

# Appendix 1

## Joint Corporate Strategy 2018-19

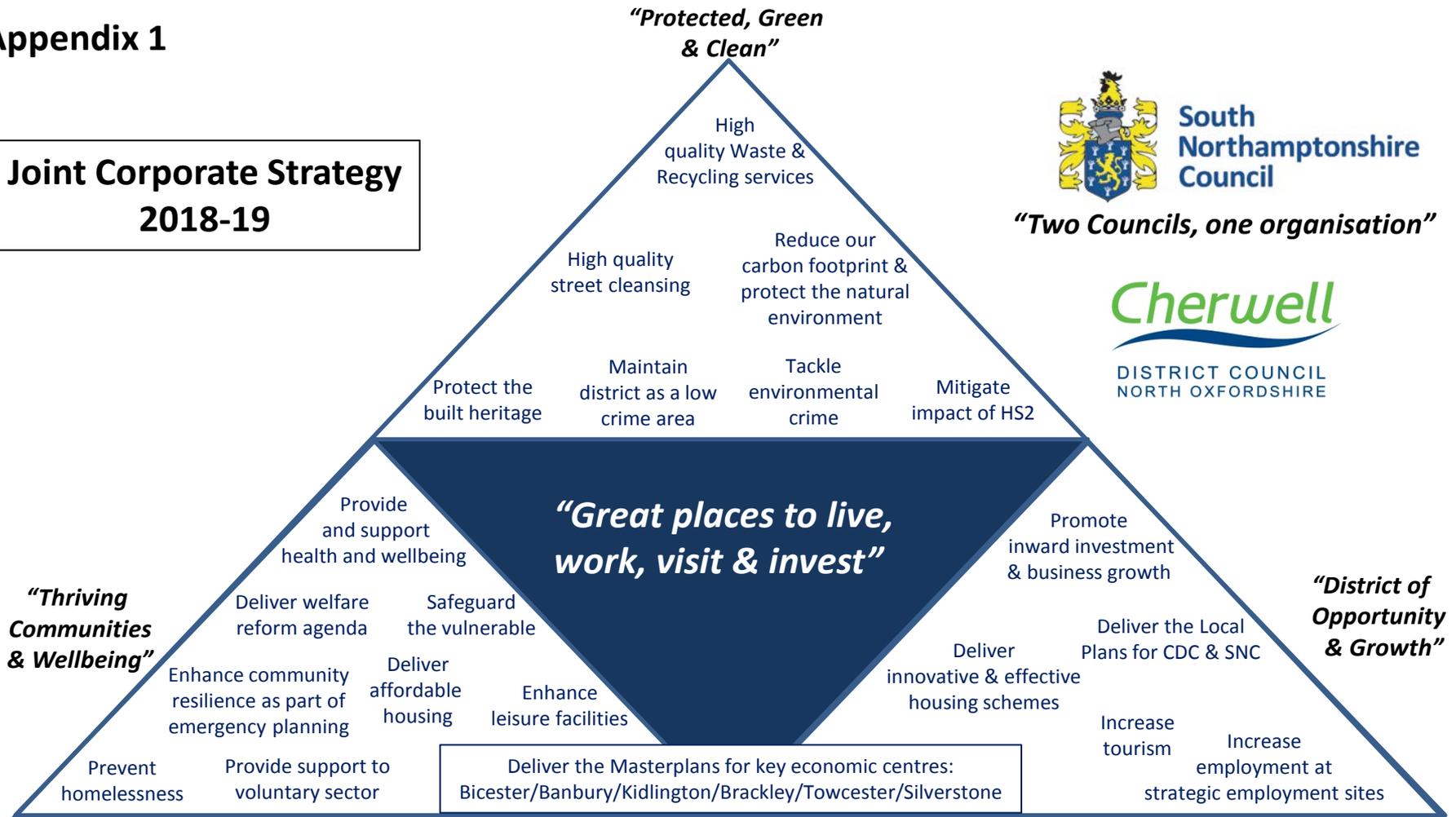


**South  
Northamptonshire  
Council**

*“Two Councils, one organisation”*



**DISTRICT COUNCIL  
NORTH OXFORDSHIRE**



### Shared Organisational Plan

**Operational Excellence**  
 Rigorous Financial Management  
 Income optimisation  
 Commercial & Procurement excellence  
 Effective Governance  
 Alternative Delivery Vehicles

**Public Value**  
 24/7 access to services  
 Right first time, every time  
 Service at point of need  
 Efficient & effective services  
 Customer Service Excellence

**Best Council to work for**  
 Sustainable relationships with key partners  
 Culture of Innovation & Creativity  
 Effective People service  
 Employer of choice  
 Enabled through digitisation  
 Corporate Social responsibility

*“Here to Serve”*

CDC/SNC Joint Programme									
	Version : 20180115 v2 (m)								
SBP ref	Business Plan goal	Portfolio Holder	Director	Lead Officer	Last completed milestone	Next milestone	Milestone target date	Project end date	Status
<b>1</b>	<b>Protected, Green &amp; Clean</b>								
1.1	Maintain high quality waste & recycling services	Cllr Debbie Pickford Cllr Dermot Bambridge	Ian Davies	Ed Potter					
1.2	Provide High Quality Street Cleansing Services	Cllr Debbie Pickford Cllr Dermot Bambridge	Ian Davies	Ed Potter					
1.3	Tackle Environmental Crime	Cllr Debbie Pickford Cllr Dermot Bambridge	Ian Davies	Ed Potter					
1.4	Reduce our carbon footprint and protect the natural environment	Cllr Kieron Mallon Cllr Steve Clarke Cllr Dermot Bainbridge Cllr Karen Cooper	Ian Davies Adrian Colwell	Jackie Fitzsimons Nicola Riley					
1.5	Mitigate the effects of HS2	Cllr Steve Clarke Cllr Colin Clarke	Paul Feehily	Paul Seckington					
1.6	Maintain the District as a low crime area	Cllr Kieron Mallon Cllr Karen Cooper	Ian Davies	Nicola Riley					
1.7	Protect the built heritage	Cllr Roger Clarke Cllr Colin Clarke	Paul Feehily	Clare Mitchell					

SBP ref	Business Plan goal	Portfolio Holder	Director	Lead Officer	Last completed milestone	Next milestone	Milestone target date	Project end date	Status
<b>2</b>	<b>Thriving Communities &amp; Wellbeing</b>								
2.1	<b>Provide &amp; support Health &amp; Wellbeing (Work to ensure rural areas are connected to local services) (Develop and sustain access to local services)</b>	Cllr Tony Ilott Cllr Steve Clarke Cllr Colin Clarke Cllr Kieron Mallon Cllr Karen Cooper	Ian Davies Adrian Colwell Claire Taylor	Nicola Riley Natasha Barnes					
2.2	<b>Provide enhanced leisure facilities</b>	Cllr Karen Cooper Cllr George Reynolds	Ian Davies	Sharon Bolton					
2.3	<b>Provide support to the voluntary sector</b>	Cllr Kieron Mallon Cllr Karen Cooper	Ian Davies	Nicola Riley					
2.4	<b>Enhance community resilience as part of emergency planning</b>	Cllr Phil Bignell Cllr Kieron Mallon	Ian Davies	Nicola Riley					
2.5	<b>Prevent homelessness</b>	Cllr Steve Clarke Cllr John Donaldson	Ian Davies	Joanne Barrett					
2.6	<b>Safeguard the vulnerable</b>	Cllr Karen Cooper Cllr Steve Clarke Cllr John Donaldson Cllr Peter Rawlinson	Ian Davies Paul Sutton	Nicola Riley Belinda Green Joanne Barrett Tim Mills					
2.7	<b>Deliver Affordable Housing &amp; Work With Private Sector Landlords</b>	Cllr John Donaldson Cllr Steve Clarke Cllr Roger Clarke Cllr Colin Clarke	Ian Davies Paul Feehily	Tim Mills Joanne Barrett Paul Seckington					
2.8	<b>Deliver the welfare reform agenda</b>	Cllr Steve Clarke Cllr John Donaldson	Ian Davies	Tim Mills Joanne Barrett					

SBP ref	Business Plan goal	Portfolio Holder	Director	Lead Officer	Last completed milestone	Next milestone	Milestone target date	Project end date	Status
3	<b>District of Opportunity &amp; Growth</b>								
3.1	<b>Deliver innovative and effective housing schemes</b>	Cllr Steve Clarke Cllr John Donaldson	Ian Davies Paul Sutton	Tim Mills Joanne Barrett Jane Norman					
3.2	<b>Increase tourism (Consider steps to support the visitor economy and the wellbeing of town centres)</b>	Cllr Steve Clarke Cllr Lynn Pratt	Adrian Colwell	Steve Newman Greg Ward					
3.3	<b>Deliver the masterplans for the key economic centres: Bicester/Banbury/Kidlington/Brackley/ Towcester/Silverstone</b>	Cllr Roger Clarke Cllr Colin Clarke	Adrian Colwell	TBC					
3.4	<b>Increase employment at strategic employment sites &amp; Promote inward investment and business growth</b>	Cllr Steve Clarke Cllr Lynn Pratt	Adrian Colwell	Greg Ward Steve Newman					
3.5	<b>Delivery against Local Plans for CDC &amp; SNC</b>	Cllr Roger Clarke Cllr Colin Clarke	Adrian Colwell	Andy Darcy David Peckford					

Joint KPIs						2018/19 Actuals														
Version : 20180115 v2 (m)						2017/18 Actual		2018/19 Target		April		May		June		Quarter 1				
KPI ref	KPI name	Good is....	P/H owner	Director	Lead Officer	CDC	SNC	CDC	SNC	CDC	SNC	CDC	SNC	CDC	SNC	CDC	SNC	Frequency of measure	Member or Operational measure	Joint or Council specific measure
<b>1</b>	<b>Protected, Green &amp; Clean</b>																			
1.1	% of waste recycled and composted	H	Clr Dermot Bambridge Clr Debbie Pickford	Ian Davies	Ed Potter													Quarterly	M	CS
1.2	% Customer Satisfaction with Waste & Recycling service	H	Clr Dermot Bambridge Clr Debbie Pickford	Ian Davies	Ed Potter													Annually	M	CS
<b>2</b>	<b>Thriving Communities &amp; Wellbeing</b>																			
2.1	Number of households living in Temporary Accommodation (TA)	L	Clr John Donaldson Clr Steve Clarke	Ian Davies	Joanne Barrett													Quarterly	M	CS
2.2	Time taken to process Housing Benefit new claims	L	Clr Peter Rawlinson Clr Tony Ilott	Paul Sutton	Belinda Green													Monthly	M	CS
2.3	Time taken to process Housing Benefit change events	L	Clr Peter Rawlinson Clr Tony Ilott	Paul Sutton	Belinda Green													Monthly	M	CS
2.4	Customer satisfaction with benefits process	H	Clr Peter Rawlinson Clr Tony Ilott	Paul Sutton	Belinda Green													Quarterly	M	CS
2.5	Number of Visits/Usage to District Leisure Centres	H	Clr George Reynolds Clr Karen Cooper	Ian Davies	Sharon Bolton													Quarterly	M	Joint
<b>3</b>	<b>District of opportunity &amp; growth</b>																			
3.1	% of major planning applications processed within 13 weeks	H	Clr Roger Clarke Clr Colin Clarke	Paul Feehily	Paul Seckington													Monthly	M	CS
3.2	% Planning Appeal decisions allowed	H	Clr Roger Clarke Clr Colin Clarke	Paul Feehily	Paul Seckington													Monthly	M	CS
3.3	% Planning enforcement appeal decisions allowed	H	Clr Roger Clarke Clr Colin Clarke	Paul Feehily	Paul Seckington													Monthly	M	CS
3.4	% of non-major applications processed within 8 weeks	H	Clr Roger Clarke Clr Colin Clarke	Paul Feehily	Paul Seckington													Monthly	M	CS
3.5	Maintaining 5 year land supply	H	Clr Roger Clarke Clr Colin Clarke	Adrian Colwell	Andy Darcy David Peckford													Quarterly	M	CS
	<b>Corporate KPI's</b>																			
<b>4</b>	<b>Operational Excellence</b>																			
4.1	Cumulative in year savings vs budget	H		Paul Sutton														Monthly	M	CS
4.2	% Capital schemes with green RAG rating	H		Paul Sutton														Monthly	M	Joint
4.3	Council tax collected as a % of Council Tax due	H		Paul Sutton														Quarterly	M	CS
4.4	Business Rates collected as a % of Business Rates due	H		Paul Sutton														Quarterly	M	CS
4.5	Cumulative in year income vs budget	H		Paul Sutton														Quarterly	M	CS
4.6	% Agreed internal audit recommendations completed on time	H		Paul Sutton														Quarterly	M	CS
4.7	% of invoices paid within 30 days	H		Paul Sutton														Monthly	M	CS
4.8	% IT helpdesk calls completed within service standard	H	Clr Mike Kerford Byrnes Clr Phil Bignell	Claire Taylor	AD: CS&IT													Monthly	M	Joint
4.9	Late committee reports (% of all reports due)	L		Paul Sutton														Quarterly	M	CS
<b>5</b>	<b>Public Value</b>																			
5.1	% Incoming calls answered within 30 secs (CSC)	H	Clr George Reynolds Cllr Karen Cooper	Claire Taylor	AD: CS&IT													Monthly	M	Joint
5.2	% Incoming calls abandoned (CSC)	L	Clr George Reynolds Cllr Karen Cooper	Claire Taylor	AD: CS&IT													Monthly	M	Joint
5.3	% Customer satisfaction with Council services(survey)	H	Clr Richard Mould Clr Karen Cooper	Claire Taylor	AD: P&T													Annually	M	Joint
5.4	% Customer satisfaction (temp check)	H	Clr Richard Mould Clr Karen Cooper	Claire Taylor	AD: P&T													Quarterly	M	Joint
5.5	% enquiries resolved at first point of contact	H	Clr George Reynolds Cllr Karen Cooper	Claire Taylor	AD: CS&IT													Monthly	M	Joint
5.6	% Correct amount of housing benefit paid to customer	H		Paul Sutton														Monthly	M	CS
5.7	% Transactions available on line	H	Clr Richard Mould Clr Phil Bignell	Claire Taylor	AD: CS&IT													Monthly	M	Joint
5.8	% Customer complaints upheld	L	Clr Richard Mould Clr Phil Bignell	Claire Taylor	AD: P&T													Monthly	M	Joint
<b>6</b>	<b>Best Council to work for - NB: CT will revisit these KPI's</b>																			
6.1	Staff sickness absence - days per employee, per annum (rolling 12 months)	L	Clr Barry Wood Clr Phil Bignell	Claire Taylor	Karen Edwards													Monthly	M	Joint
6.2	Number of agency staff employed	L	Clr Barry Wood Clr Phil Bignell	Claire Taylor	Karen Edwards													Monthly	M	Joint