

## South Oxfordshire District Council - Corporate Delivery Plan 2016 - 2020

Reference number	Aim	Actions	Team	Planned start quarter/year	Planned end quarter/year	Percentage completed	Comments/explanation for any slippage on activities and provide review dates for activities	Task RAG status
<b>1 - Invest in the district's future</b>								
1	Directly addressing matters that fetter growth within our control, such as housing supply and provision of affordable housing. We will work with partners to seek to overcome infrastructure bottlenecks that impact adversely on business competitiveness	Work with developers to bring forward new employment sites that help to create 20,000 new jobs across both councils over the next 15 year+G228s	Housing Regeneration and Development	Q1 2018/19	Q4 2018/19	n/a	Final end date will be in 15 years time i.e. Q4 2033/34	Not started
2		Establish Science Vale as an international business location of choice by creating a dedicated website and supporting marketing campaign	Housing Regeneration and Development	Q1 2018/19	Q4 2018/19	n/a	Website established, marketing campaign kicked off before Q2 2018	Not started
3		Increase the rate of housebuilding compared to previous year	Housing Regeneration and Development	Q1 2018/19	Q4 2018/19	n/a	Housing delivery figures will confirm if efforts have been successful	Not started
4	Supporting the creation of an environment that allows enterprising small and medium sized businesses to grow	Deliver the actions identified in the business and innovation strategy to support SME businesses to grow. Actions dated from 2017 to 2020	Economic Development	Q3 2017/18	Q4 2019/20	10	Action plan covers period 2017-2020. So far key actions taken are: SO Business website relaunched to match new action plan and branding refreshed. New action plan designed, printed and distributed. Fortnightly newsletters commenced. Improved communication through social media and new business database. Strengthened links with partners organisations, including OxLEP	On track
5	Championing our SMEs in South Oxfordshire	Deliver the actions identified in the business and innovation strategy to champion SME businesses	Economic Development	Q3 2017/18	Q4 2019/20	10	Programme of workshops established to support engagement with SME businesses over the coming year. New Tractivity CRM system in place to improve communication with all SMEs	On track
6		Promote the SME community via SO Business brand, events, website and social media in order to support the growth of SMEs, measured through website hits, social media followers and interaction, newsletter subscribers	Economic Development	Q2 2017/18	Q4 2019/20	50	Relaunch of SO Business brand and updated website to reflect themes in new action plan. Workshops held with business partners to improve support for SMEs across the district. @SouthOxBiz has 753 followers to date. 1 Apr – 30 Jun (91 days), 20,300 impressions (224 per day), 1 Jul – 29 Sep (91 days), 31,000 impressions (340 per day), 30 Sep – 14 Nov (77 days), 27,700 impressions (360 per day). SO Business newsletter has 477 subscribers (up from 455 since 1 April 2017). Website views (only recorded since refresh in October) = average 111 views a week, 16 per day	On track
7		Develop accurate business database to identify SME businesses	Economic Development	Q2 2016/17	Q4 2016/17	n/a	New Tractivity database in place and active	Completed
8		Working with Procurement to identify suitable data management system to manage business contacts	Economic Development	Q4 2016/17	Q3 2017/18	80	Procuring MINT database to feed live updates on business births and deaths into new Tractivity database.	On track
9	Seeking to build on the strengths of our internationally renowned hydrology base at Howbery Park and the nuclear fusion and renewable energy research and prototyping at Culham. Our aim is to accelerate the commercial application of these world leading facilities to create high value knowledge economy jobs	Produce a plan with input from Howbery Park and Culham to support the specific technologies and specialisms to grow the sector and maximise job creation in these locations	Economic Development	Q2 2017/18	Q4 2019/20	20	Building relationships with key partners at Howbery and Culham to enable this plan to be explored. Using opportunities in relation to new SO Business action plan actions on business support and skills.	On track
10	Supporting the Thame Farmers Auction Mart to relocate to an alternative site within the district thereby freeing up the Thame cattle market site for redevelopment	Work with TFAM to identify a new site and consider options for redevelopment of existing site	Economic Development	Q1 2016/17	Q4 2019/20	30	Held meetings with TFAM to discuss their relocation plans and supported pre-application discussions with planning colleagues.	On track

11	Seeking to support the market towns as places to visit and places to live.	Review the funding support for market town activity with town councils	Economic Development	Q2 2017/18	Q4 2017/18	90	Meetings held with each of the town councils to discuss success of funding to date and need for future funding. Report presented to cabinet briefing 10 October.	On track
12		Facilitate a district-wide network for sharing best practice in market towns in order to improve vitality of towns, measured via annual footfall and/or vacancy surveys	Economic Development	Q1 2017/18	Q1 2017/18	n/a	Network established - regular meetings 3 times per year with all towns. Bi-monthly co-ordinator meetings with other towns in Vale	Completed
13	Aim for all businesses and residents to have access to superfast Broadband	By maintaining a presence on the Board, promote effective delivery of the council's investment in the Better Broadband for Oxfordshire programme	Economic Development	Q1 2016/17	Q4 2017/18	90	Attending monthly Better Broadband for Oxfordshire board meetings to ensure needs of district are prioritised	On track
14		Package gaps in broadband coverage across the district and identify alternative solutions to deliver desired coverage	Economic Development	Q1 2017/18	Q4 2017/18	20	Definitive map of areas not covered by the Better Broadband programme produced. Met with alternative solution providers to discuss alternative solutions	On track
15	Encourage mobile phone providers to improve mobile phone reception, including use of council-owned sites to improve coverage	Discussion with key contacts in major mobile phone providers to determine how reception can be improved	Economic Development	Q1 2017/18	Q2 2018/19	20	Signed NDA with Vodafone to enable sharing of coverage maps for the district	On track
16		Identify appropriate sites on council owned buildings to host masts to improve mobile phone coverage	Economic Development	Q1 2018/19	Q4 2018/19			Not started
17	Building a new leisure centre at Didcot	Negotiate terms for land acquisition for a new leisure centre in Didcot	Leisure	Q1 2016/17	Q2 2018/19	30	Expect to complete negotiations and secure site in early 2018. Thereafter the project build will be delivered by Leisure	On track
18	Building a new leisure centre at Didcot	Re-mobilise the design team once the land has been secured	Leisure	Q1 2018/19	Q4 2019/20	n/a	The land has not yet been secured. Leisure officers are working on identifying the facility mix	Not started
19	Planning for future leisure needs in the district	Procure update to leisure evidence base studies which takes account of the Local Plan 2033	Leisure	Q1 2016/17	Q3 2018/19	90	Leisure Strategy documents updated in line with Local Plan 2033 due to complete Dec 17	On track
20	Following adoption of the Local Plan and housing allocations, and agreement on facilities at the new Didcot leisure centre, considering the need for a new indoor leisure facility elsewhere in the district	Consider the need for a new indoor leisure facility in the district once agreement has been reached on facilities mix at Didcot leisure centres	Leisure	Q1 2016/17	Q1 2018/19	60	Leisure Strategy documents currently being updated will inform this work	On track
21	While recognising the challenges of changing local government finance we will maintain our strong financial position through innovation, efficiency and careful management.	Look to identify additional revenue streams in light of the planned changes in existing funding regime for LAs	CEO				Potential opportunities are being identified through the corporate services contract but no projects have commenced at this stage	Not started
22		Look to identify efficiencies through the unitary proposal	CEO				Unitary proposal is awaiting determination by Secretary of State	Not started
<b>2 - Unlock the potential of Didcot</b>								
23	Develop the Orchard Centre phase two to deliver excellent retail and leisure facilities and exemplar homes	Support Hammerson to develop Phase 2 of The Orchard Centre by April 2017	Housing Regeneration and Development	Q1 2016/17	Q4 2017/18	80	Please note the final plan did not include any housing. Centre due to open in December 2017, will be fully occupied by Spring 2018	On track
24	Regenerate the gateway to Didcot around the station to provide a landmark entrance to science vale	Include proposals to regenerate the gateway to Didcot within Didcot Garden Town Delivery Plan. Implement proposals in late 2017/early 2018	Housing Regeneration and Development	Q1 2018/19	Q4 2018/19	n/a	Won't actually be completed until Q2 2021/22	Not started
25	Attract infrastructure funding that enables traffic to flow through and around the town	Develop an infrastructure plan for Didcot Garden Town and use this to secure funding for the Northern Periferal Road Phase 3 and science bridge	Housing Regeneration and Development	Q2 2018/19	Q2 2018/19	n/a	Funding secured for Northern Peripheral Road. Likely completion date, Q3 2020/21, at the earliest. Funding for Science Bridge likely to depend on securing HIF bid	Not started
26		Secure funding to enable delivery of the Didcot Garden Town infrastructure plan over 5-15 years	Housing Regeneration and Development	Q1 2018/19	Q4 2018/19	n/a	Linked to securing HIF bid. Securing funding for DGT could be an annual process for the next 5-10 years	Not started

27	Create welcoming green neighbourhoods throughout the residential and business quarters	Progress Local Plan to adoption by 31 Dec 2018 that includes a policy on Didcot Garden Town	Planning Policy	Q1 2013/14	Q4 2018/2019	90	The Local Plan is being progressed in accordance with key milestones. The Local Plan is at Reg 19 (Publication stage), with the consultation ending at the end of November 2017. Submission is expected in January 2018, examination in spring 2018 and adoption by the end of 2018	On track
28		Create the new landscaped areas and green corridors included in the Didcot Garden Town Delivery Plan from September 2017	Housing Regeneration and Development	Q1 2018/19	Q4 2019/20	n/a	Linked to securing HIF bid and other necessary funding	Not started
29	Master plan the wider town centre to develop a transformational change programme that meets garden town objectives	Complete draft Didcot Town Delivery Plan by May 2017, for adoption by both Councils in October 2017	Housing Regeneration and Development	Q3 2016/17	Q3 2017/18	n/a	Delivery Plan complete and approved by Cabinet on 5/6 October 2017	Completed
30	Involve local residents in all aspects of the garden town initiative	Hold stakeholder events, public meetings and create an inter-active website to enable local residents to contribute to decisions	Housing Regeneration and Development	Q3 2016/17	Q3 2018/19	50	Community engaged as part of the Delivery Plan production process. Future involvement will likely be dependent upon the nature of the Governance structure to be put in place	Not started
<b>3 - Homes and jobs for everyone</b>								
31	Deliver the right balance of types and tenure of new homes to meet housing need and support economic growth	Progress Local Plan to adoption by 31 Dec 2018 that sets housing policy	Planning Policy	Q1 2013/14	Q4 2018/2019	90	The Local Plan is being progressed in accordance with key milestones. The Local Plan is at Reg 19 (Publication stage), with the consultation ending at the end of November 2017. Submission is expected in January 2018, examination in spring 2018 and adoption by the end of 2018	On track
32	Develop starter home and low cost home ownership initiatives	Work with HCA and developers to identify two suitable sites for starter homes within the district	Housing Regeneration and Development	Q1 2018/19		n/a	End date is in ten years time i.e. By end of stage 3 of the Housing Delivery Strategy Percentage complete is Zero, since it hasn't yet started	Not started
33	Ensure a good supply of affordable rented homes for those unable to buy	Achieve affordable housing targets, whereby 75% of affordable housing is for rent	Housing Regeneration and Development	Q1 2018/19		n/a	End date is in ten years time i.e. By end of stage 3 of the Housing Delivery Strategy, or such time as the policy target changes Percentage complete is Zero, since it hasn't yet started	Not started
34		Explore possible models for direct delivery of affordable rented accommodation, in partnership with commercial funders and developers	Housing Regeneration and Development	Q1 2018/19		n/a	End date is in ten years time i.e. By end of stage 3 of the Housing Delivery Strategy, or such time as the policy target changes Percentage complete is Zero, since it hasn't yet started	Not started
35	Promote self-build and custom build initiatives, and ensure that land is made available for this purpose	Progress Local Plan to adoption by 31 Dec 2018 that sets a policy on self-build and custom build	Planning Policy	Q1 2013/14	Q4 2018/2019	90	The Local Plan is being progressed in accordance with key milestones. The Local Plan is at Reg 19 (Publication stage), with the consultation ending at the end of November 2017. Submission is expected in January 2018, examination in spring 2018 and adoption by the end of 2018	On track
36	Encouraging exemplar housing design through our planning policies	Adopt Design Guide by 31 Dec 2016 to encourage exemplar housing design	Planning Development	Q1	Q3 2016/2017	100	Adopted	Completed
37	Working with developers and other partners to develop a protocol that will ensure high quality, sympathetic design across our district	Using the adopted Design Guide ensures high quality, sympathetic design.	Planning Development		Q4 2019/2020	50	Design guide in place and in use on an ongoing basis	On track
38	Strongly supporting the development of neighbourhood plans for our towns and villages	Provide a dedicated member of staff to assist town and parish councils to deliver their neighbourhood plans by offering professional expertise	Planning Policy	Q1	Q3 2016/2017	100	We have successfully recruited a full-time senior officer, a part-time officer and a part-time enquiries officer to support neighbourhood planning. We are working closely with VOWH officer to deliver a good neighbourhood planning service. We currently have 4 made plans and 38 in progress. From the plans in progress, 3 have recently passed referenda and 10 are close to submission	Completed

39		To continue to offer grant aid to to neighbourhood planning groups	Planning Policy	Q1	Q3 2016/2017	100	We provide a fixed one-off grant to any community group preparing neighbourhood plans. The amount available depends on the size of the community: Market Towns £15,000; Larger Villages £10,000 and Smaller and Other Villages £5,000. Cabinet agreed on 4 August 2017 to extend grant support to community groups revising made neighbourhood plans.	Completed
40	Undertaking comprehensive regeneration of Berinsfield	Produce a Berinsfield Community Investment Scheme proposal by May 2017	Housing Regeneration and Development	Q2 2016/17	Q1 2018/19		Achieving project goals will depend on securing a suitable agreement with the landowner. This has not yet been achieved and the landowners appointment of a land promoter has complicated matters	major issues
41		Obtain broad community support for any proposed development in Berinsfield as evidence by a survey	Housing Regeneration and Development	Q2 2016/17	Q3 2017/18	n/a	Community support confirmed, following positive residents survey	Completed
42		Secure the external funding needed to deliver the agreed investment scheme proposal	Housing Regeneration and Development	Q2 2017/18	Q1 2019/20		Although HCA have confirmed their support, in principle, this can't be formally approved/secured until an external funding agreement has been secured with the landowner - and the landowners appointment of a land promoter has complicated matters	major issues
43	Ensuring our environmental assets such as the Green Belt, the Chilterns AONB and Sites of Special Scientific Interest (SSSIs) are protected for future generations	Win 85% of planning appeals in the Green Belt, AONBs and SSSIs	Planning Development	Q1	Q4 2017/2018	70	Appeal decisions are made by Planning Inspectors. The national average success rate on all appeals is currently 66%. Our current performance in relation to these appeals is close to target	On track
44		Apply Biodiversity accounting to at least 80% of all major applications	Planning Development		Q4 2018/2019	50	We are now applying this to all major applications. However, this is not currently monitored or recorded so we will work to implement monitoring and record a full year from April 2018	On track
45	Directly undertaking development where we see market failure or a gap in provision, creating delivery vehicles as required	Explore models for direct delivery of affordable rented accommodation	Housing Regeneration and Development	Q1 2018/19	Q4 2018/19	n/a		Not started
46	Assisting households to remain in their homes through mediation and enforcement of their rights to occupy.	Meet agreed homelessness prevention targets as set out in the Housing service plan. Target is currently 936 a year	Housing Needs	Q1 2018/19	Q4 2018/19	n/a		Not started
47	Providing a holistic housing advice service, in partnership with other agencies, to maximise the housing options for all households	Meet agreed targets as set out in the KPIs for provision of advice to people seeking new homes through the Councils' Choice based lettings scheme. Target is to process new applicants through to entry on the register within 20 days	Housing Needs	Q1 2018/19	Q4 2018/19	n/a		Not started
48	Helping low income families to access affordable rented accommodation through deposit bonds, rent-in-advance loans and tenancy support	Meet agreed targets for delivery of these various forms of assistance as set out in the Housing service plan. Target is to nominate applicants for a specific property within 3 working days	Housing Needs	Q1 2018/19	Q4 2018/19	n/a		Not started
49	Ensuring a good supply of appropriate employment land across the district	Progress Local Plan to adoption by 31 Dec 2018 that will assist in identifying appropriate employment land	Planning Policy	Q1 2013/14	Q4 2018/2019	90	The Local Plan is being progressed in accordance with key milestones. The Local Plan is at Reg 19, with the consultation ending at the end of November 2017. Submission of the plan is expected in January 2018, examination in spring 2018 and adoption by the end of 2018	On track
50	Working with delivery partners to ensure a good supply of appropriate business premises for start-ups and small and medium enterprises	Deliver the actions identified in the business and innovation strategy to ensure a good supply of appropriate business premises for start-ups and SME businesses. Actions dated from 2017 to 2020	Economic Development	Q3 2017/18	Q4 2019/20	10	Building links with developers and business parks to look at opportunities for new business space to support start ups and SMEs, particularly in relation to Berinsfield and Didcot	On track

51	Ensuring that the skills needs of our employers are identified and that training programmes are in place to provide a skilled labour force	Deliver the actions identified in the business and innovation strategy to ensure that the skills needs of employers are identified and liaise with education providers to find appropriately skilled staff locally or supply the necessary training. Actions dated from 2017 to 2020	Economic Development	Q3 2017/18	Q4 2019/20	10	Building links with OAS at Culham and UTC at Didcot and future events planned in coming year	On track
52	Encouraging local apprenticeship and local workforce schemes that benefit our young people	Deliver the actions identified in the business and innovation strategy to encourage local apprenticeships and local workforce schemes for young people. Actions dated from 2017 to 2020	Economic Development	Q3 2017/18	Q4 2019/20	10	Skills workshop undertaken with Lord Williams School in Thame to promote digital skills and apprenticeships	On track
53	Supporting the Government's objective of achieving full employment	Deliver the actions identified in the business and innovation strategy to support the objective of reaching full employment. Actions dated from 2017 to 2020 including workshops to support businesses seeking specifically skilled staff.	Economic Development	Q3 2017/18	Q4 2019/20	10	Through links to education providers, officers are planning workshops with key sectors where there are skills issues	On track
<b>4 - Build thriving communities</b>								
54	Delivering new and ambitious air quality action plans to improve air quality across the district and specifically tackle poor air quality in Henley, Wallingford and Watlington	Adopt the Low emission strategy and complete two further actions in the air quality action plan	Environmental Protection	Q1 2016/17	Q4 2019/20		Air quality action plan work ongoing, unable to predict % complete due to reliance on a number of factors outside of Council control. The LES is going to Council on 23 November for adoption	On track
55	Working with partners as part of the South and Vale Community Safety Partnership (CSP) to deliver the CSP annual plan aimed at reducing crime, tackling anti-social behaviour and supporting vulnerable people.	As part of the South and Vale Community Safety Partnership (CSP), agree its annual plan by 31 July 2017.	Community Safety	Q1 2017/18	Q2 2017/18	n/a		Completed
56		A report on the CSP's performance in 2017/18 will be submitted to the Joint Scrutiny Committee in March 2018.	Community Safety	Q3 2017/18	Q4 2017/18			On track
57	Maintaining the number of people who say they feel safe during the day/at night	Maintain the number of people who say they feel safe walking alone in their community in daytime at a minimum of 97% as measured in the residents' survey	Community Safety	Q4 2017/18	Q1 2018/19	n/a	Measured by the Biennial residents survey, scheduled to be carried out in early 2018	Not started
58		Maintain the number of people who say they feel safe walking alone in their community at night at a minimum of 79% as measured in the residents' survey	Community Safety	Q4 2017/18	Q1 2018/19	n/a	Measured by the Biennial residents survey, scheduled to be carried out in early 2018	Not started
59	Continuing the annual South Oxfordshire deep clean programme	Achieve at least 80% customer satisfaction with cleanliness in the residents' survey	Waste	Q1 2016/17	Q4 2019/20	30	Ongoing, last residents survey was in 2015/16, satisfaction rating was 79%. The next survey is due in early 2018	On track
60	Increasing the recycling rate to 70 per cent and maintaining our position as one of the top 10 authorities for recycling	Stay in the top ten nationally for LA recycling rates by increasing recycling rate to at least 70%	Waste	Q1 2016/17	Q4 2019/20	30	Annual, 2015/16 position was 1st. The 2016/17 data will not be available until December 2017 but indications are that our recycling rate is falling and we are unlikely to achieve 70% by 2020. Although we are still on track to be in the top ten	major issues
61		Stay in the top five nationally for LA residual waste measured per kg per household	Waste	Q1 2016/17	Q4 2019/20	30	Annual, 2015/16 position was 2nd. The 2016/17 data will not be available until December 2017	On track
62		Maintain an average annual contamination rate of 7% or below	Waste	Q1 2016/17	Q4 2019/20	30	The 2016/17 average rate was 9.46. The 2017/18 average rate so far is 7.53 %	minor issues
63	Increasing the number of people using leisure centres	Refurbish swimming pool changing rooms at Thame sports centres to make them more welcoming to new users	Leisure	Q4 2016/17	Q2 2017/18	n/a	Completed and in use	Completed

64		Swim campaign to increase participation in swimming - increase total visits by 1%	Participation	Q1 2016/17	Q1 2016/17	n/a	Overall swimming visits from 2015 - 2016 increased by 7% from 384,941 to 413,979 visits	Completed
65		Swim campaign to increase participation in swimming - increase activity visits by 1%	Participation	Q4 2016/17	Q4 2016/17	n/a	Overall swimming visits from 2016 - 2017 increased by 1% from 413,979 to 419,106 visits	Completed
66		Refurbish the squash courts at Henley Leisure Centre	Leisure	Q1 2016/17	Q1 2016/17	n/a	Completed and in use	Completed
67	Supporting the government drive to increase sport and activity in schools	Deliver 9 sportivate sessions to 14-25 year olds in schools across the district	Participation	Q1 2016/17	Q4 2016/17	n/a		Completed
68	Working with Sustrans to improve provision of cycle routes in the district	Work with Sustrans to identify where there are gaps in the provision of cycle routes and how the council could support improvements	Policy & Partnerships	Q1 2017/18	Q4 2019/20	10	Progress subject to capacity	minor issues
69	Piloting the introduction of a cycle hire scheme in one of our market towns	Work in partnership with key partners, including commercial ventures, to look at feasibility of introduction of a scheme in Henley	Policy & Partnerships	Q1 2016/17	Q4 2019/20	n/a	Discussion with a commercial provider who has subsequently provided a commercial scheme in Henley	Completed
70	Increasing participation in activity and sport to improve health	Run Go Active Gold activities in selected Year 2 villages	Participation	Q4 2016/17	Q3 2017/18	n/a	Delivered in excess of targeted villages that expressed an interest to engage in the programme	Completed
71		Run 10 Active Women activities across the district	Participation	Q1 2016/17	Q4 2016/17	n/a		Completed
72		Deliver 9 sportivate sessions to 14-25 year olds across the district	Participation	Q1 2016/17	Q4 2016/17	n/a		Completed
73	Introduce individual councillor budgets through which councillors can support small community projects in their area	Introduce a grants scheme for councillors to support community projects that benefit residents in their ward	Grants	Q1 2017/18	Q2 2017/18	n/a	The new councillor grant scheme opened in June 2017	Completed
74	Consider the business case for introducing a local lottery scheme to fund community projects	Introduce local lottery scheme and first tickets sold	Policy & Partnerships	Q3 2016/17	Q1 2018/19	30	Growth bid agreed, services of external lottery manager procured and licensing applications submitted. Current Gambling Commission turnaround on licence is 16 weeks. Expected launch to local groups in February 2018, first draw end April 2018	On track
75	Provide additional support to voluntary and community groups to help them to find the volunteers they need, and provide vital services to residents, including a website to link potential volunteers with volunteering opportunities.	Introduce an IT solution which helps volunteers to find suitable volunteering opportunities	Policy & Partnerships	Q3 2016/17	Q4 2017/18	10	Some work carried out to date on possible options - further progress subject to recruitment to a new Volunteering Development Officer post - interviews w/c 20 November	minor issues
76	Increase the number of people volunteering in the district by 3%	Promote volunteering through local businesses, schools and other voluntary sector events by carrying out a marketing campaign	Policy & Partnerships	Q3 2016/17	Q4 2019/20	10	Work subject to recruitment to a new Volunteering Development Officer post - interviews w/c 20 November	minor issues
77		Produce an action plan to increase the number of volunteers in the district by 3%	Policy & Partnerships	Q3 2016/17	Q4 2017/18	10	Consultation with voluntary and community groups completed, action plan awaiting recruitment to a new Volunteering Development Officer post - interviews w/c 20 November. In the meantime we have been proactive in publicising volunteering opportunities to residents' and staff	minor issues
78	Promote, create and support volunteer roles and opportunities for sports volunteering within the local community	Introduce a new grant scheme to help fund the costs of becoming a volunteer	Policy & Partnerships	Q3 2016/17	Q4 2017/18	10	Work subject to recruitment to a new Volunteering Development Officer post - interviews w/c 20 November	minor issues
79	Support rural communities with maintaining their transport links by working with bus operators to look at options to continue some of the bus services previously supported directly by Oxfordshire County Council	Commission a feasibility study on options to support communities who have lost their last bus service to maintain links to key services subject to budget being available	Policy & Partnerships	Q3 2016/17	Q4 2017/18	10	Some work has been carried out to understand the position in the district, and discussion undertaken with OCC and local bus operators, to specify what's required. The timeline has slipped from original plan due to staff capacity	minor issues
80	Investigate opportunities for increasing the role of parish councils in hypertocal issues.	Include proposals for greater delegation to town & parish councils as part of the Unitary proposal submitted to government	CEO				Unitary proposal is awaiting determination by Secretary of State.	Not started

5 - Services that reflect residents' needs								
81	Maintain high levels of resident satisfaction with the Council and with key services such as waste and cleanliness	Maintain or improve the level of satisfaction with waste collections results in the residents' survey. Baseline of 87% from the 2015 residents' survey	Waste	Q1 2016/17	Q4 2019/20	30	Ongoing, last residents survey was in 2015/16, satisfaction rating was 87%. The next survey is due in early 2018	On track
82		Carry out the biennial residents survey, disseminate results and prepare an action plan for improvement	Policy & Partnerships	Q3 2017/18	Q4 2017/18	10	Survey due to take place in early 2018	On track
83	Engage with residents on issues, services or projects which affect them, and consider their views in making decisions	Agree a public engagement strategy which reflects national guidance and customer needs	Policy & Partnerships	Q3 2016/17	Q4 2016/17	n/a	Strategy polished on 'have your say' section of the council's website	Completed
84		Introduce new consultation software that improves the customer experience and makes it easier to respond to planning consultations	Policy & Partnerships	Q3 2016/17	Q4 2016/17	n/a	SMART survey in use corporately except for selected Planning consultations	Completed
85	Maintain a close dialogue with town and parish councils in order to understand the issues they face and where possible work with them to find solutions	Invite parish councils to submit ideas for discussion at the twice yearly town and parish forums	Policy & Partnerships	Q1 2016/17	Q4 2019/20	n/a	We do this routinely for each Forum - very little feedback is received	On track
86		Support to carry out CLPs where requested	Policy & Partnerships	Q1 2016/17	Q4 2019/20	n/a	Very few communities are seeking support to do a Community Led Plan at present - no requests for support in South currently	On track
87	Create two parish and town forums a year so that parishes can be a part of the District's work	Hold town and parish forums in Summer and Autumn of each year, using a variety of venues to encourage parishes who do not routinely attend to participate	Policy & Partnerships	Q1 2016/17	Q4 2019/20	n/a	2 Forums held per year in Summer and Autumn	Completed
88	Hold a Parish Councils briefing before each Budget	Hold an annual budget briefing for town & parish councils in line with timescales agreed by the Leader and Cabinet Member for Finance	Policy & Partnerships	Q1 2016/17	Q4 2019/20	10	No briefing held to date	Not started
89	Work to broaden understanding of public opportunities to contribute to Council's meetings	Produce a dedicated website page explaining opportunities for public participation at council meetings by December 2017	Democratic Services			n/a		Not started
90	Support the democratic process through innovative IT solutions as part of the new IT Strategy.	Provide a comprehensive public GIS, with industry standard interface, by end November 2016.	IT Applications			n/a		Completed
6 - Be tough on enforcement								
91	Achieving an overall reduction in enforcement intervention through increased engagement with developers at all stages of the planning process	Using baseline 2015/16 data, reduce our annual expediency decision case numbers by 5% between 1 April 2016 and 31 March 2018	Planning Development	Q1 2016/17	Q4 2017/2018	70	The enforcement team are actively working with developers, land owners and parish councils to ensure that development complies with the permissions granted. Trend data will be produced next quarter	On track
92		Using 2017/18 baseline data, reduce our annual expediency decision case numbers by 3% between April 2018 and Mar 2020	Planning Development	Q1 2016/17	Q4 2017/2018	70	The enforcement team are actively working with developers, land owners and parish councils to ensure that development complies with the permissions granted. Trend data will be produced next quarter	On track
93	Offering support and guidance to applicants throughout the planning process in order to mitigate breaches of planning control that might otherwise lead to enforcement action.	Using 2015/16 baseline data, increase the number of voluntary compliance outcomes by 5% between 1 April 2016 and 31 March 18	Planning Development	Q1 2016/17	Q4 2017/2018	70	The enforcement team are actively working with developers, land owners and parish councils to ensure that development complies with the permissions granted. Trend data will be produced next quarter	On track
94		Using 2017/18 baseline data, increase the number of voluntary compliance outcomes by 3% between April 2018 and March 2020.	Planning Development	Q1 2016/17	Q4 2017/2018	70	The enforcement team are actively working with developers, land owners and parish councils to ensure that development complies with the permissions granted. Trend data will be produced next quarter	On track

95	Through a risk based inspection and enforcement programme we will ensure that food businesses comply with food safety legislation	Complete 100% of the annual inspection programme of food business	Food and Safety	Q1 2017/18	Q4 2017/18	60	At the end of October, 60% of the food hygiene inspections due in 2017/18 have been completed	On track
96	96 per cent of businesses will be broadly compliant by 2020	Participate in the FSA communication 4 Compliance pilot aimed at increasing the compliant rate to 96% by 2020	Food and Safety	Q1 2017/18	Q4 2019/20	20	We have taken part in the compliance trial and our percentage of broadly compliant premises has increased to 94%	On track
97		Monitor the results of the communication pilot against our in house letters with a view to ensuring 96% of businesses are broadly compliance by 2020.	Food and Safety	Q1 2017/18	Q4 2019/20	20	We have taken part in the compliance trial and our percentage of broadly compliant premises has increased to 94%	On track
98	Achieve a year on year reduction in the number of fly tips in the district	A reduction of number of flytips compared to last year's total of 481	Environmental Protection	Q1 2017/18	Q4 2017/18	50	Identifying slight increases in flytip numbers for 2017/2018. Possible links to charging at Waste disposals sites across Oxfordshire/Reading. Public seem confused with this process	minor issues
99		Number of reported flytips is below the rural Oxfordshire average	Environmental Protection	Q1 2017/18	Q4 2017/18	50	The rural Oxfordshire average is 41. South's current average is 54	minor issues
100		Our enforcement performance on flytipping exceeds the rural Oxfordshire average	Environmental Protection	Q1 2017/18	Q4 2017/18	50	This is based on the ratio of enforcement against the number of flytips. The rural oxfordshire Average is 1.5 Souths is 2.1	On track
101	Clear 90 per cent of fly tips from high intensity areas within 12 hours	90% of flytips removed from high intensity areas within 12 hours	Waste	Q1 2016/17	Q4 2019/20	30	Annual, 2017/18 figure is currently 95.59%	On track
102	Implement the issuing of FPNs for dog fouling and litter by the council's environmental wardens in Henley, Wallingford, Watlington, Thame and Didcot town centres	EP littering and dog fouling enforcement 0.5 post subject to funding being available	Environmental Protection	Q1 2017/18	Q4 2017/18	n/a	This is a PCSO function in TVP. 2018/19 The council do not have their own enforcement officers for this work. There is a growth bid submitted for 2018/19 to employ an officer	Not started