

# Executive report



## 2 July 2010

Report of **Head of Corporate Strategy**

Report no. 19/10

Author: **Robert Woodside**

Telephone: **7614**

Textphone: **N/a**

E-mail: [robert.woodside@whitehorsedc.gov.uk](mailto:robert.woodside@whitehorsedc.gov.uk)

Wards affected: **All**

To: **Executive**

DATE: **2 July 2010**

Executive member responsible: **Councillor Tony de Vere**

Tel: **01235 540391**

E-mail: [tony.devere@whitehorsedc.gov.uk](mailto:tony.devere@whitehorsedc.gov.uk)

## Corporate Plan 2009/12 – annual review

### Recommendation(s)

- (a) Note the progress that has been made with the key actions targets and measures included in the Corporate Plan 2009/12
- (b) Agree the changes to the key actions targets and measures contained in the report

### Purpose of Report

1. In February 2009 the Council agreed a new corporate plan, strategic objectives and corporate priorities. This report provides a comprehensive update on progress with the key actions, targets and measures included in the plan. In addition, it includes a small number of proposed changes to the key actions, targets and measures in the original plan.

## **Strategic Objectives**

2. This report relates to the Council's Vision in that it supports all of its objectives and does not conflict with any Council Strategies. It supports all of the strands of the Vale Sustainable Community Strategy. The Corporate Plan 2009 -12 provides a framework for the allocation of resources over the lifetime of the plan to ensure that the Council achieves its strategic objectives and corporate priorities.

## **Background**

3. In February 2009 the Council agreed a new corporate plan. It was developed following widespread consultation with Members, the senior management team and residents. The plan is a key document which clearly describes our vision strategic objectives and corporate priorities. For each of our corporate priorities, key targets actions and measures show how they will be achieved.
4. Summary performance against National Indicators (NIs) and Local Performance Targets (LPTs) is reported quarterly to the Executive and to the Scrutiny Committee. This report (appendix one) sets out progress against all of the actions, targets and measures in the plan.

## **Changes to the plan**

5. We have carried out a 'light touch' review of the corporate plan as originally published, to ensure that it remains relevant and reflects any external or internal changes since it was published. Appendix two sets out a small number of proposed changes, along with the rationale for these. The Executive is recommended to agree these changes.

## **Financial Implications**

6. There are no direct financial implications arising from this report.

## **Legal Implications**

7. There are no direct legal implications arising from this report.

## **Risks**

8. Where risks have been identified, specific to individual corporate priorities, they have been included in the operational service area risk registers.

## **Conclusion**

9. We have made good progress in delivering the council's strategic objectives and corporate priorities in a difficult financial climate. The 2010/11 budget identified significant savings, the bulk of these will come from improving efficiency. However, where service reduction savings have been required, they have been made in non priority areas in line with the corporate plan.

The Executive is asked to note progress made and to agree proposed changes to the plan looking forward (appendix two).

# **Background Papers**

Corporate Plan 2009/12

## Appendix 1 – Corporate Plan key actions, targets and measures - progress 2009/10

### Strategic Objective: Meeting people's need for housing

#### 1. Enable affordable homes to be built in the district each year in line with the Vale's ambitious targets

Key target, action or measure	Progress
<p>Develop five rural affordable housing exception sites by the end of 2011</p> <p><i>LPT 341 – Number of affordable homes delivered on rural exception sites or in smaller villages. The target for 2009/10 was 20</i></p>	<p>We didn't complete any new homes in rural areas, but completed preparatory work for future schemes as follows:</p> <ul style="list-style-type: none"> <li>- obtained planning permission for one site in East Hendred for three rented homes, work due to start on site early in 2010/11.</li> <li>- preparation to allow a planning application to be submitted on sites in Steventon and Blewbury to produce around 26 units – delivery expected in 2010/11</li> <li>- discussion on the possibility of developing second rural exception schemes in Shrivenham and Kingston Bagpuize.</li> <li>- early discussions with three other rural parishes on potential affordable housing delivery, one of which may produce the district's first scheme able to serve a cluster of the smallest villages</li> </ul>
<p>Facilitate the provision of affordable housing for people who live and work in the Vale through the current Local Plan and the Local Development Framework once it has been agreed</p>	<p>Work will continue on the local development framework until further guidance is provided by the new government. It is intended that a report will be made to the Executive later in 2010 which will detail the government's proposals for local planning documents</p>
<p>Ensure the development of new and other suitable types of affordable houses</p> <p><i>NI 155 – Number of affordable homes delivered. The target for 2009/10 was 100</i></p>	<p>We have delivered 219 affordable homes in 2009/10, as follows:</p> <ul style="list-style-type: none"> <li>- 32 successful applicants have purchased homes on the open market through the government's MyChoice scheme - the biggest uptake since the scheme started and more than double the figure for 2008/09</li> <li>- we funded the redevelopment of a redundant sheltered housing scheme in Faringdon to produce family homes for rent</li> </ul>

Key target, action or measure	Progress
	<ul style="list-style-type: none"> <li>- a housing association received a grant towards the purchase of an open market 4 bed house for rent. This property had ground floor disabled adapted accommodation to meet the needs of a family in very high priority need for re-housing</li> <li>- we have enabled new-build homes across the district (70 in Wantage, 61 in Faringdon, 43 in Abingdon and 12 in Botley). 2 of these are adapted to meet specific needs of disabled people</li> </ul>
<p>Provide the right balance of rented, shared ownership and other types of intermediate housing. Use regular housing needs surveys to give an accurate picture of the district's housing requirements</p>	<p>Our Supplementary Planning Guidance (SPG) recommends a ratio of 75 per cent rented to 25 per cent intermediate housing. - It recommends that 1 and 2 bed rented homes should represent 48 per cent of all affordable housing delivery and three-bed houses should make up 20 per cent of the total. For intermediate housing, 1 and 2 bed homes should represent 19 per cent of the total in line with the SPG</p> <p>In 2009/10 we delivered:</p> <ul style="list-style-type: none"> <li>- new build housing included 77 per cent rented units and 23 per cent Intermediate housing (shared ownership)</li> <li>- 55 per cent smaller units (mostly 2-bed) and 22 per cent 3-bed houses</li> <li>- 21.5 per cent of all homes were smaller homes</li> <li>- we commenced construction of 4-bed houses for rent and 3 and 4-bed shared ownership properties with completion due in 2010/11</li> </ul>
<p><i>NI 154 – Net additional homes provided. The target for 2009/10 was 401</i></p>	<p>The target for this LAA measure was revised in light of the current financial and housing climate, from 530 to 401. We achieved 438 in 2009/10</p>

## 2. Help people in housing need to resolve their housing problems

Key target, action or measure	Progress
<p>Number of households placed in temporary accommodation because they are homeless</p> <p><i>NI 156 – Number of households living in temporary accommodation. The target for 2009/10 was 62</i></p>	<p>Reduction in the number of households in temporary accommodation, from 65 to 31 (reduced from 78 in 2007/08), against a target for 2009/10 of 62</p>
<p>Reduction in the number of homelessness acceptances</p>	<p>Reduction in the number of homelessness acceptances, from 49 to 39 (reduced from 84 in 2007/08)</p>
<p><i>LPT 335 - Average number of days that households are accommodated in nightly charge properties during the year. The target for 2009/10 was 50</i></p>	<p>The average number of days during the final quarter of 2009/10 was 27 days, significantly better than the target of 50 days; and for the year was 44 days</p>
<p>Implement the sub regional Choice Based Letting Scheme by 31 May 2009</p>	<p>Sub-Regional Choice Based Letting is now fully operational – this means there is one allocations system, and has widened applicants' choice of accommodation</p>
<p>Eliminate the use of out of district bed and breakfast (B&amp;B) placements for young people by 31 December 2009</p>	<p>Only three young persons have been placed in B&amp;B since 31 December 2009, all as a result of emergency placements</p>
<p>Provide high quality advice and support to help prevent households becoming homeless</p> <p><i>LPT 333 – Number of households prevented from becoming homeless. The target for 2009/10 was 280</i></p> <p><i>LPT 334 – Number of households prevented from becoming homeless through the issuing of a rent deposit bond or rent in advance. The target for 2009/10 was 150</i></p>	<p>326 households were prevented from becoming homeless during 2009/10, significantly better than the target of 280. 173 of these were through the issuing of a rent deposit bond or rent in advance, significantly better than the target of 150</p>
<p>Provide high quality temporary accommodation suitable for the needs of homeless people</p>	<p>We are negotiating the development of 8 2-bed new build flats for temporary accommodation at Harcourt Way in Abingdon, as part of the s.106 agreement for the Old Gaol development</p>

Key target, action or measure	Progress
Promote housing mobility by setting up a scheme that enables Vale residents to apply for housing throughout Oxfordshire	This has been achieved through the Sub-Regional Choice Based Letting allocations system – see above
Keep the number of households who are accommodated in nightly charge properties to a minimum	The number of households accommodated in nightly charge accommodation during 2009/10 was 22, down from 65 in 2008/09
NI 181 – Time taken to process housing/council tax benefit claims and change events. <i>The target for 2009/10 was 20.5 days</i>	We are awaiting DWP data – expected in August 2010

## Strategic Objective: Supporting a vibrant local economy

### 1. Work in partnership to sustain vibrant market towns

Key target, action or measure	Progress
<i>LPT - Actions in the market towns that maintain or improve business confidence (measured by survey)</i>	The South East England Development Agency (SEEDA) has agreed in principal funding of £159,000 for actions that will help to maintain or improve business confidence in Faringdon, Grove and Wantage
<i>LPT 311 - Vacant retail units – below national average in market towns. The target for 2009/10 was 0 (see progress comment for explanation)</i>	The national average of vacant retail units is 20 per cent. Our target was to have a vacancy rate lower than this. The annual survey in September 2009 showed a vacancy rate of 10.7 per cent
Prepare a market towns strategy for the Vale and action plans for Abingdon, Faringdon and Wantage, in collaboration with stakeholders, by the end of March 2010	Drafts have been prepared and we now expect these to be agreed by the end of September 2010
Support the creation of an Abingdon Town Partnership and part fund a partnership officer to manage an action plan	Choose Abingdon Partnership established in 2009/10. Choose Abingdon Partnership Manager recruited and commenced work in September 2009

## 2. Support rural business and communities

Key target, action or measure	Progress
<i>LPT 312 - Southern Oxfordshire LEADER funding allocated. (Government and EU funding to help revitalise and support rural businesses and communities in southern Oxfordshire). The target for 2009/10 was £250,000</i>	£230,000 allocated in 2009/10, against a target of £250,000. Projects considered include farm diversification, tourism initiatives, rural community projects and renewable energy initiatives
<i>LPT 313 - Number of jobs created/safeguarded by Southern Oxfordshire LEADER funding . The target for 2009/10 was 0</i>	The target for jobs created/safeguarded was none for 2009/10, and none were created / safeguarded. They have been profiled to be achieved between 2010/11 - 2012/13

## 3. Promote 'Science Vale UK' as a world leading area for science and technology

Key target, action or measure	Progress
<i>LPT 314 - At least one new large science related enterprise employing more than 50 people locates in the Science Vale UK area. The target for 2009/10 was 0 (see progress comment for explanation)</i>	Target is for one in 2010/11. Inward investment promotion has started on this
<i>LPT 315 - Overall growth in employment of at least 250 new jobs in the next 4 years in the Science Vale UK area. The target for 2009/10 was 25</i>	Target of 25 for 2009/10 achieved following the relocation of Plasma Surgical to Milton Park
<i>LPT 316 - Maintain or improve business confidence in Science Vale UK area. The target for 2009/10 was to establish the baseline</i>	Baseline is 13% of South East's employment in research and development
Increase the profile of the area so that it is seen as a first choice location for high value added businesses and research and an attractive place to live	Website launched and a number of successful promotional events held, including very successful breakfast events
Project manage the partnership developing Science Vale UK as a global hotspot for enterprise	Part time project director appointed



Key target, action or measure	Progress
Promote additional investment in physical and social infrastructure for the benefit of residents and businesses	Oxfordshire County Council has received a Department for Transport grant of £125,000 for a study to look at access to Science Vale UK

## Strategic Objective: Managing our business effectively

### 1. Provide value for money services that meet the needs of our residents and service users

Key target, action or measure	Progress
<i>Percentage of residents satisfied with the overall quality of council services</i>	Not measured in 2009/10 – next measured by the Place survey in Autumn 2010 (Performance in 2008/09 50 per cent)
<i>LPT 347 - Average sickness absence per employee per annum. The target for 2009/10 was 8.25 days</i>	Performance 6.02 days, significantly better than the target of 8.25 days and performance is in the top quartile
<i>LPT 319 – Average time to pay an invoice. The target for 2009/10 was 10 days</i>	We achieved 12.88 days, slightly more than the target of 10 days, but an improvement on 16 days in 2008/09
Maintain the Vale's reputation for high quality services and low council tax	This was acknowledged in the Use of Resources assessment published by the Audit Commission in November 2009. This stated that overall the Council is delivering high satisfaction services on a low council tax
Ensure delivery of the highest quality services and demonstrate value for money in all of our key services by using up to date cost and performance information	We scored three out of four in our use of resources assessment carried out by the Audit Commission. In the managing finances theme, the assessment stated that there are good arrangements in place to link cost and performance and that high spend is clearly linked to high priority areas
Agree and deliver a business process improvement programme to achieve planned efficiencies	This is being delivered through the 'Fit for the Future' programme. The first stage function reviews resulted in savings of £600,000 across the two councils which were built into the budget for

Key target, action or measure	Progress
	2010/11. The second stage involves process reviews which commenced in March 2010 for a number of service areas. These are part of a two year rolling programme which will cover all service areas. It is estimated that £700,000 of further savings will be found during this two year review
Identify further joint working opportunities, principally with South Oxfordshire District Council and deliver cashable efficiency savings	Appointments made to management team and heads of service will achieve annual savings of £289,000. Appointments made to joint fourth tier management positions in February 2010 will achieve an estimated annual saving of £260,000
Undertake reviews and bring forward proposals, in time for implementation in the 2010/11 budget, for a significant reduction in the costs of <ul style="list-style-type: none"> <li>• Tilsley Park</li> <li>• Abingdon Guildhall</li> <li>• Wantage Civic Hall</li> <li>• Faringdon Corn Exchange</li> </ul>	These reviews commenced in 2009. A progress report was made to the executive detailing the options and potential savings on 4 December 2009. These proposals, if implemented, would meet the savings of £125,000, which were built into the 2010/11 budget. Since then, the contract extension for the White Horse Leisure and Tennis Centre will secure £60,000 savings in 2010/11, and the remaining £65,000 savings are expected to come from the Vale halls. The council transferred the freehold of Faringdon Corn Exchange to Faringdon Town Council on 1 April 2010
<i>NI4 – percentage of people who believe they can influence decisions in their locality</i>	Not measured in 2009/10 – next measured by the Place survey in Autumn 2010 (Performance in 2008/09 27 per cent )
<i>NI 5 – Overall satisfaction with the local area</i>	Not measured in 2009/10 – next measured by the Place survey in Autumn 2010 (Performance in 2008/09 86.2 per cent)
<i>NI 179 – Total net value of ongoing cash-releasing value for money gains. The target for 2009/10 was £1,189,714</i>	The result for 2009/10 was £1,022,548

## 2. Optimise access to our services

Key target, action or measure	Progress
<i>Percentage of payments made on line or electronically. A target for 2009/10 was not set</i>	18% of all payments were made on line or electronically in 2009/10. The detailed breakdown is: <ul style="list-style-type: none"> <li>• Electronic payments taken by the local service point, 11%</li> <li>• Automated telephony payments, 6%</li> <li>• Web payments, 1%</li> </ul>
Agree a new/updated Customer Contact Strategy, which promotes moving customers to the web wherever possible, in time for implementation in the 2010/11 budget	Not achieved according to original timescale. We have commenced a Fit for the Future review of the Abingdon Local services Point, and a customer service strategic review will be carried out during 2010/11
Deliver the Equality and Diversity Scheme Action Plan, including equality impact assessments	The action plan is being delivered and progress against service plan deliverables is monitored quarterly. A six month update was published on the website in November 2009, and progress will be reported to Scrutiny Committee in September
NI 140 – Fair treatment by local services	Measured by the Place Survey - not measured in 2009/10. Performance in 2008/09 77.5 per cent. This indicator has been deleted from the national indicator set for 2010/11

## 3. Improve communication about the council's activities and achievements

Key target, action or measure	Progress
<i>Times best council staff survey</i>	This annual survey of the best places to work in the public sector is sponsored by the Sunday Times. The survey was carried out during November 2009 and an action plan has been agreed with a view to improving levels of staff satisfaction during 2010/11. We will resurvey staff in the next survey which will take place towards the end of 2010

Key target, action or measure	Progress
Use Vale Voice, our residents panel, to measure progress with our strategic objectives and priorities	Vale Voice has not been surveyed for a number of months following problems with the contractor. We are currently appointing a market research company to refresh and manage both Vale Voice and South Oxfordshire's panels - once in place the new panel will be used to measure progress
Improve communication with our residents and customers so that the council can demonstrate that it provides high quality value for money services	We have re-launched Unvaled and increased the content to cover more subjects, including messages about value for money
Communicate effectively with staff to ensure that they are engaged with and motivated by the council's activities	The staff satisfaction survey in 2009 raised a number of issues which are now being addressed through an action plan

## Strategic Objective: Rising to the challenge of climate change

### 1. Minimise our impact on the causes of climate change

Key target, action or measure	Progress
<p>Reduce the carbon footprint arising directly or indirectly from the council's operations</p> <p><i>NI 185 – CO<sub>2</sub> reduction from local authority operations. The target is a reduction of 20% by 2012</i></p>	The Council's emissions are forecast to fall by between 10 per cent and 11 per cent in 2009/10 (exact figures not known until July 2010). Much effort has focused on electricity consumption in Abbey House which is forecast to fall by 8.5 per cent in 2009/10
<p>Implement the Carbon Management Plan to achieve:</p> <ul style="list-style-type: none"> <li>• a reduction in carbon emissions of 20 per cent by March 2012 (<i>baseline 2007</i>)</li> <li>• a 10 per cent reduction in business mileage (council staff) by March 2010</li> </ul>	<p>Reduction in emissions - see above</p> <p>In 2008/9 total business mileage amounted to 244,621 miles. In 2009/10 this reduced to 187,201 miles, a reduction of 23.5%</p>

Key target, action or measure	Progress
Investigate the purchase of renewable energy for Vale buildings in time for implementation in the 2010/11 budget	A contract for to supply electricity to Abbey House using a green tariff commenced on 1 April 2010
Investigate the use of grey water schemes for Vale parks and gardens in time for implementation in the 2010/11 budget	This was investigated as part of the installation of the water feature at Manor Road, Wantage. However it was not economically viable at that time (although the installation does allow for a system to be installed at a later date)
<i>NI 186 – Per capita reduction in CO<sub>2</sub> emissions in the local area. A target for 2009/10 was not set as this indicator is outside of the control of the Council</i>	The latest data available is for 2007. The per capita emissions were 9.2 tonnes. This was a 2.7% reduction on the 2005 figure

## 2. Respond to the effects of climate change, particularly flooding

Key target, action or measure	Progress
<i>100 per cent take up of grants for flood group schemes</i>	Grants have been awarded to 19 projects submitted by community flood groups - a 100 per cent take up of the available grant fund of £110,000
Produce a Climate Change Adaptation Plan by 31 December 2009 using the outcomes of the 'Profile of Climate Impacts' assessment  <i>NI 188 – Adapting to Climate Change. The target for 2009/10 was level 2</i>	Following identification of climate risks in 2008 the council is using its corporate and operational risk registers to manage climate risks. In addition service areas have identified actions for 2010/11 to adapt to climate change. The NI188 requirement for 2010 is to produce an adaptation plan following the risk assessment work done in 2009. In 2009/10 we achieved level 2 against NI 188, in line with the countywide LAA target
Facilitate the creation of a Vale Flood Alliance of Local Community Flood Groups (as a self governing body)	The proposal for a Vale Flood Alliance received support at the Community flood group workshop held on 29 October 2009. The council will act as co-ordinator initially until such time when group can become self governing
Deliver an agreed number of projects on 'ordinary water courses' (streams, brooks, ditches) which will reduce the impact of flooding	We have delivered six projects at East Hanney, Appleton, Steventon, Wantage, South Hinksey and Ladygrove Meadow, Abingdon
<i>NI 189 – Flood risk management. The target for 2009/10 was 100%</i>	We have achieved the actions necessary to meet this indicator in

	2009/10 giving a result of 100%
NI 37 – Awareness of civil participation arrangements (inc. flooding) in the local area	This indicator has been deleted by the government

### 3. Minimise the waste we produce and maximise recycling

Key target, action or measure	Progress
<p>Increase the percentage of household waste sent for recycling and composting</p> <p><i>NI 192 - Percentage of household waste sent for reuse, recycling and composting . The target for 2009/10 was 36%</i></p>	<p>We achieved a recycling rate of 36 per cent which was an increase on the 2008/09 rate of 35.6 per cent. The rate is expected to rise above 60 per cent once the new joint waste contract commences in October 2010</p>
<p>Reduce the amount of waste produced per household</p> <p><i>NI 191 - Residual household waste per household. The target for 2009/10 was 572 kg</i></p>	<p>Our result was 523 kg per household which was better than the target of 572kg. This was a reduction against 2008/09 which was 536kg. A further significant reduction is expected during 2010/09 when the new joint waste contract commences</p>

### Strategic Objective: Helping to maintain a safe Vale

#### 1. Help to maintain, or further reduce, low levels of crime and anti-social behaviour

Key target, action or measure	Progress
<p><i>Number of alcohol test purchasing exercises</i></p>	<p>Test purchasing exercises are intelligence led operations. The Thames Valley Police (TVP) licensing team is the lead agency working in partnership with the Vale licensing team and community safety. There were four operations in the Vale during 2009/10 and 20 premises were tested. Seven premises failed and £80 fixed penalty fines were issued at point of sale. The operations will continue on this basis during 2010/11</p>

Key target, action or measure	Progress
	<p>“Bottle Watch” in Wantage bottles are marked at point of sale. If alcohol is confiscated from young people then the source is known</p> <p>Developments for 2010/11 will include a focus on proxy sales (adults purchasing alcohol for under 18 year olds)</p>
<p>Develop and support a range of initiatives to reduce irresponsible drinking and behaviour</p>	<p>SMART is a mobile open access drop in service which offers advice, assessment, harm minimisation, health promotion and interventions. The service is available weekly in Wantage and Faringdon. The Abingdon resource centre continues to operate from the hospital</p> <p>Community Safety Partnership funding for the Street Pastors initiative in Wantage and Grove has been agreed. There are plans to extend the scheme to Abingdon in 2011</p> <p>See also below</p>
<p>Continue to develop and support the Vale ‘Nightsafe ‘scheme, working with licensees to reduce town centre violence</p>	<p>Drugs dogs operations have taken place in town centres, which support high visibility policing at key times. Alcohol data is combined into a monthly report identifying premises of concern ( Thames Valley Police, Accident and Emergency, Ambulance data). All premises signed up to the scheme have been re-visited and reminded of their responsibilities</p>
<p>Develop the young peoples targeted alcohol project to reduce alcohol abuse</p>	<p>We led on a successful event at King Alfreds School in October 2009 was attended by 50 families (parents and pupils). It was supported by the ambulance service, street pastors, TVP neighbourhood team and Oxfordshire County Council trading standards officers. Further workshops are planned for Matthew Arnold school in September 2010 and King Alfred’s October 2010</p>

Key target, action or measure	Progress
NI 20 – Assault with less serious injury (including domestic violence)	<p>Assault with less serious injury (awlsi) – this is reported in two parts non-domestic abuse and domestic abuse offences:</p> <p>AWLSI Non-domestic abuse which largely includes town centre alcohol related violence records a 23 per cent reduction (83 fewer offences). AWLSI Domestic abuse records a 28 per cent decrease (42 fewer offences)</p>
<i>NI 15 – Serious violent crime rate</i>	We do not actively monitor or seek to improve performance against this measure – and it is recommended for deletion from the corporate plan
<i>NI 16 – Serious Acquisitive crime rate (Burglary, robbery, theft of and from vehicle). The target for 2009/10 was 5.13 per 1,000 population</i>	Our target is to maintain the reduced number of serious acquisitive crimes per 1,000 population at the 2007/08 baseline of 5.13. Within this category there was a 16.2 per cent reduction (108 actual offences). This includes a significant reduction in vehicle crime of 20 per cent (89 actual offences). In addition, there was a decrease in burglary of 8 per cent (17 actual offences)
<i>NI 32 – Repeat incidents of domestic violence. The target for 2009/10 was 32%</i>	The provisional result (to the 10 march 2010) was 19%. The final result is not yet available
<i>NI 30 – re-offending rate of prolific and priority offenders</i>	Performance not yet available

## 2. Reduce the fear of crime and anti social behaviour

Key target, action or measure	Progress
Reduce the fear of crime by making sure that local people are aware that the Vale is a safe place to live	<p>Four community safety newsletters were issued this year. Community Safety Forums were held in July 2009 and December 2009</p> <p>At the end of 2009/10 there was a 16.3 per cent reduction in all</p>



Key target, action or measure	Progress
	<p>crime this equates to a massive 988 fewer offences in the Vale during the year. The reduction included some specific crime categories that are targets within the Community Safety Partnership (CSP) Plan</p> <p>The community safety partnership aids this reduction by funding the Anchor small repairs scheme. The scheme supports vulnerable tenants by offering security improvements such as improved locks and outside lights</p> <p>The partnership continues to support the nightsafe scheme. This includes a regular programme of intelligence led test purchasing and drugs dogs operations that have reduced underage sale of alcohol to young people</p> <p>The Designated Public Place Order (DPPO) introduced by the council (alcohol order) in Abingdon continues to be a useful tool for the local neighbourhood officers. The order enables police officers to confiscate alcohol from adults if they are behaving in an anti social manner</p> <p>The partnership has used the Probation unpaid work scheme which offers free labour to clean off graffiti and clear up rubbish in the Charter Car Park, Ypres Way, St Johns Ambulance garages in South Abingdon during the year</p>
<p>Improve the partnership approach to crime reduction by further developing neighbourhood action groups (NAGs)</p>	<p>There are seven active NAGs in the Vale. The Community Safety Manger attends a quarterly NAG Chair meeting. Two NAG chairs have been co-opted to the community safety partnership management group to improve communications</p>
<p><i>NI 21 – Satisfaction with dealing with concerns about antisocial behaviour and crime by the local council and police</i></p>	<p>Measured by the Place Survey - not measured in 2009/10. Performance in 2008/09 27 per cent</p>

Key target, action or measure	Progress
<i>NI 17 – Perceptions of antisocial behaviour</i>	Measured by the Place Survey - not measured in 2009/10. Performance in 2008/09 14 per cent

## Strategic Objective: Keeping the Vale a clean place to live

### 1. Deal effectively with litter and detritus

Key target, action or measure	Progress
Satisfaction with street cleanliness (former BVPI 89). Measured by Vale Voice Survey)	This was not measured during 2009/10
<i>NI 195 - Improved street and environmental cleanliness (graffiti, litter, detritus and fly posting). The target for 2009/10 was Litter 4%, Detritus 10%, Flyposting 1% and Graffiti 1%</i>	The indicator is calculated using three tranches of inspections which were carried out during the 2009/10. Our performance for litter was one per cent, against a target of four per cent. We also achieved our targets of one per cent on fly posting and graffiti (our performance was 0 for each); however we did not achieve our target of 10 per cent for detritus (actual performance was 13 per cent). The main reason for not achieving the detritus target was the severe weather encountered this winter. The contractor's street cleansing staff were diverted to snow clearing, which had an adverse impact on performance. The first tranche of 2010/11 is almost complete. Performance has improved significantly to approximately 2%, partly as a result of improved contract monitoring.
Improve co-ordination between relevant contractors and the county highways department to improve the quality of litter picking of principal roads and open spaces	The Highways Agency agreed to cut back trees / vegetation and clear litter on some slip roads on the A34. The County Council have re-tendered a verge cutting contract and this requires the contractor to work closely with district councils. The contractor now attends the OWP environmental quality and cleanliness group

## 2. Tackle 'envirocrime', such as fly tipping, dog fouling and graffiti

Key target, action or measure	Progress
'Grot Spots' will be investigated, assessed and an action plan produced within 4 weeks of it being reported	We have investigated, assessed, produced action plans within 4 weeks and dealt with 15 grot spots. All areas have seen an improvement in the cleanliness.
Designate four 'dog fouling action areas' for 2009/10	We designated Dog-fouling action areas in Sutton Courtenay, Longworth /Southmoor, Harwell and Grove. Environment Wardens patrolled these areas and they met and discussed dog fouling with over 100 dog walkers and gave out Information on the responsibilities of a dog owner. We also issued 2 fixed penalty notices for dog fouling offences.
Improve the local environment by reducing fly tipping	There was a decrease in the number of fly tipping incidents and an increase in enforcement. The number of fly tips (all categories) reduced from 583 in 2008/09 to 530 in 2009/10. Our NI196 score for fly tipping for 2009/10 was 'very effective'.
Take robust enforcement action to reduce the overall number of 'envirocrimes'	We served 69 Fixed Penalty Notices Issued in 2009/10 which raised £5,705 in income.
Designate 'dog fouling action areas' where a co-ordinated programme of publicity, community engagement and enforcement will be used to reduce the problem	No new action areas have been designated.
Develop a more robust response to graffiti in the Vale	Our community safety team, working in partnership with the Probation Service, have cleaned off a significant amount of graffiti from a number of sites. These include the garages at the St Johns Ambulance centre and the recreation ground in south Abingdon. An advisory guide will be produced during 2010 for residents who are victims of graffiti on their properties.
<i>NI 195 - Improved street and environmental cleanliness (graffiti, litter, detritus and fly posting)</i>	<i>See above</i>
<i>NI 196 - Improved street and environmental cleanliness – fly tipping. The target for 2009/10 was 'very effective'</i>	We achieved 'very effective (the highest category) against NI 196.

## Appendix 2 – Proposed changes to key actions, targets and measures for 2010/11

The following table sets out proposed changes to actions, targets or measures contained in the Corporate Plan as published in February 2009; column two indicates the change proposed and column three provides the rationale for the change proposed.

Action, measure or target	Change proposed	Rationale
Agree a new/updated Customer Contact Strategy, which promotes moving customers to the web wherever possible, in time for implementation in the 2010/11 budget	Amend date for completion	Because of the very pressing financial difficulties our focus in 2009/10 was on a function review, in which we looked at what services could be ceased or reduced in scale. One outcome of this process was the closure of the Wantage local services point. Only now can we turn our attention to the bigger picture of how we wish to provide customer services from now on. This work is being led by the Fit for the Future team
NI 140 – Fair treatment by local services	Delete measure	This measure has been deleted from the national indicator set for 2010/11 and we do not yet know whether it will be measured by the Place survey in future years
Designate 'dog fouling action areas' where a co-ordinated programme of publicity, community engagement and enforcement will be used to reduce the problem	Delete action	The 'Fit for the Future' function review carried out in late 2009 led to the warden service being reduced by 0.5 FTE. This was done on the understanding that this would reduce the promotional work that the wardens will do for example, discouraging fly tipping and dog fouling. Instead, the warden resource will concentrate upon enforcement action against perpetrators of dog fouling and fly tipping
LPT – The number of households who are placed in temporary accommodation because they are homeless	Delete	This is a duplicate – it is also measured by NI 156

<b>Action, measure or target</b>	<b>Change proposed</b>	<b>Rationale</b>
NI 15 – Serious violent crime rate	Delete	The indicator is not directly influenced by district council actions.
NI 17 – Perceptions of antisocial behaviour	Delete	Measure deleted as an NI