

Appendix One – performance against Vale corporate plan 2009-12

Strategic objective: meeting people’s need for housing			
Corporate priority: enable affordable homes to be built in the district each year in line with the Vale’s ambitious targets			
Key actions and measures	Target	Performance	Comments/Responsibility
<p>Develop five rural affordable housing exception sites by the end of 2011</p> <p>LPT 341 – Number of affordable homes delivered on rural exception sites or in smaller villages</p>	<p>2009/2010 - 20</p> <p>2010/2011 -20</p> <p>2011/2012 - 20</p>	<p>2009/10 - 0</p> <p>2010/11 – 3</p> <p>2011/12 - 20</p>	<p>In July 2010 we reported on preparatory work on schemes at sites in East Hendred, Steventon, Blewbury, Shrivenham, and Kingston Bagpuize.</p> <p><u>2011/12 update</u> 3 units were completed in East Hendred in 10/11; and 14 units were completed at Blewbury. 6 units have been completed in Sutton Courtenay (not rural exception sites). A scheme at Kingston Bagpuize now has planning permission and will start on site in August 2012.</p> <p>The scheme at Shrivenham is on hold due to larger planning applications having been submitted on other sites in the village; and the scheme at Steventon has not been able to proceed as the identified landowner could not agree terms</p>

			<p>Current targets (for 2012/13) for affordable housing are for total units across whole district only.</p> <p>Helen Novelle</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	Further consultation on Core Strategy in 2011/12, submission and publication 2012/13 and adoption 2013/14	Ongoing	<p>A new timetable for adopting the core strategy was agreed during the corporate plan period and work is on track to deliver against this timetable. This is a corporate priority in the new Corporate Plan.</p> <p>This will be followed by supplementary planning guidance that will establish the proportion of size, type and tenure of affordable housing the council requires</p> <p>Miles Thompson</p>
<p>Ensure the development of new and other suitable types of affordable houses</p> <p>LPT 412 – number of affordable homes delivered</p>	<p>2011/12 - 100 2010/11 - 140 2009/10 - 100</p>	<p>2011/12 - 64 2010/11 - 198 2009/10 - 219</p>	<p>We acknowledged at the outset of 2011/12 as part of our performance point reviews that the target was unlikely to be achieved due to the dip in on-going construction. Although construction at Cumnor Hill restarted after a period of suspension further completions were not possible by the end of March 2012. However over the 3 year period 2009-12 the overall target has been exceeded.</p> <p>Helen Novelle</p>
LPT 410 – Net additional homes provided	2011/12 Target: 233	376	Adrian Duffield

<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>The SPG sets out guidance for affordable housing to be delivered as 75% rented to 25% shared ownership</p> <p>We tend to use guidance provided in our Housing Needs Assessment 2008 (updated in 2012) as this reflects a more current situation.</p> <p>For rented units the aim is to achieve a balance of 60% smaller (1 and 2 bed) units and 40% larger (3 or more beds).</p> <p>For Shared Ownership the demand is very much greater for smaller units, and guidance is for almost all shared ownership units to be 1 or 2 beds.</p>	<p>2009/10 Total newbuild units = 186</p> <ul style="list-style-type: none"> • 144 (77%) rented (71% 1 & 2 beds; 29% 3+ beds) • 42 (23%) shared ownership (all 1 & 2 beds) • 1 open market purchase • 32 via the Govt's open market Homebuy scheme <p>Total = 219</p> <p>2010/11 Newbuild:</p> <ul style="list-style-type: none"> • 119 (60%) rented (55% 1 & 2 beds; 45% 3+ beds) • 79 (40%) shared ownership (70% 1& 2 beds; 30% 3+ beds) <p>Total = 198</p> <p>2011/12 Newbuild:</p> <ul style="list-style-type: none"> • 51 (81%) rented (63% 1 & 2 beds; 37% 3+ beds) • 12 (19%) shared ownership (83% 1 & 	<p>The headline performance over the three year period is 71% rented and 29% shared ownership. However this headline figure also reflects the fact that on several occasions the economic climate enabled a considerable number of additional affordable homes above the 40% to be achieved from developers in 09/10 and 10/11. Almost all of this additionality was delivered as shared ownership.</p> <p>Following 2 years of significant housing delivery, 2011/12 produced a lower figure of 64 units – most of which were delivered as homes for rent. House building had slowed down considerably as mortgages became increasingly hard to obtain, impacting on shared ownership as well.</p>
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		2 beds; 17% 3+ beds) • 1 mortgage rescue scheme/rented Total = 64	
Helen Novelle			
Corporate priority: help people in housing need to resolve their housing problem			
Key actions and measures	Target	Performance	Comments
The number of households who are placed in temporary accommodation because they are homeless LPT 414 - number of households living in temporary accommodation	20 by March 2012	22 Average of 12 during period April 2011 – March 2012	Lyn Scaplehorn
Provide high quality advice and support to prevent households becoming homeless - a reduction in the number of homelessness acceptances LPT 415 – percentage of successful homeless prevention cases	90 %	89% achieved in 2011/12	The council achieved the targets for 2009/10 and 2010/11 and consequently set itself an ambitious target for 2011/12 which it just missed Lyn Scaplehorn
Provide high quality temporary	No target set	n/a	We have negotiated the development of eight

accommodation suitable for the needs of homeless people			two-bed new build flats for temporary accommodation at Harcourt Way in Abingdon, as part of the s106 agreement for the Old Gaol development. Although this scheme has been subject to delays this is now the subject of a planning application. Helen Novelle
Keep the number of households who are accommodated in nightly charge properties to a minimum	No target set	25 applicants in 2011/12	The number of households in nightly charged accommodation has reduced steadily over the period of the plan, from 65 in 2008/09 and 22 in 2009/10 to three at the end of March 2012. Lyn Scaplehorn
Implement the sub-regional Choice Based Letting scheme by 31 May 2009	Implement scheme	Scheme implemented	The scheme is fully operational – this means there is one allocations system, and has widened applicants' choice of accommodation. Lyn Scaplehorn
Time taken to process housing/council tax benefit claims and change events	New claims 19 days Changes in circumstances 9.5 days Combined new claims/changes 13 days	17.71 days	At the end of 2012 the figure for speed of processing new claims came in at 17.71 days. Changes in circumstances came in at 8.57 days and combined new claims and changes processing came in at 9.86 days. These excellent returns represented the best ever performance levels and, the best since the inception of the Capita financial services contract. Paul Howden

Strategic objective: supporting a vibrant local economy			
Corporate priority: work in partnership to sustain vibrant market towns			
Key actions and measures	Target	Performance	Comments
Actions in the market towns that maintain or improve business confidence (measured by survey)	<p>To have published annual market town action plans for Wantage and Faringdon.</p> <p>To have supported the delivery of SEEDA funded projects in Faringdon and Wantage</p>	<p>Annual action plans produced and delivered in partnership with key stakeholders in each town.</p> <p>All SEEDA funded projects successfully delivered.</p>	<p>Delivery of annual action plans for the towns of Abingdon, Faringdon and Wantage.</p> <p>Annual footfall survey measure business confidence – and benchmarks changes in footfall patterns in each of the three towns.</p> <p>Suzanne Malcolm</p>
LPT 368 - Percentage of vacant retail units in the main retail areas of the three market towns	Less than 10%	8.69%	<p>Annual retail vacancy survey in Abingdon, Faringdon and Wantage measures business confidence</p> <p>Suzanne Malcolm</p>
Support the creation of an Abingdon Town Partnership and part fund a partnership officer to manage an action plan	Create partnership and appoint partnership officer		<p>In 2010 we reported that the Abingdon Town Partnership had recruited a partnership manager in September 2009.</p> <p>The Choose Abingdon Partnership has developed and grown into a proactive partnership, supported by the business community in the town. A strategy has been developed and guides project delivery. Projects delivered include a range of events, visitor publications, a loyalty card scheme, information boards etc.</p> <p>Suzanne Malcolm</p>
Prepare a market towns strategy	Strategy and action plans		Strategy published. Annual action plans

for the Vale and action plans for Abingdon, Faringdon and Wantage, in collaboration with stakeholders, by the end of March 2010	published		produced and delivered for each of the towns in partnership with stakeholders in the towns. Suzanne Malcolm
Corporate priority: support rural business and communities			
Key actions and measures	Target	Performance	Comments
The amount of Southern Oxfordshire LEADER funding allocated to projects within the Vale LPT 312 Joint Southern Oxfordshire LEADER funding	2011/12 target: £220,000	£286,632	Total project spend for 2011/12 was £286,632. This is total spend across Vale and South Oxfordshire District Council; we are unable to split this spend between the two districts as many projects cover both districts e.g. farm machinery that is used across southern Oxfordshire. Since the start of the programme, £1.1m has been spent across Southern Oxfordshire up to 31 March 2012. DEFRA reduced this budget from £1.89m to £1.5m in July 2010. Suzanne Malcolm
LPT 313 - number of jobs created/safeguarded by Southern Oxfordshire LEADER funding	2012/13 Target 13	Programme total to date: Jobs created = 21.1 Jobs safeguarded = 32.7 Total = 53.8	See comment above. Suzanne Malcolm
Corporate priority: promote 'Science Vale UK' as a world leading area for science and technology			
Key actions and measures	Target	Performance	Comments
LPT 314 - At least one new large science related enterprise employing more than 50 people locates in the area during the next four years	2011/12 Target 1	1	Ansys a software company, employing more than 50 people took space at Milton Park. Toby Warren

LPT 315 - An overall growth in employment of at least 250 new jobs in the next 4 years in the Science Vale UK area	2011/12 Target 175	175	Jobs created at Milton Park in the Innovation Centre, Ansys and Yasa Motors - at least 175 in total. Toby Warren
LPT 316 - Maintain or improve business confidence in Science Vale UK area.	No target set	n/a	No survey conducted in 2011/12 but anecdotal evidence suggests that Enterprise Zone status has increased business confidence. Toby Warren
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	No target set	n/a	The award of Enterprise Zone status has significantly raised the profile of the area and resulted in pro-active support from the government agency United Kingdom Trade and Investment. Toby Warren
Project manage the partnership developing Science Vale UK as a global hotspot for enterprise	No target set	n/a	The project director's contract came to an end and was not renewed on grounds of cost but project manager post remains, providing the resource needed to co-ordinate partnership activity. Toby Warren
Promote additional investment in physical and social infrastructure for the benefit of residents and businesses	No target set	n/a	Planning work for access to Science Vale UK continues. Enterprise Zone status granted in September 2011 will result in an estimated £250m of business rates income that will be invested in infrastructure.

			Toby Warren
Strategic objective: managing our business effectively			
Corporate priority: provide value for money services that meet the needs of our residents and service users			
Key actions and measures	Target	Performance	Comments
Percentage of residents satisfied with the overall quality of council services	No target set	79% - as measured by first residents survey 2012	From 2012 we will measure this indicator through a residents' survey involving face to face interviews – this is the baseline figure for the new corporate plan. Sally Truman
Average sickness absence per full time equivalent employee per annum	6.5 days	4.36 days	We introduced the Bradford Factor in 2010/11 as a way of highlighting employees with high repetitive sickness. A calculation of number of times off x number of times off x total number of days absent gives a 'score' for the preceding 12 months which will instigate meetings with the employee's manager about their sickness. This has helped manage short-term sickness. A number of instances of long-term sickness in 2011/12 increased the overall average. Mark Gibbons
LPT 256 – payment of commercial invoices within 30 days (replaced measure on average time to pay an invoice)	99%	98.15%	We very narrowly missed this stretching target; however performance improved from 75.58 per cent to 98.15 per cent and received plaudits from the local business community. Performance reports continue to be issued on a monthly basis to encourage teams to pay invoices promptly.

			Paul Howden
Maintain the Vale's reputation for high quality services and low council tax	No target set	n/a	<p>We originally measured this through our score on the national Use of Resources assessment. Use of Resources has now been dropped as a performance measure. However, the Vale's council tax is in the top twenty lowest for all district councils.</p> <p>Our service delivery is recognised as ranking amongst the best nationally. In 2012 we were shortlisted for the Council of the Year award by the LGC and for the shared services award by the MJ. The audit commission may comment on quality of service and value for money in its annual governance report as part of the audit of accounts for 2011/12 – these results are expected to be published in September.</p> <p>Bob Watson/Sally Truman</p>
Ensure delivery of the highest quality services and demonstrate VFM in all of our key services by using up to date cost and performance information	No target set	n/a	<p>See comment above.</p> <p><i>According to our Peer Review in 2011</i> “There is a story of good progress on many priority areas within the Vale, this having been achieved at the same time as delivering a challenging and innovative agenda. Performance improvement has been delivered in priority areas and the council is held in high regard by citizens and partners.” peer review</p>

			<p>During the period of the corporate plan, we developed and now publish a monthly board report containing key performance indicators, which ensures we have timely management information about the quality of our services. In general this shows that all key public services and cost indicators are performing very well</p> <p>Bob Watson/Geoff Bushell</p>
Agree and deliver a Business Process Improvement Programme to achieve planned efficiencies	No target set	n/a	<p>This is being delivered through the 'Fit For the Future' programme</p> <p>In the 2 years from April 2010 to March 2012 a cumulative total of £2,131,045 savings were written into the Vale budgets as a result of the FFTF programme</p> <p>Sarah Longman</p>
Identify further joint working opportunities, principally with SODC, and deliver cashable efficiency savings	No target set	n/a	<p>Appointments to the shared management team and shared heads of service achieved annual savings of £289,000. Appointments to joint fourth tier management positions in February 2010 have achieved annual savings of £260,000.</p> <p>Since then we have continued to implement a shared approach to service delivery achieving additional staff savings of [??]. The implementation of the joint waste contract has achieved savings of £1 million.</p>

			<p>Are these accurate figures for vale?</p> <p>Bob Watson to check?</p>
<p>Undertake reviews and bring forward proposals, in time for implementation in the 2011/2012 budget, for a significant reduction in the costs:</p> <ul style="list-style-type: none"> • Tilsley Park • Abingdon Guildhall • Wantage Civic Hall • Faringdon Corn Exchange 	No targets set	n/a	<p>As reported in 2010, the council transferred the freehold of the Faringdon Corn Exchange to Faringdon Town Council on 1 April 2010. The Guildhall transferred to Abingdon Town Council from 1 April 2011. Future options for Tilsley Park are currently being explored.</p> <p>Wantage Civic Hall is currently subject to a Fit For the Future review to achieve increased use.</p> <p>Kate Arnold</p>
<p>Percentage of people who believe they can influence decisions in their locality (previously NI 4)</p>	No target set	21% - as measured by the first residents survey 2012	<p>From 2012 we will measure this indicator through a residents' survey involving face to face interviews – this is the baseline figure for the new corporate plan.</p> <p>Sally Truman</p>
<p>Overall satisfaction with the local area (previously NI5)</p>	No target set	95% - as measured by the first residents survey 2012	<p>From 2012 we will measure this indicator through a residents' survey involving face to face interviews – this is the baseline figure for the new corporate plan.</p> <p>Sally Truman</p>
<p>Total net value of on-going cash-releasing value for money gains (previously NI 179)</p>	2009/10 - £1,189,714	2009/10 - £1,022,548	<p>Whilst performance in 2009/10 was below target the council was still able to set a balanced budget for the year.</p>

			<p>NI 179 was deleted when the national indicator set was withdrawn by Government – so we are no longer obliged to report or record “Gershon-able” cash and non-cash savings. We still make this type of savings as part of the budget setting process.</p> <p>Bob Watson</p>
Corporate priority: optimise access to our services			
Key actions and measures	Target	Performance	Comments
Percentage of payments made on-line or electronically.	No Target set	2009/10 7.1% 2010/11 18.12% 2011/12 25.45%	<p>This is the percentage of payments handled by Vale customer services made either by automated telephone payment or internet payment. By value the percentage of transactions for the period are:</p> <p>2009/10 = 4.79% 2010/11 = 9.78% 2011/12 = 15.44%</p> <p>Helen Strain</p>
Deliver the Equality and Diversity Scheme Action Plan, including equality impact assessments	Deliver the action plan		<p>The action plan is being delivered and progress is reported annually to Scrutiny committee.</p> <p>Cheryl Reeves</p>
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	Agree a strategy by 2010/11 budget		<p>This corporate priority is now part of the councils drive to achieve the customer excellence standard by the end of 2013</p>

Corporate priority: Improve communication about the council's activities and achievements			
Communicate effectively with staff to ensure that they are engaged with and motivated by the council's activities	Conduct the Best Companies staff survey	Surveys completed in 2009, 2010, 2011	<p>Surveys have been carried out and staff focus groups used to explore the 2010 results and develop action plans to address concerns.</p> <p>In 2011 we carried out a joint Vale/South survey for the first time as the majority of staff are now shared. Results saw improvements in most factors over 2010.</p> <p>Detailed data packs have been provided to Heads of Service based on 2011 results to enable them to address any issues within their service areas.</p> <p>Sally Truman</p>
Use 'Vale Voice', our residents panel, to measure progress with our strategic objectives and priorities	No Targets set	n/a	<p>We have appointed a new contractor to manage the residents' panel, have re-launched the panel and refreshed its membership. We carried out 2 surveys in 2011/12 and will continue to use the panel to understand our customers' views on specific service issues. In addition, in future years we will use a residents' survey, involving face to face interviews to measure customer satisfaction and other indicators in the new corporate plan.</p> <p>Sally Truman</p>
Improve communication with our residents and customers so that the council can demonstrate that it	No targets set	72% – as measured by first residents survey 2012	<p>From 2012 we will measure this indicator through a residents' survey involving face to face interviews – this is the baseline figure for</p>

provides high quality VFM services LPT - percentage of people who feel very or fairly well informed about the council and its services			the new corporate plan. Shona Ware
Strategic objective: rising to the challenge of climate change			
Corporate priority: minimise our impact on the causes of climate change			
Key actions and measures	Target	Performance	Comments
To reduce the carbon footprint arising directly or indirectly from the council's operations	See below	See below	Our Carbon Management Plan sets out our plans to reduce carbon emissions by 20% between 2007 and March 2012 – see performance below. Heather Saunders
Implement the Carbon Management Plan Reduce carbon emissions from council operations by 20% by March 2012 (baseline 2007)	20%	14%	The delivery vehicle for this priority is our Carbon Management Plan which includes a 20% target by 2012/12, so still has one year to run. We have achieved an overall reduction from baseline of 14% at the end of 2011/12. This increases to 17.5% when we consider weather related effects. Some emissions savings arising from our capital investment are yet to show in our figures. We expect further emissions reductions, and expect to achieve our five-year target, taking into account weather effects, by March 2013. Heather Saunders
Reduce business mileage (council staff)	10% by March 2010	40%	Business mileage in 2010/11 and 2011/12 increased mainly due to some staff being

			relocated as part of team restructures, therefore failing to meet the five % year on year reduction target. However, since 2009/10 there has been an overall reduction of 33 % so during the lifetime of the plan the target has been achieved. Cynthia Sullivan
Investigate the purchase of renewable energy for Vale buildings in time for implementation in the 2010/11 budget	No target set	n/a	We have entered into a contract to purchase electricity via a framework agreement with other local authorities in the South East. We have therefore not pursued a contract for 'green' energy. John Backley
Investigate the use of grey water schemes for Vale parks and gardens in time for implementation in the 2010/11 budget	No target set	n/a	As reported in 2010, this was investigated as part of the installation of the water feature at Manor Road Wantage. However, it was not viable at that time, although the installation does allow for a system to be installed at a later date. Richard Ballard
Corporate priority: respond to the effects of climate change, particularly flooding			
Key actions and measures	Target	Performance	Comments
Flood risk management (previously NI 189) 100% take up of grants for flood group schemes	100% take up of grant	100% take up of the £110,000 grant fund in 2009/10	2011/12 – Further grant of £10,000 was made available with only 50% take up by flood groups. The remainder of this money was used to purchase stocks of FloodSax bags for use in emergency situations. No target set for 2011/12

			John Backley
Facilitate the creation of a Vale Flood Alliance of Local Community Flood Groups (as a self governing body)	Group set up as a self governing body		<p>A workshop in 2010 was well attended with good feedback. Creation of a self governing Vale Flood Alliance is dependant upon one person/group taking lead role but no-one or group is willing to lead at this time. The consensus of opinion is for Vale to remain in a co-ordinating role.</p> <p>We are working with the Environment Agency to encourage flood groups to prepare flood and community plans.</p> <p>John Backley</p>
Deliver an agreed number of projects on 'ordinary water courses' (streams, brooks, ditches) which will reduce the impact of flooding	No Target set	n/a	<p>In 2010 we reported that six projects had been delivered at East Hanney, Appleton, Steventon, Wantage, South Hinksey and Ladygrove Meadow, Abingdon.</p> <p>Further schemes have now been completed in Wootton, Longcot and Sunningwell; and riverbank improvement works have been completed at Hales Meadow and Abbey Meadows, Abingdon.</p> <p>John Backley</p>
Corporate priority: minimise the waste we produce and maximise recycling			
Key actions and measures	Target	Performance	Comments
Increase the percentage of household waste sent for recycling and composting	69%	Provisionally below target - 68.8%	The council is amongst the top performing district councils nationally These are provisional figures as the official figures are

			not published until November 2012. Ian Matten
Reduce the amount of residual household waste produced per household	300Kg	240kg	Ian Matten
Strategic objective: helping to maintain a safe Vale			
Corporate objective: help to maintain, or further reduce, low levels of crime and anti-social behaviour			
Key actions and measures	Target	Performance	Comments
Alcohol test purchasing exercises – deliver an agreed number	No Target set	2009/10 20 premises tested – 7 failed 2010/11 27 premises tested – 7 failed 2011/12 7 premises tested – 3 failed	Test purchasing exercises are intelligence led operations. TVP licensing team is the lead agency working in partnership with the Vale licensing team and community safety. Katharine Doherty
Develop and support a range of initiatives to reduce irresponsible drinking and behaviour	No Target set	n/a	In the 2010 review we reported on SMART and the Street Pastors scheme in Wantage and Faringdon. A Designated Public Place Order (DPPO) has in been in place in Abingdon since May 2009, providing confidence for officers when seizing alcohol from people behaving in an anti-social manner. Under “Operation Maverick” the Abingdon neighbourhood team agreed a process for referring underage people caught repeatedly with alcohol to a workshop at the Abingdon Bridge. Letters are sent out to

			<p>parents/guardians after the first offence together with the advice leaflet, 'Your kids and alcohol'.</p> <p>1 July 2010 to 21 June 2011: 99 letters to parents/guardians in 2010/11.</p> <p>In 2011/12 the CSP supported local street pastor schemes in Abingdon, Wantage and Grove. The district council also provided funding. The partnership produced an advice card for street pastor schemes and neighbourhood police teams to hand out locally during their evening patrols. The cards provide information about a range of support services which people may need following a night out.</p> <p>Katharine Doherty</p>
Continue to develop and support the Vale 'Nightsafe 'scheme, working with licensees to reduce town centre violence	No Target set	n/a	<p>Progress in 2011/12:</p> <ul style="list-style-type: none"> • Relaunch of multi agency CSP Nightsafe initiative in Wantage and Abingdon, with 18 licensed premises signing up to the Nightsafe pledge. • Vale Nightsafe meetings where the district council's community safety and licensing teams worked with the police neighbourhood teams and licensing to reduce incidents of alcohol related crime • Two drugs dog operations were carried out and funded by the CSP to

			give out the message of a zero tolerance approach to drugs in Abingdon Katharine Doherty
Level of violent assault (replaced NI20 Assault with less serious injury)	5% reduction	2009 1138 2010 1093 2011 951	This represents a reduction of 13%. Katharine Doherty
Level of domestic burglary, car crime and robbery (Replaced NI 16 Serious acquisitive crime rate)	Maintenance target	2009 556 2010 494 2011 376	This represents a reduction of 23.9%. Katharine Doherty
Incidents of recordable domestic violence reported to the Police (replaces NI32 repeat incidents of domestic violence)	No Target set	2009 372 2010 324 2011 287	This represents a reduction of 13.2%. Katharine Doherty
Number of domestic violence incidents referred to the South and Vale outreach service (replaces NI32 repeat incidents of domestic violence)	No Target set	2010 28 2011 18	Katharine Doherty
Corporate priority: reduce the fear of crime and antisocial behaviour			
Key actions and measures	Target	Performance	Comments
Reduce the fear of crime by making sure that local people are aware that the Vale is a safe place to live Deliver the actions that support the 7 priorities in the Vale Community Safety Partnership Plan 2008-11 percentage of people who say they feel safe when walking alone in their	We use public perception of safety in the Vale as an indicator for this (measured via the district's citizens panel survey in autumn 2011) No targets set	TBC	Actions undertaken include: <ul style="list-style-type: none"> Thames Valley Alert – messages sent directly to residents about crime and community safety issues Community safety partnership articles in Vale News, Councillors' weekly information sheet. Press releases generating positive press coverage of CSP initiatives (e.g. relaunch of Wantage Nightsafe in

local community during daylight			2011) <ul style="list-style-type: none"> Quarterly performance reports about the positive impact that CCTV has on reducing crime and the fear of crime in the Vale (circulated to town and parish councils and other interested parties in the district)
LPT - percentage of people who say they feel safe when walking alone in their local community after dark			Katharine Doherty
Improve the partnership approach to crime reduction by further developing neighbourhood action groups	n/a	n/a	The CSP continues to support NAGs in the Vale, providing links to council services and offering project management support where appropriate. Katharine Doherty
Strategic objective: keeping the Vale a clean place to live			
Corporate priority: deal effectively with litter and detritus			
Key actions and measures	Target	Performance	Comments
Satisfaction with street cleanliness	No Target set	72% - as measured by the first residents survey 2012	From 2012 we will measure this indicator through a residents survey involving face to face interviews – this is the baseline figure for the new corporate plan. Ian Matten
Ensure that the Vale retains a clean environment LPT - Exceed Oxfordshire rural enforcement performance (replaces NI 196 Improved street and	Exceed county average performance for fly tipping enforcement	NI 196 2009/10- very effective NI 196 2010/11- very effective LPT (2011/12) - 2.0	NI196 was the ratio of enforcement actions divided by the number of fly tip during the previous year. The scores are then classed from not to very effective The LPT calculated the same ratio with a higher score indicating a better performance.

environmental cleanliness - fly tipping and LPT 417 Achieve 'very effective' rating for fly tipping enforcement service)		(above average)	The ratio for all rural (excluding Oxford City) Oxfordshire authorities for 2008/9 and 2009/10 is 0.5. VWHDC score was 2.0
LPT - reduction in the number of fly tips (based on a rolling three year average from 2008 to 2011)	n/a	2009/10 533 2010/11 450 2011/12 271	Although a specific target was not set beyond reduction an overall reduction over the period was achieved
Improved street and environmental cleanliness (previously NI 195)	2011/12 targets 4 % litter 7 % detritus 2 % fly-posting 2 % graffiti	Partially achieved 1 % litter 23 % detritus 0 % fly posting 0 % graffiti	We are no longer required to report on NI 195. However, we continue to use the same methodology as a means of monitoring the contractor's performance with regards to street cleanliness. It is based on the percentage of areas surveyed that fall below a certain grade. The 2011/12 figures are provisional and need to be agreed with the contractor. The target for detritus has not been achieved and we will be working with the contractor to achieve improved performance. Ian Matten
Improve co-ordination between relevant contractors and the county highways department to improve the quality of litter picking of principal roads and open spaces	No target set	n/a	We have improved co-ordination with the county council; they now send through grass cutting schedules to us which helps with the programming of litter collections. Ian Matten
Corporate priority: tackle 'envirocrime', such as fly tipping, dog fouling and graffiti			
'Grot Spots' will be investigated, assessed and an action plan	4 weeks	What was performance?	What was the position for the period to March 2012?

produced within 4 weeks of it being reported			Paul Holland
Improve the local environment by reducing fly tipping	n/a	2009/10 533 2010/11 450 2011/12 271	Although this action was not given a specific target fly tipping has reduced over the period of the plan and Vale now has the lowest number of incidents of all Oxfordshire districts. The new plan has SMART targets for % reductions in fly tipping Paul Holland
Take robust enforcement action to reduce the overall number of 'envirocrimes'	n/a	2009/10 16 FPNs, 3 prosecution actions 2010/11 40 FPNs, 5 prosecution actions 2011/12 28 FPNs, 14 prosecution actions	Although no targets set the fact that fly tipping has reduced shows the success of this approach as a deterrent Paul Holland
Develop a more robust response to graffiti in the Vale			The CSP managed a number of projects that tackled graffiti, including an Art project at Louie memorial playing fields, North Hinksey. Ian Matten

Appendix two - deleted targets

The following table sets out targets deleted since the last report.

Corporate priority: help people in housing need to resolve their housing problem	
Key actions and measures	Reason for deletion
Provide new affordable housing in rural communities	This is considered to be a duplicate of the action relating to rural exception sites.
LPT 335 average number of days that households are accommodated in nightly charge properties during the year	No longer monitored as not directly related to performance– we continue to monitor the number of households who are in nightly charged accommodation.
LPT 333 The number of households prevented from becoming homeless	No longer monitored – This has been replaced with a target for the % of successful homeless preventions which relate directly to officer performance
LPT 334 the number of households prevented from becoming homeless through the issuing of a rent deposit bond or rent in advance	No longer monitored This has been replaced with a target for the % of successful homeless preventions which relate directly to officer performance. Officers use a number of strategies to prevent homeless and it was not considered relevant to measure this one only.
NI 179 Total net value of on-going cash-releasing value for money gains	This was a national indicator withdrawn by government and is no longer monitored.
NI140 Fair treatment by local services	This was an indicator from the national indicator set which was withdrawn.

NI186 Per capita reduction in CO ₂ emissions in the local area	This was an indicator from the national indicator set which was withdrawn.
NI 37 Awareness of civil participation arrangements (including flooding) in the local area	This was an indicator from the national indicator set which was withdrawn.
NI 188 Adapting to climate change	This was an indicator from the national indicator set which was withdrawn.
Develop the young peoples targeted alcohol project to reduce alcohol abuse	This programme was always expected to be a one-off and this has been deleted
NI 32 Repeat incidents of domestic violence	Replaced by indicators on number of incidents reported to the Police and number referred to South and Vale outreach.
NI 30 re-offending rate of prolific and priority offenders	The CSP no longer monitors this.
NI21 Satisfaction with dealing with concerns about antisocial behaviour and crime by the local council and police	The CSP no longer monitors this.