 Increase residents' satisfaction with street & environmental cleanliness from 66% to 70%							
DCP03.1.4 Remove 90% of fly tipping within 48 hours of reporting							
DCP03.1.5 Achieve 94% of land inspected at an acceptable litter standard.							
DCP03.2.3 Increase the household recycling rate to 50% by 31 March 2010							
DCP03.2.4 Reduce the amount of waste sent to landfill by 1000 tonnes by 31 March 2010							
DCP03.2.5 Introduce a food waste recycling service							
DCP03.3.1 Undertake 10 county wildlife site surveys							
DCP03.4.2 Reduce the Council's vehicle emissions by 10%							
DCP03.5.2 Inform all businesses on actions they can take to reduce carbon emissions							
DCP03.6.2 Achieve at least 72% resident satisfaction with green spaces and public areas							
National Indicators							
	Last Month Actual	Last Month Target	Last Month Performance	Current Month Actual	Current Month Target	Current Month Performance	Comment
NI191 Residual household waste per household							
NI192 Percentage of household waste sent for reuse, recycling and composting							
NI194i Emissions of NOx							

	Last Month Actual	Last Month Target	Last Month Performance	Current Month Actual	Current Month Target	Current Month Performance	Comment
NI194ii Percentage reduction in NOx emissions							
NI194iii Emissions of PM10							
NI194iv Percentage reduction in PM10 emissions							
NI195a Improved street and environmental cleanliness (litter)							
NI195b Improved street and environmental cleanliness (detritus)							
NI195c Improved street and environmental cleanliness (graffiti)							
NI195d Improved street and environmental cleanliness (fly posting)							

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Cherwell: An Accessible, Value for Money Council			
DCP04.01.2 Ensure that at least 90% of our customers are satisfied with our customer service			
DCP04.01.4 Provide customers with a simple choice of numbers to access Council services			
DCP04.02.2 Work towards achieving excellent status in the Equality Standard for Local Government			
DCP04.03.2 90% of complaints received are resolved within Stage One			
DCP04.03.3 95% of all complaints that are escalated to Stage Two are resolved			
DCP04.03.4 No complaints escalated from Stage Three to the Ombudsman			
DCP04.04.4 Retain overall score of 3 in UoR Assessment and secure score of 4 for at least 1 KLoE			
DCP04.04.5 Secure £600,000 efficiency savings of which £200,000 procurement savings			
DCP04.04.6 Make it easier for local businesses to trade with us			
DCP04.05.2 Take steps to reduce our costs by further £m by 2010/11			
DCP04.06.2 Produce a combined annual report of performance and finance			
DCP04.07.4 Promote the web based Positive Activities Offer to young people			
DCP04.07.5 Place 10 new 'Link Points' in rural areas			
DCP04.07.6 Enable access to a limited number of our partners' services through our access points			
DCP04.07.7 Promote local events through the North Oxfordshire.com website			

	Quarter One	Quarter Two	Comment				
DCP04.08.2 Increase the number of public Council meetings which are webcast							
DCP04.09.2 Ensure that 72% of our customers when asked feel well informed about the Council							
DCP04.10.2 We will increase the percentage of transactions completed electronically to 50%							
National Indicators							
	Last Month Actual	Last Month Target	Last Month Performance	Current Month Actual	Current Month Target	Current Month Performance	Comment
NI14 Reducing avoidable contact: minimising the proportion of customer contact that is of low or no value to the customer							
NI179 Value for money - total net value on ongoing cash-releasing value for money gains that have impacted since the start of the 2008/09 financial year							