

Business Plan 2017-18



Cherwell:
a district of
opportunity

Cherwell:
safe, green,
clean

Cherwell:
a thriving
community

Cherwell:
sound budgets
and customer
focused council

Cherwell: a great place to live



cherwelldistrictcouncil



@cherwellcouncil

www.cherwell.gov.uk

Cherwell

DISTRICT COUNCIL
NORTH OXFORDSHIRE

Foreword

Welcome to Cherwell District Council's business plan for 2017–18. This plan is about our priorities for the district in the coming year. The council is here to serve the people of the district and therefore our plan aims to support those who live, work and visit this district which has a lot to offer. Our plan is based on an understanding of the challenges and opportunities facing our district and consultation with local businesses and residents to determine local requirements.

We will make sure the council operates efficiently, and work towards long term solutions to deal with the cuts we face. We have already been proactive working with our partner, South Northamptonshire Council, developing shared working and looking at new ways of delivering services for our communities. Financial savings have been made over the past years and we will continue to be as innovative as possible to ensure the council manages its day to day business even more effectively and transparently.

We recognise that a strong local economy is essential for a strong local community. We will continue to promote economic growth by helping local companies to expand, securing high quality and high value jobs, with increased opportunities for all, and supporting more affordable homes for local people. The above is supported by the Cherwell Local Plan 2011-2031 which ensures that growth is targeted and investment made whilst still respecting the character and beauty of our rural areas.

This business plan, based around four key themes, also outlines our performance pledges for the year and we remain committed to working effectively with our partners to ensure high quality services are delivered in times of financial constraint.

We want Cherwell to be a district where people want to live and work and we think we are moving in the right direction.

If you would like any more information about the priorities of this council please get in touch using the details on the back of this document.



Councillor Barry Wood

A handwritten signature in black ink, appearing to read 'Barry Wood'.

Leader of Cherwell District Council



Sue Smith

A handwritten signature in black ink, appearing to read 'Sue Smith'.

Joint Chief Executive, Cherwell District and South Northamptonshire Councils

An overview of Cherwell

Named after the River Cherwell which flows through it, the district is located between London and Birmingham, at the most northern point of the South East region, where it meets the West Midlands and East Midlands. Cherwell borders Oxford City, South Oxfordshire, Vale of White Horse, West Oxfordshire, Aylesbury Vale, South Northamptonshire and Stratford on Avon districts. The M40 passes through Cherwell and there are good rail connections to both London and Birmingham.

One of the council's main strategic challenges is to ensure that the district grows in a sustainable way; one that delivers a prosperous economy and thriving communities. The adopted Local Plan sets the framework for the growth of the district. The Local Plan will lead to over 22,800 new houses in the district at a range of development sites around Bicester, Banbury and Upper Heyford, together with the new employment sites to ensure that our towns grow in a sustainable way. Delivering the adopted Local Plan will play a key role in this, as will implementing the Masterplans for Banbury, Bicester and Kidlington to secure new housing, retail, development and leisure opportunities. The council is working with its partners to ensure that this growth is delivered while protecting and enhancing the character of our urban centres, villages and landscapes.

The district is growing with over half of the population living in the principal centres of Banbury, Bicester and Kidlington. The remainder live in more than 70 smaller settlements. Cherwell's population has increased significantly over the past 20 years and this trend is set to continue with the population predicted to reach 155,650 by 2021.

Therefore a key challenge for the district will be responding to population changes. The population of Cherwell is continuing to age, with the number of residents aged 60 and above predicted to increase

by over 7,000 between 2011 and 2021. By 2021, nearly a quarter of Cherwell's population will be aged 60 or over. This rate of increase will provide challenges and the council will have to continue to anticipate the future services required by our older population, building on our strong track record of ensuring the needs of older residents are met. The council is focused on ensuring that our services are accessible to all people living in the district.

Another of the council's key challenges will be to ensure that communities across the district continue to thrive. As part of this commitment, the council will be working with partners to increase the affordable housing options across the district, whilst continuing to work with partners to support financial inclusion, help local people into employment and work with local businesses to help them grow.



Cherwell - Outlook for the next five years

Our vision for our district is to create and sustain the best conditions for businesses to grow, people to live and communities to thrive. Our business plan reflects what we will do to achieve this vision. However, there are international, national and local factors that will set the context for how we plan and deliver services over the next five years. Whilst some of these factors are outside of our control, we must be aware of them and be able to respond to them in our business planning and service delivery.

Brexit and the EU

UK 'Brexit', or departure of the UK from the EU, triggered by Article 50 of the Treaty of Rome in March 2017 means the future relationship between the UK and the EU will remain unclear until the negotiations are completed in 2019. The Great Reform Bill will adopt EU treaties into UK law to provide policy continuity in the medium term and policy reform over the long term. This could change patterns of investment by Government and commerce which may start to filter in from 2020.

Whilst Brexit has introduced a note of uncertainty, it is clear that for most UK economic sectors investment is continuing and consumer spending remains high in contrast to that experienced in the rest of the EU.

The National Economy

The government is expected to continue its policy of austerity and not reach a budget surplus until at least 2020/21. Interest rates are expected to remain low for the foreseeable future as increased global oil prices and lower sterling exchange rates drive up the cost of imports and introduce a measure of inflation back into the UK economy.

However a fall in sterling is reducing the global cost of UK manufactured goods and services. Together with the Brexit emphasis on reaching new trade agreements, this could provide a significant stimulus to our economy as new markets focused on non-EU trade growth are sought, meaning that economic growth could outstrip that of the EU or even OECD. The election of President Trump in the USA brings proposals to change some features of international trade away from multilateral trade agreements to unilateral trade deals. The UK is, at the same time, pursuing the same approach post Brexit.

Local growth, housing and the economy

In the UK the 2016 Autumn Statement proposed increasing investment to improve our own national infrastructure and the establishment of the National Industrial Strategy during 2017 can be anticipated to positively impact key sectors across our district including High Performance Engineering and Motorsport, Manufacturing, Food and Drink and Logistics. Preparations for the national rollout of the next generation of Digital infrastructure of 5G will also take shape in this period, in addition to the current roll-out of Superfast Broadband to secure improved digital connections to the more remote parts of our district.

The National Infrastructure Commission (NIC) has proposed a Cambridge to Oxford infrastructure corridor through an Expressway and East-West rail link. Our district, which sits within the corridor, is preparing to capitalise on this by ensuring that connections to the proposed transport links around Bicester and Banbury, to support planned growth, are made or improved.

House prices are anticipated to continue the trends of the past few years with annual increases in the South East. A Housing White Paper is anticipated in 2017 proposing housing reforms as well as the latest set of changes to the planning system. It is expected to support increasing the volume of affordable housing and introduce housing supply innovations for more self-build and starter homes.

We recognise the need to balance the demands for housing growth with the pressures and increase in demand for services that growth brings. Our strategy will continue to be set by the adopted Local Plan Part 1. It will be complemented by the completion of the Local Plan Part 2 to set new town centre boundaries and the completion of a Partial Review of the Part 1 plan to locate a proportion of the unmet housing need from Oxford into the district. This will also secure a number of opportunities for the communities living in the southern part of the Cherwell District including affordable housing, new transport, community and leisure facilities and new employment.

Introduction of a Community Infrastructure Levy (CIL) and revised Section 106 conditions as part of a suite of up to date policies for developer contributions will

ensure the impact of growth is offset and high quality of life for residents is maintained.

Our capital programme to regenerate the two market towns of Banbury and Bicester and investment of significant resources across the rest of the district for the people who live and work here will continue. The approved major housing development sites at Banbury, Bicester and Upper Heyford are progressing. This will be supported by economic development and jobs growth across the district with consents already in place for new major employment sites in these locations. These employment sites are being promoted nationally to attract companies to locate to them.

More funding is available for apprenticeships through a levy to be introduced from 2017 and the district has extensive apprenticeship provision in the private sector to build upon. Wages for the lowest paid in the district will rise as the 'national living wage' sees the statutory minimum wage levels increased.

The state of public sector finance

Local authorities' income is traditionally reliant on a large injection coming from central government in the form of a revenue support grant, together with business rates and council tax collected within district and new homes bonus to drive housing growth. The revenue support grant is reducing in size during 2017-2018 and will be withdrawn altogether by 2019. There is also uncertainty around the future shape of new homes bonus and when 100% business rates retention will be applied. Our council must find a way of recovering this funding gap if it is to continue to deliver the current scale of frontline services.

Our district is currently well placed financially, compared with many other local authorities, but if we do not take action now then our situation will deteriorate in 2019, impacting frontline services. This business plan makes reference to how the council must and will find operating efficiencies and alternative revenue streams by utilising its local knowledge and the skills and resources of its staff to remain financially sustainable and protect and enhance frontline services.

The future of local government

The debate on further devolution of powers to local government will continue, with reform of public services and how they are delivered in a financially sustainable way key to that agenda. The issues with NHS service delivery and specifically adult social care funding are currently driving this debate, with pressure on public sector finances to continue to deliver frontline health and social care services and further pressure on the county to provide education and infrastructure services. There is increasing importance now being attached to wellbeing across the public sector manifested in local plans for health and social care sustainability and transformation where increasing emphasis is placed on ill health prevention, early intervention and healthy lifestyle choices. Integrated working across our housing, leisure, community, planning and environmental health services will become even more important.

Summary

In summary, whilst internationally there is some uncertainty due to Brexit and at national level there is concern with the state of the economy and its impact on local authorities across the country, at a local level our financial position remains strong and our district investment and growth outlook remain positive.

Our business planning will continue to be based on providing the best conditions for businesses to grow, people to live and communities to thrive. Even with uncertainty around the future shape of local government, our council will continue to strive to find and support a solution that maximises the best interests of the people and businesses in our district to support growth, have a good quality of life and develop our communities.

Our strategic approach to business planning: Performance, accountability and transparency

Five Year Business Strategy - Priorities for the five year strategy

The table below presents the council's strategic priorities for its five year business strategy. This strategy sits alongside the council's Medium-term Financial Strategy and is underpinned by an annual

business plan, budget and performance management framework that sets out the milestones, performance measures and budget that will drive the council's delivery of services and major projects.

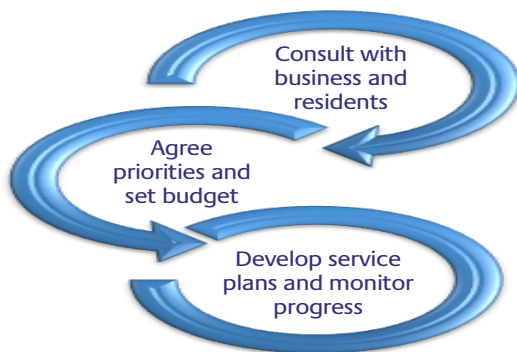
Cherwell: a district of opportunity	Cherwell: safe, green, clean	Cherwell: a thriving community	Cherwell: sound budgets and customer focused council
Manage growth of the district.	Provide high quality recycling and waste services, helping residents recycle.	Deliver affordable housing and work with private sector landlords to help improve affordable housing options.	Reduce the cost of our services through efficiencies.
Deliver the growth plans for Bicester.	Provide high quality street cleansing service and tackle environmental crime (littering, fly tipping, graffiti) where it arises.	Work with partners to support financial inclusion.	Communicate effectively with local residents and businesses and increase access to services on line.
Complete and implement the Masterplan for Banbury.	Work with partners to help ensure the district remains a low crime area.	Provide high quality housing options advice and support to prevent homelessness.	Deliver the five year financial strategy.
		Work to provide and support health and wellbeing across the district.	
Promote inward investment and support business growth within the district.	Reduce our carbon footprint and protect the natural environment.	Provide high quality and accessible leisure opportunities.	Deliver the key outcomes of the Commercial Strategy to reduce the funding gap in the Medium Term Revenue Plan.
		Provide support to the voluntary and community sector.	
Develop and implement a "One Council" offer of support to local businesses including regulatory services.		Protect our built heritage.	Ensure effective governance and performance management arrangements are in place.
Consider steps to support the visitor economy and the well-being of town centres as part of our approach to economic growth in the district.		Work to ensure rural areas are connected to local services.	

How we will manage the performance of our plan

Implementing our Strategy

Our annual business plan outlines the key actions we will take to meet the outcomes we have set. Performance measures will enable us to demonstrate that we align our resources to the delivery of the business plan in the most effective way possible. This is also a transparent way for us to show progress to the council, its employees, everyone in our district and those who read this document.

Our business planning cycle is underpinned by budget reviews aimed at identifying opportunities for increased efficiency and performance. This process is led by locally elected members. Consultation with residents and businesses also contributes to the development of the plan including our annual customer satisfaction survey.



Improvement and Innovation

The council has robust plans to deliver improvement and increased efficiency given the challenging national economic circumstances currently being faced.

With a strong focus upon the strategic priority of growth we have developed a suite of three new joint corporate strategies to sit alongside the respective strategic business plans of Cherwell District Council and its partner, South Northamptonshire Council.

The new corporate strategies, collectively known as our “Cycle of growth”, add weight to the business plans by articulating and providing transparency to how we intend to deliver our plans for the future.

They are focused upon delivering **Operational Excellence** in services, a renewed approach to how we **Commission** services based on need and by bringing about **Commercial Development** through innovation.

Our Operational Excellence Strategy introduces a set of joint corporate values based upon the principle of wanting to create a forward thinking, enabling culture, and seeing that reflected in the PRIDE and energy

amongst our dynamic workforce. They are values that we expect to be demonstrated by everyone working for the council and also from our partners and suppliers.

Our Commissioning Strategy will assess the needs of our residents and businesses and use this to specify and employ effective services that provide the best outcomes whilst ensuring value for money.

In order to continue to deliver more improved and quality frontline services, our Commercial Strategy sets out the activities we aim to undertake in order to replace the funding that is set to be withdrawn.

Ultimately, through the financial independence and growth achieved through the successful delivery of these strategies we will enable further investment to improve the quality of life of our residents, promote economic growth of the district and build thriving communities, bringing real meaning to the description “cycle of growth”. They will operate side by side to ensure the outcomes required in the strategic business plans and medium-term financial plans are achieved.

Managing and Reporting our Performance

The overarching five year Business Strategy, Medium-term Financial Plan, annual business plan, service plans and the appraisal targets of individual employees all demonstrate that the council has a clear and robust “golden thread” between resource availability and delivery of the council’s agreed priorities. This approach helps us to provide effective community leadership and will demonstrate that we are utilising public resources in the most effective way possible.

Performance management represents an essential part of our assurance and accountability process. It ensures that we are focused on the delivery of our strategic and operational objectives and demonstrates our achievements to local residents whilst also being transparent about the issues or challenges that we are facing.

We report our performance on a quarterly basis and it is reviewed by the Executive. Where performance issues and challenges are identified the joint management team and lead elected members work together to deliver improvement.

Both the revenue budget for 2017–18 and our performance results can be found on our website www.cherwell.gov.uk

Cherwell: a district of opportunity

Supporting economic development, employment, conservation, regeneration and development of the district

Manage growth of the district

- Consult on the Proposed Submission Local Plan Part 2 and partial review of Local Plan Part 1 and submit to the Secretary of State
- Monitor the delivery of the five year land supply and work with Development Management on appropriate responses as this supply changes
- Engage with all neighbouring councils and other public bodies on planning matters affecting Cherwell from other Districts and public bodies under the duty to co-operate
- Support parish teams preparing neighbourhood plans for their community

Deliver the growth plans for Bicester

- Northwest Bicester: continue to facilitate the planning applications for the site
- Northwest Bicester: Delivery of the Eco - Bicester business centre
- Adoption of the Masterplan document to assist revitalisation of town centre
- Market Bicester's employment and investment opportunities
- Deliver, in partnership, the Healthy New Town programme for Bicester

Complete and implement the Masterplan for Banbury

- Review strategic development plan for Bolton Road site. Consult with local businesses and develop preferred option for redevelopment.
- Take steps to develop a Masterplan of Canalside in Banbury Town Centre for redevelopment
- Secure start on Castle Quay 2
- Maximise the council's income from Castle Quay
- Support The Mill & Museum Trust as the primary town centre arts and cultural provision in their development activity
- Proceed with the preparation of a Business Improvement District (BID) for Banbury

Promote inward investment and support business growth within the district

- Support business growth, skills & employment in local companies and the visitor economy
- Continue to use the Cherwell Investment Partnership (CHIP) as a hub for inward investment
- Ensure that available land and premises for business are promoted locally and nationally
- Work with OXLEP and SEMLEP to ensure the work of each Local Enterprise Partnership (LEP) supports the development of the economy of Cherwell district
- Support skills development to keep unemployment at a low level

Develop and implement a 'One Council' offer of support to local businesses including regulatory services

- Review and simplify the planning pre-application process
- Improve customer satisfaction with regulatory services
- Continue working with agents / developers to ensure excellent working relationships

Consider steps to support the visitor economy and the well-being of town centres as part of our approach to economic growth in the district

- Implement an Action Plan with key attractions and town centres to promote the district to visitors

**Cherwell: safe, green,
clean**

Working to ensure the district has high standards of environmental cleanliness, great recycling and waste management, tackling crime and supporting energy efficiency

Provide high quality recycling & waste services, helping residents recycle

- Increase recycling and reduce residual waste per household
- Maintain high customer satisfaction with recycling and waste service

Provide high quality street cleansing services and tackle environmental crime

- Maintain high customer satisfaction with street cleansing
- Maintain a programme of high profile neighbourhood blitzes and pursue a hard enforcement and conviction line to environmental crime
- Provide a fast response time in dealing with fly tip incidents

Work with partners to help ensure the district remains a low crime area

- Continue to work with Thames Valley Police to maintain an effective CCTV operational system for our urban areas
- Continue working with local police & licence holders to ensure town centres remain safe

Reduce our carbon footprint and protect the natural environment

- Deliver the council's Biodiversity Action Plan
- Reduction of two per cent in council's carbon emissions
- Establish multi-agency Air Quality Management Action Plans as required

Cherwell: a thriving community

Providing affordable housing, leisure and sports facilities and activities, working with partners to improve access to health services, providing arts, cultural and community services

Deliver affordable housing & work with private sector landlords

- The council to deliver at least 190 units of affordable housing
- Monitor the number of affordable housing units in the district that are delivered via negotiations on new development proposals
- Promote an off-site construction factory in Bicester
- Secure additional nomination rights into the private sector through landlords home improvement grants

Work with partners to support financial inclusion

- Conclude negotiation for a new debt, money and housing advice service through a third party contract
- Maintain performance on payment of Housing Benefit

Provide high quality housing options advice & support to prevent homelessness

- Reduce the number of households living in temporary accommodation
- Through Housing Advice team reduce the number of repeat homelessness cases presented to the council
- Use the Housing Advice Service to prevent people from becoming homeless
- Improve energy efficiency through CHEEP grants (The CHEEP grant is an energy efficiency grant available to private sector landlords)

Work to provide and support health and wellbeing across the district

- Support the Community Partnership Network with financial, clinical & technological changes in the health and social care sector
- With partners help improve lives of most vulnerable from Brighter Futures initiative
- Work with partners to maintain the widest level of health care provision at the Horton General Hospital
- Promote good health and wellbeing to residents and workers through the provision of active lifestyle opportunities plus advice on community engagement and healthy eating

Provide high quality & accessible leisure opportunities

- Undertake feasibility studies of extended and new indoor leisure facilities in Banbury and Bicester to meet additional demand from local growth
- Complete works for Whitelands Farm Sports Ground, SW Bicester to enable the outdoor sports pitches to operate from September 2017
- Commence, with the aid of external funding, the redevelopment of The Hill in Banbury
- Establish sports pitch and facilities strategies for the district

Provide support to the voluntary & community sector

- Support the development of neighbourhood community associations in areas of new large scale housing development
- Undertake new commissioning arrangements for promoting volunteering and the placement of volunteers.
- Support the Local Strategic Partnership in addressing the key issues in the district

Protect our built heritage

- Continue the programme of Conservation Area Reviews
- Provide design guidance on major developments
- Process planning applications and defend the council's position at appeals, in accordance with planning policies and guidance

Work to ensure rural areas are connected to local services

- Work with BT/BDUK & Oxfordshire County Council to extend Superfast Broadband district-wide

Cherwell: sound budgets and customer focused council

Ensuring the council is run as efficiently as possible, consulting with local people, helping vulnerable people to access our services, and the provision of council tax and housing benefits.

Reduce the cost of our services through efficiencies

- Identify and deliver on-going efficiencies and savings to reduce the cost of running our services
- Implement the shared corporate IT strategy including a new council website
- Increase in Council Tax base
- Increase in NNDR (business rates) base

Communicate effectively with local residents & businesses and increase access to services online

- Continue to increase use of social media to communicate with residents & local businesses
- Continue to develop our business focused communications
- Increase the number of services that can be accessed and paid for on line

Deliver the five year financial strategy

- Deliver annual balanced budget setting out five year financial plan (Medium-term Revenue Plan)

Deliver the key outcomes of the commercial strategy to reduce the funding gap in the MTRP

- Grow existing income for services we currently trade
- Deliver a jointly owned company (with SNC) for Revenues and Benefits services
- Undertake feasibility studies for the delivery of new commercial services and projects
- Implement the actions set out in the new Asset Management Strategy

Ensure there are effective governance and performance management arrangements in place for all council-owned companies and/or alternative service delivery vehicles

- Formation of sound business and financial plans
- Delivery of specific key performance indicators (KPI) from agreed service level agreements (SLA)
- Compliance with company law and relevant legislation
- Introduce quality management models in all services

Performance Pledges 2017–18

Every year from the key objectives and actions detailed across our strategic priorities several are highlighted as performance pledges. They are key activities that reflect local priorities and these pledges demonstrate our commitment to the delivery of important local services and new projects to help make Cherwell a great place to live.

For 2017–18 our pledges are:

Cherwell: a district of opportunity

- Deliver, in partnership, the **Healthy New Town** programme for Bicester.
- Deliver the Banbury Business Improvement District to **support local businesses**.
- Develop and implement a **'One Council' offer** to support local businesses including regulatory services.



Cherwell: safe, green, clean

- Undertake **neighbourhood blitzes** with community involvement and pursue a hard enforcement line on environmental crime.
- Work with the local police and licence holders to ensure our town centres remain **clean, safe and vibrant** at all times.
- Provide a **fast response time** in dealing with fly tip incidents.



Cherwell: a thriving community

- With our partners help to **improve the lives** of the most vulnerable from the Brighter Futures initiative.
- Deliver at least 190 units of **affordable housing**.
- **Complete the phase 2 pavilion** and car park works for Whitelands Farm Sports Ground.



Services for Business



Cherwell: sound budgets and customer focused council

- **Reduce the cost** of providing our services through partnerships, joint working and other service delivery models.
- Ease of communication – with **more services available online**.
- Continue to increase use of social media to **communicate with residents and local businesses**. Continue to develop our business focused communications.



Appendix – How we will show our performance

The following tables show the measures and actions we will use to report and manage the performance of the business plan. Progress is monitored on a regular basis by both members and officers with any issues being highlighted and acted upon.

Cherwell: a district of opportunity	
Our objective is:	We will show our performance through:
Manage growth of the district	Meeting key dates for the proposed submission of Local Plan Part 2
	Delivery against five year land supply targets
	Engaging with all neighbouring councils under the duty to co-operate
	Preparation of neighbourhood plans to timetables set in regulations
Deliver the growth plans for Bicester	Continuing to facilitate the planning applications for Northwest Bicester
	Delivery of the Eco-Bicester business centre
	Adoption of the Masterplan document to assist revitalisation of Bicester town centre
	Marketing Bicester's employment and investment opportunities
	Delivering, in partnership, the Healthy New Town programme for Bicester
Complete and implement the Masterplan for Banbury	Reviewing the strategic development plan for the Bolton Road site
	Adopting Masterplan for Canalside in 2017–18
	Securing start on Castle Quay 2
	Attending FM meeting, improving financial reporting and reviewing investment with Aberdeen Investment Properties
	Supporting The Mill & Museum Trust as the primary town centre arts and cultural provision in their development activity
	Completing 2nd stage assessment of the Business Improvement District (BID) for Banbury by October 2017
Promote inward investment and support business growth within the district.	Number of businesses who have received advice
	An increase in NNDR base
	Increased take up of LEP services - reported in Annual Business Survey
	Unemployment rate and take up of Job Clubs/Job Fairs by companies
Develop and implement a 'One Council' offer of support to local businesses including regulatory services.	A review of the planning pre-application process by June 2017
	Carrying out a survey and establishing baseline satisfaction with services
	Developing an action plan for improvement
	Attendance numbers and feedback /satisfaction from Agents' forums
Consider steps to support the visitor economy and the well-being of town centres as part of our approach to economic growth in the district.	Updates on the Action Plan to Executive in 2016/17 and report on implementation

Cherwell: safe, green, clean

Our objective is:	We will show our performance through:
Provide high quality recycling & waste services, helping residents recycle	Achieving a 56% recycling rate
	Residual household waste per household
	Amount of waste sent to energy recovery
	Maintaining high customer satisfaction with recycling and waste service (80%)
Provide high quality street cleansing services and tackle environmental crime	Maintaining high customer satisfaction with street cleansing (80%)
	Number of neighbourhood blitzes
	Number of enforcement actions
	Success of fly-tip enforcement
	Investigating incidents within 24 hrs from report
	Cleaning up within 48 hrs from investigation
Work with partners to help ensure the district remains a low crime area	Maintaining CCTV in all urban areas
	Reducing the number of anti-social behaviour incidents
	Carrying out operations and initiatives in accordance with the joint CDC /TVP night-safe plan
	Reducing incidents of drunkenness, begging and rough sleeping by carrying out proportionate interventions in the Banbury Public Spaces Protection Order (PSPO) area
	Embedding the new CDC Taxi Policy including implementing safeguarding awareness training for licensed taxi drivers
	Responding to incidents / complaints regarding licensed premises
	Undertaking routine food/health and safety inspections as per programme.
	To investigate and respond to complaints/accidents as required
Reduce our carbon footprint and protect the natural environment	Implementing agreed action plans including the promotion of cycling and walking
	Reviewing progress of the actions in the Air Quality Action Plans with partner agencies responsible for their implementation

Cherwell: a thriving community

Our objective is:	We will show our performance through:
Deliver affordable housing & work with private sector landlords	Delivering homes throughout the year that are designated for affordable housing
	Number of other affordable housing units
	Creating at least an additional 10 units of accommodation for nomination by the council
Work with partners to support financial inclusion	Average time taken to process new Housing Benefit claims
	Average time taken to process change in circumstances
	Average time taken to process new claims and changes for Housing Benefit
	Customer satisfaction with benefits process
Provide high quality housing options advice & support to prevent homelessness	Maintaining a target of no more than 41 properties allocated for temporary accommodation
	Tracking repeat homeless presentations and developing an action plan and initiatives following the new Homelessness Prevention Act coming into law.
	Allocating 10 CHEEP Energy Efficiency Grants in 2017–18
Work to provide and support health and wellbeing across the district.	Promoting the Workplace Wellbeing Charter to obtain commitment from five local businesses to work towards accreditation.
	Undertaking a feasibility study for introducing the Eat Out Eat Well Award for food businesses in Cherwell

Cherwell: a thriving community

Our objective is:	We will show our performance through:
Provide high quality & accessible leisure opportunities	New facility models in Banbury and Bicester (to be considered in Summer 2017)
	Whitelands Farm Sports Ground outdoor sports pitches being operational from September 2017
	Commencing construction on the redevelopment of The Hill in Banbury during the second half of 2017–18
	Agreeing sports pitch and facilities strategies for the district in the first half of 2017–18
Provide support to the voluntary & community sector	Providing support for two new neighbourhood community associations
	Putting in place a partner organisation with new commissioning arrangements for promoting volunteering and the placement of volunteers in first half of 2017–18
Protect our built heritage	Completing five Conservation Area Reviews
	Responding to consultations from Development Management with design guidance on major developments within the prescribed timescale
	Processing major planning applications within 13 weeks
	Processing minor planning applications within eight weeks
	Processing other planning applications within eight weeks
Work to ensure rural areas are connected to local services	The percentage of planning appeals allowed
	Reporting every six months on progress of extending Superfast Broadband district-wide to show where has been connected and the forward programme

Cherwell: sound budgets and customer focused council

Our objective is:	We will show our performance through:
Reduce the cost of our services through efficiencies	Completion of efficiency reviews and £ savings delivered
	Implementing the shared Corporate IT Strategy including a new council website
	Percentage of Council Tax collected
	Percentage of Business Rates collected
Communicate effectively with local residents & businesses and increase access to services online	Social media ratings: Number of Facebook likes
	Social media ratings: Number of Twitter followers
	Making five more services available online
	Reducing face to face contact time
Deliver the five year financial strategy	Budget variance on capital within 2 per cent (Annually reported)
	Budget variance on revenue within 2 per cent (Annually reported)
Deliver the key outcomes of the commercial strategy to reduce the funding gap in the MTRP	Growing existing income for services we currently trade
	Delivering a jointly owned company (with SNC) for Revenues and Benefits services
	Undertaking feasibility studies for the delivery of new commercial services and projects
	Implementing the actions set out in the new Asset Management Strategy

Cherwell: sound budgets and customer focused council

Our objective is:	We will show our performance through:
Ensure there are effective governance and performance management arrangements in place for all council owned companies and/or alternative service delivery vehicles	Delivering specific Key Performance Indicators from agreed Service Level Agreements with council-owned companies
	Including full legal implications confirming relevant statutory powers and compliance with legal requirements in all reports to members on establishment of companies/entities
	Incorporating each approved company entity in accordance with project plan timescale
	Introducing quality management models in all services

Getting in touch

Throughout the year the council provides opportunities for local people to have their say. Whether this be through customer satisfaction surveys, budget consultation, consultation on new projects and services, talking to local business organisations or feedback via our link-points or website, we are keen to listen to what you like and what needs to be improved.

However, if you would like to provide feedback about any other matter you can do so using the contact details on this page.

Email: consultation@cherwell-dc.gov.uk

To find and email your ward councillor:
<http://modgov.cherwell.gov.uk/mgFindCouncillor.aspx>

Call the Performance and Insight Team:
01295 221605

Customer Services: 01295 227001

Write:

The Performance and Insight Team
Bodicote House
Bodicote
Banbury
Oxfordshire, OX15 4AA

For general enquiries visit www.cherwell.gov.uk
or contact the customer service team
01295 227001.

Cherwell: a great place to live



cherwelldistrictcouncil



@cherwellcouncil

www.cherwell.gov.uk

Cherwell

DISTRICT COUNCIL
NORTH OXFORDSHIRE