



Appendix 1



# **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	