

## A district of opportunity

| Corporate Plan Aim   | 5 Year Corporate Targets   | 2008/09 Corporate Targets   | 2009/10 Corporate Targets  | 2010/11 Corporate Targets   | 2011/12 Corporate Targets  |
|--|--|---|--|---|--|
| 1. Balance employment and housing growth by developing businesses and homes that meet local need within an overall robust planning policy framework. | <ul style="list-style-type: none"> <li>Have a new Local Development Framework in place by 2009</li> </ul>  | <ul style="list-style-type: none"> <li>Present and consult on choices about major development locations in the District (taking into account the Government's Eco Towns Programme)</li> </ul>   | <ul style="list-style-type: none"> <li>Submit Local Development Framework Core Strategy</li> <li>Complete Canalside Regeneration Area Supplementary Planning Document (SPD) draft</li> </ul>                               | <ul style="list-style-type: none"> <li>Public Examination of Local Development Framework (LDF) Core Strategy</li> <li>Adoption of LDF Core Strategy</li> <li>Submission and public examination of LDF Delivery Planning Document (DPD)</li> <li>Approval of Canal side Regeneration Area SPD</li> </ul> | <ul style="list-style-type: none"> <li>Adopt the LDF Delivery DPD</li> <li>Adopt the Planning Obligations and Building in Harmony with the Environment SPDs</li> </ul> |
| 2. Provide business land and premises opportunities to support local economic development  | <ul style="list-style-type: none"> <li>Complete an employment land assessment and include provision of at least 2 major new business sites in the Local Development Framework</li> <li>Start construction on Bicester Town Centre Development</li> </ul>                           | <ul style="list-style-type: none"> <li>Complete land assessments for business sites in the Local Development Framework</li> </ul>   | <ul style="list-style-type: none"> <li><b>Work with partners to start the Bicester town centre development</b></li> <li>LDF Core strategy submission to include justification for new employment land provision</li> </ul> | <ul style="list-style-type: none"> <li>LDF draft to include proposals for at least two major new business sites</li> </ul>  | <ul style="list-style-type: none"> <li>Bicester town centre scheme completed</li> <li>Land provision for at least two major new business sites secured</li> </ul>      |
| 3. Support business success by fostering innovation and helping businesses to recruit and retain skilled employees                                   | <ul style="list-style-type: none"> <li>Create 6200 additional jobs by 2011</li> </ul>  | <ul style="list-style-type: none"> <li><b>Contribute to the creation of 200 new jobs</b></li> </ul>   | <ul style="list-style-type: none"> <li><b>Contribute to the creation of 200 new jobs</b></li> <li><b>Help and support Cherwell's residents and businesses through uncertain times</b></li> </ul>                           | <ul style="list-style-type: none"> <li>Contribute to the creation of 300 new jobs</li> </ul>  | <ul style="list-style-type: none"> <li>Contribute to the creation of 400 new jobs</li> </ul>   |
| 4. Make it easier for you to get where you need to go  | <ul style="list-style-type: none"> <li>Complete transport studies and infrastructure needs assessment of the main urban areas and incorporate the results in the new LDF.</li> <li>Deliver £1 million of developer funding toward transport infrastructure improvements</li> </ul> | <ul style="list-style-type: none"> <li>Complete transport studies and infrastructure needs assessment for Banbury and Bicester</li> <li>Deliver £200,000 funding for transport infrastructure improvements through developer contributions</li> </ul> | <ul style="list-style-type: none"> <li>Deliver £200,000 funding for transport infrastructure improvements through developer contributions</li> </ul>   | <ul style="list-style-type: none"> <li>Deliver £300,000 funding for transport infrastructure improvements through developer contributions</li> </ul>  | <ul style="list-style-type: none"> <li>Deliver £300,000 funding for transport infrastructure improvements through developer contributions</li> </ul>                   |
| 5. Secure housing growth that meets Government targets and the needs of the District through an appropriate mix of market and affordable housing     | <ul style="list-style-type: none"> <li>Achieve an annual average rate of new homes constructed of 600, of which 100 are affordable</li> </ul>  | <ul style="list-style-type: none"> <li><b>Achieve 400 new homes including a minimum of 100 affordable homes</b></li> </ul>  | <ul style="list-style-type: none"> <li>Achieve 300 new homes</li> <li><b>Deliver 100 affordable homes</b></li> </ul>   | <ul style="list-style-type: none"> <li>Achieve 700 new homes</li> <li>Deliver 100 affordable homes</li> </ul>   | <ul style="list-style-type: none"> <li>Achieve 700 new homes</li> <li>Deliver 100 affordable homes</li> </ul>  |

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| 6. Give you advice and support to find a home if you are without one              | <ul style="list-style-type: none"> <li>Develop the housing service to provide information on the full range of housing opportunities within the District and including information on all housing tenures</li> <li>Develop a range of information to help people understand their housing options, and the range of support that is available to them</li> </ul>  | <ul style="list-style-type: none"> <li>Expand Choice Based Letting to be a countywide scheme</li> <li>Temporary Accommodation Strategy approved</li> </ul>  | <ul style="list-style-type: none"> <li>Fully integrated Choice Based Letting scheme and housing advice available through the Customer Contact Centre</li> <li>Temporary Accommodation Strategy operational</li> </ul>  | <ul style="list-style-type: none"> <li>85% customer satisfaction with Choice Based Letting Scheme</li> <li>Temporary Accommodation Strategy outcomes achieved</li> </ul>   | <ul style="list-style-type: none"> <li>90% customer satisfaction with Choice Based Letting Scheme</li> <li>Temporary Accommodation Strategy outcomes achieved</li> </ul> |
| 7. Improve the standard of housing particularly for vulnerable people             | <ul style="list-style-type: none"> <li>Provide and facilitate assistance, through both CDC grants and insulation and heating discounts in the private sector delivered by partners, to achieve the Decent Homes Standard for vulnerable households</li> </ul>   | <ul style="list-style-type: none"> <li>Spend £300,000 on investing in better quality housing for vulnerable people</li> </ul>   | <ul style="list-style-type: none"> <li>Spend £400,000 on investing in better quality housing for vulnerable people</li> </ul>  | <ul style="list-style-type: none"> <li>Spend £420,000 on investing in better quality housing for vulnerable people</li> </ul>  | <ul style="list-style-type: none"> <li>Spend £440,000 on investing in better quality housing for vulnerable people</li> </ul>  |
| 8. Develop safe and pleasant urban centres which provide you with good facilities | <ul style="list-style-type: none"> <li>Complete environmental enhancement schemes for Watts Way, Kidlington and Parsons Street, Banbury</li> </ul>  | <ul style="list-style-type: none"> <li>Complete the design of the environmental enhancement scheme for Parson's Street, Banbury</li> <li><b>Enhance the village centre environment of Kidlington through the replacement of the street furniture</b></li> </ul> | <ul style="list-style-type: none"> <li><b>Make major improvements to Parsons Street, Banbury</b></li> <li>Undertake improvements to open markets</li> <li>Invest in enhancement of market square in Bicester</li> <li>Implement the Banbury Visitor Management Plan</li> <li>Prepare a Banbury Residents Parking Scheme</li> </ul> | <ul style="list-style-type: none"> <li>Strategy in place for Canalside Banbury</li> <li>Banbury Flood Alleviation Scheme in place</li> <li>Strategy in place for the redevelopment of the Bolton Road, Banbury Regeneration Area</li> <li>Implement an Integrated Parking Strategy in urban areas</li> </ul> | <ul style="list-style-type: none"> <li>Further programme of environmental enhancement and regeneration projects for urban centres agreed</li> </ul>                      |
| 9. Improve local services and opportunities in rural areas                        | <ul style="list-style-type: none"> <li>Complete a review of planning policy framework for villages through the new Local Development Framework – to support sustainable levels of development in rural areas</li> <li>Establish improved support initiatives for existing rural services to assist viability</li> <li>Encourage creation of new services to rural areas to meet established demand and gaps in provision</li> </ul> | <ul style="list-style-type: none"> <li>Launch and implement a new Cherwell Rural Strategy</li> <li>Deliver improved community information to rural communities through the development of online services</li> </ul>  | <ul style="list-style-type: none"> <li>Complete a review of planning policy framework for villages through the new LDF</li> <li>Carry out web-based consultation with parishes on the forward plan</li> </ul>  | <ul style="list-style-type: none"> <li>Support rural communities in implementing improved ICT access for young and older people</li> </ul>   |  |

## A safe and healthy Cherwell

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| <p><b>10.</b> Help you feel safe in your home and community, working to reduce further our very low level of crime</p> | <ul style="list-style-type: none"> <li>Reduce crime by 5% and achieve a perception of feeling safe in Cherwell in 80% of residents</li> <li>Increase partnership working across the public sector and ensure that there are information sharing protocols</li> </ul>  | <ul style="list-style-type: none"> <li><b>Ensure at least 78% of residents when asked say they feel safe at home and in the community</b></li> <li><b>Work with Thames Valley Police to reduce crime involving theft from vehicles, robbery and household burglary by 5%</b></li> <li>Invest significantly in technology (CCTV) to improve crime detection rates and deter crime</li> <li>Introduce the Nightsafe initiative in Bicester</li> <li>Implement a new Cherwell Community Safety strategy</li> </ul> | <ul style="list-style-type: none"> <li>Ensure at least 79% of residents when asked say they feel safe at home and in the community</li> <li><b>Work with partners to reduce crime and anti-social behaviour by 200 offences / incidents compared to 2008/09</b></li> <li>30% of CCTV recorded incidents to result in arrests (estimated target of 1400)</li> <li>Invest in the digital upgrade of the CCTV network and the use of fibre optic cables</li> </ul> | <ul style="list-style-type: none"> <li>Ensure at least 79% of residents when asked say they feel safe at home and in the community</li> <li>Work with partners to reduce crime and anti-social behaviour by 200 offences / incidents compared to 2009/10</li> <li>32% of CCTV recorded incidents to result in arrests</li> </ul> | <ul style="list-style-type: none"> <li>Ensure at least 80% of residents when asked say they feel safe at home and in the community</li> <li>Work with partners to reduce crime and anti-social behaviour by 200 offences / incidents compared to 2010/11</li> <li>34% of CCTV recorded incidents to result in arrests</li> </ul> |
| <p><b>11.</b> Involve you in making your community stronger through Neighbourhood Management</p>                       | <ul style="list-style-type: none"> <li>Establish 6 Neighbourhood Action Groups (NAGs) with representation from local communities</li> <li>Ensure community engagement during preparation of strategic assessments</li> </ul>  | <ul style="list-style-type: none"> <li>Complete the District-wide coverage of neighbourhood management with representatives from local communities</li> <li>Local community survey carried out by NAGs to identify current local concerns</li> </ul>  | <ul style="list-style-type: none"> <li>Support 4 voluntary neighbourhood management initiatives to reduce anti-social behaviour</li> <li>Invite the public to a minimum of 3 public Neighbourhood Action Group meetings to develop local priorities for action</li> </ul>   | <ul style="list-style-type: none"> <li>Support 5 voluntary neighbourhood management initiatives to reduce anti-social behaviour</li> <li>Invite the public to a minimum of 4 public Neighbourhood Action Group meetings to develop local priorities for action</li> </ul>  | <ul style="list-style-type: none"> <li>Support 6 voluntary neighbourhood management initiatives to reduce anti-social behaviour</li> <li>Invite the public to a minimum of 5 public Neighbourhood Action Group meetings to develop local priorities for action</li> </ul>  |
| <p><b>12.</b> Help to deliver improved healthcare for Bicester and Banbury</p>   | <ul style="list-style-type: none"> <li>Support the Oxfordshire Primary Care Trust in delivering improved local and responsive healthcare services to meet current and future needs of residents.</li> <li>Reduce the levels of increasing obesity and reduce coronary illness in under 75 year olds by 25% through joint healthy lifestyle promotion initiatives with the Oxfordshire Primary Care Trust</li> </ul> | <ul style="list-style-type: none"> <li><b>Support the provision of the best possible services at the Horton Hospital</b></li> <li><b>Support new and improved health care services for Bicester and surrounding areas</b></li> <li>Implement a new Cherwell Public Health Strategy</li> </ul>   | <ul style="list-style-type: none"> <li>Work with the Primary Care Trust to deliver the new GP-led health centre in Banbury</li> <li><b>Continue to support the provision of the best possible services at the Horton Hospital</b></li> <li><b>Continue to support new and improved health care services for Bicester and surrounding areas</b></li> <li>Establish a programme to address health inequalities in the District.</li> </ul>                        | <ul style="list-style-type: none"> <li>Review current programme of work to meet the targets within the Obesity Strategy</li> <li>Deliver the programme to address health inequalities in the District</li> </ul>   |  |

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| <b>13.</b> Make it easy for you to lead a healthy and active life through our countryside, leisure facilities and tourist attractions | <ul style="list-style-type: none"> <li>Increase participation in active recreation by 1% a year</li> </ul>  | <ul style="list-style-type: none"> <li>Help increase participation in active recreation by 1%</li> <li>Prepare a funding and delivery plan for a Bicester multi-sports village</li> </ul>   | <ul style="list-style-type: none"> <li>Increase participation in active recreation by 1%</li> <li>Increase the number of new walkers participating annually in local health walks by 10%</li> <li>Secure funding to deliver the Bicester Multi-Sports Village project</li> </ul>   | <ul style="list-style-type: none"> <li>Increase participation in active recreation by 1%</li> <li>Increase the number of new walkers participating annually in local health walks by 10%</li> <li>Establish and promote a 'Tour of Otmoor' cycle ride</li> </ul>                                       | <ul style="list-style-type: none"> <li>Increase participation in active recreation by 1%</li> <li>Increase the number of new walkers participating annually in local health walks by 10%</li> <li>Establish and promote a Bicester area circular walk.</li> </ul>                                      |
| <b>14.</b> Make big improvements to our sports centres  | <ul style="list-style-type: none"> <li>Complete the modernisation of sports centres at Bicester and Kidlington and construct a new sports centre in Banbury</li> </ul>  | <ul style="list-style-type: none"> <li><b>Invest £15m in rebuilding or refurbishing our sports centres to deliver better future services in Banbury, Bicester and Kidlington</b></li> </ul>   | <ul style="list-style-type: none"> <li><b>Open our new Spiceball leisure centre and improved Bicester and Kidlington leisure centres and re-open the Woodgreen Open Air Pool</b></li> <li>Replace the synthetic pitch surfaces at Coopers School and North Oxon Academy</li> </ul>   |  |  |
| <b>15.</b> Provide community facilities and activities to meet local need   | <ul style="list-style-type: none"> <li>Support and improve 10 existing community centres/village halls and build new centres at Banbury and Bicester where significant new housing development takes place.</li> <li>Provide 30 formal and informal recreation opportunities for young people</li> <li>Support 160 older people groups and increase the numbers of older people participating in group activities by 10%</li> </ul> | <ul style="list-style-type: none"> <li>Support and improve 12 existing community centres/organisations and 17 village halls through grant aid funding</li> <li>Provide 820 formal and informal recreation opportunities for young people</li> <li>Increase the numbers of older people participating in group activities by 3%</li> </ul> | <ul style="list-style-type: none"> <li>Support and improve 30 community recreation venues through grant aid funding</li> <li>Increase the numbers of new older people participating in group activities by 300</li> <li>Increase participation by young people in positive activities by 1%</li> <li>Support Banbury Town Council in preparing a football development plan for the town</li> </ul> | <ul style="list-style-type: none"> <li>Support and improve 30 community recreation venues through grant aid funding</li> <li>Increase the numbers of new older people participating in group activities by 350</li> <li>Increase participation by young people in positive activities by 1%</li> </ul> | <ul style="list-style-type: none"> <li>Support and improve 30 community recreation venues through grant aid funding</li> <li>Increase the numbers of new older people participating in group activities by 380</li> <li>Increase participation by young people in positive activities by 1%</li> </ul> |

## A cleaner, greener Cherwell

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|---|--|--|--|--|--|
| 16. Keep streets and open spaces clean and free from litter, graffiti and abandoned vehicles and well maintained          | <ul style="list-style-type: none"> <li>Achieve 80% resident satisfaction with street and environmental cleanliness</li> </ul>  | <ul style="list-style-type: none"> <li><b>Ensure at least 90% of our streets and parks are clean at any one time</b></li> <li>Extend the cleaning times of all urban centres</li> </ul>                            | <ul style="list-style-type: none"> <li><b>Increase residents' satisfaction with street and environmental cleanliness from 66% to 70% by improving the removal of dog mess and abandoned vehicles</b></li> <li><b>Remove 90% of fly tipping within 48 hours of reporting</b></li> <li>Achieve 94% of land inspected at an acceptable litter standard</li> </ul> | <ul style="list-style-type: none"> <li>Achieve 75% resident satisfaction with street and environmental cleanliness</li> <li>Remove 92% of fly tipping within 48 hours</li> <li>Achieve 95% of land inspected at an acceptable detritus standard</li> </ul> | <ul style="list-style-type: none"> <li>Achieve 80% resident satisfaction with street and environmental cleanliness</li> <li>Remove 94% of fly tipping within 48 hours</li> <li>Achieve 96% of land inspected at an acceptable detritus standard</li> </ul> |
| 17. Help you recycle so we can reduce the amount of landfill waste  | <ul style="list-style-type: none"> <li>Recycle 55% of household waste</li> <li>Reduce the amount of waste sent to landfill by 5000 tons</li> </ul>   | <ul style="list-style-type: none"> <li><b>Increase the household recycling rate to 49% by 31 March 2009</b></li> <li><b>Reduce the amount of waste sent to landfill by 1500 tonnes by 31 March 2009</b></li> </ul> | <ul style="list-style-type: none"> <li><b>Increase the household recycling rate to 50% by 31 March 2010</b></li> <li>Reduce the amount of waste sent to landfill by 1000 tonnes by 31 March 2010</li> <li>Introduce a food waste recycling service</li> </ul>  | <ul style="list-style-type: none"> <li>Increase the household recycling rate to 54% by 31 March 2011</li> <li>Reduce the amount of waste sent to landfill by 2000 tonnes by 31 March 2011</li> </ul>   | <ul style="list-style-type: none"> <li>Increase the household recycling rate to 55% by 31 March 2011</li> <li>Reduce the amount of waste sent to landfill by 500 tonnes by 31 March 2012</li> </ul>  |
| 18. Protect our environment, wildlife habitats and the country side, by working with others                               | <ul style="list-style-type: none"> <li>Achieve a measurable improvement to biodiversity</li> </ul>   | <ul style="list-style-type: none"> <li>Undertake 10 county wildlife site surveys</li> </ul>  | <ul style="list-style-type: none"> <li>Undertake 10 county wildlife site surveys</li> </ul>  | <ul style="list-style-type: none"> <li>Undertake 10 county wildlife site surveys</li> </ul>  | <ul style="list-style-type: none"> <li>Establish an accessible community woodland on the edge of Bicester</li> </ul>   |
| 19. Maximise energy efficiency and minimise carbon emissions in our own buildings, and developments                       | <ul style="list-style-type: none"> <li>Reduce the Council's carbon emissions by 22%</li> <li>Require developers to follow best practice in the design of low carbon and sustainable development</li> </ul>                                 | <ul style="list-style-type: none"> <li><b>Reduce the Council's carbon dioxide emissions by 4%</b></li> </ul>   | <ul style="list-style-type: none"> <li><b>Reduce the Council's vehicle emissions by 10%</b></li> </ul>   | <ul style="list-style-type: none"> <li>Reduce the Council's carbon emissions by a further 5%</li> </ul>  | <ul style="list-style-type: none"> <li>Reduce the Council's carbon emissions by a further 5%</li> </ul>  |
| 20. Keep you informed about climate change and what we can all do to help   | <ul style="list-style-type: none"> <li>Inform all residents annually on actions individual households can take to reduce emissions</li> <li>Establish a local climate change partnership group and develop 10 joint initiatives</li> </ul> | <ul style="list-style-type: none"> <li>Inform all residents on actions individual households can take to reduce carbon emissions (by a special issue of Cherwell Link)</li> </ul>                                  | <ul style="list-style-type: none"> <li>Inform all businesses on the actions they can take to reduce carbon emissions</li> </ul>  | <ul style="list-style-type: none"> <li>Inform all residents on the actions individual households can take to reduce carbon emissions</li> </ul>  | <ul style="list-style-type: none"> <li>Inform all businesses on the actions they can take to reduce carbon emissions</li> </ul>  |
| 21. Significantly improve green spaces and public places so that you really notice the difference where you live and work | <ul style="list-style-type: none"> <li>Achieve 70% resident satisfaction with green spaces and public areas</li> </ul>   | <ul style="list-style-type: none"> <li>Achieve at least 71% resident satisfaction with green spaces and public areas</li> </ul>  | <ul style="list-style-type: none"> <li>Achieve at least 72% resident satisfaction with green spaces and public areas</li> </ul>  | <ul style="list-style-type: none"> <li>Achieve at least 73% resident satisfaction with green spaces and public areas</li> </ul>  | <ul style="list-style-type: none"> <li>Achieve at least 74% resident satisfaction with green spaces and public areas</li> </ul>  |

## An accessible, value for money council

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|---|--|--|--|---|---|
| 22. Be easy to contact, approachable and responsive   | <ul style="list-style-type: none"> <li>Publish our customer service standards and monitor our performance against national standards with the aim to be among the best</li> </ul>  | <ul style="list-style-type: none"> <li>Introduce a single, centralised customer complaints process</li> <li><b>Ensure that at least 90% of our customers when asked are satisfied with our customer service when they contact the Council</b></li> <li>Increase Cherwell Link to four editions per year</li> </ul>   | <ul style="list-style-type: none"> <li>Provide customers with a simple choice of numbers to access Council services</li> <li>Ensure that at least 90% of our customers when asked are satisfied with our customer service when they contact the Council</li> </ul>   |   |   |
| 23. Always treat everyone with dignity and respect and meet the specific needs of young people, older people, disabled people and ethnic minorities | <ul style="list-style-type: none"> <li>Secure and retain level 3 status of the national equality standard</li> </ul>   | <ul style="list-style-type: none"> <li>Secure level 3 and work towards level 4 status of the national equality standard</li> </ul>   | <ul style="list-style-type: none"> <li>Work towards achieving excellent status in the Equality Standard for Local Government</li> </ul>  | <ul style="list-style-type: none"> <li>Maintain excellent status in the Equality Standard for Local Government</li> </ul>   | <ul style="list-style-type: none"> <li>Maintain excellent status in the Equality Standard for Local Government</li> </ul>   |
| 24. Put things right quickly if they go wrong   | <ul style="list-style-type: none"> <li>Resolve 95% of complaints across all three stages of the complaints process within 14 days</li> </ul>   | <ul style="list-style-type: none"> <li>Baseline our existing complaints resolution performance</li> </ul>  | <ul style="list-style-type: none"> <li>90% complaints received are resolved within Stage One</li> <li>95% of all complaints that are escalated to stage 2 are resolved</li> <li>No complaints escalated from Stage Three to the Ombudsman</li> </ul>   | <ul style="list-style-type: none"> <li>90% complaints received are resolved within Stage One</li> <li>95% of all complaints that are escalated to stage 2 are resolved</li> <li>No complaints escalated from Stage Three to the Ombudsman</li> </ul>  | <ul style="list-style-type: none"> <li>90% complaints received are resolved within Stage One</li> <li>95% of all complaints that are escalated to stage 2 are resolved</li> <li>No complaints escalated from Stage Three to the Ombudsman</li> </ul>  |
| 25. Deliver value for money by achieving the optimum balance between cost, quality and customer satisfaction for all services                       | <ul style="list-style-type: none"> <li>Seek the views of our customers annually through our own customer satisfaction survey and public consultation on budget priorities</li> <li>Achieve the top rating for the Use of Resources assessment and recognition as a value for money council</li> <li>Meet government targets for efficiency improvements and maximise efficiency gains across the organisation</li> </ul> | <ul style="list-style-type: none"> <li>Achieve a score of 3 against the Key Lines of Enquiry for value for money in the Use of Resources assessment</li> <li>Secure £210,000 in efficiency savings of which £160,000 are savings in the way the Council procures goods and services</li> <li>Deliver a balanced, revenue-based budget without calling on reserves</li> </ul> | <ul style="list-style-type: none"> <li>Retain an overall score of 3 in the Use of Resources Assessment and secure a score of 4 for at least 1 of the 3 Key Lines of Enquiry</li> <li>Secure £600,000 efficiency savings of which £200,000 are savings secured by the way the Council procures goods and services</li> <li><b>Make it easier for local businesses to trade with us</b></li> </ul> | <ul style="list-style-type: none"> <li>Secure a score of 4 in the Use of Resources assessment and a score of 4 for at least 2 of the 3 Key Lines of Enquiry</li> <li>Secure £630,000 efficiency savings of which £200,000 are savings secured by the way the Council procures goods and services</li> </ul> | <ul style="list-style-type: none"> <li>Retain a score of 4 score in the Use of Resources assessment and a score of 4 for all the Key Lines of Enquiry</li> <li>Secure £645,000 efficiency savings of which £200,000 are savings secured by the way the Council procures goods and services</li> </ul> |

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| 26. Reduce financial burden to local taxpayers  | <ul style="list-style-type: none"> <li>Maintain council tax rises at or below the rate of inflation (subject to amount of Government grant received)</li> </ul>   | <ul style="list-style-type: none"> <li><b>Keep our council tax rise for 2009/10 to below the rate of inflation</b></li> </ul>   | <ul style="list-style-type: none"> <li><b>Take the steps needed to reduce our costs by a further £1m by the beginning of 2010/11</b></li> </ul>   | <ul style="list-style-type: none"> <li>Keep our council tax rise to below the rate of inflation</li> </ul>  | <ul style="list-style-type: none"> <li>Keep our council tax rise to below the rate of inflation</li> </ul>  |
| 27. Explain how your council tax is spent and why   | <ul style="list-style-type: none"> <li>Publish a comprehensive annual report</li> </ul>   | <ul style="list-style-type: none"> <li>Produce a combined annual report of performance and finance</li> </ul>   | <ul style="list-style-type: none"> <li>Produce a combined annual report of performance and finance</li> </ul>   | <ul style="list-style-type: none"> <li>Produce a combined annual report of performance and finance</li> </ul>   | <ul style="list-style-type: none"> <li>Produce a combined annual report of performance and finance</li> </ul>   |
| 28. Work with others to provide you with local services and access to information about them  | <ul style="list-style-type: none"> <li>Adopt a customer access strategy setting out how services can be delivered to all sectors of the Cherwell population</li> <li>Provide opportunities through our one stop shop to access services delivered by other providers</li> <li>Provide direct access through our website to information about services provided by others</li> </ul> | <ul style="list-style-type: none"> <li>Review the outcome of the One Stop Shop pilot at Bodicote House</li> <li>Re-launch town centre offices in Banbury and Kidlington</li> <li><b>Provide rural customers with more ways to access our services, including 10 new access points in local communities</b></li> </ul> | <ul style="list-style-type: none"> <li>Promote the web based Positive Activities Offer to young people</li> <li><b>Place 10 new 'Link Points' in our rural areas to provide residents and businesses with a greater choice of access to our services</b></li> <li>Enable access to a limited number of services provided by our partners through Council access points</li> <li>Promote local events through the North Oxfordshire.com website</li> </ul> | <ul style="list-style-type: none"> <li>Support the development of six village websites</li> <li>Expand access to services provided by our partners through Council access points</li> </ul> | <ul style="list-style-type: none"> <li>Re-launch the Bicester Town Centre Office</li> <li>Expand access to services provided by our partners through Council access points</li> </ul> |
| 29. Demonstrate that we can be trusted to act properly for you  | <ul style="list-style-type: none"> <li>Maintain transparent and public decision-making processes, web-casting meetings wherever possible</li> </ul>   | <ul style="list-style-type: none"> <li>Review the 6 month Webcasting pilot extension</li> </ul>   | <ul style="list-style-type: none"> <li>Increase the number of public Council meetings which are webcast</li> </ul>  |   |   |
| 30. Improve the way we communicate with the public, partners and other stakeholders in order to explain what the Council is doing and why | <ul style="list-style-type: none"> <li>Improve the percentage of customers who say they feel well-informed year on year</li> </ul>  | <ul style="list-style-type: none"> <li><b>Ensure that 70% of our customers when asked feel well informed about the Council</b></li> </ul>   | <ul style="list-style-type: none"> <li>Ensure that 72% of our customers when asked feel well informed about the Council</li> </ul>  | <ul style="list-style-type: none"> <li>Ensure that 74% of our customers when asked feel well informed about the Council</li> </ul>  | <ul style="list-style-type: none"> <li>Ensure that 75% of our customers when asked feel well informed about the Council</li> </ul>  |
| 31. Listen to your views and comments, however you want to make them  | <ul style="list-style-type: none"> <li>Provide a choice of two-way communication channels: electronic, in person, in writing and over the telephone</li> </ul>  | <ul style="list-style-type: none"> <li>Increase the proportion of customer interactions that are handled online to 14%</li> </ul>   | <ul style="list-style-type: none"> <li>We will increase the percentage of transactions completed electronically to 50%</li> </ul>   | <ul style="list-style-type: none"> <li>We will increase the percentage of transactions completed electronically to 60%.</li> </ul>  | <ul style="list-style-type: none"> <li>We will maintain the percentage of transactions completed electronically at 60%.</li> </ul>  |