

**Corporate Plan
2010/2011 Action Plan
April 2010 - September 2010**

	Quarter One	Quarter Two	Comment
An Accessible, Value for Money Cherwell			
Seek accreditation for customer service - customer service excellence award	G	G	Awaiting outcome of VFM review. Work scheduled to start end of October
Support for parishes and community groups to have a website	G	G	We have successfully delivered ahead of schedule 20 parish websites with a support and training package that makes the parish self sufficient. A CDC apprentice paid a significant part in this achievement. (http://www.cherwell.gov.uk/bodicotepc/)
Carry out website testing to ensure it is user friendly	G	G	Mystery shopping during October will include use of our self service kiosks in local shops and the terminals in our LinkPoint offices.
Retain the Crystal Mark for our website	G	G	The Webteam are continually assessing website content and structure to ensure that they continue to meet the Crystal standard. This is part of the SOCITM Better connected work plan for the website to be rated 4 stars (SOCITM Better connected November benchmarking)
Undertake a peer review of our performance in terms of equality	G	R	Task completed. Self assessment done, external assessment not taking place in 2010 due to savings requirement. Areas of strength and development opportunities identified.
Develop a 'hardest to reach' action plan to improve access and take up of our services	G	G	The Outreach officers are on target to visit at least 24 community groups. The Rural-Run-about is being launched at Cropredy on 14th October.
90% of complaints received are resolved within Stage One	G	G	In September 14 complaints received all stage 1
95% of all complaints that are escalated to Stage Two are resolved	G	G	There are no stage 2 complaints in September
No complaints escalated from Stage Three to the Ombudsman	G	G	There were no Ombudsman complaints received in September.
Maintain our score of 3 in UoR Assessment and secure score of 4 for at least 1 KLoE	G	G	
Reduce our costs by a further £800,000	G	G	As at 30th September 2010 £532K of the £800K target have been achieved - representing 66%

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Address the MTFs by developing a clear action plan which will reduce Council expenditure	G	G	MTFS Has been constantly reviewed and action plans developed based on assumptions relating to funding cuts. At present we are working on a realistic assumption of a 30% real cut and await the CSR announcement on 20/10/10
Deliver a Council Tax increase in 2011/12 below inflation	G	G	Budget for 2011/12 will be prepared in line with this target
Produce a combined annual report of performance and finance in June 2010	G	G	Completed
Improve access to our services by delivering a 'link points-on-legs' service	G	G	
Promote access to cultural and sporting facilities to Looked after Children	G	G	
Expand access to services provided by our partners through Council access points	G	G	"Next Step" careers advice for over 25s now offered at regular surgeries at Banbury LinkPoint. In Discussion to operate from Kidlington and Bicester
Establish a procedure for members of the public to submit petitions to the council	G	G	Considered by Executive in June and was agreed by Full Council on 19 July. Petitions scheme is available on the internet and e-petitions process is ready for December. However, it should be noted that the government has withdrawn the statutory guidance on petitions and e-petitions. Previously it had been thought necessary to bring a further report to Council to change the constitution and petitions scheme to ensure the council was compliant with the guidance, it is now believed that the existing constitution and petitions scheme fully allow for e-petitions and therefore this is under review
Provide more information to local people about how to become a councillor	G	G	Leaflet is on the internet and will be circulated to political parties and published in January. Additionally, it is being considered whether to hold a potential candidates opening evening early in the new year to outline the election process and role of a councillor.
Ensure that 72% of our customers when asked feel well informed about the Council	G	A	69.1% achieved. Whilst slightly off target this result is positive as it represents significant improvement on our performance in 2009 and indicates an upward trend
Possible increase in the number of Cherwell Links produced	R	R	CMT Exception No increase in the number of Cherwell Link's planned at this stage.

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Increase the readership of Cherwell Link	R	G	Customer satisfaction survey demonstrates increased levels of awareness of council information from Cherwell Link
95% of our customers are satisfied	G	G	99% of customers were satisfied with the service they received on 17.9.2010
Double the number of services that can be booked, paid for, applied for online (50 to 100)	G	G	Online services continue to develop and we are currently on track to meet the target of 100 online services. Currently we have 65 transactions available online that range from missed bins calendar, payment for items to submitting your planning applications online. Lagan Citizen Portal, will be available later this year (November 2010) that will allow the creation further online services.
Extend opportunities for customers to feed back their experiences of our services	G	G	
Ensure we use customer information to develop and improve our services	G	G	
Make our annual satisfaction survey available to all residents	G	G	Executive agreed to defer the assessment in the light of the required budget savings. Self assessment completed and areas of strength identified.

An Accessible, Value for Money Cherwell : National Indicators

	2009/2109 Actual	2009/2010 Target	2009/2010 Performance	Quarter One Actual	Quarter One Target	Quarter One Performance	Comment
NI014 Avoidable contact: the proportion of customer contact that is of low/no value to the customer	7.23	15.00	G	7.27	12.50	G	Avoidable contact total assessed 12258, 882 Avoidable 11376 value phones 687 avoidable, 2746 value face to face 195 avoidable, 8825 value
NI179 Value for Money: net value for money cash-releasing gains for the current financial year	600,000	600,000	G	532,000	400,000	G	on target.
Corporate Plan Actions		National Indicators					
Number Green and Amber	25		2				
Percentage	92.59%		100.00%				
Status	Amber		Green				