

Internal Perspectives
of the Strategy:
Priorities, Goals, Aims
Measures and Actions

We work as One Council...

Achieving the best possible customer & resident outcomes we can

Unlocking our people's potential to achieve great things

Maximising the value of every pound to deliver our priorities



Cherwell
DISTRICT COUNCIL
NORTH OXFORDSHIRE

We work as One Council...

Priorities

Goals

Aims

KPIs

Achieving the best possible customer & resident outcomes we can

Customer & Resident Insight Driven

We are passionate about meeting customer & resident needs, designing our services to achieve our priorities. We have clear service levels that customers can expect us to consistently meet (internal & external). By empowering individuals & teams, and working with partners, customer & resident issues are owned & resolved

Customer & Resident Satisfaction

Data and Digitally Enabled

We have efficient policies and processes to deliver services, enabled by the best use of data and digital technology for those that can use it. This enables us to have a shared view of customer issues and needs from our data and systems

Unlocking our people's potential to achieve great things

Values Led

We are proud of our council and constantly strive to improve "the way we do things." We have a distinct Cherwell identity with clarity over our direction and people really want to work, develop and thrive here

Employee Engagement

Performance Focused

We consistently deliver on the things we say we'll do. Strong leadership and effective management helps us to unlock people's potential with a relentless focus on recognition and performance

Maximising the value of every pound to deliver our priorities

Priority and Outcome Focused

We have a clear prioritisation of outcomes, across the council, based on the Council Plan. We agree a medium term financial strategy to maximise the delivery of outcomes within a balanced budget

Balanced Budget

Financially Aware

We understand the full impact of every pound we spend & generate (both revenue and capital) and are rigorous in our financial & performance management. We have a commercial mindset around our contracts, cost recovery & delivering our plans