Public Document Pack

WEST OXFORDSHIRE
DISTRICT COUNCIL

Tuesday, 16 March 2021

Tel: 01993 861522
e-mail - democratic.services@westoxon.gov.uk

CABINET

You are summoned to a meeting of the Cabinet to be held remotely, via Cisco Webex on **Wednesday, 24 March 2021 at 2.00 pm.**

Giles Hughes
Chief Executive

To: Members of the Cabinet

Councillor Michele Mead (Leader), Councillor Alaa Al-Yousuf, Councillor Richard Bishop, Councillor Jill Bull, Councillor Mike Cahill, Councillor Andrew Coles, Councillor Julian Cooper, Councillor Derek Cotterill, Councillor Suzi Coul, Councillor Merilyn Davies, Councillor Harry Eaglestone, Councillor Duncan Enright, Councillor Hilary Fenton, Councillor Ted Fenton, Councillor Andy Graham, Councillor Jeff Haine, Councillor David Harvey, Councillor Gill Hill, Councillor Dan Levy, Councillor Norman MacRae MBE, Councillor Martin McBride, Councillor Toby Morris, Councillor Elizabeth Poskitt, Councillor Alex Postan, Councillor Carl Rylett and Councillor Geoff Saul(Deputy Leader)

West Oxfordshire District Council, Council Offices, Woodgreen, Witney, OX28 1NB
www.westoxon.gov.uk Tel: 01993 861000   Page 1

As a matter of courtesy, if you intend to record any part of the proceedings please let the Committee Administrator know prior to the start of the meeting.

AGENDA

1. **Notice of Decisions**
    To receive notice of the decisions taken at the meeting held on Wednesday 17 February 2021

2. **Apologies for Absence**

3. **Declarations of Interest**
    To receive any declarations of interest from Councillors relating to items to be considered at the meeting, in accordance with the provisions of the Council's Local Codes of Conduct, and any from Officers.

4. **Participation of the Public**
    <u>Purpose:</u>
    To receive any submissions from members of the public, in accordance with the Council's Rules of Procedure.

5. **Receipt of Announcements**
    <u>Purpose:</u>
    To receive any announcements from the Leader of the Council or Members of the Cabinet.

6. **Local Nature Reserve: Woodstock Water Meadows** (Pages 7 - 12)
    <u>Purpose:</u>

    To consider a request from Woodstock Town Council to delegate to them the power to declare a Local Nature Reserve at Woodstock Water Meadows.

    <u>Recommendation:</u>
    That authority is delegated to Woodstock Town Council to declare Local Nature Reserves on their land within their ownership and management within their administrative boundaries only, including Woodstock Water Meadows.

7. **East Chipping Norton Supplementary Planning Document** (Pages 13 - 158)
    <u>Purpose:</u>
    To agree that the draft East Chipping Norton Development Framework Supplementary Planning Document (SPD) is published for the purposes of an eight-week public consultation.

    <u>Recommendation:</u>
    That the Draft East Chipping Norton Development Framework Supplementary Planning Document (SPD) attached at Annex A is published for an eight-week period of public consultation.

8. **Joint Tourism Service (report of the Business Manager - Localities)** (Pages 159 - 192)
    <u>Purpose:</u>
    To review the work and impact of the tourism activity carried out by the Council including the Cotswolds Tourism Destination Management Organisation and The Visitor

Information Centres and the role they play in supporting the local Visitor Economy.

Recommendation:

    (a)   That a joint Advisory Board be established with partners to provide stronger governance over the activities of the Cotswold Destination Management Organisation;

    (b)   That the officers supporting the Advisory Board be requested to:

        (i)   Refresh the Destination Management plan;

        (ii)   Develop a range of key performance indicators to monitor impact;

        (iii)   Build on the Action Plan to prepare a programme of work to support the Green Economy, Recovery and Sustainable Tourism;

        (iv)   Prepare a Communication Strategy; and

        (v)   Review the DMO business member levels and funding structure;

    (c)   That the dedicated face-to-face Visitor Information Services do not re-open and that appropriate budget is directed to businesses to support their transition to digital services; and

    (d)   That an annual report be presented to the Economic and Social Overview and Scrutiny Committee and Cabinet on the state of the Visitor Economy and update on delivery against Corporate Priorities.

9.   **Financial and Service Performance Report 2020/2021 Quarter Three (Report of the Chief Executive - copy attached)** (Pages 193 - 244)
Purpose:

To provide details of the Council's operational and financial performance at the end of 2020-21 Quarter three (Q3), and enables Councillors to assess financial and operational performance and gain assurance on progress towards achieving the Council's priorities.

Recommendation:

That the 2020-21 Q3 financial and service performance be noted.

10.   **2021/22 Community Revenue Grants (Report of the Community Well Being Manager - copy attached)** (Pages 245 - 264)
Purpose:
To approve Community Revenue Grant awards for 2021/22 and approve the distribution of remaining funds for 2020/21.
Recommendation:

a)   That Cabinet approves the recommended Community Revenue Grant awards for 2021/22 as detailed in Annex 1; and

b)   That the remaining £5,081 in the 2020/21 Community Revenue Grants budget, be distributed, as required, to the originally awarded bodies.

11.   **Planned Expenditure of the Homelessness Prevention Grant 2021/22 (Report of the Group Manger for Resident Services - copy attached)** (Pages 265 - 276)
Purpose:
To consider the planned expenditure of the Homelessness Prevention Grant for 2021/22

and the Emergency Accommodation Allocation April to June 2021.

Recommendation:
   (a) That the expenditure detailed within paragraphs 2.4 and 2.5 of this report be approved:
   (b) That, subject to a successful bid for RS14 funding, the allocation of spending as set out in 2.15 be approved; and
   (c) That the Housing Manager be authorised, following consultation with the Cabinet Member for Housing and Homelessness, to approve any amendments to these allocations, subject to compliance with ring-fenced grant conditions.

12.   **Oxfordshire Electric Vehicle Infrastructure Strategy (Report of the Climate Change Manager - copy attached)** (Pages 277 - 372)
Purpose:
To set out the benefits of the Oxfordshire Electric Vehicle Infrastructure Strategy (OEVIS) and seek a decision to adopt the Strategy.

Recommendation:
That Cabinet adopts the Strategy attached in Annex 1which demonstrates a strong commitment to low-carbon transport and will help meet strategic objectives set out in the District Councils Climate Change Strategy 2021 - 2025.

13.   **Oxfordshire Domestic Abuse Service - Extension of Contract (Report of the Community Wellbeing Manager - copy attached)** (Pages 373 - 380)
Purpose:
To consider continuation funding for 2 years for the co-commissioned countywide Domestic Abuse support service contract managed by Oxfordshire County Council

Recommendation:

a) That the report be noted; and

b) That the Council agrees to continue to contribute to the Countywide Domestic Abuse contract for a further 2 years

14.   **Exclusion of Public and Press**
In view of the likely disclosure of exempt information, as defined in paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972, (information relating to the financial or business affairs of any particular person) the public be excluded from the meeting for the remaining item/s of business.

15.   **Unit 13 Talisman Business Centre, Bicester (Report of the Senior Estates Officer - copy attached)** (Pages 381 - 388)
Purpose:
To seek approval for the Council to grant a lease of Unit 13, Talisman Business Centre, Bicester on the terms contained in the report.

Recommendation:
That approval be granted for a lease of Unit 13, Talisman Business Centre, Bicester on the terms contained in the report.

16.   **Request for Funding - Garden Village Design Works (Report of the Chief Executive - copy attached)** (Pages 389 - 394)

To consider the forward funding of design works for the access roundabout and underpass to the Garden Village Science Park to integrate with Oxfordshire County Council Housing Improvement Fund (HIF) A40 improvement works.

Recommendation:

(a)   That, in the absence of any other external funding sources, the forward funding of design works for the access roundabout and underpass to the Garden Village with A40 improvement works be supported in principle, subject to repayment of the funds by developers via the Section 106 Agreement for the Garden Village;

(b)   That the Chief Executive be authorised, following consultation with the Leader and Cabinet Member for Resources and the Chief Finance Officer; to approve the final terms of the funding agreement; and

(c)   That up to £440,000 of funds from the Housing and Planning Delivery Grant reserve be allocated to provide this forward funding on the understanding that the Council's share will be substantially lower, and ultimately repaid.

(END)

(West Oxfordshire District Council logo)	**WEST OXFORDSHIRE DISTRICT COUNCIL**
Name and date of Committee	**Cabinet: Wednesday 24 March 2021**
Report Number	**Agenda Item No. 6**
Subject	**Local Nature Reserve: Woodstock Water Meadows**
Wards affected	Woodstock and Bladon
Accountable member	Councillor Jeff Haine, Cabinet Member for Strategic Planning Email: jeff.haine@westoxon.gov.uk
Accountable officer	Melanie Dodd, Biodiversity Officer Tel: 01285 623206: Email: melanie.dodd@publicagroup.uk
Summary/Purpose	To consider a request from Woodstock Town Council to delegate to them the power to declare a Local Nature Reserve at Woodstock Water Meadows.
Annex	Annex A – Undated letter from Woodstock Town Council received 18 December 2020 Annex B – Location Plan
Recommendation	That authority is delegated to Woodstock Town Council to declare Local Nature Reserves on their land within their ownership and management within their administrative boundaries only, including Woodstock Water Meadows.
Corporate priorities	Designating local nature reserves in West Oxfordshire will enable the council to implement their Climate Action and Biodiversity commitments in the Council Plan 2020 – 2024, including "*work to enhance the natural environment and boost biodiversity*" such as land management, restoration of priority habitats and continuing to support Oxfordshire's Conservation Target Areas.
Key Decision	No
Exempt	No
Consultees/ Consultation	Giles Hughes, Chief Executive

1. BACKGROUND

1.1. Section 21 of the National Parks and Access to the Countryside Act 1949 gives District Councils the power to acquire, declare and manage Local Nature Reserves (LNR), as amended by Schedule 11 of the Natural Environment and Rural Communities Act 2006.

1.2. The power under Section 21 of the National Parks and Access to the Countryside Act 1949 to declare a LNR can be delegated (with the agreement of both parties) to a Parish, Town or Community Council pursuant to Section 101 of the Local Government Act 1972.

1.3. Regulations 4 and 5 of the Local Authorities (Arrangements for the Discharge of Functions) (England) Regulations 2012 enable appropriate delegation of function by the Executive.

1.4. A LNR is a protected area of land designated by a local authority because of its local special natural interest and, where possible, educational and community value. Natural England sees LNR as an important way to achieve its goal of maintaining England's rich natural heritage and giving people access to places where they can enjoy that heritage.

1.5. Local authorities can create local nature reserves (LNRs). Town and parish councils can create LNRs if the district council has given them the power to do this. The local authority must control the LNR land - either through ownership, a lease or an agreement with the owner. As a manager of an LNR you need to care for, and protect, its natural features. You must also make your land accessible for any visitors.

1.6. Further information on the process of designating LNR is available at https://www.gov.uk/guidance/create-and-manage-local-nature-reserves and in the Natural England NE301 report *Local Nature Reserves in England: a Guide to their Selection and Declaration* available to view at: https://www.wolverhampton.gov.uk/sites/default/files/pdf/LNRs_in_England_A_guide_to_their_selection_and_declaration_2010.pdf

2. MAIN POINTS

2.1. Local authorities can run LNR independently or can involve 'friends of' community groups, wildlife trusts, site-based rangers, local school children and Natural England (who can give advice).

2.2. There are over 1,000 LNR in England today ranging from windswept coastal headlands, ancient woodlands and wildflower meadows to former inner city railways, long abandoned landfill sites and industrial areas. In total they cover over 40,000 hectares, forming an impressive natural resource, which makes an important contribution to England's biodiversity. However, LNR are relatively scarce in the West Oxfordshire District with only two known sites; Crecy Hill, Tackley and Saltway, near Charlbury (information from https://magic.defra.gov.uk/MagicMap.aspx).

2.3. LNR designation serves to increase people's awareness and enjoyment of their natural environment, provide an ideal environment for everyone to learn about and study nature, build relationships between local authorities, national and local nature conservation organisations and local people, protect wildlife habitats and natural features, offer a positive use for land which local authorities would prefer to be left undeveloped, and make it possible to apply byelaws, which can help in managing and protecting the site.

2.4. At a Woodstock Town Council meeting on 13 October 2020, a motion to designate Woodstock Water Meadows as a LNR was approved.

2.5. Woodstock Water Meadows covers 5.5 hectares of land on the floodplain of the River Glyme and is easily accessible to the public. In summary, the site comprises lowland fen and wet woodland priority habitats that are moderately diverse in terms of botanical interest; it is

located within the Glyme and Dorn Conservation Target Area and has intrinsic appeal as an area of green space with wildlife interest due to its location adjacent to a residential area; it has good access and is well-used by local people.

2.6. The letter received from Woodstock Town Council (by email on 18 December 2020) (see Annex A) and the site management plan provide further details and background (see http://www.wychwoodproject.org/cms/content/woodstock-water-meadows).

2.7. The management plan for the site was prepared by The Wychwood Project (published in May 2014) and since 1 June 2016, they have been managing the site on behalf of the Town Council (under contract). There is an annual budget set by the Town Council for management and active volunteer involvement from within the local community.

2.8. The Woodstock Town Council website provides some information about the site https://woodstock-tc.gov.uk/natural-habitats/

2.9. Woodstock Town Council does not have the power to declare a LNR unless such power is delegated to it by the District Council.

3.   FINANCIAL IMPLICATIONS

3.1. There are no financial implications.

4.   LEGAL IMPLICATIONS

4.1. There are no legal implications.

5.   RISK ASSESSMENT

5.1. There are no associated risks.

6.   EQUALITIES IMPACT

6.1. There are no associated impacts.

7.   CLIMATE CHANGE IMPLICATIONS

7.1. The protection and enhancement of the biodiversity and natural capital value of the Woodstock Water Meadows will contribute towards climate change mitigation and adaptation, for example, the site lies within the floodplain and has a major role in alleviating flooding, as well as acting as a carbon sink (wet grassland, scrub and trees).

8.   ALTERNATIVE OPTIONS

8.1. The District Council could take forward the declaration, but it does not have responsibility over the land in question (ownership and/or management).

9.   BACKGROUND PAPERS

9.1. Email from Woodstock Town Council Town Clerk dated 17 December 2020

9.2. Letter from Woodstock Town Council requesting delegation of authority (received by email on 18 December 2020) – Annex A

9.3. Location plan (from Google Maps) – Annex B

Woodstock Town Council

Town Clerk: Cherie Carruthers

The Town Clerk's Office
The Town Hall
Woodstock
Oxford, OX20 1SL
Telephone: 01993 811216
Fax: 01993 811571
E-mail: info@woodstock-tc.gov.uk

Mr Giles Hughes
Chief Executive
WODC
Woodgreen Council Offices
Witney
Oxon OX28 1NB

Dear Mr Hughes,

Re: Designation of the Woodstock Watermeadows as a Local Nature Reserve

The Woodstock Watermeadows are a unique feature in the heart of the town providing a valuable habitat for birds, small mammals, and plants from small aquatic species to mature trees. It covers 5.5 hectares of land on the flood plain of the River Glyme and is easily accessible to the public as an area of quiet tranquillity.

The Watermeadows were granted to the town in a charter of King Henry V1 dated 24th May 1453. Whilst the Town Council is committed to retaining the natural characteristics of the area there is a need for regular maintenance, particularly the requirement to keep to reasonable levels the amount of Himalayan Balsam which, if left unattended, would swamp other plant life in the meadow. The management policy for this unique habitat area is set out in the Watermeadows Management Plan (copy attached, including map boundaries), a comprehensive document drawn up in 2014 for the Town Council by the conservation group The Wychwood Project. From 1st June 2016 the Wychwood Project took over the management of many aspects of the Woodstock Watermeadows under a contract from the Town Council. There is an annual budget set by the Town Council to cover general maintenance and upkeep of the Watermeadows. Named volunteering groups have changed since the time the original plan was written, but there continues to be active volunteer involvement by the local community.

At a Woodstock Town Council meeting held on 13th October 2020, the following motion was approved by council members:
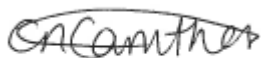
"It is proposed that the Town Council formally recognises the Watermeadows as a Local Nature Reserve and to better facilitate its ongoing management, adhere to the following broad principles:

- *The conservation and enhancement of all wildlife in the Watermeadows*
- *Help more people to experience, understand and value the Watermeadows as a natural resource and the opportunity it affords to re-connect with nature*
- *Preserve the Watermeadows as an easily accessible area of quiet tranquillity"*

Consequently, the Town Council hereby requests the delegation of authority from WODC to formally recognise the Watermeadows as a Local Nature Reserve i.e. the Woodstock Watermeadows Nature Reserve.

Can you please advise if any additional information is required, otherwise I would be grateful of your confirmation of the delegated authority at the earliest opportunity.
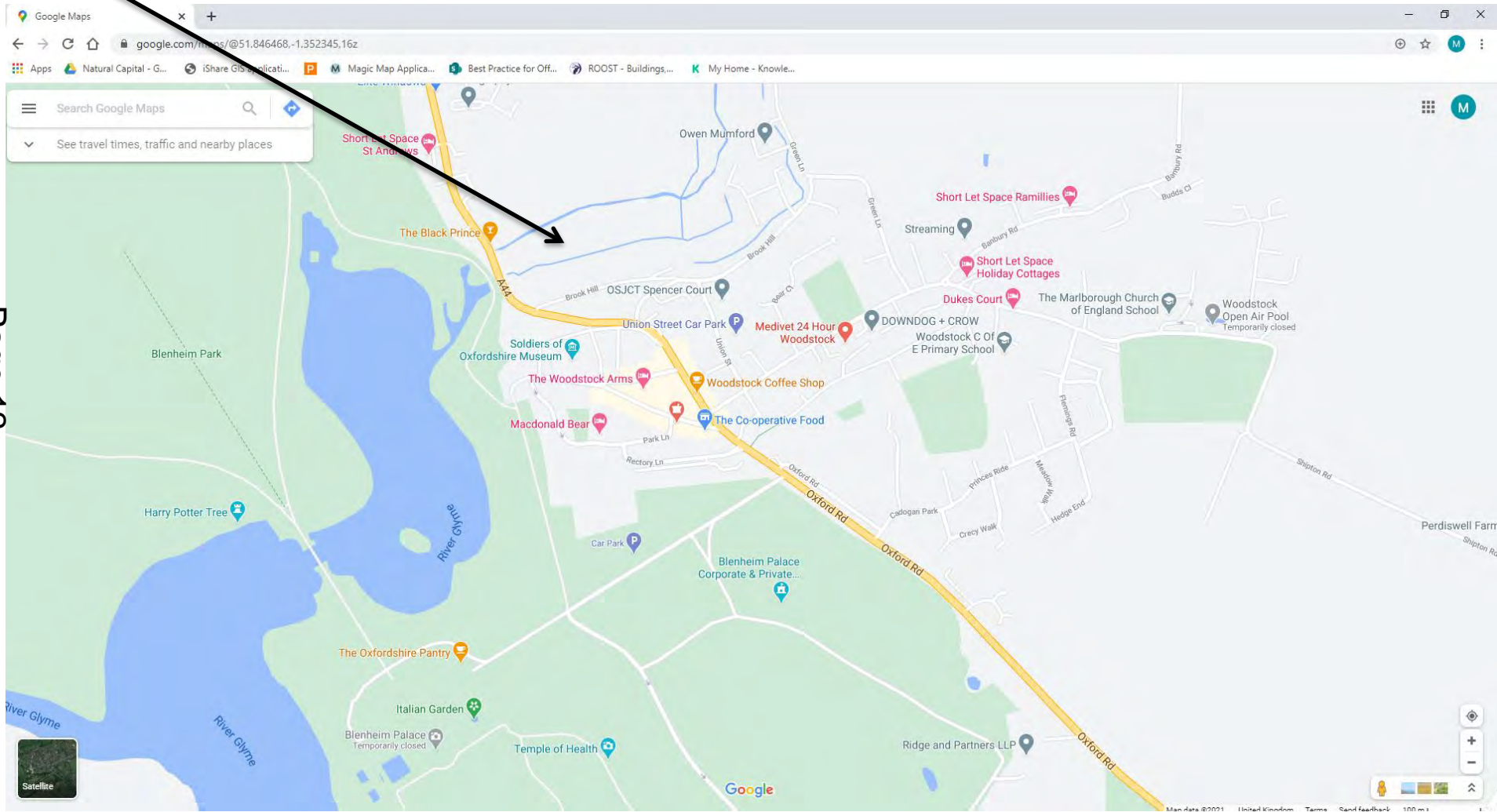
Yours sincerely,

Cherie Carruthers
Woodstock Town Clerk

Cc Cllr Les Burnham

Woodstock Water Meadows Location (link from Oxford Conservation Volunteers website:
https://www.ocv.org.uk/sites.php?id=175)

	WEST OXFORDSHIRE DISTRICT COUNCIL
Name and date of Committee	**Cabinet: Wednesday 24 March 2021**
Report Number	**Agenda Item No. 7**
Subject	**Draft East Chipping Norton Development Framework Supplementary Planning Document (SPD)**
Wards affected	Chipping Norton
Accountable member	Councillor Jeff Haine, Cabinet Member for Strategic Planning Email: jeff.haine@westoxon.gov.uk
Accountable officer	Chris Hargraves, Planning Policy Manager Tel: 01993 861686 Email: Chris.Hargraves@publicagroup.uk
Summary/Purpose	To agree that the Draft East Chipping Norton Development Framework Supplementary Planning Document (SPD) is published for the purposes of an eight-week public consultation.
Annexes	Annex A - Draft East Chipping Norton Development Framework Supplementary Planning Document (SPD)
Recommendation/s	That the Draft East Chipping Norton Development Framework Supplementary Planning Document (SPD) attached at Annex A is published for an eight-week period of public consultation.
Corporate priorities	The draft SPD is intended to support delivery of the East Chipping Norton Strategic Development Area (SDA) one of five strategic housing sites allocated in the West Oxfordshire Local Plan 2031. Delivery of the SDA will in itself help to deliver a number of aspects of the Council Plan (2020 – 2024) including climate action, health and well-being, economic prosperity, strong local communities and meeting housing needs including the provision of affordable homes.
Key Decision	No
Exempt	No
Consultees/ Consultation	Initial consultation in relation to the draft SPD took place from January – March 2019 through the publication of an initial 'Issues Paper'. Responses were received from over 100 individuals and organisations and those comments have been taken into account along with a number of other relevant considerations in preparing the draft SPD, including separate consultation undertaken by Chipping Norton Town Council.

1. BACKGROUND

1.1. Members will be aware that land to the east of Chipping Norton is allocated for strategic development as part of the West Oxfordshire Local Plan 2031.

1.2. Policy CN1 - East Chipping Norton Strategic Development Area (SDA) applies and makes provision for a sustainable, integrated community that forms a positive addition to the town, including about 1,200 homes, along with around 5 hectares of business floorspace and a range of supporting services and facilities, including a new eastern link road, a primary school, local centre, green space and biodiversity enhancements.

1.3. Since the Local Plan was adopted in 2018, two parts of the SDA have already come forward for development including the Bloor Homes development of 100 homes on land south of Banbury Road (the Pillars) and the McCarthy Stone development of 73 homes on land south of London Road. A small retail park has also been completed adjacent to London Road.

1.4. Importantly, notwithstanding these recent smaller developments, Local Plan Policy CN1 requires development of the East Chipping Norton SDA to be comprehensive and led by an agreed masterplan.

1.5. Since the adoption of the Local Plan, whilst discussions about the East Chipping Norton SDA have remained ongoing between the District Council and the main land owners, none have come forward with detailed proposals to date.

1.6. As such, to facilitate the overall delivery of the site, the District Council has committed to putting in place a Supplementary Planning Document (SPD) in the form of a Development Framework.

1.7. The purpose of the Development Framework SPD is to augment Local Plan Policy CN1 and provide the overall policy context within which any future outline planning application/s can come forward in respect of the East Chipping Norton SDA.

1.8. The draft SPD is attached in full at Annex A. Section 2 below provides a summary overview and explains the key issues that have been taken into account in preparing it.

1.9. Subject to the agreement of Members, the draft SPD will be published for an 8-week period of public consultation starting in April 2021.

2. EAST CHIPPING NORTON DRAFT DEVELOPMENT FRAMEWORK SPD – AN OVERVIEW

2.1. Initial work on the SPD began in early 2019, when the District Council published an 'Issues Paper' seeking general views on the key issues to be addressed in taking the East Chipping Norton SDA forward. Two public exhibitions were held in the town and the consultation generated over 100 written submissions from various individuals and organisations. The comments are available to view in full online and also in summary form.

2.2. Further to this, Chipping Norton Town Council undertook its own extensive community engagement including two workshops held in December 2019, the key outcome of which was a 'Vision Statement' published in July 2020.

2.3. The vision statement has been a key influence on the content of the draft SPD and will continue to be an important consideration as proposals for the site are worked up in more detail through any subsequent planning applications.

2.4. In preparing the draft SPD, the District Council has also sought to engage with key landowners including Oxfordshire County Council and CALA Homes who between them control the significant majority of the site. This has included discussions on various key issues including the provision of green infrastructure, the preferred location of the primary school, alignment of the proposed link road, landscape impact and the extent of the 'developable area'.

2.5. In terms of structure and content, the draft SPD is split into four main parts with part five providing an explanation of next steps following the consultation.

2.6. **Part 1 – Introduction and Background** provides an introduction to the SPD in terms of purpose, scope and status explaining that once adopted, the SPD will be a material consideration for any future planning applications relating to the East Chipping Norton SDA alongside the Local Plan and Chipping Norton Neighbourhood Plan.

2.7. This section also sets out the background to the proposed development together with a description of the site and its surrounding context and a summary of the key issues which have been raised through consultation to date. This includes:

- Sustainability, climate change and zero-carbon;
- Transport, movement and active travel, including air quality;
- The potential impact of development on the existing town;
- Protecting features within and adjoining the site, including mitigating impacts on landscape and biodiversity;
- The overall character and form of development and the importance of high quality design;
- Health and well-being;
- Housing affordability and mix; and
- The need for additional business space.

2.8. In light of these key issues and other relevant considerations, **Part 2 – Vision and Key Themes** highlights the West Oxfordshire Local Plan and Chipping Norton Neighbourhood Plan in establishing the overall context for future growth and explains that the SPD is based on the Town Council's Vision Statement which more specifically identifies the following vision for the East Chipping Norton SDA:

'A neighbourhood of new high-quality homes, jobs and services provided in ways that ensure the development is integral to and makes a positive contribution to the town as a whole and the wider area, fully reflecting local priorities'.

2.9. This vision is supported by the following key themes:

Sustainability - East Chipping Norton will be a place that balances economic, social and environmental factors to create a sustainable neighbourhood that responds successfully to the challenges of the 21st century.

Streets and Spaces - East Chipping Norton will be well-connected with the rest of the town, surrounding facilities and countryside by a network of streets and attractive walking and cycling routes.

Dwelling - East Chipping Norton will be an integral part of the Chipping Norton community and home to a diverse and resilient mixed population that is proud of where they live.

Uses and Resources - East Chipping Norton will be well connected with existing shops and facilities and incorporate the additional green, social and economic infrastructure needed to support a vibrant place.

Character and Landscape - East Chipping Norton will be a beautiful place which reflects the landscape and buildings of the Cotswolds and forms part of Chipping Norton.

Making it happen - East Chipping Norton will be shaped by local people and built by self-builders, community groups and developers and maintained by a range of private, public and community agencies.

2.10. Having regard to these overall themes, the SPD identifies the following specific objectives for the East Chipping Norton SDA:

- To provide a comprehensive, mixed use development, including 1,200 new homes.

- To create a new sustainable neighbourhood which is socially and physically integrated with the existing town of Chipping Norton.

- To provide a high quality, beautiful and healthy living environment which respects its townscape and landscape setting.

- To deliver development which uses best practice in sustainable design and construction, is energy and water efficient and aligns with zero carbon.

- To promote sustainable access to and within the development, designed with safe and convenient walking and cycling routes.

- To ensure the timely delivery of appropriate supporting infrastructure, including land to allow for the expansion of the Health Centre.

- To provide an enhanced natural environment within the neighbourhood and as part of a wider network of nature recovery.

2.11. The vision, themes and objectives are then explored in detail within **Part 3 – Principles and requirements to guide development** which is set out on a thematic basis, establishing a series of key principles and requirements of future development at the SDA.

2.12. Thus for example under the 'sustainability' theme, the draft SPD sets out the District Council's expectations with regards to climate change, resilience and adaptation, conservation and enhancement of the environment, building for a healthy life and fostering local enterprise.

2.13. In respect of 'streets and spaces' the draft SPD addresses issues of connectivity, active travel, public transport, parking and the public realm whilst in relation to the 'dwelling' theme, the draft SPD establishes requirements relating to housing mix, affordability, quality, design and zero carbon.

2.14. Under the 'uses and resources' theme, the draft SPD addresses social infrastructure, accessibility and inclusivity, streetscape, open space and workspaces and under the 'character and landscape' theme, focuses on integration with the town, local character, the intelligent use of land and biodiversity gain.

2.15. **Part 4 – Making it happen** establishes an overall framework for delivery drawing on the preceding key principles and requirements of development. The framework is based around a series of core 'place-shaping' principles as well as a description of the anticipated land uses and layout expected to come forward at the SDA.

2.16. These are illustrated visually on a Development Framework Plan, the purpose of which is to demonstrate the spatial implications of the key principles identified in the SPD, together with information from a range of sources, including community engagement to date and technical evidence, such as Oxfordshire County Council's requirements for school site design.

2.17. The Framework Plan has been prepared by independent consultants LDA design on behalf of Oxfordshire County Council as one of the main SDA landowners to assist the District Council in progressing the draft SPD.

2.18. The intention is that the Framework Plan will inform proposals coming forward within the Strategic Development Area, providing a basis for any masterplan submitted in support of any future outline planning application/s for the SDA.

2.19. The Framework Plan is supported by a number of key principles including the provision of extensive green infrastructure, predominantly of woodland, along the eastern and south eastern fringe of the site, a series of open spaces and east-west green corridors, a neighbourhood hub, with a mixed use local centre and effective and safe pedestrian and cycle connections between the new neighbourhood and existing town and throughout the site.

2.20. The SPD then further develops these key principles, outlining a series of design requirements relating to context, identity, built form, movement, nature and public spaces, uses, homes and buildings, resources and lifespan including long-term maintenance and stewardship arrangements.

2.21. Part 4 of the SPD concludes by addressing a number of matters relating to the delivery and implementation of the SPD including the need for comprehensive development supported by masterplanning and design code work as appropriate, together with full consideration of supporting infrastructure requirements through the preparation of a site-wide Infrastructure Delivery Plan (IDP).

2.22. The SPD also provides an overview of the anticipated delivery trajectory for the SDA, outlining a number of principles which will need to be addressed in the phasing and delivery strategy and secured through the planning application process.

2.23. The requirements for any future planning application/s are set out along with information on governance and management and proposals for monitoring and review including through the District Council's annual monitoring report.

2.24. **Part 5 – How to respond and next steps** outlines the different ways in which comments on the SPD can be submitted together with an explanation of what happens next in terms of adoption of the SPD (see Section 3 below).

3. NEXT STEPS

3.1. Subject to the agreement of Members, the draft SPD will be published for an 8-week period of public consultation. It is anticipated that this will take place from 9 April – 4 June 2021.

3.2. All responses received will be thoroughly considered and Officers will then look to prepare a final version of the SPD which will be reported to Full Council in the summer for formal adoption in accordance with legislative requirements.

4. FINANCIAL IMPLICATIONS

4.1. The report raises no specific, direct financial implications.

5. LEGAL IMPLICATIONS

5.1. The report raises no specific legal implications.

6. RISK ASSESSMENT

6.1. The report raises no significant risks.

7. CLIMATE CHANGE IMPLICATIONS

7.1. The report relates to a number of climate-related issues as out in the draft SPD.

8. ALTERNATIVE OPTIONS

8.1. The District Council could choose not to progress the SPD.

9. BACKGROUND PAPERS

9.1. None.

East Chipping Norton Development Framework

Draft Supplementary Planning Document (SPD)

<u>March 2021</u>

Contents

Part One – Introduction and background

1. Introduction

1.1 Land to the east of Chipping Norton is identified for development in the West Oxfordshire Local Plan 2031. The proposal is for a sustainable, integrated neighbourhood that forms a positive addition to the town, accommodating about 1,200 homes[1] and 5 hectares of land for businesses, with supporting services and facilities, including a new primary school and eastern link road connecting Banbury Road to the B4026/A361 via London Road.

1.2 This new 'Strategic Development Area' (SDA) has the potential to offer a number of benefits, including the provision of a range of homes and job opportunities, transport improvements, green space and biodiversity enhancements, and new community and leisure facilities.

1.3 Importantly, development of this scale offers the opportunity to robustly and positively tackle the climate change emergency and natural environment crisis that we face, whilst giving full consideration to the sensitive landscape of the Cotswolds Area of Outstanding Natural Beauty (AONB), the Glyme Valley Conservation Target Area (CTA) and the town centre Air Quality Management Area (AQMA).

1.4 To help guide the future development of the site, the Council has prepared this draft Supplementary Planning Document (SPD) to set out the key principles and requirements for the scheme, including a Development Framework Plan. Through the SPD, we are looking to ensure comprehensive and co-ordinated development and delivery of a high quality, beautiful and innovative proposal, with excellent sustainability credentials and strong support from the local community and key stakeholders.

1.5 Once adopted, the SPD will be an important material consideration in the determination of any future planning applications for the site.

1.6 As a first step in preparing the SPD, the District Council published an 'Issues Paper' in early 2019[2] and held two public exhibitions in the town, seeking initial thoughts on how the site should be taken forward. Over 100 responses were received from individuals/residents, local authorities, statutory bodies, town and parish councils, developers/landowners/agents and other organisations. They are available to view online in full and also in summary form.

1.7 All responses have been carefully considered by the District Council in preparing this draft SPD. Further information on the key issues raised is contained in Section 4 with Appendix 5 providing a summary overview of how these have been addressed within the SPD.

---

[1] Of which, 173 units already have planning permission and have been completed or are under construction
[2] https://www.westoxon.gov.uk/media/hu2f4biw/east-chipping-norton-issues-paper.pdf

1.8 Further to the District Council's initial issues paper consultation, Chipping Norton Town Council undertook its own extensive community engagement including two workshops held in December 2019, the key outcome of which was a 'Vision Statement' published in July 2020. The vision statement has been a key influence on the draft SPD and will continue to be an important consideration as proposals for the site are worked up in more detail through any subsequent planning applications.

1.9 In preparing the draft SPD, the District Council has also sought to engage with key landowners including Oxfordshire County Council and CALA Homes who between them control the significant majority of the site. This has included discussions on various key issues including the provision of green infrastructure, the location of the new primary school, alignment of the proposed link road, landscape impact and the extent of the 'developable area'.

1.10 Consultation on this draft SPD is now taking place for 8 weeks from **9 April – 4 June 2021**. After the consultation has closed, all comments received will be considered before a final version of the SPD is prepared and formally adopted by the Council. At that point it will become a material consideration for any relevant planning application/s.

1.11 The SPD process and timeline to adoption is anticipated to be as follows:

Issues consultation
25 January – 8 March 2019
(COMPLETE)
⬇

Consultation on
Draft AAP
April – June 2021
THIS STAGE
⬇

Adoption
Summer 2021
⬇

1.12   Comments on the draft SPD can be submitted in the following ways:

Online: Via the Council's online consultation portal

Email: planning.consultation@westoxon.gov.uk

Write to: Planning Policy
               West Oxfordshire District Council
               New Yatt Road
               Witney
               Oxon
               OX28 1PB

2. Background

2.1   Chipping Norton is West Oxfordshire's third largest settlement and offers a wide range of services and facilities for both the town's residents and those in the surrounding villages. Much of the town and the land to the north and west fall within the Cotswolds Area of Outstanding Natural Beauty (AONB), restricting the options for significant expansion of the built area.

2.2   The land to the east of Chipping Norton has for some time been acknowledged as the likely direction for future growth. It lies outside the Cotswolds AONB, is in close proximity to the town centre and has relatively few major constraints in terms of issues such as flood risk, biodiversity and heritage.

2.3   The merits of developing to the east of the town were considered through the Local Plan examination in 2017 and the East Chipping Norton SDA was allocated in the Local Plan in September 2018. Policy CN1 applies and sets out a number of key overarching requirements for the future development of the site. A copy of the policy is provided at **Appendix 1** and **Appendix 2** summarises the proposed design response to each aspect of the policy.

2.4   The role of this draft SPD is to provide additional detail, at a level not possible in a Local Plan, and provide further guidance to help achieve a successful, well-designed development. Given its status, the SPD cannot however introduce new policies beyond those already set out in the Local Plan.

2.5   As the site is of a strategic scale, is in several land ownerships, involves the provision of key infrastructure and has specific issues that need to be carefully addressed (including air quality, landscape and ecology), the SPD will be a valuable tool, providing a co-ordinated approach to future master-planning, delivery and implementation.

2.6   Once adopted, the SPD will be a material consideration in planning decisions but does not form part of the statutory development plan. It will carry weight when assessing planning applications, as well as providing useful guidance and information for landowners, developers and stakeholders, augmenting national, regional and local policies and guidance. **Appendix 3** provides a schedule of relevant national, regional and local policy and guidance that should be read in conjunction with the SPD.

2.7   In addition to Policy CN1, the West Oxfordshire Local Plan 2031 provides a wide range of other relevant policies to guide the future development of the SDA.

2.8   The Chipping Norton Neighbourhood Plan was adopted in 2016 and sets out an overall vision for the town, supported by 10 key objectives. As it forms part of the statutory development plan for West Oxfordshire, the Chipping Norton Neighbourhood Plan will also be an important material consideration for any future planning applications that come forward at the East Chipping Norton SDA. **Appendix 4** summarises the main

objectives of the neighbourhood plan and how they have been addressed through the SPD.
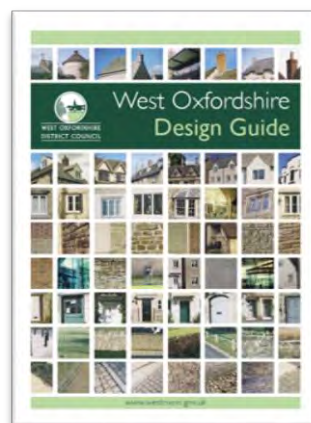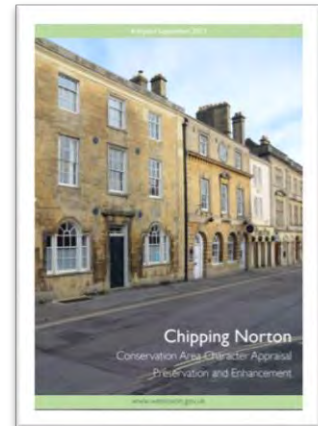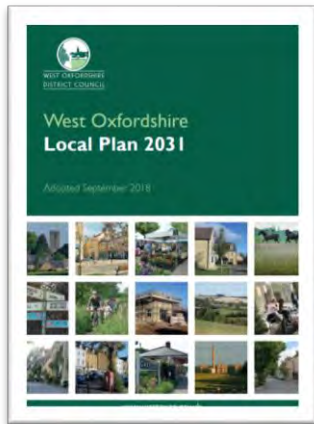
3. The East Chipping Norton Strategic Development Area (SDA) – the site and its context

3.1 Chipping Norton is West Oxfordshire's third largest town occupying a prominent hill-top position on the eastern edge of the Cotswolds Area of Outstanding Natural Beauty (AONB). Lying astride the 185m contour, it is one of the highest settlements of its size in southern England and offers extensive views to and from the surrounding countryside.

3.2 Being surrounded by an extensive rural hinterland and being relatively remote from larger towns, Chipping Norton has a wider range of services and facilities than many other settlements of a similar size (a population of just over 6,300 in 2011), with for example its own theatre, leisure centre, indoor and outdoor swimming pools, a golf course, Health Centre 'Health Hub' and NHS Outpatient Unit and Cotswold Birth Centre. It acts as a service centre for the town's residents, workers and visitors and for those from the surrounding area.

3.3 Chipping Norton prides itself upon being a 'working town', although the percentage of people living and working in the town has decreased in recent years, albeit with high levels of home working which are likely to have significantly increased during the current pandemic. There are three older employment estates on the western edge of the town, where, for example, manufacturing firm Owen Mumford has in recent years expanded, and a modern business park to the east. There is, however, very limited land available for new business development in Chipping Norton.

3.4 The town centre's special character is largely shaped by its historic built environment. It has a distinct and diverse architectural style and a large number of listed structures: the Church of St. Mary is listed as Grade I, eleven are Grade II* and 114 are Grade II. The Bliss Tweed Mill is one of the town's most iconic structures visible from numerous vantage points, including in particular approaches to the town from the west and south-west. To the north of the Church of St. Mary lies the castle mound of a former 12th century castle which is now identified as a scheduled monument. The town centre is fully encompassed by the Chipping Norton Conservation Area.

3.5 The town's character is also influenced by the natural environment, particularly the significant role played by trees which grow throughout its Conservation Area, as features of the surrounding countryside and, perhaps most strikingly, by the definition they give to each of the main entries into the town, lining Over Norton Road, Banbury Road and London Road to the north and east, Worcester Road to the west and Churchill Road to the south.
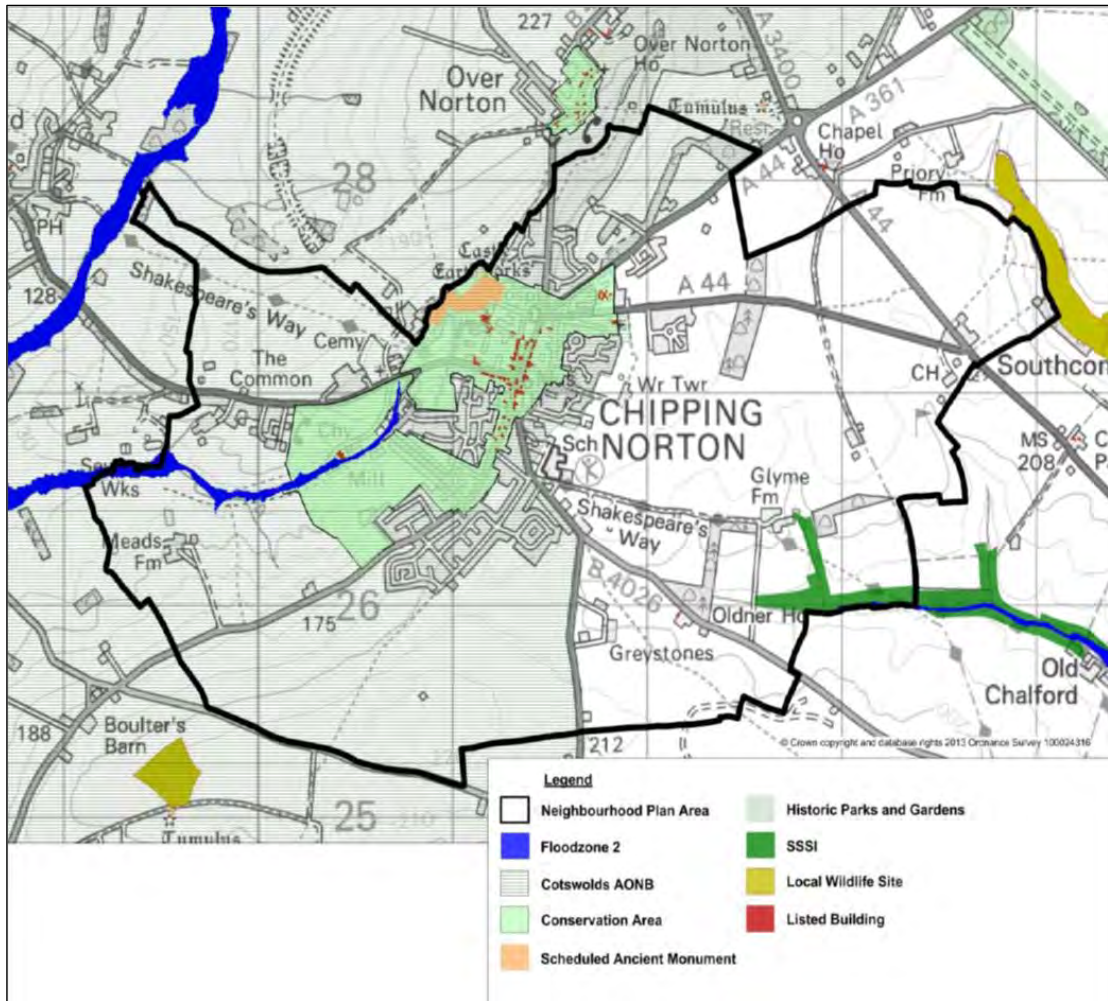
Figure 1: Extract from Chipping Norton Neighbourhood Plan - key environmental features

3.6   Sitting astride the crossing of the A44 and A361 and with the heavily used lorry routes to and from Evesham passing through the town's centre, traffic and the associated air quality are key issues for Chipping Norton. Because of the level of pollutants, the town centre roads and part of Banbury Road are designated as an Air Quality Management Area (AQMA). The traffic situation is exacerbated by relatively limited alternative means of transport; the town does not have a railway station, the range, frequency and infrastructure of the bus service needs improving and the hilly topography makes walking and cycling more challenging.

10
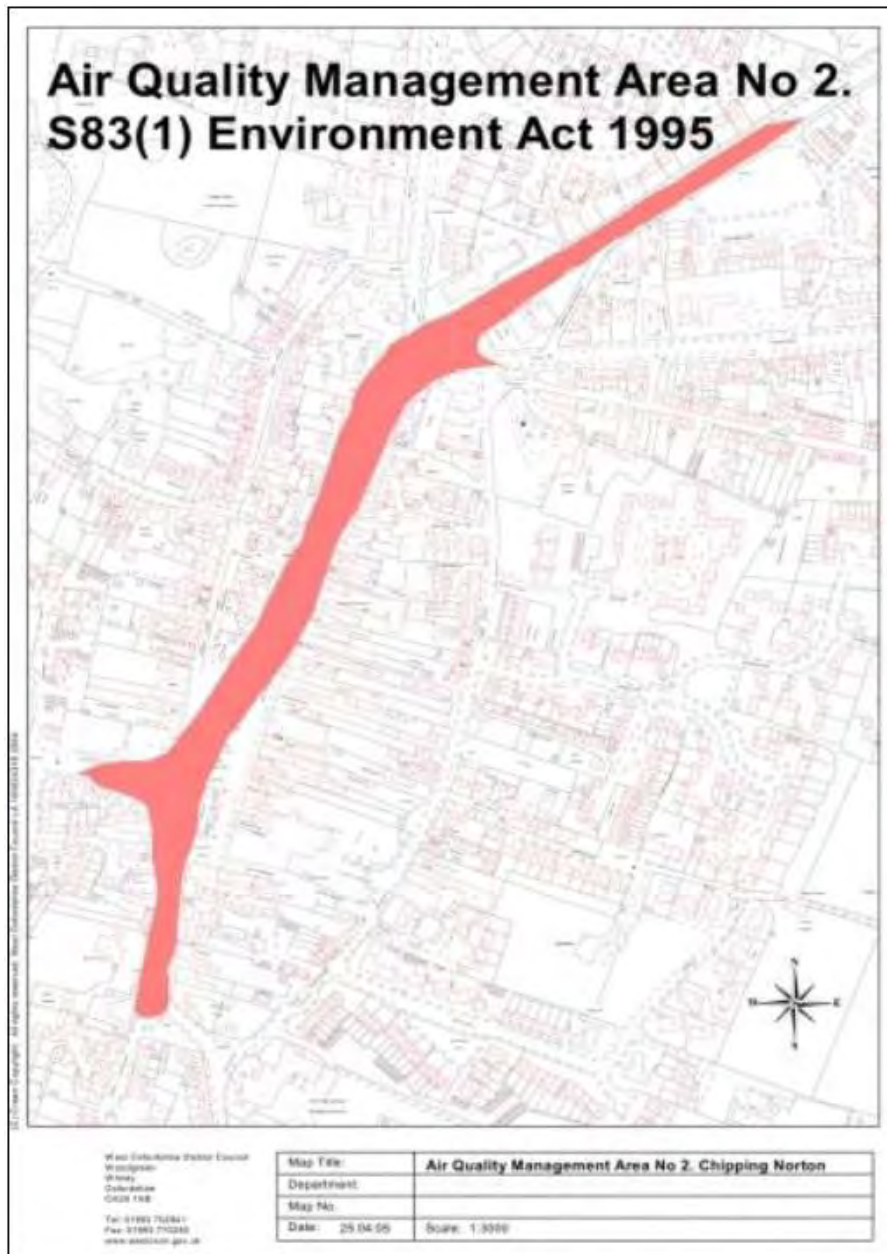
Figure 2: Chipping Norton Air Quality Management Area

3.7   The SDA adjoins the built-up area of the town, lying immediately to the east as shown in Figure 3. The nearest point of the SDA boundary is less than 400m from the edge of the town centre and there are a number of well-used existing footpath connections (statutory rights of way and informal routes) within, through or adjacent to the site.
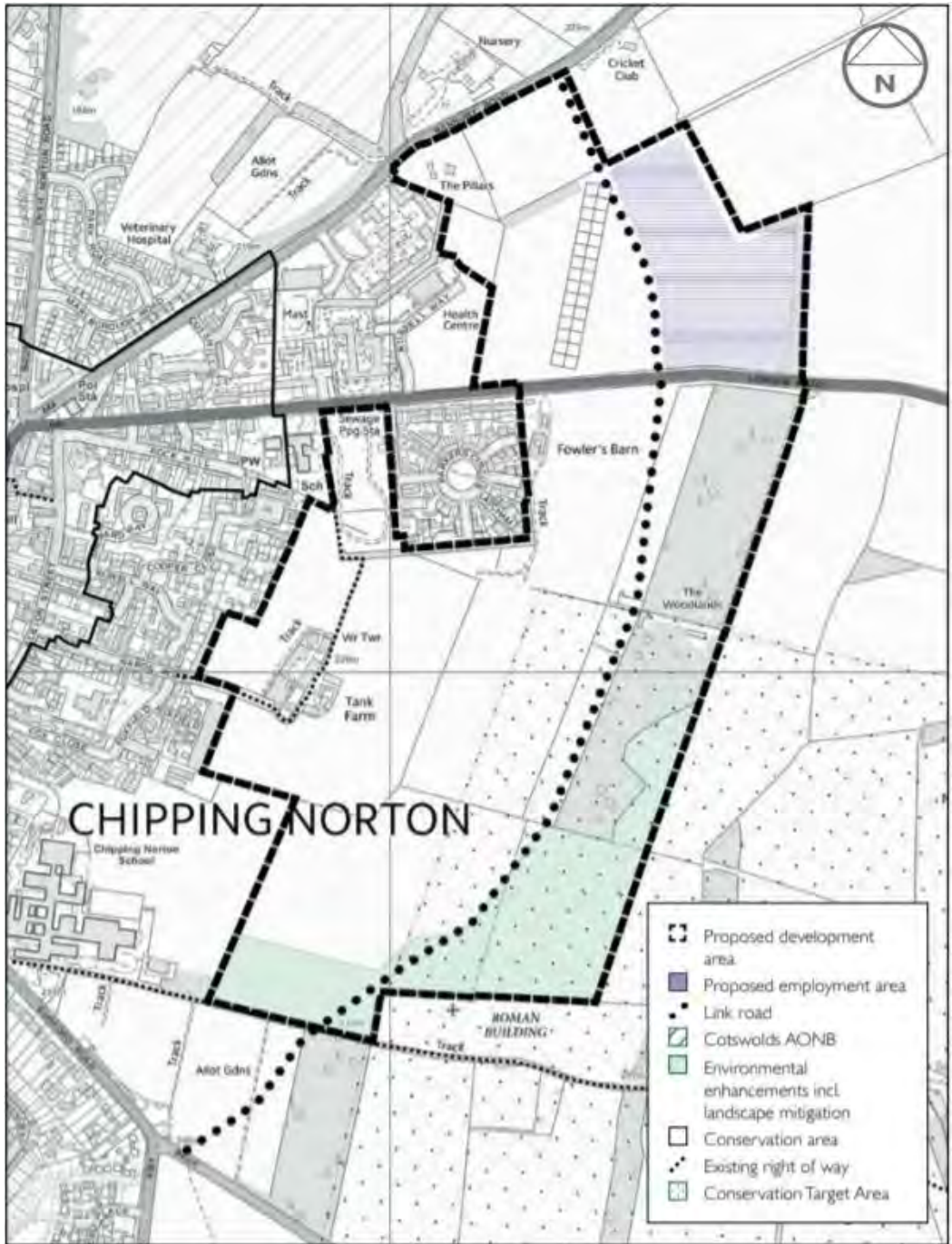
Figure 3: Land east of Chipping Norton Strategic Development Area

3.8   The site is adjacent to the nationally important Cotswolds AONB (see Figures 1 and 3) is heavily influenced by the Cotswolds characteristics and has the potential to impact upon the AONB's scenic beauty. The importance of considering light pollution has been recognised for both the AONB and the official Dark Sky Discovery site to the north east of Chipping Norton, as well as its impact on the health of local residents.

12

3.9   The landscape context of the SDA, as described in the West Oxfordshire Landscape Assessment, is one of 'Enstone Upland' landscape character. It is characterised by a gently undulating landscape of low hills and narrow valleys to the east and north east, typified by a pattern of mid to large scale, irregular, pastoral and arable fields punctuated by large blocks of established woodland. The Glyme Valley lies to the south east of the site, extending eastwards towards the village of Enstone. The River Glyme is characterised by a relatively narrow valley with occasional steep sides, and is lined by belts of established woodland.

3.10   The SDA covers a total area of around 70 hectares. The existing main approach roads from the east tend to split the site into two main areas: land in the north of the site between London Road and Banbury Road; and land to the south between London Road and Glyme Lane.

Figure 4: Land north of London Road, taken from the south east

3.11   The smaller, northern part of the site is located between Banbury Road and the London Road. It is defined as 'semi-enclosed limestone wolds (large scale)'. This broadly flat area is primarily in agricultural use in several individual fields, with a strong structure of mature vegetation, woodland blocks, shelter belts and hedgerows. 100 new homes and associated infrastructure (including a section of the proposed eastern link road) are currently under construction on part of the site south of Banbury Road at The Pillars (see Figure 5).

Figure 5: Illustrative masterplan of the Bloor Homes development on land south of Banbury Road

3.12 Adjacent uses include the Outpatient Unit, Birth Centre and a Health Centre, Cromwell Business Park, farmland and the Chipping Norton and District cricket club. As Figure 4 shows, a key feature which forms a distinctive approach to the town is the row of mature trees running along the London Road, giving a loose 'boulevard' character. These are subject to a Tree Preservation Order.

Figure 6: Land south of London Road, viewed from the east, showing the Water Tower at Tank Farm, Parkers Circus and the eastern woodland block

3.13   The southern part of the SDA is defined as 'open limestone wolds' and is characterised by large-scale, rolling farmland predominantly in arable cultivation with an open, elevated hilltop character. Part of the eastern boundary of the site contains woodland, used in the past for the rearing of game birds.

3.14   A residential property and small complex of agricultural buildings, water tanks and tower – known as Tank Farm - lie within the western part of the site with access to it from the west along Wards Road.

3.15   Land immediately south of London Road, between the Holy Trinity Catholic School and the housing at Parkers Circus, has recently been developed for retirement accommodation (Pentelow Gardens and Watson Place) and for retail purposes (London Road Retail Park – see Figure 7).

Figure 7: London Road Retail Park

3.16   The southern boundary of the SDA is delineated by Glyme Lane – an existing public right of way which runs from next to the secondary school and leisure centre eastwards towards Glyme Farm.

3.17   This part of the SDA is relatively flat, falling gently to the south from 224m Above Ordnance Datum (AON) along London Road to around 215m AOD at Glyme Lane, where the landform begins to fall more steadily towards Charlbury Road to a height of 198m AOD.

3.18   While there are no designated or undesignated heritage assets within the SDA boundary, the Oxfordshire Historic Environment Record contains records of 7 sites/finds within or close to the site, ranging from Neolithic to Anglo-Saxon periods. Two Roman sites of

known or likely archaeological significance lie to the east of the site and possibly a prehistoric burial mound within the eastern edge, although the precise location is uncertain. Any buried archaeological remains have a high chance of survival.

3.19 Adjoining uses include the William Fowler allotment gardens and community woodland, farmland, woodland belts, two schools, housing, the Chipping Norton lido and leisure centre. While these areas lie outside the SDA boundary, the development will inevitably impact upon them, not least the proposed eastern link road which will run through this area to connect to the B4026/A361

3.20 Figure 1 and Figure 8 show the wider biodiversity context of both the town and the SDA. There are two Sites of Special Scientific Interest (SSSI) – sites identified as being of national importance – within 2km of East Chipping Norton: Glyme Valley SSSI and Sarsgrove Wood SSSI. A Local Wildlife Site lies 1.5km from the site boundary. These form part of a larger network of the Glyme and Dorn Conservation Target Area[3] (a landscape-scale area for wildlife conservation where targeted conservation action will have the greatest benefit) and the emerging Nature Recovery Network (identified for the potential of wider connectivity and nature recovery opportunities). Within or near the SDA are records of several protected priority species and habitats, including priority woodland habitat.

---

[3] https://www.wildoxfordshire.org.uk/wp-content/uploads/2020/04/Glyme-Dorn-CTA.pdf

Local Wildlife Sites ▬

Sites of Special Scientific Interest ▬

Conservation Target Areas ▬
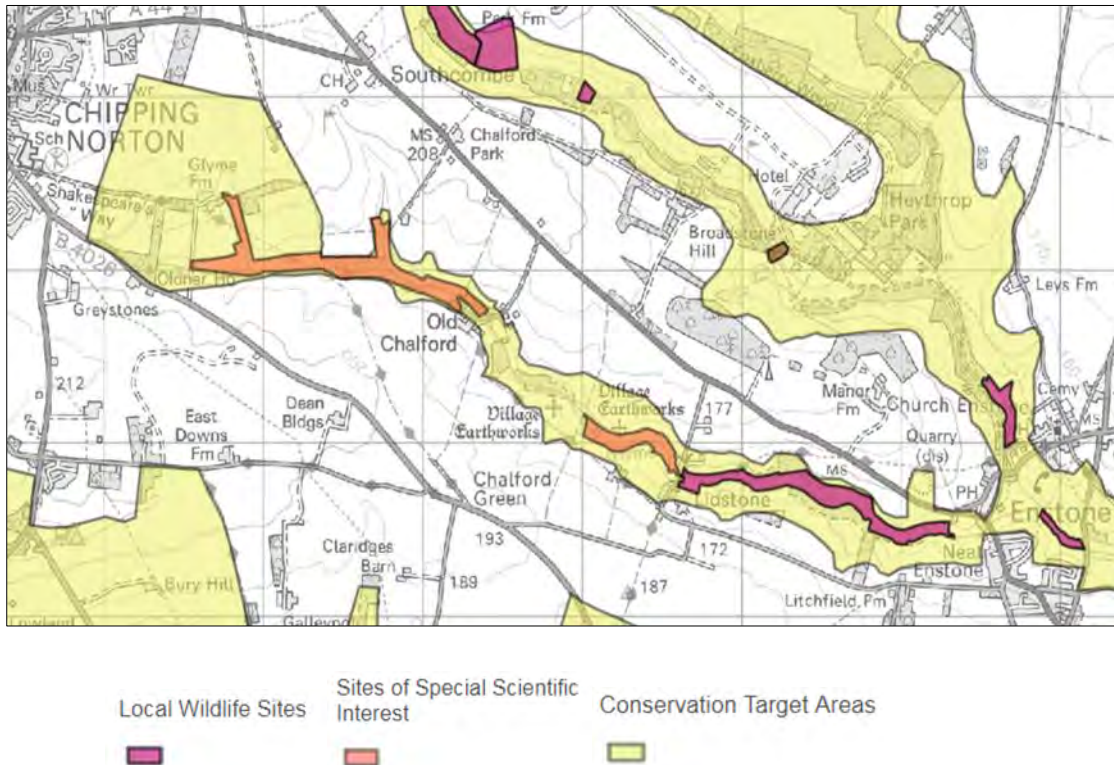
Figure 8: East Chipping Norton: Wider Biodiversity Context

3.21   In terms of other existing features of the SDA, historic mapping shows quarrying occurred next to and potentially within the site which may have resulted in fill materials being used and possible contamination. Further, the whole of the site lies within a Class 5 Radon zone which will require the use of full radon protective measures for any development.

3.22   With regard to the water environment, the Environment Agency has identified that the SDA is directly over the Chipping Norton Limestone (Principal Aquifer), is within Source Protection Zone 3 and is classified as having a High Vulnerability rating. It also lies in a drinking water safeguarding zone and an area of high groundwater vulnerability. While the site is in the lowest risk from fluvial flooding (Flood Zone 1), local flooding from surface water runoff and spring lines can occur after particularly heavy rain.

4. Key issues and considerations

4.1   The initial SPD Issues Paper, published in 2019, identified a number of site constraints and key issues and asked for feedback and further suggestions. The main points received are summarised here, with more detail provided in **Appendix 5**. These points, along with evidence gathered to date, in particular the Town Council's Vision Statement and their community engagement (Figure 9 sets out the main findings), highlight key considerations which need to be addressed through the SPD and any subsequent planning applications that come forward.

---

1.   Maximising affordability: now more than ever the desire to build truly affordable housing for all ages including young starters is paramount. 80% of market value is not a solution.
2.   The housing mix to be mapped closely to the needs of the community. For it to be mixed in terms of demographic and tenure.
3.   To be carbon neutral.
4.   Skilfully integrated with the existing town and to share and provide new community facilities.
5.   The design of the dwellings and the development as a whole needs intelligent high quality design. A Design Code is essential.
6.   To be designed to encourage active travel by minimising private car use and prioritising walking, electric cycling and public transport and for this thinking to be extended across the town.

Figure 9: Key findings of the East Chipping Norton Vision Statement (July 2020)

4.2   The key issues and considerations for development at East Chipping Norton are briefly outlined below and expanded in later sections through the setting of: the vision for the development; the themes, principles and requirements; and the Development Framework Plan.

4.3   In summary, the main issues and considerations identified include:

Sustainability, climate change and zero-carbon

4.4   Achieving sustainable development underpins national and local planning policy. Chipping Norton Town Council wish to see sustainable growth with an integrated mixed-use, mixed-income extension that balances economic, social and environmental factors.

4.5   The important global issue of climate change has been recognised locally by both Oxfordshire County Council and West Oxfordshire District Council declaring a climate and ecological emergency. Nationally the Government has committed to end its contribution to global warming and to achieve net-zero carbon emissions by 2050.

4.6 The Town Council wishes the new development to achieve a positive energy balance and to be zero-carbon as a minimum. Many respondents highlight the importance of building to the highest eco-standards, incorporating renewable energy solutions, using high efficiency building fabric and planning for low carbon modes of transport.

4.7 The SPD identifies the sustainability standards and measures that developers are expected to deploy in order to minimise the 'carbon footprint' of the development and ensure it is designed to be fit for the future.

Transport, movement and active travel, including air quality

4.8 Transport, congestion and air quality are long-standing issues in Chipping Norton. The SDA clearly has the potential to have a significant impact.

4.9 Transport and movement within the SDA, Chipping Norton and the wider area are key issues that were highlighted throughout the consultation. While the SDA including the proposed Eastern Link Road are seen by some as having a negative impact on traffic and air quality, some recognise that the SDA presents opportunities for focused intervention to improve transport networks and infrastructure, including the footpath and cycleway network to encourage active travel and the link road diverting some traffic away from the town centre. A wide range of views were expressed on the alignment and design of the proposed link road, the need for traffic management (especially of HGVs), car parking, bus and rail services and the design of the network for non-motorised means of transport.

4.10 The Town Council identify the importance of achieving a well-connected development, where walking, cycling and public transport should be prioritised over car traffic, so reducing congestion and improving air quality.

4.11 The SPD sets out the broad principles for movements within the site and connections to the town and the surrounding countryside, as well as more detailed design considerations, such as healthy streets.

Potential impact of development on the existing town

4.12 For many, given the scale of the development proposed at Chipping Norton, there is concern that there will inevitably be adverse impacts on the existing town, its character and the local services and facilities. Of particular concern is the potential loss of allotments and/or community woodland (associated with the link road alignment) and the strain that will be put upon local healthcare facilities, the water and waste water network capacity and town centre car parking.

4.13 Concern has also been expressed about the possible creation of a local neighbourhood centre of a size which could undermine the existing commercial areas, particularly within the town centre.

4.14   In terms of impact on character, the main comments received relate to the landscape setting of the town and, in particular, the importance of the tree-lined approach roads and eastern woodland.

4.15   The SPD provides guidance on the amount, mix and distribution of different uses within the SDA and the identification and timing of delivery of necessary supporting infrastructure, along with important considerations for its provision.

Protecting features within and adjoining the site, including mitigating impacts on landscape and biodiversity

4.16   As a greenfield site, features of the natural environment, such as trees, hedgerows and woodland, are all identified in consultation responses as important in determining the site's character and are in need of protection and enhancement and, where unavoidably impacted upon, the provision of appropriate mitigation. There are calls for a comprehensive landscape and biodiversity strategy for East Chipping Norton, not only looking at the site itself but also its wider landscape and ecological context. Emphasis is also given to the need to achieve a net gain in biodiversity and to safeguard heritage assets.

4.17   A recurring concern relates to the relationship between the built-up area and the countryside, particularly the treatment of the existing woodland along the eastern edge of the site and the area in the south east corner which lies in the Conservation Target Area and close to SSSIs. A concept of accessible green space, with 'Nearby Nature' (everyday nature, on our doorsteps)[4] and incorporating the existing woodland, wrapping around the south eastern and eastern side of the scheme has begun to emerge through the consultation responses.

4.18   The adopted planning policies for West Oxfordshire set out the requirement to conserve and enhance the natural, historic and built environment, including the need to plan positively for biodiversity gain. The SPD sets out the key principles on how this should be achieved at East Chipping Norton.

---

[4] http://www.ukmaburbanforum.co.uk/docunents/other/nature_nearby.pdf

Overall character and form of development - High quality design

4.19   Previous consultation responses demonstrate a wide range of views with regards to the overall character and form of the new neighbourhood, ranging from ambitious, contemporary through to a more traditional, 'in-keeping' approach. Of more consistent agreement is the need for a high quality of design, reflecting and respecting the existing town and its landscape setting.

4.20   West Oxfordshire District Council has a strong tradition of securing high quality design in new development and has for many years had in place a well-respected and well-used design guide. The Government has increasingly recognised the importance of design, culminating in recent years in the publication of the National Design Guide in October 2019, the Building Better, Building Beautiful Commission's report on Living with Beauty in January 2020[5] and the consultation draft of the National Model Design Code in January 2021[6].

4.21   One of the key roles of the SPD is to set the overall design standards/principles under which any subsequent and more detailed design code work will need to come forward.

Health and well-being

4.22   Achieving healthy and inclusive places which promote social interaction, are safe and accessible and enable and support healthy, active lifestyles is an important function of good planning. The significance of the local environment on our health and well-being has been brought into sharp focus during the Covid-19 global pandemic and is an important component of the Government's commitment to building back greener.

4.23   In addition to the expansion of healthcare facilities and a network for active travel, consultation responses have emphasised the importance of providing recreation/sport facilities and green space for both physical and mental well-being. There are calls for open space and green space to be an integral part of the new neighbourhood, including an accessible new park with a range of play equipment, pitches and infrastructure and a new 'common'/'nature park' on the eastern side of the town to mirror Chipping Norton Common on the western side.

4.24   The SPD sets out how the principles of healthy place shaping will be embedded within the development, including what types of green space are needed and where and how they should be delivered. The use of a Health Impact Assessment (HIA) is advocated.

---

[5] https://www.gov.uk/government/publications/living-with-beauty-report-of-the-building-better-building-beautiful-commission
[6] https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/957205/National_Model_Design_Code.pdf

Housing affordability and mix

4.25   As the SDA proposes the introduction of 1200 new homes to the town, it is not surprising that there have been many comments made about the type, size and mix of housing on the site. These comments provide a wide range of often opposing views. However, a recurring and consistent theme is the need for 'genuinely affordable' housing to buy and rent, including for essential local workers.

4.26   In line with Local Plan and Neighbourhood Plan policies, the SPD seeks to ensure a broad variety of housing type, tenure and sizes are provided, with a particular emphasis on affordability.

Business land

4.27   A variety of views were expressed about the need for further land for business development – some considering that there is inadequate demand in Chipping Norton, with others arguing that there is a need to provide an opportunity for business expansion and new local jobs, not least to help reduce commuter traffic and car dependency. Overall, there is general support for the 5ha allocation of land for employment uses identified as part of the SDA in the Local Plan.

4.28   In addition to the specific allocation of space for business, a need for live-work units, working from home and a business hub has been identified.

4.29   The SPD addresses the range of requirements for businesses and the provision of local jobs, including considering the possible implications of Covid-19.

Part Two - Vision and key themes

5. Vision and key themes

5.1   The West Oxfordshire Local Plan sets out an overall vision on what the District will be like by 2031 and includes the following statement specifically about Chipping Norton:

'Chipping Norton will strengthen its role as a centre of enterprise in the northern part of the District. It will continue to be an economically and socially strong market town serving the needs of a large rural area. Its distinctive historic character and fine setting will be conserved and enhanced at the same time as accommodating new development to meet identified needs.'

5.2   In its Neighbourhood Plan of 2015, Chipping Norton Town Council identified the overarching vision for their town as:

'A working Cotswold town thriving economically and socially as a rural hub while maintaining its strong sense of community spirit and conserving and enhancing its character, high-quality historic built and natural environments, local services and facilities.'

5.3   There are common themes and characteristics identified in these two visions around the town's historic and natural environment and its strong economic and social role.

5.4   During 2019 the Town Council began looking specifically at the SDA, commissioning consultants (Maccreanor Lavington Architects) to lead on the development of an overall vision through a process of community engagement, including two workshops, to gather local views. From this has emerged the East Chipping Norton Vision Statement which was published in July 2020, seeking to raise expectations, illustrate what is possible and secure high-quality positive change.

5.5   To ensure that the Vision Statement carries material weight in planning terms, this draft SPD adopts the same vision and supporting themes and uses them to inform the structure of the remainder of the document. The vision and themes are shown at Figure 10.

5.6   It is important to note that whilst separate, the themes are all closely linked. So, for example, the issue of green open space is addressed under 'Character and Landscape' but relates closely to public realm (in Streets and Spaces), green infrastructure (in Uses and Resources), management and stewardship (in Making it Happen) and is a fundamental component of sustainable development.

'A neighbourhood of new high-quality homes, jobs and services provided in ways that ensure the development is integral to and makes a positive contribution to the town as a whole and the wider area, fully reflecting local priorities'.

Sustainability

East Chipping Norton will be a place that balances economic, social and environmental factors to create a sustainable neighbourhood that responds successfully to the challenges of the 21st century.

Streets and Spaces

East Chipping Norton will be well-connected with the rest of the town, surrounding facilities and countryside by a network of streets and attractive walking and cycling routes.

Dwelling

East Chipping Norton will be an integral part of the Chipping Norton community and home to a diverse and resilient mixed population that is proud of where they live.

Uses and Resources

East Chipping Norton will be well connected with existing shops and facilities and incorporate the additional green, social and economic infrastructure needed to support a vibrant place.

Character and Landscape

East Chipping Norton will be a beautiful place which reflects the landscape and buildings of the Cotswolds and forms part of Chipping Norton.

Making it Happen

East Chipping Norton will be shaped by local people and built by self-builders, community groups and developers and maintained by a range of private, public and community agencies.

Figure 10: East Chipping Norton Vision and Key Themes

5.7   The following sections of the SPD take each theme in turn and identify a number of specific principles and requirements that will be used to guide the future development of East Chipping Norton.

5.8   These principles and requirements will achieve the following objectives:

- A comprehensive, mixed use development, including 1,200 new homes and additional space for business.

- A new sustainable neighbourhood which is socially and physically integrated with the existing town of Chipping Norton.

- A high quality, beautiful and healthy living environment which respects its townscape and landscape setting.

- Development which uses best practice in sustainable design and construction, is energy and water efficient and aligns with zero carbon.

- Provides sustainable access to and within the development, designed with safe and convenient walking and cycling routes.

- Timely delivery of appropriate supporting infrastructure, including land to allow for the expansion of the Health Centre.

- An enhanced natural environment within the neighbourhood and as part of a wider network of nature recovery.

Part Three – Principles and requirements to guide development

6. Sustainability

'East Chipping Norton will be a place that balances economic, social and environmental factors to create a sustainable neighbourhood that responds successfully to the challenges of the 21st century.'

6.1 Delivering sustainable development underpins the national and local approach to planning. The generally accepted definition of sustainable development is development that meets the needs of the current generation without compromising the ability of future generations to meet their own needs. It has three main dimensions: economic, social and environmental.

> *Key relevant Local Plan and Neighbourhood Plan Policies*
>
> *West Oxfordshire Local Plan 2031 Policies OS1, OS2, OS3, OS3, OS4, OS5, E1, E2, E5, T1, T3, EH1, EH2, EH3, EH5, EH5, EH6, EH7, EH8, EH9, EH10, EH11, EH13, EH16, CN1, CN2.*
>
> *Chipping Norton Neighbourhood Plan Policies MP1, MP2, MP3, MP4, MP5, MP7, MP8, MP9, MP10, MP11, TM3, TM4, TM5, TM6, TM7, TM8, BD1, BD2, BD9, BD10*

6.2 The West Oxfordshire Local Plan takes the national planning objectives for sustainable development and identifies what it means for West Oxfordshire (Local Plan, paragraph 4.7[7]). These include:

- Reducing the current reliance that is placed on the private car for journeys into, within and beyond the District by promoting opportunities for active travel through walking and cycling as well as encouraging the use of public transport;
- Achieving mixed-use development that create vibrant, active places and reduce the need to travel;
- Identifying and meeting current and future housing needs for a variety of different groups, including those in need of affordable housing;
- Tackling traffic congestion in key locations like Witney and on key routes, including the A40 and the A44
- Improving air quality in known problem areas, including Witney and Chipping Norton;
- Reducing the impact of development on climate change and ensuring that new development is able to respond to future change through appropriate design and adaptation;
- Ensuring that new development is supported by appropriate investment in new and/or enhanced infrastructure, including education, water supply and disposal, transport, affordable housing and open space;
- Achieving high quality design in all new development;
- Improving the health of local communities, including tackling obesity; and

---

[7] https://www.westoxon.gov.uk/planning-and-building/planning-policy/local-plan/

- Protection and enhancement of the District's rich historic and natural environment.

6.3 These objectives are particularly relevant to Chipping Norton and, together with the Neighbourhood Plan objectives (Figure 11), form the basis of the principles highlighted in this SPD to secure sustainable development in accordance with Local Plan Policy OS1.

Theme	Objective
Employment land	**OB1:** Protect existing employment land and identify new opportunities in order to support a diverse range of employment opportunities within the town.
Town centre	**OB2:** Ensure all new development enhances the town centre's special character, appearance and vitality and viability, making the town a destination in which people wish to spend time.
Parking	**OB3:** Support the expansion of town centre car parking capacity and improvements to its functionality.
Transport	**OB4:** Ensure new development is well connected to the rest of the town and surrounding area, especially by public transport, walking and cycling, and that existing routes are improved.
Housing type	**OB5:** Housing supply should meet the overall housing needs in town to include a broad mix of housing types and sufficient provision of affordable homes.
Community facilities	**OB6:** Provide high-quality natural and open green space and youth recreation opportunities as an integral part of new developments (where appropriate with regard to scale). Favour development within the town centre that incorporates community facilities.
Build design	**OB7:** New development, be it traditional or contemporary, should respect and wherever possible, make a positive contribution towards the local vernacular.
Built environment	**OB8:** The historic environment of the town should be conserved and enhanced for future generations to enjoy.
Natural environment	**OB9:** Developments should conserve the natural environment and where possible enhance it. This includes local green infrastructure and biodiversity.
Energy and water efficiency	**OB10:** Ensure all new dwellings and non-domestic buildings are built to exemplary environmental standards.

Figure 11: Chipping Norton Neighbourhood Plan objectives

Key principles for sustainability

6.4 Set out below are a number of key principles for sustainability, drawn from the East Chipping Norton Vision Statement, together with further detail on what issues future development proposals at the SDA will need to address.

Climate change, resilience and adaptation

6.5 The National Planning Policy Framework (NPPF) identifies the mitigation and adaptation to climate change as an important element of achieving sustainable development, including a commitment to move towards a low carbon economy. In 2019 the Government set a legally binding target of net-zero emissions by 2050. To achieve this, current emissions will

need to be reduced by nearly half in the next nine years which requires a generation shift in the way all new neighbourhoods are built and function.[8]

6.6   The Government's 25-Year Environment Plan highlights the importance of reducing demands for water, energy and material resources, improving flood resilience, minimising overheating and providing resilient buildings and infrastructure to more readily adapt to a changing climate.

6.7   Although climate change is a global issue, there is widespread recognition that local action is required. Both Oxfordshire County Council and West Oxfordshire District Council declared a climate and ecological emergency in 2019. An Oxfordshire-wide action plan is being drawn up using the One Planet Living Framework[9]

6.8   In light of these recent changes and in recognition of the need for 'emergency' action, addressing the issue of climate change is a fundamental requirement for development at East Chipping Norton.

6.9   There are a number of key considerations:

a)   **Climate-proofed**

- Development proposals will need to demonstrate resilience to the future impacts of climate change, including increased temperatures, wind speeds and changes in rainfall patterns and intensity.
- Building use, design, siting, orientation and layout will need to explicitly respond to climate change. For example, through balancing the benefits of minimising

---

A sustainable building is one that:

• minimises the use of scarce resources such as certain building materials, fossil fuels and water

• is economic to run over its whole life cycle and fits well with the needs of the local community

• is energy and carbon efficient, designed to minimise energy consumption, with effective insulation, heating and cooling systems and appliances

• values and sustains or improves existing site character, topography, vegetation, watercourses and built features

• minimises the need for unsustainable transport and encourages travel by cycle or on foot

• minimises the production and costs of waste disposal, and which looks to re-use on-site materials such as waste soil

• minimises flooding and pollution

• is designed to make recycling and composting easy for its occupants

(West Oxfordshire Design Guide SPD)

---

[8] https://www.cse.org.uk/topics/planning
[9] https://www.bioregional.com/projects-and-services/influencing-wider-change/one-planet-oxfordshire

30

heat loss in winter with the risk of excessive solar gain during the summer; using passive design such as natural cross ventilation, solar shading and green infrastructure; and designing buildings and spaces to allow for future adaptations, conversations and alterations.

b) Energy Strategy

- As well as demonstrating resilience, consideration needs to be given to how the future impacts of development can be mitigated. These considerations need to be set out in an energy strategy/statement to accompany outline and detailed planning applications, addressing energy fabric specification, overheating, low carbon technologies, decentralised energy and on-site renewable energy generation.
- Each building should be designed to minimise energy demand, with the aim to make use of 'ultra-low energy' building fabric, designed to standards comparable to those achieved through Passivhaus.
- Appropriate levels of thermal comfort need to be achieved in order to reduce the risk, and mitigate for, overheating. Orientation, massing and passive-design should be prioritised over the use of more energy-intensive mechanical cooling alternatives.
- The use of on-site renewable generation should be maximised, with the aim of delivering 100% of the energy consumption required by buildings using on-site renewables, for example through roof top solar photovoltaic panels and air source and ground source heating.
- With the Government's plan to ban gas and oil heating systems in new development from 2025, development should be designed to be fossil-fuel free and zero carbon ready.
- In order to meet the Government's climate change targets and the aspirations of the District and Town Councils, development will need to align with net-zero operational carbon (using the industry consensus definition for net-zero carbon developed by LETI[10]).

c) Sustainable construction, materials and waste

- Development will be required to demonstrate the adoption of high standards of sustainable design and construction, making use of the guidance set out in the West Oxfordshire Design Guide SPD and in accordance with Local Plan Policies OS3 and CN1.
- The Council encourages registration with the Considerate Constructors Scheme and compliance with the Code of Considerate Practice to ensure best practice beyond statutory requirements[11]
- Proposed development will be expected to adopt the principles of the circular economy and demonstrate a commitment to minimising waste to landfill during construction and after completion, by designing for longevity, adaptability, flexibility and reuse.

---

[10] https://www.leti.london/
[11] https://www.ccscheme.org.uk/ccs-ltd/what-is-the-ccs2/

- Consideration should be given to the use of sustainable healthy construction materials, with low embodied energy, sourced from the local area, made from renewable or waste resources. For example, making use of local wool for building insulation.
- A Waste Strategy should accompany outline, reserved and detailed planning applications for major development, demonstrating appropriate design and construction solutions and opportunities for waste management.

d) Water management

- As the site is located within an area of water scarcity, an area of high groundwater vulnerability, the Chipping Norton Limestone (Principal Aquifer) and Source Protection Zone 3 and at the head of the River Glyme, careful consideration must be given water environment.
- Development will be required to demonstrate a strategic and integrated approach to water management through the preparation of an overall drainage strategy for the site.
- Given the known challenges for the local sewage treatment network in meeting the increased demand from development and the issue of surcharge in heavy rainfall events, clear evidence will be required to demonstrate that best practice thresholds for waste water treatment will be met, to avoid future pollution of downstream watercourses
- The use of appropriate measures to mitigate flood risk, including sustainable drainage systems, should be used, paying particular attention to ground conditions, water quality and reducing surface-water run-off, both onsite and within the nearby catchment. Post-development surface water run-off will be expected to be attenuated to achieve a reduction in greenfield run-off rates.
- Evidence will be required to demonstrate that there will be no detrimental impact on groundwater quality. The implementation of appropriate mitigation measures may be needed.
- In accordance with Local Plan Policy OS3, water efficiency must be maximised. A range of water conservation should be considered, including rainwater collection and grey water recycling. All residential development is expected to achieve as a minimum, the optional building regulations requirement for water efficiency of 110 litres/person/day.

Conservation and enhancement of the environment

6.10 Chipping Norton has a high quality built, historic and natural environment. Chipping Norton Town Council's Vision Statement recommends that the landscape is used 'to support solutions for sustainable development. East Chipping Norton is a complex site and the development must take account of features including the SSSI, archaeological history and drainage …'

6.11 Under Local Plan and Neighbourhood Plan policies, development at East Chipping Norton will be required to conserve and enhance the local environment. In particular, Local Plan Policy CN1 identifies the need for a sustainable development that provides:

- The provision of appropriate landscaping measures to mitigate the potential impact of development
- Green space and biodiversity enhancements, including arrangements for future maintenance, recognising that part of the site falls within the Glyme and Dorn Conservation Target Area
- The investigation, recording and safeguarding of the known and potential archaeological significance of the area prior to the commencement of development
- The results of the archaeological investigation and recording should inform the development and be deposited in a public archive
- Lighting proposals relating to the site will need to have due regard to the potential impact on the AONB, in particular the Rollright Stones Dark Skies Discovery Site

6.12 Further details of the development principles related to the environmental issues are set out in the sections covering the other themes.

<u>Building for a healthy life</u>

6.13 The place we live – the built, natural and social environment – has a profound impact on our health and wellbeing, something that has become much more widely appreciated during the COVID-19 global pandemic. [12] An important aspect of planning the new neighbourhood at East Chipping Norton is to achieve a healthy place which supports social interaction, is safe and accessible, creates a sense of belonging and identity and enables and supports healthy lifestyles.

6.14 The Town Council's Vision Statement emphasises the importance of 'health and wellbeing', 'community' and 'identity' and recognises that the new neighbourhood should not to be looked at in isolation – connecting and integrating with the existing town and providing mutual benefits.

a) **Health and wellbeing**

- Development will be required to deliver a health-promoting environment that enables healthy day-to-day behaviours and supports local services, facilities and community networks to sustain health, social and cultural wellbeing.
- Development will be required to demonstrate that healthy place shaping principles, following best practice, are embedded in the design process. A range of principles, guidance and toolkits have been recently published[13]. In June 2020 the Government

---

[12] Getting Research into Practice: a resource for local authorities on planning healthier places 2021
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/951310/GRIP2_PHE_national_resources_151220_for_Gateway_2.pdf
[13] For example: https://www.tcpa.org.uk/putting-health-into-place
https://www.tcpa.org.uk/tcpa-practical-guides-guide-8-health
https://www.england.nhs.uk/ltphimenu/placed-based-approaches-to-reducing-health-inequalities/place-based-approaches-for-reducing-health-inequalities/
https://www.rtpi.org.uk/practice/2020/october/mental-health-and-town-planning/

endorsed 'Building for a Healthy Life' as an industry standard for well-designed homes and neighbourhoods[14].

- Particular attention should be given to the principles identified by Chipping Norton Town Council in their Vision Statement. (These are addressed in more detail under other themes in this SPD.)
  - o Provide opportunities and encourage activity, including active travel
  - o Create and enhance the walking and cycling networks
  - o Achieve safe and convenient access to and use of public transport and reduce car dependency
  - o Provide a comprehensive high quality network of green spaces for people and access to nature
  - o Enable healthy food choices through, for example, use of local food production and incorporating healthy streets
  - o Protect and enhance biodiversity
- A comprehensive Health Impact Assessment (HIA) will be required to accompany outline planning applications and any application for major development, to fully identify and address the health impacts of the development and promote good health[15].
- Given that the existing Chipping Norton Health Centre does not have capacity to support the planned growth of the town, land will need to be made available within the SDA site to facilitate expansion of the Health Centre (as indicated on the Development Framework Plan at Section 11).

b) Identity

- Development proposals at East Chipping Norton will be required to deliver a neighbourhood which people value because it has character and local distinctiveness – a sense of place - and provides a range of opportunities for residents to live, work and socialise.
- A strong sense of identity, belonging, community spirit and civic pride should be fostered through maximising opportunities for social integration, interaction and inclusion.

c) Community development

- The National Design Guide[16] sets out how well-designed places help to nurture and sustain a sense of community. Development proposals will be required to demonstrate the design measures adopted to deliver a sustainable, integrated community at East Chipping Norton.
- Given the size of the proposed development and its relationship with the existing town, consideration should be given to embedding the principles of achieving a 20 minute

---

[14] https://www.udg.org.uk/publications/othermanuals/building-healthy-life
[15] https://www.gov.uk/government/publications/health-impact-assessment-in-spatial-planning ;
https://www.oxfordshiregrowthboard.org/projects/oxfordshire-health-impact-assessment-toolkit/
[16] https://www.gov.uk/government/publications/national-design-guide

neighbourhood[17]. This emerging concept is seen as an effective way of creating healthier, active communities. It is all about living locally, giving people the ability to meet most of their daily needs within a 20-minute walk from home, with safe cycling and local transport options.

- Good quality community infrastructure which encourages opportunities for social interaction and helps to support the growth of the community will need to be provided in a timely manner.
- Bringing together different but complementary land uses and activities to form a hub will encourage a healthy community, such as the early delivery of the primary school close to recreation facilities, providing key local services and opportunities for social cohesion.
- The provision of adaptable, accessible space and facilities at the multifunctional hub needs to be delivered to help promote social interaction and mitigate issues of isolation and loneliness. Consideration should be given to the provision, for example, of community, co-working and free/low-cost event and activity space, homeworkers' meeting space and a new library.
- Early provision of small scale 'meanwhile space(s)' should be delivered, allowing new residents to meet from the outset of development until such time as permanent community facilities are constructed.
- Measures to encourage community cohesion, both within the new neighbourhood itself and between the new development and the existing town, need to be considered. Providing new facilities for use by the whole town and achieving safe connections and well-designed public realm are important factors.
- Developers will be required to identify and provide opportunities to create a safe environment and reduce the incidence and fear of crime, through early consultation with key stakeholders, particularly, Thames Valley Police.
- Opportunities to empower and support the emerging community will be needed early in its development. Consideration should be given an asset based community development (ABCD) approach, whereby use is made of local assets, such as skills and knowledge, to benefit their community. Promoting community-led schemes and social enterprises is a recommendation of the Town Council.

---

[17] https://www.tcpa.org.uk/the-20-minute-neighbourhood

Figure 12: Charlbury Community Centre incorporates a mix of uses including a library, café, sport facilities and outside play area

Fostering local enterprise

6.15   Chipping Norton is often described as a 'working town'. As part of the preparation of the Local Plan, the need for additional business land was identified as an important component of the East Chipping Norton SDA, to help meet the existing shortages within the town, to provide a place for businesses to develop and to facilitate on-site jobs for the new population. Economic development is one of the three main dimensions of sustainable development. The provision of new jobs alongside new homes provides the opportunity to minimise out-commuting, maximise active travel to work and, through the multiplier effect, boost the local economy.

6.16   Five hectares of land is allocated for business use in the Local Plan. Consultation feedback in 2019 provided a wide variety of views on the need for the allocation, the types of jobs required, the location of the site and the desire for more flexibility.

6.17   This lack of consensus has become even more acute in 2020 as a result of the coronavirus pandemic. Fundamental changes have occurred in the way people work, not least through working from home for those that can. It is not yet clear whether these changes are relatively short-term or mark the beginning a widespread new approach to working patterns and jobs and what the land use implications will be. It could be that people are more likely to want to work locally and not commute to larger towns and cities every day. Added to which there are many jobs that will never be able to be done from home.

6.18   Given these uncertainties, it is important that a site of 5ha for business development is provided as part of the overall SDA.

6.19   Chipping Norton Town Council is undertaking a separate business consultation regarding the proposed business land which will help inform the final SPD.

6.20   In the meantime, in terms of sustainability, the requirements for subsequent planning applications to foster enterprise include:

- Ensure safe and convenient access to the footpath and cycleway network and public transport system to encourage active travel.
- For the business land allocation, give particular attention to existing and proposed adjoining land uses and avoid potential adverse impacts, for example, with proposed homes, countryside to the east and trees along London Road.
- Provide the opportunity for small-scale commercial opportunities and flexible business space, for example, start-up units and socially sustainable local enterprises, including at the neighbourhood hub.
- Support and enable home-working both within individual households and through provision of suitable, shared space such as flexible co-working/meeting space.
- Every household and shared space should be supported by all necessary infrastructure to enable the provision of Ultrafast Fibre to the Premises broadband.

7. Streets and Spaces

'East Chipping Norton will be well-connected with the rest of the town, surrounding facilities and countryside by a network of streets and attractive walking and cycling routes.'

7.1   This section of the SPD focuses on movement, both within the site and between the site and the existing town and surrounding countryside. The design implications are considered further within the theme of 'character and landscape' (Section 10) and also in Section 6.

7.2   Objective OB4 of the Chipping Norton Neighbourhood Plan identifies the need to ensure that *'new development is well connected to the rest of the town and surrounding area, especially by public transport, walking and cycling, and that existing routes are improved.'*

7.3   The Chipping Norton Vision Statement sets out five recommendations on this theme, related to: connectivity; active travel; public transport; car parking; and the public realm.

Connectivity

7.4   An important element of the East Chipping Development Area is the provision of supporting transport infrastructure to facilitate movements within the site and movements throughout the town. A Movement and Connectivity Strategy and Travel Plan will be required at the outline planning application stage (with subsidiary Travel Plans submitted as part of detailed/reserved matters planning applications) to assess and mitigate the negative transport impacts of the development (within the new neighbourhood and the town as a whole), integrate it into the area and promote and encourage safe, healthy and sustainable travel. This will need to include consideration of the following:

a) **Eastern Link road**

- The proposed development of 1,200 homes and other uses has the potential to have a significant transport impact, not least on the existing local road network. Evidence at the Local Plan Examination identified the need for an eastern 'link road', running north/south, connecting the Banbury Road to the B4026/A361, via London Road, as an integral part of the SDA. Satisfactory vehicular access arrangements must be agreed in principle with the highway authority and demonstrated through a robust Transport Assessment to support proposals for comprehensive development, including the alignment of the full route of the Link Road.

- In addition to serving the Development Area, the Link Road has the potential to mitigate the impact of some through-traffic within Chipping Norton, including heavy goods vehicles (HGVs). Given its multifunctional role, the developer will need to demonstrate that careful consideration has been given to the design of the road, the measures needed to divert through-traffic and the measures required to improve conditions in the town centre, including in terms of air quality in the Air Quality Management Area (AQMA), particularly in light of a County Council study soon to be published into different options for mitigating HGV's within Chipping Norton. A comprehensive transport strategy will be required.
- As well as its strategic role and acting as the main access route for the development, the eastern link road will form a fundamental part of the new neighbourhood (including providing public transport access points). Particular attention must therefore be given to the design of the Link Road as a multi-modal urban boulevard which is part of the network of routes, including east-west movements, and not as a bypass, solely for through-traffic.

b) **Connections to town and countryside**
- The new development needs to be 'knitted' into the existing town, with its nearby schools, business areas and health and community facilities by creating multiple, direct multi-modal routes.

Figure 13: Extract from Chipping Norton Town Council's Vision Statement

- Development proposals must show an understanding of existing routes and movements and provide a considered response that enhances existing access and connections and seeks to improve/remove barriers to movement on and off-site.
- Consideration must be given to the upgrading of London Road which passes through the SDA in order to better and more safely accommodate pedestrians and cyclists.
- Consideration will also need to be given to the wider network of roads and paths beyond the SDA and the potential need for junction improvements, priority crossing points,

separate lanes, re-surfacing, cycle parking infrastructure and, where possible, the creation of traffic-free routes.

- Connections to the immediate green space adjoining the site and to the wider countryside beyond should form part of a Green Infrastructure (GI) Strategy for the development, ensuring the delivery of a well-planned multi-functional green infrastructure/public rights of way network. Such a strategy should also consider the important role played by the footpaths alongside London and Banbury Roads.
- Existing public rights of way should be retained and enhanced to improve accessibility for all. Consideration should also be given to incorporating the well-used informal desire-line paths into the network, including the access to schools and the health centre. The Neighbourhood Plan (in Figure A.1) identifies the public rights of way, ginnels and desire routes within an around the town – see Figure 16.
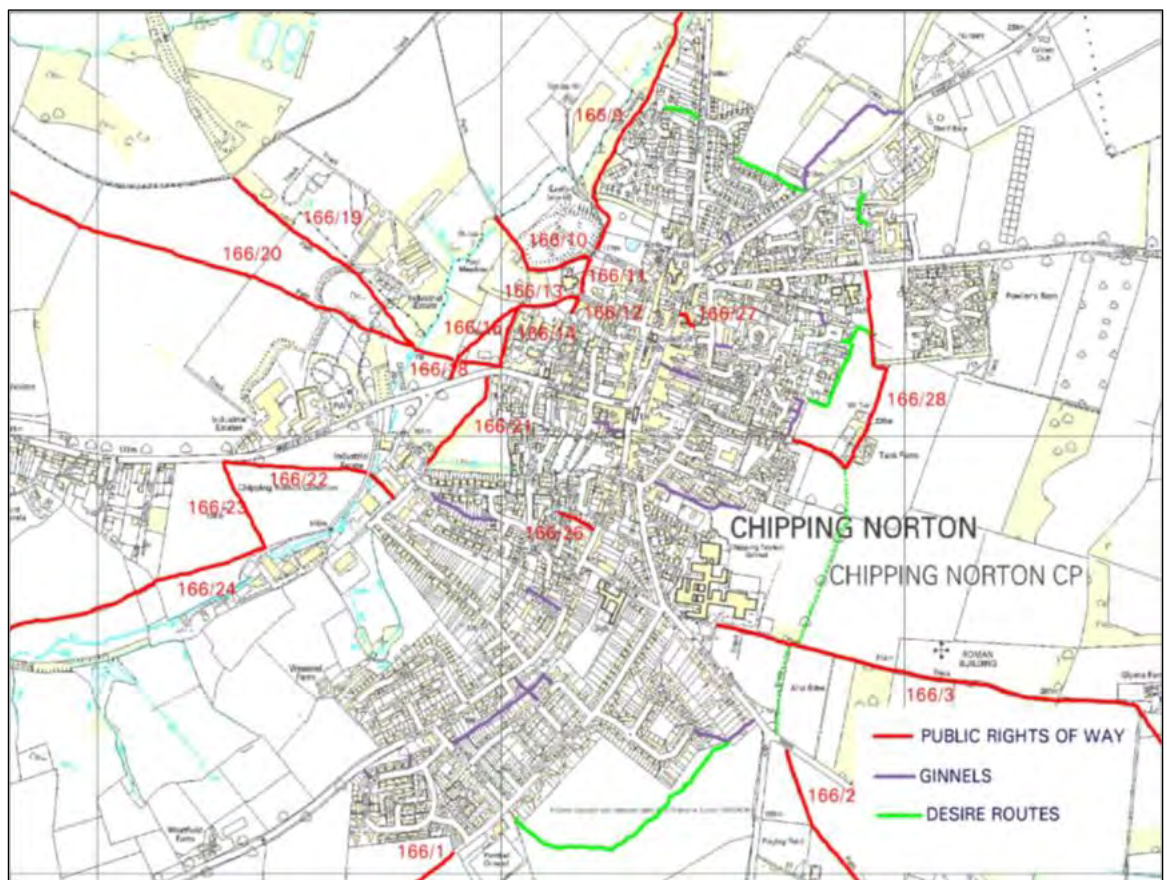

Figure 14: Extract from Chipping Norton Neighbourhood Plan showing public rights of way, ginnels and desire routes

c) **Movement within the site**

- Movement within the site should be possible by all transport modes but with internal streets designed to make choosing to walk and cycle for short and medium journeys easy, safe and attractive.

40

- Careful consideration needs to be given to the design of the internal road system to avoid rat-running.
- A legible and permeable network of routes must be created through the new neighbourhood that prioritise sustainable modes, especially walking and cycling. These routes should not necessarily follow roads but should link key destinations.

Active travel

7.5　A key reason for the SDA having been allocated for development is that the site is immediately adjacent to the town and offers excellent potential for encouraging active travel such as walking and cycling.

7.6　Active travel helps support a reduction in reliance on the car, in turn bringing a range of benefits, including improved physical and mental health, a better quality of life, an improved environment, air quality benefits and increased productivity. The new neighbourhood should be planned such that walking and cycling are the first choice of travel.

- Walking and cycling routes must be coherent, direct, safe and attractive, whilst being inclusive and wide enough to accommodate people with disabilities and young children (e.g. suitable for wheelchair, pushchair and adapted bike users), planned and designed in accordance with the Oxfordshire Cycling Design Standards and the Oxfordshire Walking Design Standards[18].
- A Walking and Cycling Strategy will be required at the outline planning application stage.
- Given the elevated position of the site, the availability and use of electric bikes needs to be encouraged.
- Pedestrian and cycle routes must be multi-purpose, providing access to services and facilities, as well as serving leisure needs, including for horse riding.
- There must be multiple suitable access points for walking and cycling into the site which connect to a coherent internal and external pedestrian and cycle network, including, as a minimum:
  o Glyme Lane
  o Wards Road
  o London Road
  o Trinity Road
- New connections should be investigated, for example to allow access to the Lido, leisure centre, secondary school and allotments from the SDA.
- Multi-modal, 'engaging' streets (providing a range of things to do, play space, landscaped and with active frontages), should be created which encourage active and sustainable travel. The Town Council's Vision identifies the need for 'good lighting, high quality design, reduced traffic speeds and ample opportunities to cross safely.' Design

---

[18] https://www.oxfordshire.gov.uk/residents/roads-and-transport/connecting-oxfordshire/active-and-healthy-travel

considerations and the importance of 'the street' are explored further elsewhere in this SPD.

<u>Public transport</u>

7.7   To be a sustainable development, public transport, as well as walking and cycling, needs to be given priority at East Chipping Norton as part of a comprehensive network to help reduce traffic and car dependency. For Chipping Norton this is especially important given the traffic congestion and air quality issues experienced within the town.

7.8   The Chipping Norton Neighbourhood Plan contains two policies for public transport:

Policy TM4: Bus access
As a general principle, the layout of all new development should take into account the needs of buses and allow for efficient, unimpeded bus access.

Policy TM3: Public transport
Provision for enhanced public transport will be sought from residential developments and non-residential developments as appropriate, including through the use of planning obligations and/or CIL.

7.9   In light of these policies and the consultation feedback to date, there are a number of issues that will need to be addressed:

- As a general principle, public transport options need to be improved to help reduce traffic and car dependency, improve air quality and reduce social isolation.
- As part of the Transport Assessment, comprehensive proposals should be presented for the improvement of public transport services in Chipping Norton, from consideration of wider strategic objectives such as rail service enhancement on the Cotswold line to detailed identification of bus stop locations and facilities.
- The development will be required to make a significant financial contribution towards the improvement of public transport services, bearing in mind the policy requirement (Local Plan Policy CN1) for appropriate public transport provision (services and infrastructure).
- Specific consideration must be given to:
    o   the ability of bus services to move freely through the development, without obstruction from parking or overly onerous street layout;
    o   connection and integration of bus and rail services, particularly at Kingham and Charlbury stations, for example through the provision of direct services;
    o   ensuring that the development is adequately connected to the town centre and with healthcare facilities in London Road, either through inter-urban or dedicated town services;
    o   providing a rational and effective bus network through the SDA, with appropriately located and high quality, comfortable bus stops, having particular regard to pedestrian/cycle connectivity and the desire to avoid overly circuitous inter-urban routes; and

- o the ability of increased bus services to terminate and lay-over in the town centre. Such facilities are constrained and will need to be addressed.
- Government research shows that the commercial viability of public transport services increases when part of a higher density development, providing access to local services and amenities and giving disproportionate benefits to more vulnerable and disadvantaged groups living along whole public transport corridors, such as older people and people with disabilities[19].

Parking

7.10 Whilst there will be a focus on opportunities for walking, cycling and the use of public transport, together with measures to encourage less car use through reducing the need to travel, it is recognised that as a largely rural area, the private car will remain the predominant form of transport in West Oxfordshire in the short to medium term. This is particularly the case for those in the large rural hinterland making use of Chipping Norton's services and facilities.

7.11 Even with success in shifting away from private car use, car ownership is likely to remain high. Consideration will need, therefore, to be given to car parking in relation to the SDA, as well as cycle parking.

- Parking in Chipping Norton was identified as a key concern in the consultation responses. Existing issues are highly likely to be exacerbated by the addition of 1,200 new homes. At the outline planning application stage consideration must be given to a parking strategy for the town, including looking at potential additional capacity, such as decking the public car park in New Street and further car parking within or adjacent to the London Road healthcare complex to meet future needs of people accessing these facilities.

- Car parking can have a significant land requirement. Every opportunity should be made to enable the most efficient use of public parking, for example by sharing provision at the community hub.
- With potential changes in car use and travel behaviour in the future, parking facilities should be designed with the ability to be re-purposed over time.
- Future-proofing through the provision of Electric Vehicle (EV) charging points must also be addressed. All residential properties with a parking space will be expected to have EV charging. Consideration of provision will also need to be given to non-residential uses and public parking areas

---

19

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/847884/Transport__health_and_wellbeing.pdf

43

and streets and to cycle and vehicle charging. As a minimum, appropriate cabling should be installed.

- Future increases in energy demand for EV charging must be anticipated and measures delivered to ensure sufficient capacity, including the potential implications for street lighting to be used for charging purposes.
- Parking must be provided in accordance with Oxfordshire County Council parking standards[20], including cycle parking.
- Ample safe and secure cycle parking must be provided at appropriate points around the development, including provision for electric bikes, particularly at the community hub, the business site and at bus stops.
- An important consideration is the provision of secure, conveniently located cycle parking and storage in residential areas, through on-site and communal facilities.
- At the business site, facilities should be provided to support sustainable travel, including appropriate provision of lockers, showers and changing facilities.
- The provision of covered, well-lit, and accessible cycle parking will be expected at the primary and secondary schools.

Public realm

7.12   The public realm – streets, squares, parks and other spaces open to all – is the setting for most movement and is an important component in achieving a sustainable neighbourhood. The Government, most recently in the National Design Guide, emphasises the need to achieve well-designed places through development that promotes a network of public places and green spaces which are attractive, accessible, safe, uncluttered, work effectively for all users and provide a high quality landscape/townscape.

7.13   The Chipping Norton Vision Statement sets out the recommendation for the design of a network of inclusive, safe, clean and engaging public spaces and green routes that are actively managed, taking account of ongoing management and maintenance requirements.

---

[20]*https://www2.oxfordshire.gov.uk/cms/sites/default/files/folders/documents/roadsandtransport/transportpoliciesandplans/newdevelopments/parkingstandardsfornewresidentialdevelopments.pdf*

7.14 Local Plan Policy EH4 requires public realm considerations to be integral to the planning of new development and sets key principles. These are looked at again under the section on Character of this SPD and feed into the Development Framework Plan in Section 11. In terms of 'movement', concepts that need to be fully addressed at East Chipping Norton include:

- **Walkable neighbourhood/Low traffic neighbourhood**[21] - where vehicular access is possible but where 'through' motor vehicle traffic is discouraged or removed.
- **Home Zone/Community Streets** – residential areas where design encourages drivers to travel at very low speeds, usually no greater than 20mph. A wide body of evidence suggests that this will not only reduce accidents but also reduce the severity of accidents, benefiting in particular children and older people. By reducing traffic speed, noise and air pollution will also be reduced, thereby helping to create an environment that not only encourages more active modes but also increases the likelihood of greater community interaction and activity.
- **Healthy streets**[22] - designing the public realm to improve people's health.
- **Shared space, streets and squares** – designed to reduce the dominance of motor vehicles.
- **Health routes**[23] – a network of walking routes within a community with the aim to increase physical activity amongst residents.

---

[21]https://www.sustrans.org.uk/for-professionals/infrastructure/an-introductory-guide-to-low-traffic-neighbourhood-design; https://www.livingstreets.org.uk/policy-and-resources/our-policy/walkable-neighbourhoods
[22] https://healthystreets.com/
[23] https://www.cherwell.gov.uk/downloads/download/1154/health-routes-in-bicester

8. Dwelling

'East Chipping Norton will be an integral part of the Chipping Norton community and home to a diverse and resilient mixed population that is proud of where they live.'

8.1 The SDA will comprise about 1,200 new homes which, in accordance with Local Plan Policy CN1, will provide 'a balanced and appropriate mix of residential accommodation to meet identified needs, including affordable housing'.

8.2 The development must be much more than a housing estate next to the town. The policy requirement is for the creation of a 'sustainable, integrated community that forms a positive addition to the town'.

> ***Key relevant Local Plan and Neighbourhood Plan Policies***
>
> *West Oxfordshire Local Plan 2031 Policies OS2, OS3, OS4, H1, H2, H3, H4, H5, CN1, CN2.*
>
> *Chipping Norton Neighbourhood Plan Policies BD3, BD4, BD5, BD6 and BD7*

8.3 The Town Council's Vision makes clear that this new neighbourhood must provide a variety of housing options to attract a wide demographic. Their emphasis, in particular, on the lack of local affordable housing and its adverse impact on the town, with many young people and local workers having to move away, reflects the feedback received at the SPD Issues Stage in 2019. The Vision Statement identifies five recommendations in relation to dwellings, specifically that they should be: mixed; truly affordable; high quality; zero-carbon; and well designed.

<u>Mixed</u>

8.4 The creation of a sustainable, balanced and inclusive community needs a variety of housing sizes (e.g. 2-bed, 3-bed), types (such as flats, terraced or detached), tenures (rented, owner occupied, etc.) and affordability. Local Plan Policy H4 requires all residential developments to provide or contribute towards the provision of a good, balanced mix of property types and sizes and for developers to demonstrate how their proposal will help to create a more balanced housing stock, meeting the local needs of a range of different groups.

8.5 Consultation feedback on the SPD Issues Paper provided a range of often opposing views with regards to the type, size and mix of homes needed in the local area. The Local Plan and Neighbourhood Plan policies will form the basis of the housing provision at East Chipping Norton, including:

- As a general guide, the Local Plan suggests the main focus for market housing should be providing 2- and 3-bed properties and to a lesser extent 4-bed and larger.

Beds	Market housing	Affordable housing
1-bed	5 - 10%	20 - 30%
2-bed	25 - 30%	30 - 40%
3-bed	35 - 45%	30 - 35%
4-bed	20 - 25%	5 - 10%

- The Local Plan advocates a balanced mix of property types. The Town Council's Vision Statement specifically identifies that as part of the mix there should be smaller units in apartments and larger units in houses. Further guidance comes from the Neighbourhood Plan which emphasises the need to provide for specific groups in the community, including homes for young people, families and those on low incomes but also the elderly and the disabled (Policies BD3, BD4 and BD5).
- Achieving a broad mix may not, however, be appropriate for every phase, as development will need to respond to other considerations such as location (e.g. higher density around the community hub).
- As a minimum, 25% of market and affordable homes should be designed to meet accessible and adaptable standards (Building Regulations Requirement M4[2]).
- As a minimum, 5% of market and affordable homes should be designed to meet wheelchair adaptable standards (Building Regulations Requirement M4[3]).
- 5% of the residential plots will need to be made available for custom and self-build housing, as serviced plots or partial completion of units for self-finish. Provision should be made for a mix of plot types and sizes and should be fully integrated (e.g. in small attractive clusters) with other residential units.
- Any outline planning application or detailed application for major development relating to residential use, should be accompanied by evidence to demonstrate that the proposed mix of homes represents an appropriate and considered response to identified housing needs including the needs of specific groups in line with the NPPF.

Affordable

8.6   Housing affordability has long been a key issue in West Oxfordshire. The Chipping Norton Neighbourhood Plan, Issues Paper feedback and the Town Council's Vision all emphasise the importance of achieving a large number of affordable homes at East Chipping Norton, in particular homes that are truly affordable.

8.7   The Town Council's Vision specifically recommends: *'Maximise housing affordability for all ages including young starters and prioritise the delivery of Social Rented homes, in socially sustainable mixed-tenure plan that is tenure-blind in appearance. Capitalise on opportunities*

of being Council-owned land to maximise affordability, without compromising on lower space standards or quality.'

8.8   The West Oxfordshire Local Plan defines affordable housing as 'that which is affordable to those who cannot afford market priced housing locally to rent or purchase'. It is housing provided with either public or private subsidy for people who would otherwise be unable to resolve their housing requirements in the local housing market because of the relationship between housing cost and local incomes.

8.9   In line with Local Plan Policy H3, East Chipping Norton SDA will be required to provide 40% of the market homes as affordable homes on-site. The type and tenure of affordable homes provided will need to be informed by discussions with the District Council in the context of the Local Plan which, in broad terms, indicates a potential 'split' of two-thirds affordable rented homes to one-third intermediate housing (shared ownership etc.) but recognising the importance of other forms of affordable housing including social rent and various affordable routes to home ownership.

8.10   Given the complexities surrounding affordable housing, not least the wide range of tenure types and the government initiatives, the provision of affordable homes at East Chipping Norton will be guided by the advice in the emerging West Oxfordshire Affordable Housing SPD[24] with the aim being to maximise the 'affordability' of new homes in line with the Town Council's Vision Statement.

<u>High quality</u>

8.11   National and local planning guidance and policy advocate high quality development. During 2019/20 a number of publications - such as the Government's National Design Guide (2019)[25] and Living with Beauty Report (2020)[26] – set out how to promote and increase the use of high-quality design for new build homes and neighbourhoods. The Planning White Paper of 2020 gives great emphasis to the importance of building beautiful, high quality homes and neighbourhoods.

8.12   High quality at East Chipping Norton must be much more than aesthetic beauty. The long term function of homes and places, their interaction with nature, their impact upon and performance in a changing climate and the wider 'spirit of the place' all contribute to quality.

[24] https://www.westoxon.gov.uk/media/bdqblan0/draft-affordable-housing-spd-july-2020.pdf
[25] https://www.gov.uk/government/publications/national-design-guide
[26] https://www.gov.uk/government/publications/living-with-beauty-report-of-the-building-better-building-beautiful-commission

8.13   The Town Council's Vision succinctly recommends that high quality at the SDA should:

'Ensure dwelling interiors are built to a high standard with generous space standards, with tall ceilings, large windows to maximise natural light and views, durable materials and ample private outdoor spaces. Generous shared spaces should provide recreation, play space and areas for relaxation, combined access to the countryside around.'

8.14   As recommended in the NPPF, making use of tools, such as Built for Life Home, will be expected in order to achieve high quality homes and neighbourhood.

Net-Zero Carbon

8.15   With both Oxfordshire County Council and West Oxfordshire District Council declaring a climate emergency (and developing plans and policies for climate action), it is important to ensure that new homes at the SDA are aligned with net-zero carbon.

8.16   In order to deliver the UK and County commitment to net-zero carbon by 2050 and to meet the plans for all homes to be highly energy efficient with low carbon heating and zero carbon ready by 2025, developers will be expected to demonstrate how homes constructed at East Chipping Norton are designed to align with targets of net-zero carbon growth.

Design

8.17   Chipping Norton has a very long history as a settlement, much of which is reflected in the wide variety of architectural styles found within the town. These styles, and the materials used, were largely appropriate to their time.

8.18   Consultation feedback at the Issues stage of the SPD indicates a range of views on the style and design of the new neighbourhood, from traditional through to modern. In their Vision, the

Town Council recommends that, *'while respecting the vernacular, homes should unmistakably be of the 21st Century'.*

8.19   In the wake of the climate emergency, as part of a suite of overall measures, the Council now expects developers and applicants to adopt the highest possible standards of energy and sustainable design to ensure new homes being delivered in West Oxfordshire are fit for the future. This will have an inevitable impact on house design. The Planning White Paper reinforces this approach, saying: *'We will build environmentally friendly homes that will not need to be expensively retrofitted in the future, homes with green spaces and new parks at close hand, where tree lined streets are the norm and where neighbours are not strangers.'*

8.20   A new vernacular is required, one where local character continues to be respected but with a particular focus on climate resilience in materials, design, massing and layout, as well as the use of the latest technologies and modern methods of construction[27].

8.21   In addition to the sustainable construction of homes, future-proofing needs to address the use and function of our homes. To help make lasting communities, all homes should be designed with flexibility to accommodate a range of needs, such as for individuals, starters and families, providing amendable spaces for home working and being able to adapt over time alongside their residents' lives.

8.22   Section 12 of this draft SPD gives further specific guidance on key design considerations for the SDA.

---

[27] https://www.tcpa.org.uk/tcpa-practical-guides-guide-12-modern-methods-of-construction

50

9. Uses and Resources

'East Chipping Norton will be well connected with existing shops and facilities and incorporate the additional green, social and economic infrastructure needed to support a vibrant place.'

9.1 The National Design Guide emphasises that successful communities require a range of local services and facilities to support everyday life and encourage sustainable lifestyles, including schools, nurseries, workplaces, healthcare, spiritual, recreational, civic and commercial uses.

9.2 The Town Council's Vision Statement identifies the need for East Chipping Norton to be a truly mixed-use place that integrates social activities and employment opportunities alongside residential.

9.3 The Local Plan policy for the SDA includes 18 criteria as key components to help in the creation of this mixed-use development, including: a 5ha site for business uses; the provision of a two-form entry primary school and nursery on a 2.22ha site; a local centre for convenience shopping and community and leisure centre; green space; and increased capacity of the health centre.

> *Key relevant Local Plan and Neighbourhood Plan Policies*
>
> *West Oxfordshire Local Plan 2031 Policies OS2, OS3, OS4, E2, E5, E6, T1, T3, T4, EH4, EH5, CN1, CN2.*
>
> *Chipping Norton Neighbourhood Plan Policies MP1, MP2, MP3, MP4, MP9, TM7, TM8.*

9.4 The Town Council identify five key recommendations for the supporting community infrastructure - the need for: integration; accessible and inclusive resources; engaging streets; open space; and workspace.

Integrating social infrastructure

9.5 The Town Council, reflecting Local Plan Policy CN1, identifies the need for social infrastructure to be integrated in a meaningful way at East Chipping Norton to support the proposed larger and diverse population, such as early years' provision, youth and community facilities, school (places) and an expanded health centre. Important considerations include:

- Ensuring new provision complements existing provision within the town and does not have an adverse impact on vitality and viability. The close proximity of the town centre and the recently constructed shops in London Road means most day to day needs can be satisfied locally. However, given the important role on-site facilities can fulfil for community development and social cohesion, such provision should be made within the SDA provided it does not result in an undermining of existing facilities.
- Ensuring compatible uses are located together, for example, through clustering school, community centre, play space and any shops, to create a sense of community and awareness of on-site services and facilities and promote social interaction and integration.
- Providing spaces and built facilities where young people can play and hang out independently and safely.

- Providing shared facilities where possible to maximise use, investment, viability and vitality. Buildings could be made available for different uses at different times of the day. Similarly, car parking can be shared, resulting in the need for a reduced provision and land-take.

- The Town Council's Vision Statement identifies the need for a building that is sized, designed and managed so that it can be used for a range of activities and events and becomes a resource for the town as a whole. They suggest that the new primary school could provide such a facility[28].

- Oxfordshire County Council in its role as the education authority should be consulted, as well as local pre-schools, nursery and primary schools to establish the best use of the new school site. A wide range of feedback was received (as part of the SPD Issues consultation), on both the function of the primary school and its location.

- Although there is existing capacity to absorb additional pupil numbers, the potential requirements for contributions towards secondary school provision (e.g. for increased capacity) will be kept under review up to the planning application stage.

- A wide range of community requirements were suggested through the Issues consultation, including: an art gallery, studio space, hireable creative space and library. A community building(s) should be designed to ensure the provision of flexible space.

- There is a need to maximise formal and informal opportunities for all to be physically active, including taking part in sport and play, making use of good practice guidance such as Sport England's Active Design Principles[29] and Play England's 'Design Principles for Successful Play'[30], ensuring the needs generated by the development are met and complement existing nearby provision.

- To support an increased population, as part of the overall masterplanning of the SDA, land must be set aside adjacent to the Health Centre to enable its future expansion.

Accessible and inclusive resource

9.6 An important aspect of providing a mixed-use development is that it gives an opportunity to reduce the overall need to travel. On-site employment can reduce the need for out-commuting and the co-location of facilities can maximise linked trips made by cycling and walking and limit the need to travel elsewhere. This approach is supported by the Town Council who set out in their Vision Statement that:

---

[28] It is important to note that whilst the school may wish to let their facilities to the community, County Council policy (approved on 15th May 2019) states that where land and buildings are provided through a section 106 agreement, to mitigate the delivery of housing, specific school facilities shall only be available for community use where access is solely upon the absolute discretion of the school governing body.
[29] https://www.sportengland.org/how-we-can-help/facilities-and-planning/design-and-cost-guidance/active-design
[30] https://www.playengland.org.uk/resource/design-for-play/

52

'… community resources should be located at the heart of East Chipping Norton to create a new local centre for the neighbourhood. By locating a mix of uses within 10-15 minute walk from people's homes, it is possible to support active travel options, reduce the impact on the environment and support local businesses by clustering uses.'

9.7   In order to achieve a well-connected, inclusive neighbourhood, development at the SDA will be expected to:

- Locate local resources – such as any shops, restaurants and cafes – and employment, so that they can be accessed by walking, cycling and public transport by people of all ages and abilities, and from all parts of the town.
- Provide a local centre/community hub which will be within a 10-15 minute walk from the majority of the new homes.
- Bring services and facilities forward in a timely manner, accessible by sustainable modes of transport from the outset.

Engaging streetscape

9.8   As part of the development of East Chipping Norton developers must remember that the quality and use of the spaces between buildings is as important as the buildings themselves. Particular attention must be given to the design of durable high quality streets, for example, to create vibrant and active frontages, particularly at ground floor level, which provide attractive and engaging experiences for pedestrians, helping to support social interaction.
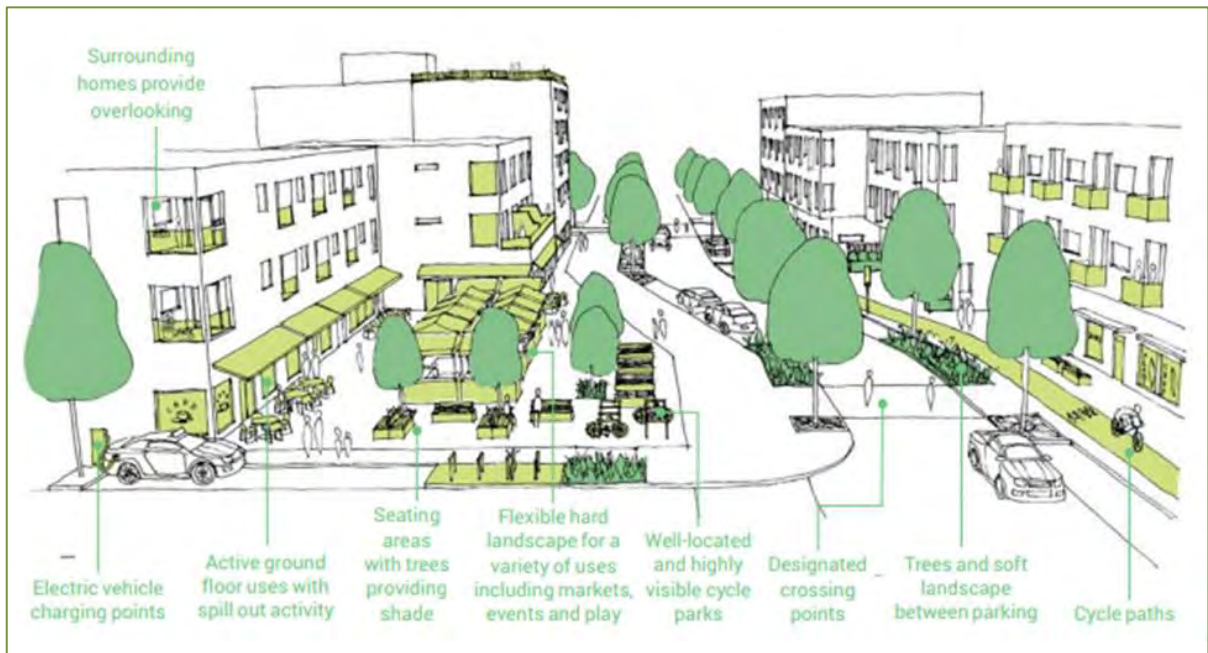
Figure 15 - Diagram from the National Design Guide (2019) – P1: Create well-located, high quality and attractive public spaces

Open spaces

9.9   The National Design Guide emphasises the significance of streets as public spaces that are open to all and that should be designed for a variety of functions, such as socialising, informal doorstep play, resting and movement. This multi-functionality is an equally important consideration for other areas of open space, the provision of which will be required at East Chipping Norton, including amenity green space, recreation grounds, allotments and play space.

9.10 We have seen earlier in this document the significant role of the public realm in terms of creating a new neighbourhood. Likewise providing a range of open spaces can encourage and support a wide variety activities including active lifestyles (through for example sport, recreation and play) and travel, biodiversity enhancement, local food production and landscaping.

9.11 In accordance with Local Plan and Neighbourhood Plan policies, development proposals will be required to:

- Provide a network of high quality, well-located multi-functional public spaces that support a wide variety of activities.
- Provide a hierarchy of spaces that range from strategic green space through to doorstop play.
- Make assessment of local needs based on up to date information and the involvement of the community. In 2013 a study of open space identified specific provision for a range of open space in new development, including amenity green space, accessible natural green space and play space. Feedback on the SPD Issues Paper in 2019 identified these and other open space requirements, such as an outdoor amphitheatre, public gardens, expansion to The Lido and increased provision at the rugby club.
- Create a healthy food environment, making use of the existing local culture of growing and food production, through provision for the growing of fresh, healthy food and for its consumption locally, minimising 'food miles' and establishing a short, sustainable food chain. Opportunities for food growing should include replacement of any allotments that are lost

54

as a result of the development, additional allotments if needed and the use of green spaces as edible landscapes, from informal foraging to more formal schemes such as landscaping to incorporate fruit and nut trees, edible plants, herbs and spices, through to local community-led food production, along the lines of Incredible Edible[31].

Workspace

9.12 The SDA will be a mixed-use development, with a specific part of the site, north of London Road, allocated for business use. This does not, however, preclude the provision of employment uses elsewhere within the rest of the SDA, indeed there has been strong support for interspersing employment opportunities across the site including for example through the provision of live-work and co-working space.

9.13 Jobs will be created on-site at the supporting facilities, such as the school and leisure facilities. There is also the potential to integrate workspace into the neighbourhood, particularly at the local centre. Developers will therefore be required to consider:

- The provision of a workspace hub in an accessible location, especially convenient for active travel.
- The provision of small-scale commercial and flexible business space, where co-location with other community uses will help to support resources such as a café and crèche.
- Designing places to meet that can be used by the whole neighbourhood.
- Supporting and enabling home-working, including enabling the provision to every household and shared space all necessary infrastructure such Ultrafast Fibre to the Premises broadband.

---

[31] https://www.incredible-edible-todmorden.co.uk/

10. Character and Landscape

'East Chipping Norton will be a beautiful place which reflects the landscape and buildings of the Cotswolds and forms part of Chipping Norton.'

10.1 Section 3 of this SPD looks at the landscape setting of Chipping Norton and the key characteristics of the town which form the context for the SDA. These are important considerations and, in line with national and local planning policy, must inform the new neighbourhood.

10.2 The Local Plan seeks to ensure that the settlements in West Oxfordshire prosper within a healthy, attractive, historically and biodiversity rich environment. An important principle is that the natural, historic and built environment is conserved and enhanced.

10.3 Chipping Norton is fortunate to have a rich heritage, lie within a nationally significant landscape and benefit from a variety of natural environmental assets, many of local and national importance. Local Plan Policy OS4 requires all new development to respect this historic, architectural and landscape character whilst making the most of opportunities to enhance the appearance and character of the area.

> *Key relevant Local Plan and Neighbourhood Plan Policies*
>
> *West Oxfordshire Local Plan 2031 Policies OS2, OS4, EH1, EH2, EH3, EH4, EH9, EH10, EH13, EH16, CN1, CN2.*
>
> *Chipping Norton Neighbourhood Plan Policies MP3, MP4, MP5, MP6, MP7, MP8, MP9, MP10, MP11, BD1, BD2.*

10.4 The Town Council makes clear that, while having its own identity, East Chipping Norton must form an integral part of the greater Chipping Norton community. They make four recommendations to help achieve this, looking in particular at: integration; local character; the intelligent use of land; and biodiversity.

<u>Integrated</u>

10.5 The physical integration of East Chipping Norton with the existing town, through for example footpath and cycleway links, and the social integration with the sharing of services and facilities, are highlighted elsewhere in this SPD. Integration can also be helped by respecting the town's character and that of its wider rural landscape setting by providing visual connections and cues through the form of the development, its layout and its character.

10.6 In addition to the requirement to sustain and enhance the significance of heritage assets and make a positive contribution to local character (including potential archaeological significance), opportunities should be taken to draw on the contribution made by the historic environment to influence the character of the new neighbourhood.
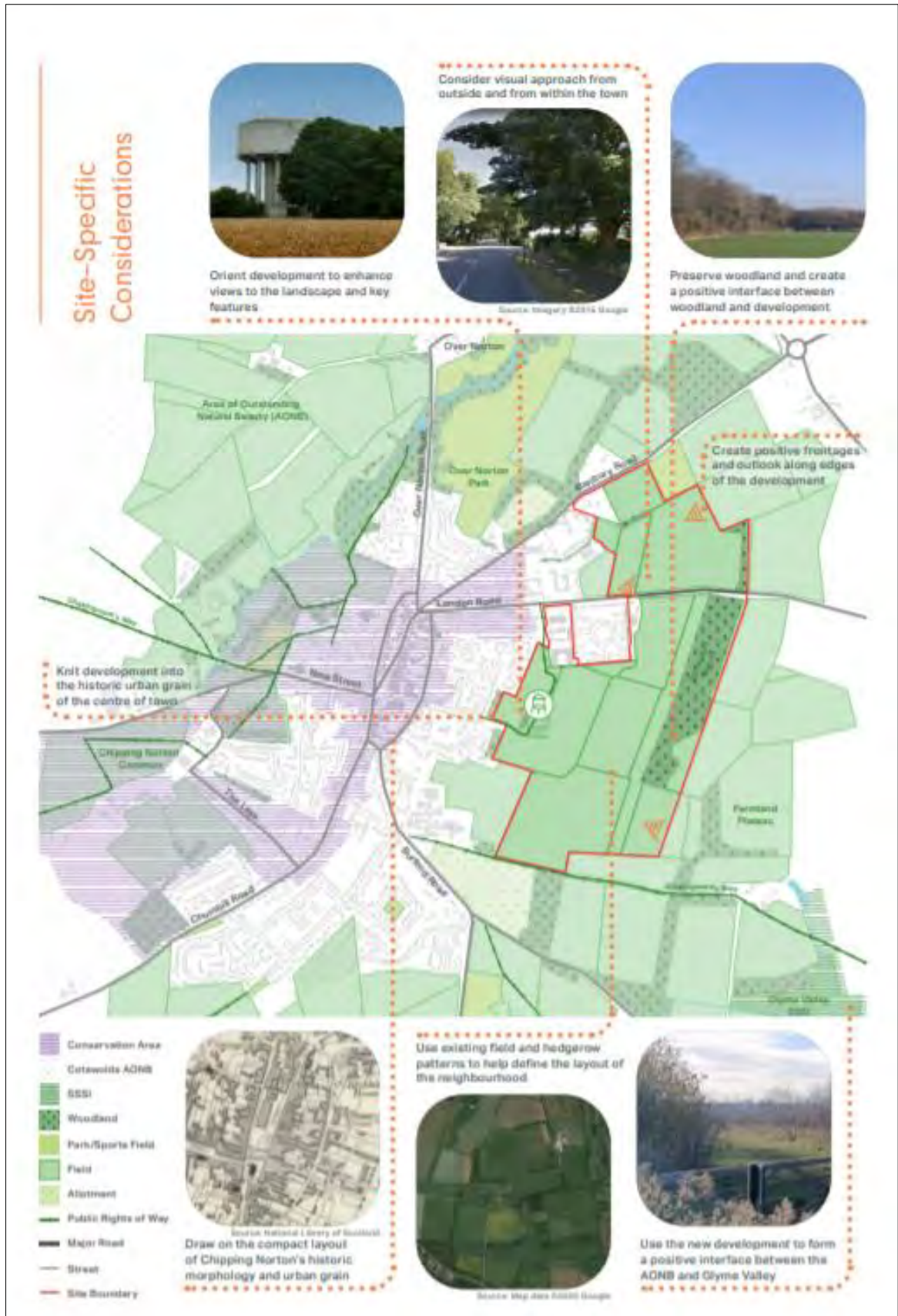
Figure 16 - Extract from Chipping Norton Town Council's Vision Statement

10.7 Chipping Norton is generally compact in form. The vast majority of the town centre buildings employ local building materials throughout, predominantly local grey oolitic limestone with natural stone finishes and no painted or rendered finishes. Elsewhere, more modern developments often make use of artificial or reconstituted stone and slates. The town has a distinctive and unusual range of building heights. While large numbers of properties are two or two-and-a-half storeys - often characterised by simple, vernacular buildings of sound, unpretentious and functional design - a significant number are three or even three-and-a-half storeys with a more formal character. This is most notably the case along both sides of the market place, down New Street (A44) and along West Street. These buildings, generally arranged in terraces, give a pronounced degree of enclosure and channelling.

10.8 In addition to the characteristics of the built form of the town, the historic environment includes landscape (rural and urban), contributing to local identity through historic, archaeological, architectural, cultural and artistic interests. Field patterns, dry-stone walls, hedgerows, woodland and public rights of way are all examples of features that contribute to the local character.

10.9 The consultation responses to the SPD Issues Paper demonstrate a wide range of views on the character and form of the new development. For some though, the issue was not so much about character and design and more about achieving good quality.

10.10 As set out in the Town Council's Vision Statement, East Chipping Norton should be a high quality, characterful extension of the historic urban form and the morphology of the town, *'celebrating existing landscape features of the site'*. The Town Council advocate a compact layout, with a contemporary architectural approach that champions distinctiveness while respecting the traditional vernacular.

10.11 Similarly, Historic England, in their response to the Issues Paper, call for the development to be *'locally inspired'*, sitting comfortably in the context of Chipping Norton and the wider rural landscape setting. They warn that this does not mean it should form a pastiche of the existing town but that it recognises and incorporates the town's positive features.

10.12 The new neighbourhood should be informed by the existing character of the site, its landscape context and its historic environmental setting. Development proposals will need to demonstrate:

- The conservation and enhancement of the historic, natural and built environment of the site and its surroundings.
- A sound understanding of the existing character of the site and its local and wider context, through a thorough analysis of for example: existing built development, layout, form, scale, appearance, details and materials; local sense of place and identity; local history, culture and heritage; landscape character; views inwards and outwards; local landmarks (such as the water tower); and landform and topography.

- Use of a wide range of existing and, where appropriate, new research, including taking account of the Chipping Norton Conservation Area Appraisal, Oxfordshire Historic Landscape Characterisation, the West Oxfordshire Design Guide and the Chipping Norton Neighbourhood Plan.
- An assessment of the extent and significance of the two non-designated Roman sites and archaeological potential of the eastern and south-eastern parts of the SDA site. (Historic England stress that development in these areas is unlikely to be acceptable and that the remains should be retained in situ under, for example, areas of open space with an appropriate management regime.)
- How the development proposals for the new neighbourhood will respond sympathetically to the existing character of the site and its context.
- How new development will make a positive contribute to local character, distinctiveness and identity.
- How the locally distinctive character can be sensitively adapted to reflect today's lifestyles and how they are evolving, for example through the contemporary use of traditional materials and typologies, the use of modern methods of development and construction and the incorporation of sustainable features or systems.

<u>Intelligent land use</u>

10.13 A 'compact' form for the SDA not only reflects the town's existing character, it provides an opportunity to optimise the use of land, bringing people together to support local public transport, facilities and local services, within a walkable/cycle-able environment.

10.14 An important aspect of a compact layout, which makes an efficient use of land through higher density built development, is that it must be accompanied by open space to optimise that density and help contribute to well-being and placemaking. The Town Council's Vision is for the new neighbourhood to incorporate generous landscaping, publicly accessible open spaces and tongues of countryside through the development, to create green corridors between the old and the new.

10.15 The planning, design and delivery of the new neighbourhood must be underpinned by a comprehensive approach to the provision, maintenance and long term management of a high quality network of green infrastructure, based on a landscape-led approach. Such an approach requires an understanding of the context, history and cultural characteristics of the site and its surroundings, embracing topography, views, vistas and focal points and integrating landform with built form.

10.16 Green infrastructure (GI) should be designed and managed to provide multiple benefits simultaneously, for example, providing amenity space for formal and passive recreation, creating a haven for wildlife and biodiversity, adapting to and mitigating climate change (e.g. through heat stress-reducing measures) and encouraging active travel, community cohesion, food-growing, improved air quality and reduced noise pollution. The National Design provides useful planning practice guidance.

Figure 17 - Diagram from the National Design Guide (2019) – N1: Providing high quality, green open spaces with a variety of landscape and activities, including play

10.17 Development proposals will need to meet the requirements of Local Plan Policies EH2 on landscape character and EH4 on public realm and green infrastructure and:

- Have a landscaping scheme to accompany planning applications which identifies how the existing landscape within and around the site has been assessed and how it informs the new neighbourhood and its green infrastructure network, including long distance views to/from the AONB and the relationship with the Conservation Target Area. All structural landscaping schemes should set out the landscaping measures to mitigate the potential impact of development and include a detailed phasing and management plan.

- Produce a Green Infrastructure Strategy to support the comprehensive masterplanning of the neighbourhood and to inform future planning applications which should be submitted for approval at the outline planning application stage and include a Landscape and Visual Impact Assessment.
- The Strategy will be required to be landscape-led, focussing around existing features as structural elements to create a distinctive and attractive environment, including the network of dry-stone walls, hedgerows, trees and woodland and the historic environment and assets. Trees are a significant asset of the site, including the adjoining William Fowler Wood.
- A network of connected, multi-functional green spaces and corridors should be created, providing routes to and between key destinations and the surrounding countryside.

CORE STANDARDS	WELLBEING STANDARDS	WATER STANDARDS	WILDLIFE STANDARDS
Distinguish green infrastructure from a more conventional approach to provision for open and green space.	Secure health and wellbeing benefits through the delivery of green infrastructure features close to where people live.	Managing water quantity and quality, and maximising opportunities for amenity and biodiversity.	Create places where nature can flourish, both within the boundary of the scheme, and at a landscape scale.
1. Multi-functional network	1. Accessible	1. Quantity	1. Bigger and better
2. Contextual	2. Inclusive	2. Quality	2. More joined up
3. Policy-responsive	3. Seasonal enjoyment	3. Amenity and biodiversity	3. Locally-relevant
4. Climate-resilient	4. Locally relevant	4. Innovative	4. Nature-rich development
5. Future-proof	5. Socially sustainable	5. Resilient	5. Ecological networks
	6. Distinctive	6. Locally distinctive	6. Sensitive construction

Figure 18 - Building with Nature Standards

- The different components of green infrastructure will be required to meet best practice quantitative, qualitative and accessibility standards such as those of the Fields in Trust[32], the emerging Natural England Green Infrastructure Standards[33], the Natural England's Accessible Natural Green Space Standard[34] and the Woodland Trust's Woodland Access Standard[35]. In terms of quality of green infrastructure, developers will be expected to use the 'Building with Nature' accreditation process (the only green infrastructure process to measure quality) which brings together existing guidance and good practice to recognise high quality[36].

10.18 A strong message from the Issues consultation responses is that there are key areas that require careful landscape and green infrastructure consideration:

- **Treatment of approach roads to the town -** particularly through the protection of existing trees and appropriate planting in order to soften the development and ensure a high quality environment with a strong landscape structure.

- **Relationship with existing urban edge** – especially where existing properties lie below the ground level of the SDA. The protection of existing trees and woodland and the planting of new buffer areas, where appropriate linking to existing woodland, will be required to minimise impact, including overlooking.

---

[32] http://www.fieldsintrust.org/guidance
[33] https://naturalengland.blog.gov.uk/2020/09/30/enhancing-englands-urban-green-spaces/
[34] http://publications.naturalengland.org.uk/publication/65021
[35] https://www.woodlandtrust.org.uk/media/1688/residential-developments-and-trees.pdf
[36] https://www.buildingwithnature.org.uk/how-it-works

61

- **Alignment of link road to the south** - the William Fowler Allotments, William Fowler Wood and the secondary school lie beyond the SDA boundary. A full assessment must be made of the landscape and green infrastructure impacts, including of lighting, as part of the comparative analysis of the different options for the route of the link road.

- **Development edge** – the West Oxfordshire Landscape Assessment identifies the need to strengthen the landscape structure of the rural fringe and form a more distinct boundary. The existing woodland belt which runs along much of the eastern boundary of the site provides an important opportunity to create and enhance this structure and form part of the green infrastructure network, with development of a Nature Park.

Details of buffer and/or transitional boundary landscapes should form part of the green infrastructure strategy and landscaping schemes, with specific measures to improve the relationship between the SDA and the surrounding countryside.

Care in softening the edge of the SDA through an appropriate biodiversity and landscape-led strategy is especially important for the sensitive south east corner of the site which lies within the Glyme and Dorn Conservation Target Area.
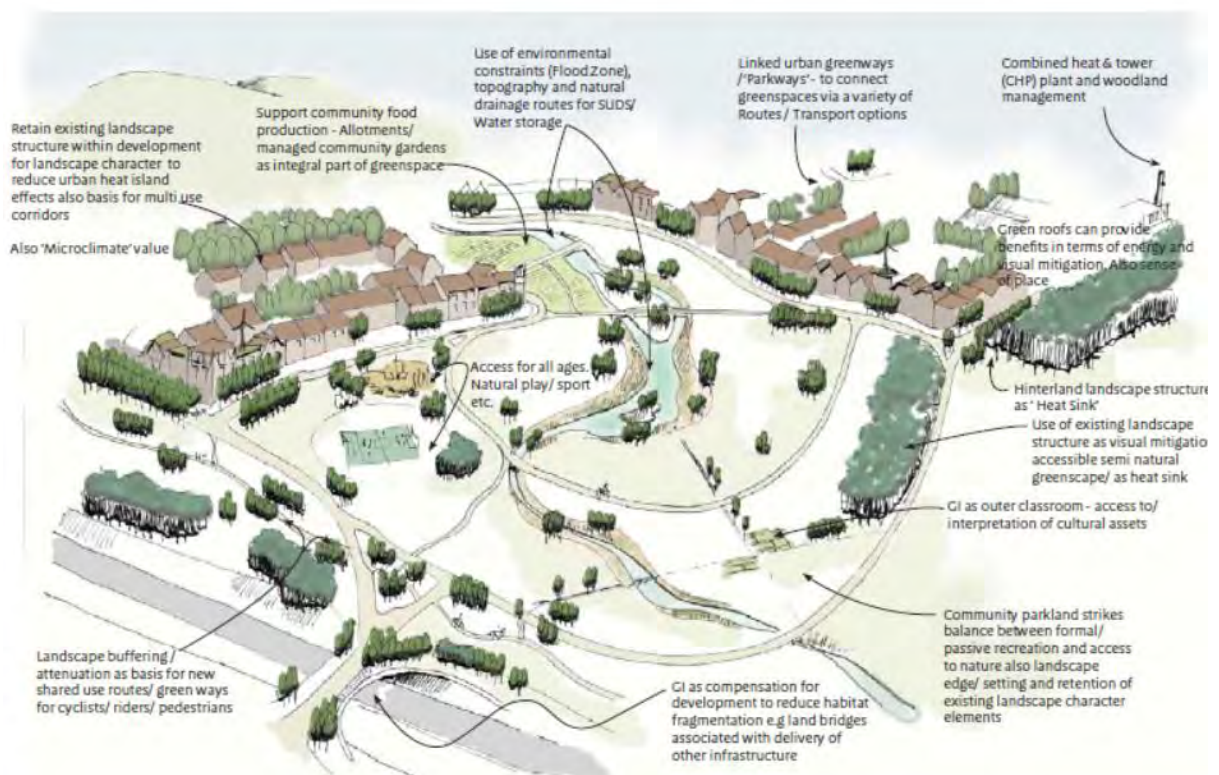
Figure 19 - Natural England: Urban green spaces

<u>Biodiversity</u>

10.19 Biodiversity is the variety of life on earth and includes all species of animals and plants and the habitats and natural systems that support them. It has its own intrinsic value and also matters to us by providing services and benefits, contributing to the economy, our health and well-being and enriching our lives.

10.20 Biodiversity is a key component of sustainable development. The Government's 25-Year Environment Plan aims to create a resilient network of land, water and sea, richer in plants and wildlife. The Environment Bill 2020 introduces new incentives, actions and planning tools to drive improvements for nature, including mandatory requirements for biodiversity net gain and the restoration and enhancement of the natural environment through the creation of a Nature Recovery Network.

10.21 In 2019 the District Council declared a climate and ecological emergency and seeks to boost biodiversity in West Oxfordshire through protecting, conserving and enhancing the natural environment and establishing robust, resilient, well-functioning ecological networks. There is a growing appreciation that climate and ecology are intrinsically linked – one cannot be solved without the other.

• **Carbon sink** – Trees have a significant capacity to absorb carbon dioxide. 1ha of woodland can absorb emissions equivalent to 100 family cars (Trees for Cities, 2003).

• **Pollution control** – vegetation has a significant capacity to attenuate noise and filter air pollution from motor vehicles; urban street trees can remove sulphur dioxide and reduce particulates; noise attenuation can be as much as 30 decibels per 100 metres; and wetland ecosystems are effective in filtering polluted run-off and sewage.

• **Air conditioning** – the heat island effect can increase temperatures relative to open countryside by 50C and vegetation provides natural air conditioning. A single large tree can be the equivalent of 5 room air conditioners and will supply enough oxygen for 10 people.

• **Microclimate control** – vegetation can improve local microclimate conditions by providing shade in summer. It can also reduce wind effects created by streets and wind load on buildings, potentially reducing heating requirements by up to 25%.

• **Flood prevention** - vegetation can reduce excessive run-off and increase rainfall capture. This reduces the risk of flooding in low lying areas and can also recharge soil moisture and groundwater supplies.

• **Health and well-being** - accessible green space creates opportunities for recreation and exercise, and studies have shown that it increases children's creative play, social skills and concentration span. Natural green spaces reduce stress and encourage relaxation, providing a sense of freedom and exhilaration.

• **Social cohesion** - more active use of green spaces, including streets and communal spaces, can contribute towards a lively public realm; participation in the design and stewardship of green space can help strengthen communities; and nature reserves can create a focal point for life-long learning.

• **Positive experience of nature** - Biologist Edward O. Wilson talked about the importance of "biophilia", our intrinsic delight and need to spend time in natural surroundings (1992). Research has shown that children's experiences of nature shape their attitudes in later life. The urban environment should therefore be designed to provide people with a positive day to day experience of nature (English Nature, 2003).

• **Learning from nature** - a positive experience of nature creates informal learning about nature through recreation, discovery and delight; opportunities for formal learning can be achieved through the interpretation of ecologically functional green spaces and nature reserves; it can also be linked to projects that explore natural processes, such as composting; and at a very basic level, signage and information resources; and green spaces and nature reserves can be designed as outdoor classrooms.

• **Property values** - street trees and views of natural landscapes and waterways can increase property values by between 6% and 18%, as well as helping to sustain values over the long-term and improving the image of difficult to develop brownfield sites, as demonstrated by Greenwich Millennium Village's ecology park.

• **Retail and tourism** - shoppers may also be willing to pay up to 10% more to shop in tree-lined streets and visitors to the area to see wildlife and visit the attractive landscape will contribute to the local economy.

• **Management costs** - traditionally, green spaces have been intensively managed, requiring significant and costly inputs of nutrients, herbicides and pesticides. Experience has shown that ecologically self-sustaining landscapes can significantly reduce the need for these inputs.

Figure 20: The benefits of natural capital (TPCA [2004] Biodiversity By Design)

10.22 The East Chipping Norton SDA and its surrounding environs are valuable both in terms of historic and natural environment. In line with national and local planning policies and good practice, it is vital that all environmental sensitivities are identified and protected as much as possible and that positive opportunities for tangible enhancements are considered and brought forward as part of the design, development and delivery of the scheme. Development proposals will need to demonstrate:

- Compliance with national and local planning policies to protect, enhance and restore the biodiversity value of the site as part of a wider green infrastructure network, to include maintaining existing trees and hedgerows and maximising opportunities to reinforce these features and create new wildlife-rich features and landscape.
- An understanding of the existing biodiversity within the site and surrounding area through an up to date ecological assessment, including surveys for protected and priority species and habitats during the optimal survey seasons, in order to inform development proposals.
- The assessment of impacts on biodiversity of the development proposals, using the mitigation hierarchy with a focus on avoiding and minimising negative impacts, providing on-site mitigation and only then providing compensation for loss of biodiversity.
- The production of ecological reports in accordance with best practice guidelines (CIEEM 2017, 2018 and 2020)[37] and the BS42020:2013[38].
- All the mitigation requirements and details of compensation (including strategies for farmland birds), the basic details of a monitoring strategy and indication of habitat and species management requirements within a Biodiversity Mitigation, Compensation, Monitoring and Management Framework, as part of any outline application which can then be used by subsequent reserved matters applications to ensure that they are fully compliant with all the necessary mitigation and compensation measures for biodiversity.
- How the proposals contribute towards nature's recovery. The government's objective to establish a Nature Recovery Network (NRN)[39] is essential not only for providing resilient habitats for species but also for more robust and valued landscape for people, where natural capital and the benefits of ecosystem services are recognised, valued and invested in over the long term – see Figure 17
- How the proposals contribute particularly to nature's recovery in the eastern and south eastern sections of the SDA which lie within a 'recovery zone' of the draft NRN for Oxfordshire[40] and contribute towards the SSSI just to the east which lies within the 'core zone'.

---

[37] https://cieem.net/
[38] https://www.bsigroup.com/LocalFiles/en-GB/biodiversity/BS-42020-Smart-Guide.pdf
[39] https://www.gov.uk/government/publications/nature-recovery-network
[40] https://www.wildoxfordshire.org.uk/biodiversity/oxfordshires-nature-recovery-network/

- A measured biodiversity net gain (in line with the requirements of the NPPF, Local Plan Policy EH3 and WODC Planning Application Biodiversity Guidance[41]), as part of a Biodiversity Net Gain Strategy which should include:
  - Baseline habitats plan (GIS layer)
  - Proposed habitats plan (GIS layer)
  - Calculations (live copy of the Defra Biodiversity metric spreadsheet[42])
  - Justification of how the BNG principles have been considered (CIEEM, CIRIA, IEMA, 2016)
- How a biodiversity net gain target of 20% will be delivered. A target of 10% is being set nationally. In Oxfordshire the aspiration is for developments taking place within the NRN to achieve 20%. Given this, the strategic scale and context of East Chipping Norton and the biodiversity crisis, the expectation is for 20% to be achieved here. Most of this net gain will be delivered through appropriate biodiversity enhancements on-site but also with restoration of priority species and habitats off-site within the Glyme and Dorn Conservation Target Area (off-site biodiversity net gain priority). Measures to be considered as part of the biodiversity net gain strategy are set out in Figures 18 [43] and 19.
- A commitment to achieve accreditation through the use of the Building with Nature. Given the environmental context of the site and the priority given to nature's recovery both nationally and locally, every effort should be taken to achieve the highest level of accreditation.
- How a Nature Park on the eastern flank of the SDA will be brought forward and managed in the long term. The Chipping Norton Neighbourhood Plan first identified the need for a new park (Policy MP5) as a result of significant shortfalls in play and green space within the town. The provision of a new park will also form an important role as part of a network of multi-functional, accessible green infrastructure, wrapping around this part of the town. Footpath and cycle loops could provide a movement corridor/network and be part of a local health route (see Sections 7 and 9). There will also be landscape benefits. Of particular significance is the mitigation role a high quality park for informal leisure, green space and 'nature nearby' could play in re-directing recreational pressures away from the sensitive Glyme Valley SSSI and biodiversity-friendly farming at Glyme Farm (where there is a strong-hold of farmland birds).

---

[41] https://www.westoxon.gov.uk/planning-and-building/planning-permission/make-a-planning-application/planning-application-supporting-information/
[42] http://publications.naturalengland.org.uk/publication/5850908674228224
[43] https://www.wildlifetrusts.org/sites/default/files/2018-05/homes_for_people_and_wildlife_lr_-_spreads.pdf

Building with wildlife in mind

Housing developments can provide accessible natural areas close to people's homes, designed to complement the wider local landscape and tiering up large, nature-rich open spaces with a network of green and blue corridors. Long-term, well-funded management of these wild, open spaces would provide an environment perfect for both people and wildlife. Features could include:

1. Permeable driveways to help reduce flood risk
2. Trees, hedgerows, water and other habitats integrated with development
3. Wildflower verges along roads and formal open spaces
4. Lighting designed to avoid disturbing wildlife
5. Sustainable urban drainage, swales and raingardens for wildlife and flood relief
6. Bat roosts, bird boxes and other wildlife features designed into buildings
7. Renewable energy and water efficiency built in from the outset
8. Safe, attractive, connected pedestrian and cycle routes
9. Features and corridors to help reptiles, amphibians, hedgehogs and other mammals
10. Wildlife-friendly green roofs and walls
11. Native, wildlife friendly plants of local origin used in gardens and landscaping
12. Wildlife-permeable boundaries between gardens and open space
13. Allotments and community orchards for local food
14. Street trees for wildlife, shade and improved air quality
15. Interpretation panels to help people understand the needs of wildlife and the environment

Figure 21: Homes for people and wildlife – how to build housing in a nature-friendly way (Wildlife Trusts 2018)

67

Figure 22: Examples of measures for inclusion within the biodiversity net gain strategy

- Bird and bat boxes (integrated into the walls of buildings and on suitable trees), including features for house sparrows, starlings, swifts and house martins

- Biodiversity-focussed SUDS

- Green roofs

- Rough or natural stone walls with holes for invertebrates and small birds

- Species-rich hedgerows (at least 6 woody locally characteristic native species)

- Brown roofs with a range of substrates

- Habitat creation for locally relevant habitat types and species

- Ponds with irregular and shallow sloping edges, plus log piles, stone piles and long grass areas

- Green walls with planting locations built in or a planting framework added externally

- Native and locally characteristic tree planting, including street trees

- Nectar rich native planting

- Native wildflower planting, e.g. different types of meadow, including shade-tolerant species alongside hedgerows and in woodlands, general purpose mixes along roadside verges and flowering lawns in amenity areas

- Native spring bulb planting, e.g. Snowdrop, Wild garlic, English bluebells and Wood anemone

- Garden boundaries with gaps for small animals such as hedgehogs

- Planting fruit trees, e.g. local varieties of apple, in back gardens

- Planting pollinator-friendly shrubs

- South-facing banks with bare ground for reptiles and invertebrates

- Architectural features that provide nesting or roosting locations, e.g. ornamental slit holes, stone ledges and wooden cladding

- Bug hotels and purpose made bug boxes

- Habitat creation that targets locally important species with isolated habitat patches

- Retention/creation of deadwood habitats, e.g. tree stumps as part of natural play areas

- Wildlife gardens within school and employment grounds

- An optimal balance between native and horticultural plants with known wildlife benefits

- Ensuring the site is managed to maintain its value for wildlife and people

- Providing on-site interpretation and educational materials for residents and visitors

Part 4 – Making it happen

11. A framework for delivery

'East Chipping Norton will be shaped by local people and built by self-builders, community groups and developers and maintained by a range of private, public and community agencies.'

11.1   Sections 6-10 of this SPD have outlined the key principles and requirements that developers, landowners and applicants will be expected to take on board when preparing detailed development proposals for the East Chipping Norton SDA.

11.2   This section of the SPD provides an overall framework for the future development of the new neighbourhood, drawing on the preceding site analysis, vision and objectives, principles and requirements.

11.3   This includes summarising the core place-shaping principles, identifying the overall site design principles and themes, illustrating these on a Development Framework Plan and setting out the anticipated delivery mechanisms and timescales.

Core place-shaping principles

11.4   Based on the principles and requirements identified in Sections 6-10 of this SPD, 15 core 'place-shaping' principles have emerged:

> **All development proposals at East Chipping Norton will be expected to:**
>
> - Be consistent with the vision, principles and requirements set out in this SPD.
>
> - Form part of the comprehensive development of the whole of the site, including accessibility and the delivery of key supporting infrastructure.
>
> - Accord with, and not prejudice the delivery of, a masterplan for the site which has been produced with community, landowner and stakeholder involvement, is in line with the SPD Development Framework Plan and has been agreed by the local planning authority.
>
> - Contribute towards the creation of a new neighbourhood which is integrated socially and physically with Chipping Norton.
>
> - Be based on a thorough and robust analysis and understanding of the site, its local characteristics and context, including landscape character, heritage and culture.
>
> - Demonstrate a high quality living environment and standard of design, including the public realm and streetscape.
>
> - Contribute towards an overall continuity of design for the site but with recognition of the need for a varied mix in terms of layout, form, massing, styles and materials, including the potential use of character areas.

- Meet the requirements of any Design Code for the site which has been submitted to, and approved by, the local planning authority, following collaborative working between site promoters/developers, local stakeholders and local communities.

- Be designed to be resilient to, and mitigate against, climate change, including using best practice in sustainable design and construction and energy and water use and efficiency.

- Achieve a demonstrable behavioural change away from the use of the private car, towards active travel and public transport.

- Be designed to embed healthy place shaping principles, including community cohesion, interconnectivity and inclusivity, contributing to the health and well-being of all.

- Make efficient use of land and natural resources including the use of higher-density development in suitable, accessible locations.

- Demonstrate high levels of digital connectivity.

- Be supported by appropriate and timely investment in infrastructure to facilitate inclusive place-making, including a landscape-led, multi-functional, interconnected green infrastructure network.

- Conserve and enhance the environmental assets within and next to the site, including achieving net gain in biodiversity.

Land uses

11.5   A significant component in shaping a new neighbourhood is the broad mix of land uses that are to come forward. Table 1 sets out the general amount and mix of different land uses. These are given in broad terms at this stage in order to provide flexibility, for example through on-going masterplan work and more detailed planning applications. These are for indication only and should not be treated in too prescriptive a manner. It should also be noted that some uses may come forward that are not listed in the table.

11.6   Where applicable, the table includes reference to different uses by 'Class,' in line with the national Use Classes Order[44] which splits land and buildings into various categories known as 'Use Classes'.

---

[44] https://www.planningportal.co.uk/info/200130/common_projects/9/change_of_use

11.7 The most relevant uses to the East Chipping Norton SDA are:

- Class B2 – general industrial
- Class B8 – storage and distribution
- Class C – includes hotels, care homes, training centres, dwelling houses and houses in multiple occupation
- Class E – 'commercial uses' such as shops, financial services, restaurants and cafes, 'business uses' such as offices, research and development and light industrial, 'non-residential institutions' such as medical or health centres, day centres and nurseries and 'assembly and leisure' e.g. indoor sport, recreation or fitness and gyms
- Class F – local community and learning which includes 'learning and non-residential institutions' such as public libraries, places of worship and education and 'local community' e.g. small local shops, community halls and outdoor sport/recreation area

Table 1: Anticipated amount and mix of different land uses at East Chipping Norton

Land use	Amount	Commentary
Residential (C2, C3)	About 1,200 homes of varying densities, sizes, types, tenures and affordability.	The majority of new homes are expected to be in the form of 'mainstream' housing (C3a) but other forms of housing may come forward, in line with Local Plan Policy H4, the emerging Affordable Housing SPD and the principles set out in this SPD for East Chipping Norton.
Employment (E(c), E(g))	About 5 hectares of land north of London Road for business floorspace and other opportunities across the site, particularly within the neighbourhood hub.	Assuming a plot ratio of 4,000m^2 per hectare, the 5ha site could potentially accommodate around 20,000m^2 of new business floorspace. With the current uncertainties associated with the coronavirus and its aftermath, it is difficult to predict even short to medium term the business requirements for the site.

Other, smaller-scale employment space is likely to come forward elsewhere within the site. |
| Community uses (F1, F2) | A mixture of different community uses, the size and mix of which will be determined at a later date through more detailed masterplanning carried out as part of any future outline planning application/s, supported as appropriate through a site-wide Infrastructure Delivery Plan (IDP). | A number of potential uses have been identified through the Issues Consultation, including the need for a new multi-purpose hall and multi-functional open space. |

Land use	Amount	Commentary
Education (F1(a))	A primary school site of 2.22 hectares to accommodate a new 2-form entry school and nursery.	Given the scale of the new neighbourhood, a primary school and nursery will be required. The current indications are that the existing secondary school which adjoins the site can accommodate the town's growth. This, together with other educational needs, will be kept under review.
Commercial (E(a-g), F1, F2 and some sui generis uses such as public house and hot food take away)	A mixture of different commercial uses, the size and mix of which will be determined at a later date through more detailed masterplanning carried out as part of any future outline planning application/s	Given the recently constructed retail park adjacent to London Road and the proximity of the town centre, only small-scale commercial uses are likely to come forward within the site. These are expected to be located within the neighbourhood hub as part of a mix of different uses to create interest, activity and social interaction.

Land will be reserved next to the existing Health Centre in order to facilitate the expansion in primary health care required to serve the new residents. |
| Green infrastructure | Extensive green infrastructure including, but not limited to, about 30 hectares of formal park, amenity open space, natural and semi-natural green space, outdoor sports, growing space (including allotments), play areas and other outdoor provision. | A wide range of green infrastructure will be delivered through multi-functional, inter-connected networks of public and private space within the site and beyond, reflecting and enhancing existing landscape and natural features. |

Development Framework Plan

11.8   As well as setting out guiding principles on the amount and mix of different uses at East Chipping Norton, the SPD has an important role to play in determining how those uses are distributed across the site.

11.9   Whilst the SPD does not go into the level of a detailed masterplan and does not allocate the different land uses, it does provide an indication of what is expected to be built where, in the form of a Development Framework Plan which will be a material consideration for any future masterplanning work and planning applications that follow.

11.10 The Framework Plan has been prepared by independent consultants LDA Design to inform the SPD. In the following sections, we explain the key design principles and themes which underpin it.

Key Design Principles

11.11 Through the work undertaken so far on this SPD, a number of key design principles have emerged which inform the Development Framework Plan. This includes the provision of:

- Extensive green infrastructure, predominantly of woodland, along the eastern and south eastern fringe of the site to perform a variety of roles, including, to define the town's edge, to soften the built-form of development, to provide a buffer with the open countryside beyond, to function as accessible green space - with opportunities for natural play, biodiversity enhancement and habitat connectivity - and to form part of a multi-functional network.

- Green infrastructure within the built development through, for example, a series of open spaces and east-west green corridors, forming an important component of the site's design and layout, creating a sense of place and providing opportunities for food growing, tree/hedgerow retention and enhancement and new planting and wildlife-rich landscaping through drawing the landscape into the development.

- A neighbourhood hub, with a mixed use local centre, including community space and facilities which are closely, conveniently and safely linked to other community facilities, especially schools and recreation provision, to provide a local focal point of activity and to foster a sense of identity and belonging.

- Effective and safe pedestrian and cycle connections between the new neighbourhood and existing town and throughout the site to promote active travel, provide opportunities for community cohesion and integration and help support the vitality of the town centre.

- A carefully designed link road to form a multi-modal new street and public realm which will help structure the development, linking existing routes and helping to reduce town centre congestion.

- A street hierarchy based on best design practice and, in due course, the Oxfordshire Street Design Guide.

- A generally compact form of development, incorporating variable densities, with higher densities around the hub and lower densities towards the fringes of the site but with all buildings to be of human scale.

- Genuinely affordable, mixed tenure/tenure-blind housing, distributed throughout the development.

- A site for business use, well connected by all means of transport to both the rest of the new neighbourhood and the existing town, designed to respect and exploit its sensitive location

on the approach to the town. Further employment opportunities will be provided within the site, such as at the primary school and through supporting home-working.

- Provide supporting infrastructure in a timely manner, including increasing school capacity with a new primary and nursery school as a focus for the neighbourhood which is also close to the secondary school, providing opportunities for linkages and for shared use of facilities, such as sports facilities. The location of a new 3G Pitch within the secondary school site could expand the existing dual use of leisure facilities between the school and Leisure Centre.

- Provide land adjacent to the Health Centre to enable the provision of primary health care to expand to meet the demands of the new neighbourhood.

- An attractive setting for existing buildings within and adjoining the site.

- A new main street to structure the development, link existing routes and reduce town centre congestion.

- East-west pedestrian / cycle routes, providing access to - and supporting the vitality of - the town centre and public transport services.

- Woodland to define settlement edge; integrate development into the landscape; and improve habitat connectivity.

- Landscape drawn into the development through a series of green corridors.

11.12 Figure 23 illustrates a number of these key design principles including the structuring of development around a new main street, maximising east-west pedestrian and cycle connectivity, the provision of woodland to define the settlement edge, integrate the development into the landscape and improve habitat connectivity and ensuring that the landscape is drawn into the development through a series of green corridors.
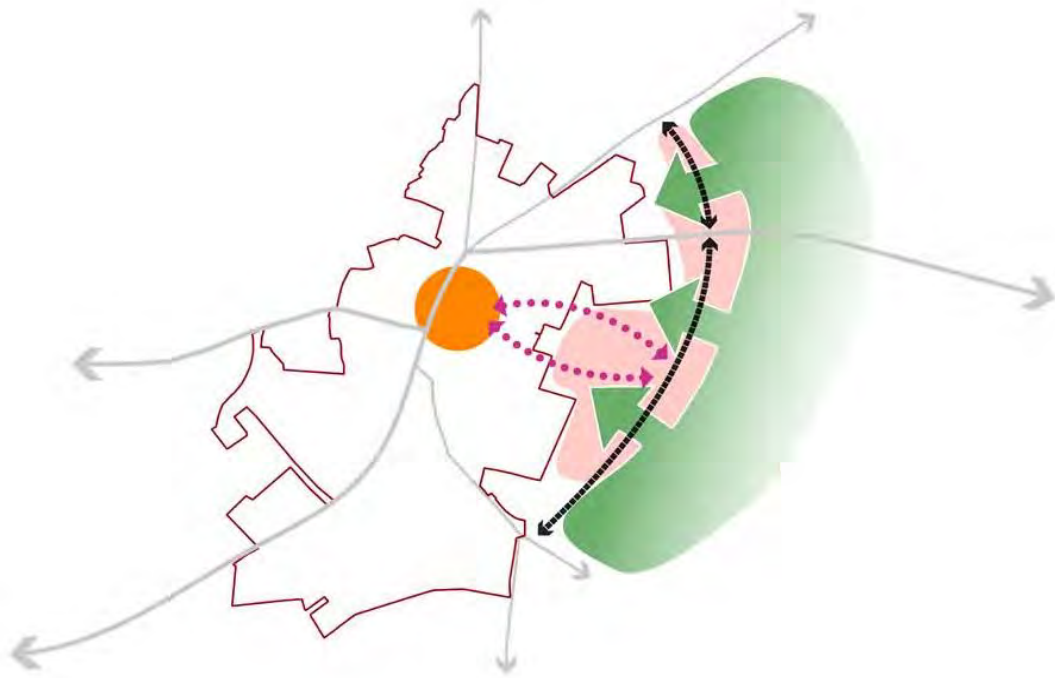
Figure 23: Illustration of key site design principles (LDA, 2020)

11.13 The key design principles outlined above have informed five key design themes:

- 'East Street'
- Locally responsive employment
- Community spine
- Tower Park
- Glyme Woods

'East Street'

11.14 As shown on Figure 24 below, the intention is that a new main street (East Street) will run through the development and connecting different parts of the new community as opposed to the provision of an outer 'link road'.

11.15 It is anticipated that there will be a signalised junction at London Road, thereby avoiding the need for a more 'urbanising' roundabout and that the access point at Trinity Road will provide pedestrian / cycle links and emergency access. East Street will be tree lined to reflect the character of Banbury Road and London Road as well as Government guidance.
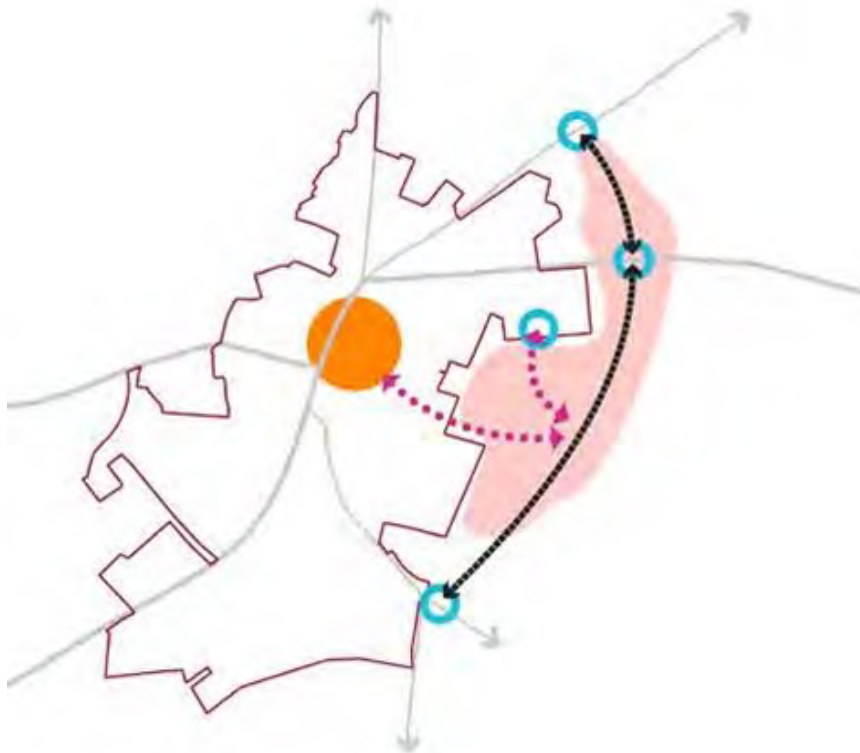
Figure 24 – 'East Street' (LDA, 2020)

Locally responsive employment

11.16 Here, the intention is to provide a new 'business hub' of 5 hectares with frontage onto London Road (albeit not compromising the tree-lined character of the approach roads). This will complement the town centre and other local business sites. Other employment opportunities will also be provided across the rest of the site including at the primary school and local centre as well as opportunities for home-working.
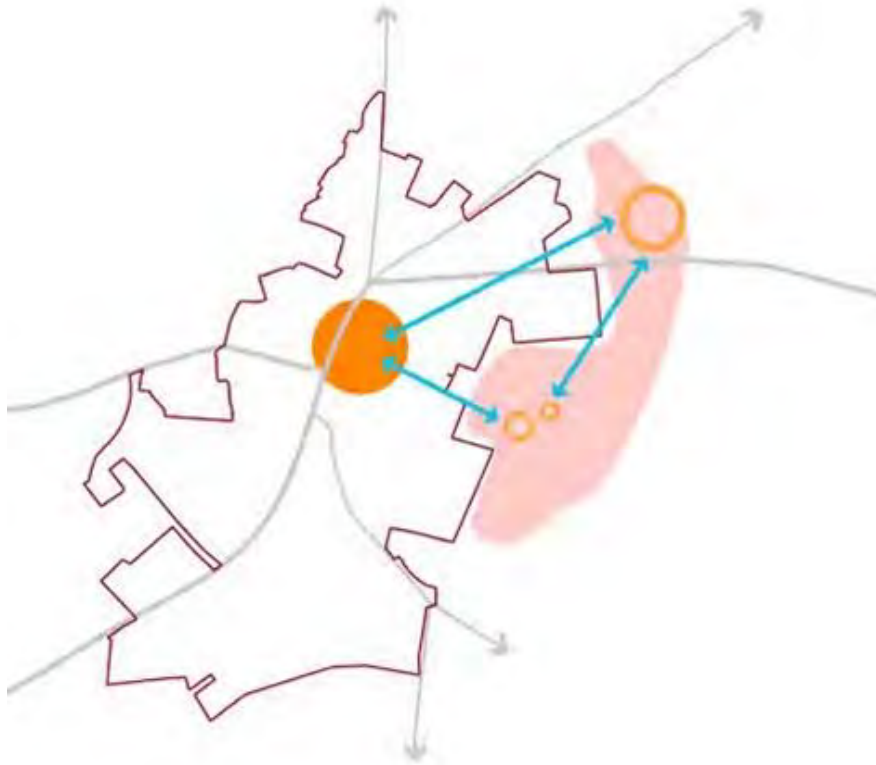
Figure 25 – Locally responsive employment (LDA, 2020)

Community Spine

11.17 Running through the development will be a 'spine' of community uses comprising the health centre, local centre, extra-care facility, park, primary school and secondary school as shown on Figure 26.

11.18 The new primary school and park will help to connect the existing and new community, with the co-location of the proposed primary school and park allowing for dual use playing pitches and co-location of the primary school with the existing secondary school allowing for shared facilities. There may be an opportunity to provide a dual-use 3G pitch within the grounds of the secondary school/leisure centre. There is also potential for the provision of allotments adjacent to the school site which could include space for outdoor learning as part of the primary school.

Figure 26 – Community Spine (LDA, 2020)

Tower Park

11.19 As shown on Figure 27, 'Tower Park' offers the potential to make a feature of the existing water tower within the site, set in a local park and creating a focal point within the development. This area is easily accessible to existing residents, complementing existing playing fields to the west of the town and providing a transitional space between the formal town centre to the west and countryside to the east.
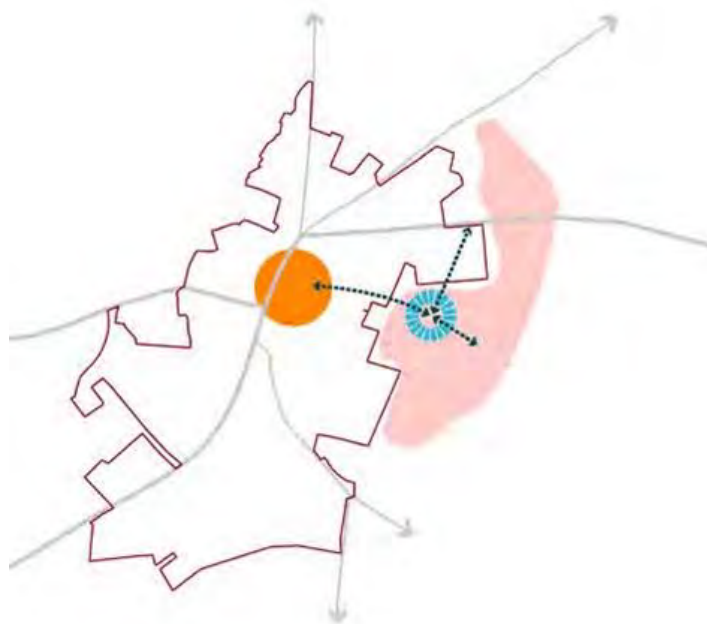
Figure 27 – Tower Park (LDA, 2020)
Glyme Woods

11.20 As shown on Figure 28, 'Glyme Woods' will comprise the retention and enhancement of existing woodland as an important landscape feature and habitat corridor, comprising part of the overall GI network. The southern area of woodland (within the Conservation Target Area) will be a focus for biodiversity with some public access. The northern woodland is intended to focus on informal and natural play.

11.21 As identified in the key design principles earlier on, the landscape will be drawn into the development through a series of generous green corridors, providing a combination of planting, routes and spaces. There will be new woodland planting and habitat management, with special attention given to the sensitive south eastern flank of the site.
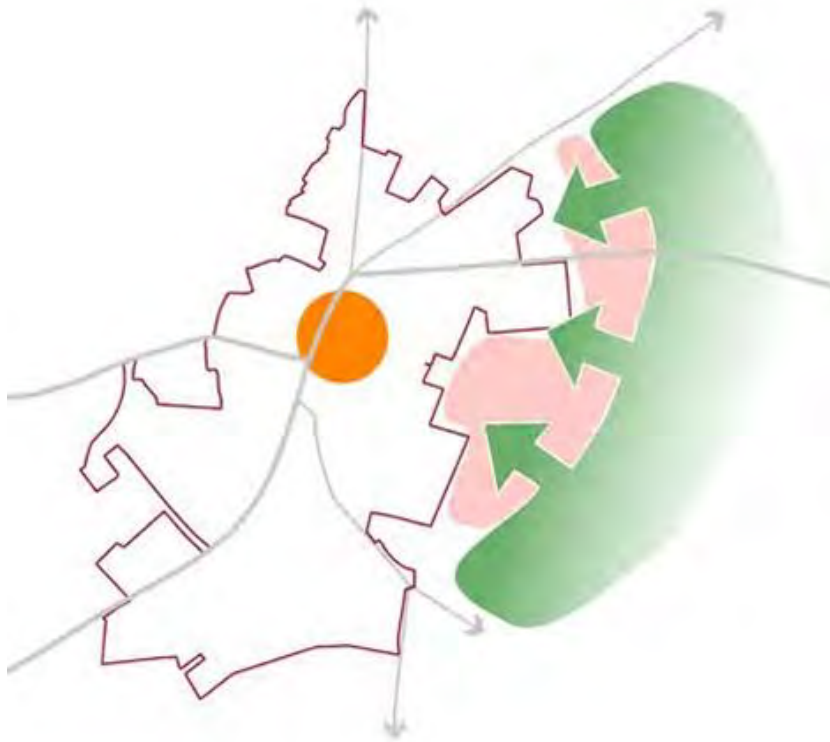
Figure 28 – Glyme Woods (LDA, 2020)

80

Development Framework Plan

11.22 The Framework Plan for the East Chipping Norton SDA shown at Figure 29 is the culmination of the work undertaken from site analysis (plus the gathering of information from a range of sources, including community engagement to date and technical evidence, such as Oxfordshire County Council's requirements for school site design), through the setting of the vision, objectives and principles, to demonstrating the potential spatial implications.

11.23 The Framework Plan will inform proposals coming forward within the Strategic Development Area and provides a basis for any future masterplan submitted in support of any future outline planning application/s for the SDA.

11.24 Because masterplanning is an iterative process it is relevant to note that this may result in changes to the Framework Plan, particularly in light of further analysis, for example, in relation to the design of the link road, the sports' requirements, the employment allocation and the mix of uses at the neighbourhood hub. Any substantive change will need to be justified by detailed supporting information and evidence.

11.25 The Framework Plan is provided at Figure 29 and includes key connections and points of access, the main areas of 'built development' and the main areas of green space. In light of further technical studies and consultation, some changes have been made since the site was allocated in the Local Plan. These include:

- Realignment of main road/link road to be an integral part of the development, rather than an outer 'ring road'.
- Flexibility over the connection of the main route to Burford Road to the south of the site which will be subject to further investigation.
- Retention of entire northern woodland block on the eastern side of the site as an important element in a green infrastructure network.
- Reduction in size of the 'Landscape mitigation area' to meet the required number of new homes and to allow for the creation of a more formal open space within the site.
- Creation of a new park as a focal point for the new community and creation of additional green corridors to enhance landscape structure, provide habitat connectivity and encourage active travel.
- Proposed location of primary school to sit along existing and proposed key routes, proposed park and community hub.
- Proposed small-scale mixed use local centre/community hub, centrally located within the site and in close proximity to the primary school and park.

11.26 As part of the SPD, the Framework Plan will be a material consideration in the assessment and determination of any subsequent planning applications for the SDA.

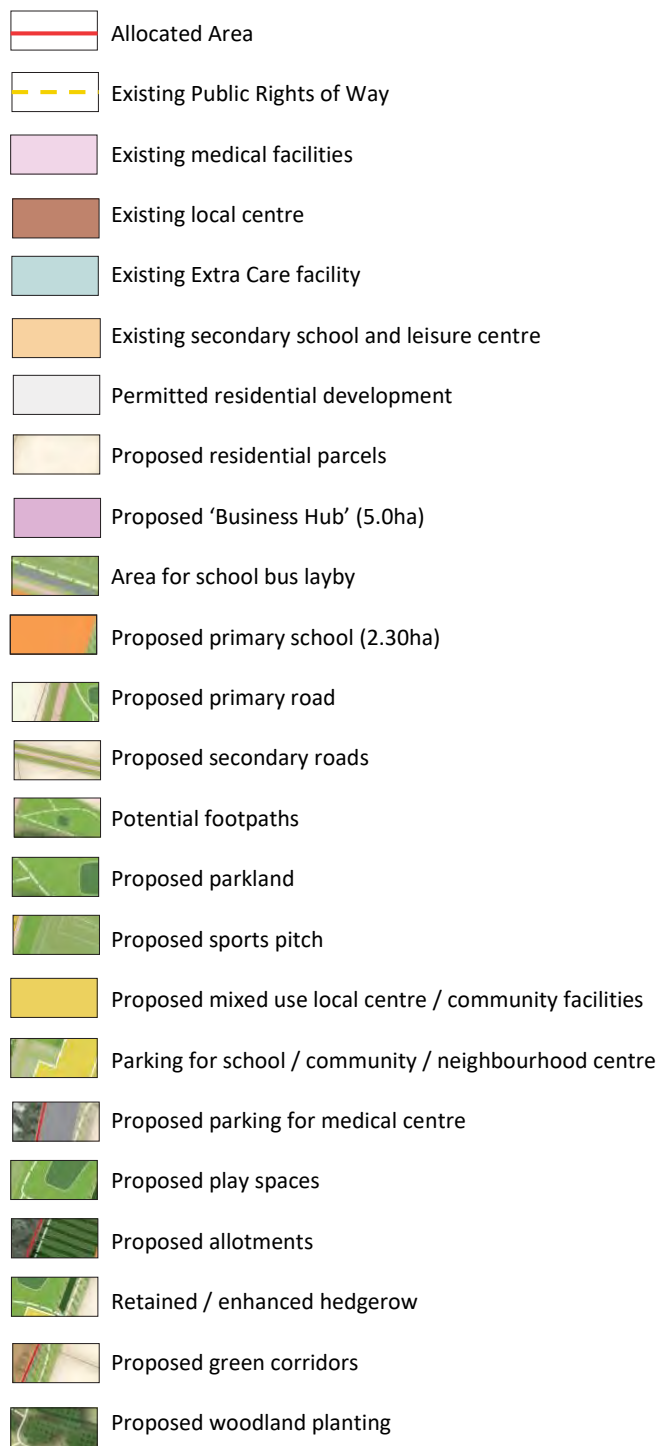|	
(red line symbol)	Allocated Area
(yellow dashed line)	Existing Public Rights of Way
(pink block)	Existing medical facilities
(brown block)	Existing local centre
(light blue block)	Existing Extra Care facility
(tan block)	Existing secondary school and leisure centre
(grey block)	Permitted residential development
(cream block)	Proposed residential parcels
(purple block)	Proposed 'Business Hub' (5.0ha)
(green/striped block)	Area for school bus layby
(orange block)	Proposed primary school (2.30ha)
(road symbol)	Proposed primary road
(road symbol)	Proposed secondary roads
(green block)	Potential footpaths
(green block)	Proposed parkland
(green block)	Proposed sports pitch
(yellow block)	Proposed mixed use local centre / community facilities
(yellow/green block)	Parking for school / community / neighbourhood centre
(block with red line)	Proposed parking for medical centre
(green block)	Proposed play spaces
(dark green block)	Proposed allotments
(green block)	Retained / enhanced hedgerow
(tan/green block)	Proposed green corridors
(green block)	Proposed woodland planting

Figure 29: East Chipping Norton Development Framework Plan (LDA, 2020)

12. Design requirements

12.1 As highlighted in Section 4 of this SPD, while there has been a wide range of views expressed by the local community on the overall form and character of the new neighbourhood at East Chipping Norton, a consistent message has been the need to achieve a high quality of design which draws upon the rich character of the town and its rural setting.

12.2 Delivering a well-designed place is a core aspect of sustainable development, the importance of which is now embedded in the NPPF and through the National Design Guide (and with a National Design Code published for consultation in February 2021). The Guide sets out the characteristics of well-designed places and demonstrates what good design means in practice. Ten characteristics are identified which work together to create physical **character**, nurture and sustain a sense of **community** and address environmental issues affecting **climate**.

The ten characteristics are:

- Context – enhances the surroundings
- Identity – attractive and distinctive
- Built form – a coherent pattern of development
- Movement – accessible and easy to move around
- Nature – enhanced and optimised
- Public spaces – safe, social and inclusive
- Uses – mixed and integrated
- Homes and buildings – functional, healthy and sustainable
- Resources – efficient and resilient
- Lifespan – made to last

12.3 At the local level, the West Oxfordshire Local Plan emphasises the importance of well-designed places with the overall vision setting an expectation that new development will achieve a high standard of design, respecting and complementing the distinctive character of the area whilst managing the impacts of climate change. This is further expanded in Policy OS4 – High Quality Design which requires new development to respect the historic, architectural and landscape character of the locality, contribute to local distinctiveness and, where possible, enhance the character and quality of the surroundings. Section 9 of the Chipping Norton Neighbourhood Plan sets out the policy approach to building design.

12.4 Underpinning both the Local Plan and the Neighbourhood Plan is the West Oxfordshire Design Guide SPD which will be a material consideration for any planning applications that come forward at East Chipping Norton. These policy documents should form the basis of more

detailed, local design principles and requirements for East Chipping Norton, through masterplanning and design code work for the site[45].

12.5   In addition to the policy documents, the feedback provided through the consultation exercises for this SPD has already identified a number of general design principles and also detailed site-specific ones that should guide the masterplanning and design code process for the site and all development proposals. Many of these have been set out in Sections 4, 5 and 6.

12.6   Following the ten characteristics of well-designed places in the National Design Guide, a number of key design principles have emerged, including:

<u>Context</u>

12.7   Development should be sensitive to, and shaped by, the existing landscape and townscape, based on a thorough understanding of the site and its surroundings' geography, ecology, heritage and cultural characteristics. Along with local expertise and knowledge, there are numerous existing publications to help with this understanding, such as the Oxfordshire Historic Landscape Characterisation, the Oxfordshire Wildlife and Landscape Study, the Chipping Norton Conservation Area Appraisal, the West Oxfordshire Landscape Assessment and the Conservation Target Area Assessment. Further up-to-date studies and assessments may also be required.

<u>Identity</u>

12.8   A locally distinctive, unified character should be established to help create identity and a strong 'sense of place'. This comes from the robust analysis and thorough understanding of context and should influence the relationships between buildings, streets and spaces, infrastructure and landscape.

12.9   An overall continuity of design should be ensured - part of the area's distinct and recognisable character - but with a varied mix in terms of layout, form, massing, styles and materials where a change in character performs a function, such as at the community hub and the environs for the schools.

12.10 The potential use of individual character areas within the site should be considered. An example of one such approach for East Chipping Norton identifies five distinct character areas. (See Appendix 6)

---

[45] A masterplan focuses on site specific proposals, such as scale, layout and mix of development and intended arrangement of buildings, streets and the public realm. A design code is a set of illustrated design requirements that provide specific, detailed parameters for the physical development of an area or site.

<u>Built form</u>

12.11 It should be demonstrated how the built form creates a coherent pattern of development.

12.12 The National Design Guide identifies four main components for built form, all of which should be embedded in the design at East Chipping Norton:

- Compact and walkable in form, contributing positively to well-being and placemaking;
- Accessible public transport, services and facilities, to ensure sustainable development;
- Recognisable streets and other spaces with their edges defined by buildings, making it easy to understand and navigate, and promoting safety and accessibility; and
- Memorable features or groupings of buildings, spaces, uses or activities that create sense of place, promoting inclusion and cohesion.

12.13 Proposals should adopt a 'human-scale' approach, with the quality of spaces between buildings being as important as the buildings themselves. This is increasingly being referred to as 'density done well' or 'gentle density'. The appropriate density for different parts of East Chipping Norton should be influenced by the town's existing form. Appendix 7 sets out a Density Study in which the built form of a number of contemporary and modern areas of housing are analysed, as well as more historic and established areas of the town.

<u>Movement</u>

12.14 An integrated network of efficient movement routes should be provided – for walking, cycling, access to facilities, employment and servicing, parking and public transport – with a focus on enabling sustainable travel. This network should incorporate a clear structure and hierarchy of high quality streets and be designed to form part of the green infrastructure network. Proposed changes to the NPPF (published February 2021) make clear that the design of such a network, the streets, parking areas and other transport elements will be required to reflect current national guidance, including the National Design Guide and the National Model Design Code.

12.15 A Movement and Connectivity Strategy and Travel Plan will be required at outline planning application stage and to inform any future masterplan for the site. Some initial work to kick-start this process has been undertaken by LDA on access and movement – see Figure 21. (Please note this plan does not show all new roads, footpaths and cycleways which may be required. Such detail will be become clearer at the detailed masterplanning stage and through subsequent planning applications.)

Legend	Description
────	Allocated Area
─ ─ ─	Existing Public Rights of Way
═══	Existing primary roads
═══	Existing secondary roads
▶	Proposed main vehicular access points
▶	Proposed pedestrian/cycle/emergency access points
────	Proposed primary road
─ ─	Proposed options for primary road connection to Burford Road
────	Proposed secondary roads
─ ─	Potential/indicative future school access
─ ─	Proposed pedestrian/cycle paths with capacity to function as emergency access
▮	Proposed parking for medical centre Area reserved for school bus layby
▮	Area reserved for school bus layby
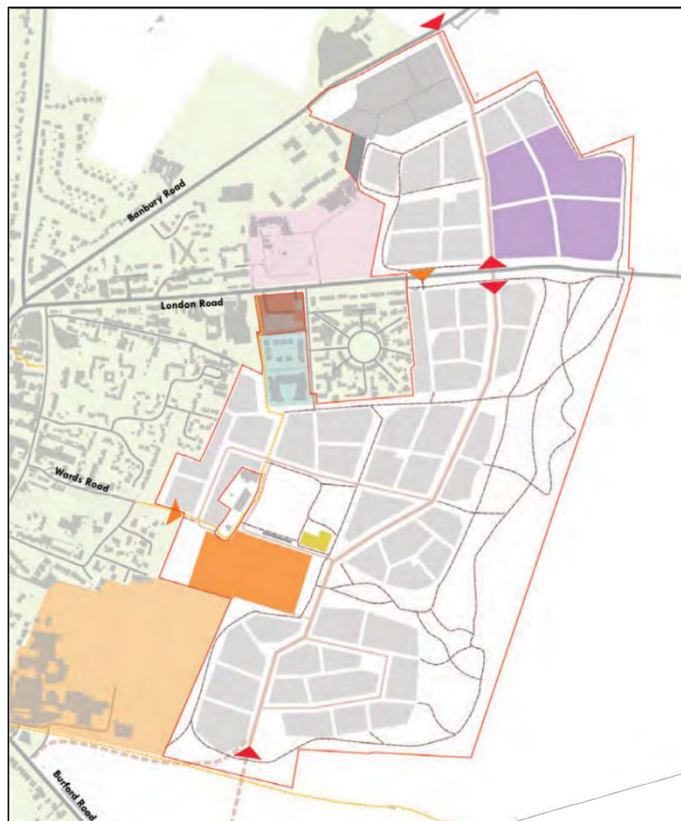
Figure 30: Access and movement (LDA, 2020)

12.16 Overall, priority should be given to pedestrian and cyclist movements, through creating safe, direct, convenient and accessible routes for people of all abilities and discouraging unnecessary journeys by private motor car. The Local Transport Note (LTN 1/20) and the Oxfordshire Cycling Design Standards and Walking Design Standards set standards for the design of streets and spaces to ensure that the needs of pedestrians and cyclists are considered first in new developments. This guidance is being augmented by an Oxfordshire Street Design Guide. Proposals will be expected to comply with these standards and aspire to achieve best practice, for example through the use of toolkits such as Healthy Street Checks for Designers[46] and Planning for Walking Toolkit[47] and government guidance, such as the Department for Transport 2020 publication 'Gear Change'[48].

12.17 A Walking and Cycling Strategy will be required at outline planning application stage and to inform the overall masterplan for the site. Such a strategy will need to identify the network

---

[46] https://healthystreets.com/2017/11/22/healthy-streets-check-for-designers/
[47] http://content.tfl.gov.uk/the-planning-for-walking-toolkit.pdf
[48] https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/904146/gear-change-a-bold-vision-for-cycling-and-walking.pdf

within the site (especially showing how key destinations will be linked and intuitive routeing and signage provided) and also assess how to integrate this with the wider network for the town and surrounding area, particularly any improvements required. This may involve widening routes to enable multi-use, the removal of barriers, improvements to lighting and changes to surface materials to enable access for people with disabilities, families with large pushchairs and cargo bikes.

12.18 A clear structure, layout and hierarchy of connected streets, other routes and open space should be provided to help create legible movement. Such a structure should be an important part of the masterplanning process, with the design and use of buildings, built form, open spaces, landscaping and tree planting, for example, influencing and/or reinforcing the hierarchy. The emerging Oxfordshire Street Design Guide sets out Oxfordshire County Council's requirements in relation to street hierarchy design, incorporating guidance on landscaping, street trees, lighting and EV charging[49].

Well-designed places have a hierarchy of well-connected routes, such as boulevards, streets, roads, avenues, mews and courts. New developments help to reinforce or extend the movement network. For pedestrians and cyclists, direct links create good connections to public transport and promote active travel, particularly where they are along routes with low levels of vehicular traffic.

12.19 Both the National Design Guide/Model Design Code and Oxfordshire Street Design Guide emphasise the importance of achieving well-designed parking and servicing because of their fundamental effect on quality of a place and streetscape. The latter Guide, for example, sets out principles, requirements and Standing Advice for parking but also calls for innovative approaches, such as alternatives to on-plot car parking in order to allow more flexibility and more efficient land use. An overall parking strategy should be produced as part of the more detailed masterplan and design code work.

12.20 Parking does not just relate to cars. Careful consideration must be given to all aspects of parking, including of bicycles and electric charging. The benefits of investing in an improved cycleway network will be much enhanced if good, secure cycle parking is provided at home and at destinations.

12.21 Overall, East CN should be designed limiting traffic speeds on the residential roads to 20mph or less. The exception to this is the proposed link road. The link road should be designed to perform a multi-functional role as strategic route for the town, access road for the new neighbourhood and multi-modal route, integrated into the development. Oxfordshire County Council Highways have provided some initial advice and this has been fed into the following design requirements:

---

[49] https://consultations.oxfordshire.gov.uk/consult.ti/OxfordshireSDG/consultationHome

- A full comparative assessment of alternative alignments of the road, including consideration of potential impacts on existing street trees, allotments and woodland within and adjoining the site.
- Development of the SDA shall be limited to only 500 dwellings via a single access. Any further dwellings to be brought forward after connectivity of the link road to the south has been made.
- The road should be designed to be an active street, within the new neighbourhood, with pedestrian and cyclist activity in a safe and pleasant environment that has a strong sense of place, and to allow for through-traffic.
- The road should not lead to severance or divide the new neighbourhood.
- Reflecting the character of Banbury Road and London Road, the route should be designed as a tree-lined street/boulevard, with generous space around each tree to enable it to reach maturity.
- Crossing points need to be located and designed to maximise active travel.
- Careful consideration will need to be given to wildlife movements, for example through a lighting strategy and the potential provision of wildlife tunnels.
- Given the link road's role in the wider transport and movement network of the area, a comprehensive transport strategy should be produced to consider a range of issues, from the impact of weight restriction on Burford Bridge, re-routing the A44 via the Rollright Stones, air quality and safety concerns in the town centre, through to the implications for the road's design, signing and use of complementary measures[50].
- Detailed design features:

Design Feature	Requirement
Design speed	30mph
Bus access	Yes, with bus stop provisions including hardstanding and associated infrastructure (such as shelter, seating and cycle parking) to be agreed
Carriageway width	6.75m runnable width
On-street parking	This should preferably be in designated areas only – limited to short sections, with parking restrictions. Vehicle tracking will need to assume designated areas are fully parked
Footway/Cycleway	3m segregated cycle track with 2m footway on both sides of the carriageway in line with LTN1/20. Formal crossing points where necessary shall be in place
Access to properties	Some direct access allowed. Pedestrian/cyclist prioritised crossing on side roads. Visibility splays in excess of 2m x 2m shall be maintained

---

[50] – As part of the Local Transport and Connectivity Plan (LTCP5) currently in development by Oxfordshire County Council, individual town transport strategies will be developed for a number of towns within the county. Chipping Norton will have a comprehensive transport strategy developed to address the connection between HGVs travelling along the A44 in the town and the resulting impact on air quality. The strategy will also include the future role of the A44, the need for a wider 20mph zone within the town, the impact of East of Chipping Norton SDA, as well as setting out the overall transport vision for Chipping Norton. Oxfordshire County Council will begin drafting the transport strategy in 2022 once the wider LTCP5 development process has taken place during 2021 and further work is completed to establish a short, medium and long term transport plan for the town.

Drainage	Sensitively designed swales rather than piped drainage for the carriageway run-off to be accommodated adequately in verges.
Verges	Adequate verges to also accommodate street trees and furniture such as seating
Street lighting	To be agreed with the County street lighting team
Junctions	Three major junctions are identified. Banbury Road junction is the northern most is under construction. The London Road junction will need careful consideration to minimise the removal of the war memorial trees along its length. To the south of the SDA a suitable form of junction will need to be designed to connect the link road to either Burford or Charlbury Road

Nature and public spaces

12.22 Section 10 of this SPD identifies the importance of a landscape-led approach to the planning of the new neighbourhood, the need to conserve and enhance the environment and the role of healthy place-shaping. A significant contribution towards achieving these requirements is the provision, maintenance and long-term management of a comprehensive network of high quality, connected, well-located, multi-functional public spaces and wildlife-rich green features, spaces and corridors which utilise the existing landscape framework.

12.23 While the Development Framework Plan for East Chipping Norton identifies the main site-wide strategic areas of public open space, green space and corridors, further work should be undertaken to inform any subsequent masterplanning and design code work. Best practice standards should be used, such as Natural England's Accessible Green Space Standard and Green Infrastructure Standards, Woodland Trust's Woodland Access Standard[51], Building with Nature, Defra Biodiversity metric and Fields in Trust, together with the National Design Guide/Model Design Code and the Oxfordshire Street Design Guide, to underpin the site specific approach for East Chipping Norton, using robust, up to date evidence and surveys.

12.24 With the involvement of the local community, an assessment of local needs and aspirations should take place to inform the provision of a hierarchy of spaces that range from the strategic green space along the eastern boundary of the site, to the local park and public realm next to the neighbourhood hub and the creation of durable, high quality streets, through to doorstep play close to homes, opportunities for a healthy food environment and measures for biodiversity net gain, through to the provision of street trees.

12.25 Within each area or block of development additional GI/landscaping/ biodiversity/public open space should be provided to augment, bolster and buffer the strategic areas. Pedestrian/cycle routes, for example, may well form part of the movement network but cannot be considered as part of the open space or green infrastructure network if they are narrow linear routes with limited opportunities for planting and multi-functionality. The County Council Rights of Way

---

[51] The Woodland Trust Woodland Access Standard includes the recommendation that no person should live more than 500m from at least one area of accessible woodland of no less than 2ha in size.

Officer recommends that footpath and cycle routes should pass through areas that are designed to function more as linear parks, with a 20m plus corridor and appropriate planting, facilities and landscaping. The '2m social distancing rule' associated with COVID-19 has further highlighted the need for generous public space.

12.26 The Government is emphasising the important role played by trees in contributing to character and quality of a place and also helping to mitigate and adapt to climate change. Proposed changes to the NPPF advocate that: new streets should be tree-lined; opportunities are taken to incorporate trees elsewhere in developments (such as community orchards); appropriate measures are in place to secure the long-term maintenance of newly-planted trees; and that existing trees are retained wherever possible. It is important that the right tree is planted in the right place and that there is close liaison between developers, the local planning authority and the local highways authority. The emerging Oxfordshire Street Design Guide provides specific guidance on street trees.

Uses

12.27 It is important that the new neighbourhood at East Chipping Norton is much more than a housing development. It should have a mix of uses to support daily life, designed to be conveniently located within easy and safe walking or cycling distance, be socially inclusive and to suit people at all stages of life and ability.

12.28 The bringing together of new and existing complementary social community infrastructure (such as facilities for leisure, education, art, culture, library services, sport and play) at a hub and/or through a corridor helps to create and reinforce a thriving community. A particular focus should be on providing shared, adaptable, accessible building(s), spaces and facilities, designed to accommodate a range of functions and activities, having first assessed current provision, such as Glyme Hall, and its potential for expansion. Consideration should be given to a 'Leisure Local' facility – Sport England's suggestion for combined leisure provision.

12.29 A mixed-use development should be designed to create an active and vibrant place. The co-location of uses brings many benefits but it is important to address potential conflicts of the juxtaposition of certain uses early in the detailed design process. For example, there may be amenity issues such as with: the proximity of housing close to the existing cricket club, necessitating landscaping and/or the provision of ball netting; the site identified for businesses adjoining proposed housing, where only the less intrusive commercial/industrial uses should be located close to homes; and the proposed health centre car park lying next to homes, where manoeuvring vehicles could create localised noise, light and air pollution.

12.30 Careful consideration should be given to the design and location of education provision, both of new and existing facilities and enhancing the relationship between them. Developers are advised to liaise with the Local Education Authority at an early stage.

12.31 In terms of primary provision (including nursery), the school should be located to cater for the needs of new residents and have good access on foot, by cycle and by bus, with careful consideration given to the dropping off/picking up of children. Roads around the school

should be designed to maximise road safety. Ideally, the school facilities should be available for local community use outside of school hours.

12.32 The Development Framework Plan shows the proposed location of the new primary school, adjoining the secondary school, the proposed recreation area of 'Tower Park' and the proposed new allotments (providing an opportunity to foster an early awareness in food production, origin and seasonality). This location meets the exacting standards and criteria set out by Oxfordshire County Council. There is flexibility in location, however any alternative sites put forward will need to meet these requirements in order to be considered acceptable.

12.33 The NPPF highlights how access to a network of high quality open spaces and opportunities for sport and physical activity is essential for health and well-being and can deliver wider benefits for nature, addressing climate change, etc. Such space and facilities should form an important part of the new mixed-use neighbourhood and should be based on robust and up-to-date assessments of needs.

12.34 Some national standards and guidance are currently being reviewed (e.g. on Accessibility to Natural Greenspace and the introduction of a National Framework of Green Infrastructure) and local evidence is now somewhat dated. Feedback from the Issues consultation began identifying potential needs, for example a 3G playing field, two football pitches, a cricket field, natural and amenity greenspace and play space, but further up-to-date assessments will be required to inform the masterplan and site design code. Such assessments should include:

- Allotment requirements, both quantity and quality
- Natural and amenity greenspace, quantity, quality, management and accessibility
- Play space
- Potential for combined leisure provision
- Potential for shared/dual use of education sport and leisure facilities

12.35 Providing opportunities for local employment is another important use within the Strategic Development Area. In light of the current uncertainties associated with the global pandemic, this SPD will retain, for maximum flexibility, the requirement for 5ha of the site to be for business use. (Assuming a plot ratio of 4,000m^2 per hectare, the new business floorspace could potentially be around 20,000m^2 but will depend on the type of premises, density, amount of car parking, etc.). Further research will be needed to provide more detailed guidance, e.g. on scale, massing, uses and building heights, to integrate the site within the masterplan.

12.36 At this stage, given the location of the business land on the approach to the town, the broad indications for the design of the development are that it should create a gateway with landmark buildings, should conserve and enhance its countryside/urban edge position, fully embrace active travel and should retain the existing street-trees along London Road. If vehicular access to the site cannot be achieved without compromising these street trees, access should be from the proposed link road.

12.37 In terms of employment, designing for mixed use should also consider the provision for jobs elsewhere within the site and the potential for live-work units, remote working/working from home and the supporting facilities that could be provided at a community hub, such as meeting rooms and networking support.

<u>Homes and buildings</u>

12.38 The recently published Planning White Paper makes clear the Government's aspiration to '… build environmentally friendly homes that will not need to be expensively retrofitted in the future, homes with green spaces and new parks at close hand, where tree lined streets are the norm and where neighbours are not strangers.' Homes and buildings need to provide a healthy, comfortable and safe internal and external environment, where they are well-related to external amenity and public spaces, with a careful attention to detail such as storage, waste, servicing and utilities.

12.39 Any future masterplan, site design code and subsequent planning applications at East Chipping Norton will be expected to plan – in accordance with Local Plan Policies OS4,H3, H4, H5 and CN1, the emerging SPD on affordable housing , the National Design Guide and the new draft National Model Design Code - for well-designed homes and buildings that are functional, accessible and sustainable, giving particular attention to:

- Meeting a diverse range of needs, through buildings of adequate size, that are fit for purpose and adaptable
- Providing a mix and integration of housing types, tenures and sizes, achieving tenure-blind development
- Addressing space standards, accessibility, lighting, privacy, security and the delineation of public and private spaces
- Fully addressing the climate and ecological emergency through high standards of energy and sustainable design, including exemplary standards of fabric-energy efficiency, net-zero operational carbon and on-site renewable energy generation.
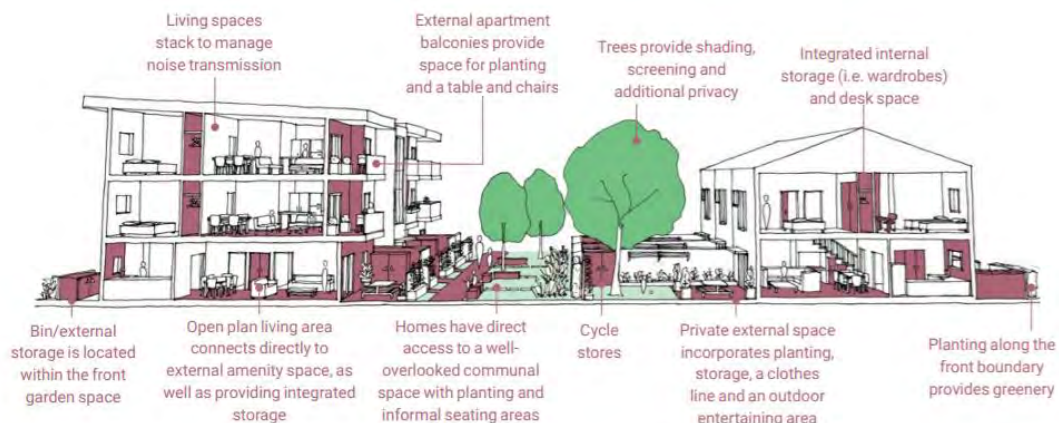

Figure 31 - Diagram from the National Design Guide (2019) – Homes & buildings: functional, healthy and sustainable

12.40 Given the climate and ecological emergency, the District Council expects developments to adopt the highest possible standards of sustainable design, with particular attention to layout, form, mix of uses and construction techniques, in order to minimise resource requirements, including for land, energy, water and materials, and to respond to climate change through local mitigation and adaptation measures. Any future masterplan and subsequent planning applications at East Chipping Norton will be expected to set out clearly compliance to these requirements. They will also need to be embedded into the site design code.

12.41 To help deliver local action, a West Oxfordshire Sustainability Standards Checklist is being introduced for all planning applications, requiring applicants to submit a Sustainability Statement demonstrating how they will meet the design standards for:

- *Water use and flood risk* e.g. through the use of sustainable drainage systems, water efficiency measures and harnessing rainfall and greywater
- *Biodiversity* e.g. through a robust site evaluation, appropriate 'nature-smart 'soft landscaping (including managing solar gain and providing green roofs), achieving biodiversity net gain and an assessment of off-site impacts within the context of the Nature Recovery Network
- *Green and Active Travel* e.g. through creating a compact, walkable neighbourhood and an integrated footpath/cycleway network
- *Aligning with Net-Zero Carbon* e.g. through ultra-low energy demand, the use of on-site renewables, minimising embodied carbon emissions and making use of passive design measures
- *Sustainable Construction, Materials and Waste* e.g. through the use of locally sourced materials (such as wool for building insulation), minimising whole-life costs, ensuring sufficient space for recycling and waste collection and using new construction techniques
- *Voluntary Standards for Sustainability* e.g. through the use on standards such as Building with Nature, One Planet Living and Building for a Healthy Life.

12.42 As part of the consultation already undertaken for the proposed development at East Chipping Norton, site specific advice on sustainable design has begun to emerge. Further surveys and studies will however be required to inform the detailed development proposals.

12.43 In terms of drainage, rather than providing site-wide large attenuation ponds, the County Drainage Officer has advised that, as a consequence of the area's substrata, within each block of development there should be a localised Sustainable Drainage Systems (SuDS) designed to deal with surface water, flood risk and significant changes in rainfall. A detailed Flood Risk Assessment is required for the site. This should include a comprehensive strategy for SuDS which provide multi-functional benefits, in particular contributing towards net biodiversity gain.

12.44 The District Council and Chipping Norton Town Council (in their Vision Statement) support the use of innovative approaches to design and place-making. The use of Modern Methods of

Construction (MMC) should be investigated in order to help create a healthy and climate-resilient neighbourhood, providing a range of buildings, including genuinely affordable homes and local jobs. MMC, including off site construction, should be used to reduce the environmental impact of construction, improving energy performance and increasing the speed of delivery. Such an approach will need to give careful consideration to local character and distinctiveness and have local resonance. 'Anywhere-ville' must be avoided.

12.45 With a countywide pathway to achieving zero-carbon growth by 2050 and the District Council's commitment to address the climate and ecological emergency, new development is expected to be designed to have zero-operational carbon balance. LETI's definition for net-zero carbon has been adopted as the industry standard. Figure 23 shows an extract from the LETI climate emergency design guide which usefully summarises the key elements of zero-operational carbon.

12.46 In line with the West Oxfordshire Sustainability Standards Checklist, developers at East Chipping Norton will be expected to explicitly address these design issues in their Sustainability Statement, particularly the need for low energy use in new buildings, low carbon energy supply (with no use of fossil fuels for heating and hot water) and opportunities for on-site renewable electricity.

Lifespan

12.47 Ensuring the new neighbourhood is designed and built to last is a key aspect of sustainable development. In order to have this longevity, it is important for the buildings and spaces to be adaptable to their users' changing needs and to evolving technologies – there is a need for flexibility and, as highlighted by the coronavirus pandemic, the ability to be agile enough to cope with unexpected events.

Ten key requirements for new buildings

By 2030 all new buildings must operate at net zero to meet our climate change targets. This means that by 2025 all new buildings will need to be designed to meet these targets. This page sets out the approach to operational carbon that will be necessary to deliver zero carbon buildings. For more information about any of these requirements and how to meet them, please refer to the: UKGBC - Net Zero Carbon Buildings Framework; BBP - Design for Performance initiative; RIBA - 2030 Climate Challenge; GHA - Net Zero Housing Project Map; CIBSE - Climate Action Plan; and, LETI - Climate Emergency Design Guide.

Low energy use

1 Total Energy Use Intensity (EUI) - Energy use measured at the meter should be equal to or less than:

- **35 kWh/m²/yr** (GIA) for residential[1]

For non-domestic buildings a minimum DEC B (40) rating should be achieved and/or an EUI equal or less than:

- **65 kWh/m²/yr** (GIA) for schools[1]
- **70 kWh/m²/yr** (NLA) or **55 kWh/m²/yr** (GIA) for commercial offices[1,2]

2 Building fabric is very important therefore space heating demand should be less than 15 kWh/m²/yr for all building types.

Measurement and verification

3 Annual energy use and renewable energy generation on-site must be reported and independently verified in-use each year for the first 5 years. This can be done on an aggregated and anonymised basis for residential buildings.

Reducing construction impacts

4 Embodied carbon should be assessed, reduced and verified post-construction.[3]

Low carbon energy supply

5 **Heating and hot water should not be generated using fossil fuels.**

6 The average annual carbon content of the heat supplied (gCO₂/kWh) should be reported.

7 On-site renewable electricity should be maximised.

8 Energy demand response and storage measures should be incorporated and the building annual peak energy demand should be reported.

Zero carbon balance

9 A carbon balance calculation (on an annual basis) should be undertaken and it should be demonstrated that the building achieves a net zero carbon balance.

10 Any energy use not met by on-site renewables should be met by an investment into additional renewable energy capacity off-site OR a minimum 15 year renewable energy power purchase agreement (PPA). A green tariff is not robust enough and does not provide 'additional' renewables.

Figure 32: Extract from the LETI Climate Emergency Design Guide (2020) - net zero operational carbon[52]

---

[52] https://www.leti.london/cedg

12.48 Proposed development at East Chipping Norton will be expected to explicitly address adaptability, through designing the neighbourhood, for example, to:

- Be future-proofed for emerging technologies and infrastructure and associated changes in lifestyle, such as home-working and electric vehicles
- Be future-proofed for climate change, such as having high energy efficiency, low energy heating and passive solar design
- Accommodate changes in the health and mobility of users. For instance, good quality housing and well-planned, enabling local environments can have a substantial impact on the quality of life for someone living with dementia, helping them to live well in their community for longer[53]
- Address the importance of 'living local' that has emerged as part of the national lockdown, giving particular attention to the provision and access to local green spaces and nature
- Ensure the flexibility of buildings, through multi-functionality or changes of use, such as through the provision of localised shared workspaces to support shifts towards more flexible lifestyles and remote working

12.49 A significant factor in creating a well-designed, high quality neighbourhood at East Chipping Norton, is to design and plan from the outset for the long term stewardship, management and maintenance of the buildings and spaces by their users, owners, community and local authorities.

12.50 'Stewardship' is essentially about ensuring that important assets such as new homes, green spaces, essential services, utilities and public realm are looked after properly in perpetuity and for the benefit of the community as a whole. There are a wide range of stewardship bodies (see Figure 24) and numerous different legal mechanisms through which they can operate including trust status, limited companies and co-operatives. The Town Council wish to see the key assets retained in public ownership.

12.51 Development proposals for the new neighbourhood will need to be supported by robust, cost-effective and transparent maintenance and stewardship arrangements including appropriate financing arrangements and management responsibilities in perpetuity. The preparation and submission of a Community Management and Maintenance Plan (CMMP) or the equivalent is a requirement in the draft Area Action Plan for Salt Cross (the proposed garden village, north of Eynsham).

12.52 Adopting such an approach at Chipping Norton is considered to be an appropriate first step towards establishing the long-term maintenance and stewardship of community facilities, key infrastructure, green infrastructure (including areas for biodiversity), public open space and public realm across the whole site.

---

[53] Creating better environments for people living with dementia
https://www.rtpi.org.uk/practice/2020/september/dementia-and-town-planning/

Type of stewardship body	Summary
Management company	Probably the most commonly used form of stewardship body. They are companies set up to manage assets (land, property or facilities) as part of a development. Membership/ownership of the companies is very often extended to residents, who become members or shareholders, depending on the constitution of the company. They are sometimes called community trusts or development trusts (see below).
Community Land Trust (CLT)	Non-profit, community-based organisations run by volunteers that develop housing, workspaces, community facilities or other assets that meet the needs of the community. They are legally defined (in the Housing and Regeneration Act 2008) but are not a legal entity in their own right and so can adopt one of several legal forms.
Development Trusts	Community organisations created to enable sustainable development in their area. They use self-help, trading for social purpose, and ownership of buildings and land to bring about long-term social, economic and environmental benefits in their community. Similar to community land trusts but have no legal definition and can adopt a range of constitutional forms and business models. They have traditionally been used in the regeneration of an existing area rather than in the development of a new community.
Other Types of Trust	A trust is a way of holding assets that separates legal ownership from economic interest. Assets are usually owned by trustees and managed in the interests of the beneficiaries according to the terms of the trust. Trusts can be unincorporated or incorporated and can take a number of legal forms.
Community Interest Companies	A special type of limited company which exist to benefit the community rather than private shareholders. CICs are set up to use their assets, income and profits for the benefit of the community they are formed to serve, and must embrace special features such as an 'asset lock', which ensures that assets are retained within the company to support its activities or otherwise used to benefit the community.
Industrial and Provident Societies	Organisations conducting an industry, business or trade, either as a co-operative or for the benefit of the community. Letchworth Garden City Heritage Foundation is an example of this model.
Co-operative societies	Run for the mutual benefit of their members, with any surplus income usually being reinvested in the organisation to provide better services and facilities. They often take the form of an industrial and provident society (see above), but can take a number of different legal forms.
Housing associations or registered social landlords	Some housing associations or registered social landlords provide services to communities beyond their role as social landlords. They might be contracted by a local authority to maintain the public realm or run community centres. They might, themselves, own these assets if there are facilities they have built as part of their own housing development.
Energy service company (ESCo)	A commercial structure created specifically to produce, supply and manage the local delivery of decentralised energy to larger, holistically planned developments.
Multi-utility services company (MUSCo)	Provides all the energy-related services of an ESCo, but also provides telecoms and/or water services for the site.

Figure 33: Different types of stewardship body (taken from the TCPA guide – 'Built today, Treasured Tomorrow[54]')

---

[54] https://www.tcpa.org.uk/Handlers/Download.ashx?IDMF=e72ebaf7-d4b2-4f6c-9e02-283edb5a0660

13. Delivery and implementation

13.1   The previous sections of the SPD set out the key development principles, requirements and aspirations for East Chipping Norton and illustrated in the form of a Development Framework Plan. This is only the start of the process. It is the implementation of these principles and requirements that really matters in helping to achieve the delivery of the vision for the new neighbourhood.

Comprehensive development, masterplanning and design code

13.2   Local Plan Policy CN1 makes clear that the East Chipping Norton SDA must come forward in a comprehensive manner and led by an agreed masterplan (providing a co-ordinated and integrated approach and the provision of all the elements of the proposal, not just the new homes). Any future masterplan for the SDA should set out the design rationale for the development and must emerge from, and be consistent with, the principles and requirements put forward in this SPD, particularly the core place-making principles and the Development Framework Plan, and with other relevant considerations, such as the National Design Guide.

13.3   With an increasing emphasis on creating places of quality, the Government advocates the use of appropriate tools such as masterplans but also design codes as a means to secure good design and beauty. The SPD provides the basis for both more detailed masterplanning and also the site-wide design code work. The recently published draft National Model Design Code (January 2021) provides further guidance.

13.4   The expectation is that a masterplan and a design code will be prepared through a collaborative exercise between site promoters/developers, local stakeholders and local residents which will need to be submitted for approval by the local planning authority in support of any outline planning application/s for the site.

13.5   The importance of involving local people in the development of their area - reflecting their aspirations and making use of their local knowledge, skills and understanding – supports Chipping Norton Town Council's recommendation for a collaborative design approach. They suggest that such an approach should 'create a successful, integrated new neighbourhood by involving local people and the Town Council in decision making, design and development of the site.'

13.6   The Town Council is keen for a design review panel to be set up for East Chipping Norton which will give independent scrutiny from the early concept stages of the scheme through to detailed consideration of building and street arrangements and materials. The Town Council also wish to see the use of a design competition[55] for the site as a way of ensuring high quality design. Consideration should therefore be given to both the use of a design competition and the review panel.

---

[55] https://www.architecture.com/awards-and-competitions-landing-page/competitions-landing-page

13.7 An important aspect of delivering a comprehensive development is for it to be supported by appropriate investment in, and timely provision of, new and improved infrastructure. Infrastructure covers a wide range of services and facilities, including roads and other transport facilities, schools, medical facilities, sport and recreation facilities and open space. The need to ensure that existing services and facilities within the town are not put under unreasonable strain has been a strong message in the consultation feedback.

13.8 Local Plan Policy OS5 establishes a requirement for development to contribute towards the timely provision of essential infrastructure either directly as part of the development or through appropriate financial contribution. An Infrastructure Delivery Plan has been drawn up to identify what is needed to support growth in West Oxfordshire[56].

13.9 Local Plan Policy CN1 identifies the key infrastructure specifically required within the East Chipping Norton Development Area. Certain items will be provided directly. For example, there is the need for a new primary school within the site, the cost for which will be met by the development itself. Other requirements may be best provided off-site and/or through investment into existing provision, such as into the existing secondary school.

13.10 Consultation feedback has begun to identify specific infrastructure requirements. (Three of these, by way of example, are given below: primary health care, public rights of way and water/waste water network.) The Chipping Norton Neighbourhood Plan also sets out a number of projects identified during its consultation (see Appendix 8). This provides a useful starting point for identifying the infrastructure improvements needed to support the development of the new neighbourhood.

13.11 In allocating East Chipping Norton, the West Oxfordshire Local Plan highlights the need for the Health Centre on London Road to accommodate the additional patients generated by the new neighbourhood. Analysis commissioned by Chipping Norton Health Centre through independent consultants, David Locke Associates, demonstrates, and provides evidence to support, the need for additional healthcare provision to meet the health and well-being needs of future residents. Ideally they would like at least 0.2ha of land allocated within the SDA specifically for the expansion of the Health Centre. In response to this and the Vision Statement, the SPD and accompanying Development Framework Plan identify land adjacent to the existing health centre to enable this future expansion to take place.

13.12 Given the scale of development and the site's environmental sensitivities, Oxfordshire County Council's Public Rights of Way Officer identifies the need to deliver meaningful multi-functional green infrastructure and public rights of way network improvements both within the site and in the vicinity of the neighbourhood. In order to mitigate the impacts of the development, financial contributions will be sought to provide a range of measures, including improving surfacing, drainage, signing and creating 'missing-links' within the network.

---

[56] https://www.westoxon.gov.uk/media/piapnrel/final-idp-november-2016.pdf

13.13 Thames Water have identified that strategic and local water supply and wastewater infrastructure upgrades are likely to be required to ensure sufficient capacity is brought forward ahead of the development.

13.14 Any outline planning application/s should be accompanied by a site-specific Infrastructure Delivery Plan (IDP) which should consider various different categories of infrastructure, assess existing availability and make use of best practice standards to establish future requirements. The District Council will work in partnership with the site landowners/promoters, Oxfordshire County Council, statutory agencies and the local community through Chipping Norton Town Council to discuss and agree an appropriate and viable infrastructure package.

13.15 Adopting effective co-operation will help to achieve the successful delivery of the new neighbourhood. This is particularly important in relation to issues linked to transport, education and other community facilities, energy, green infrastructure, SuDS, waste and water where the cumulative impact needs to be taken into account, especially in relation to timing of provision and long term management and governance.

13.16 The infrastructure package will be secured through appropriate mechanisms such as the use of planning conditions and planning obligations including where appropriate, Section 106 and Section 278 legal agreements. In accordance with planning legislation, any such planning obligation must be:

- necessary to make the development acceptable in planning terms
- directly related to the development; and
- fairly and reasonably related in scale and kind to the development.

13.17 In order to ensure delivery of all the infrastructure requirements, an overarching framework for phasing and infrastructure delivery should be agreed between relevant landowners and site promoters and submitted to the local planning authority for approval. It is important that each phase of development contributes to the wider infrastructure costs.

Phasing and trajectory

13.18 The development of East Chipping Norton is expected to be complete by 2030/31. In terms of housing delivery, the West Oxfordshire Local Plan 2031 shows the housing trajectory for new homes at the site to be:

Year	17/18	18/19	19/20	20/21	21/22	22/23	23/24
Homes completed	0	25	50	50	52	75	75
Year	24/25	25/26	26/27	27/28	28/29	29/30	30/31
Homes completed	100	100	100	100	150	150	173

13.19 Since the Local Plan was adopted in 2018, two parts of the SDA have already come forward for development including a Bloor Homes development of 100 homes on land south of Banbury Road (the Pillars) and a McCarthy Stone development of 73 homes on land south of London Road. A small retail park has also been completed adjacent to London Road.

13.20 Notwithstanding these recent smaller developments, the bulk of the allocated site remains undeveloped. The current Covid-19 situation makes it is hard to predict the timing of the employment element of the site, not least because of the possible long terms changes in working patterns. House building is generally more predictable but the housing trajectory will require ongoing monitoring. Changes to delivery may take place as the development progresses, responding to market conditions and housing need. The Government recognises that there is often a long lead-in period for large-scale sites but encourages rapid implementation where possible, making use of opportunities to accelerate building rates, such as Modern Methods of Construction (MMC).

13.21 Care must be taken, however, to ensure that the desire to bring new homes forward promptly is not at the expensive of developing the site in a logical and coherent manner within an established structure. The development, infrastructure and landscape needs to be fully integrated through a phasing strategy to ensure that the new neighbourhood grows organically, avoiding disconnected or isolated pockets of development.

13.22 A number of principles will need to be addressed in the phasing and delivery strategy and secured through the planning application process:

- Phase the delivery of new homes in accordance with the provision of supporting infrastructure, drawing on the site-specific IDP.
- Provide a diversity of new homes, including a range of different housing products, types, tenures and styles within each phase of development.
- Make use of 'non-traditional' housing delivery mechanisms, including community-led housing and custom/self-build.
- Integrate affordable housing within development phases, making use of delivery mechanisms identified in the emerging Affordable Housing SPD.
- Ensure the timely provision of supporting infrastructure, in particular social and community infrastructure such as school, sport and recreation facilities, meeting spaces, transport and serviced allotments.
- Ensure that early phases of development, delivered prior to link road opening, are in close proximity to existing public transport corridors.
- Bring forward the early provision and improvements to public transport, cycling and footpath routes to establish the use of sustainable modes of transport from the outset, particularly improving connections between the new housing and the town's facilities.
- Phase the structural landscaping and public realm proposals to support the early establishment of green infrastructure and help create a new setting and identity.
- Ensure the timely delivery of the link road, both within the allocated site and off-site. Only 400-500 homes can be served off a single access. The full route of the link road will need to be operational before the whole quantum of development is delivered.
- Timely delivery of the primary school will be required. If this is not possible temporary support will need to be given to existing primary schools to help absorb the increase in school places needed. The County Council (Education) will be

expected to work with local providers to ensure there is a sufficient temporary supply of places.

- Establish close co-operation with the relevant statutory undertakers (e.g. water supply, waste water, surface water drainage, electricity and telecommunications) to ensure the development is served by appropriate levels of infrastructure throughout the construction period.

Planning applications - requirements

13.23 Given the scale and significance of the development proposals, pre-application discussions will be required, as well as pre-application engagement with key stakeholders, groups and local people.

13.24 The District Council's preferred approach in terms of the submission of any future planning application would be for a single outline planning application (OPA) to be submitted for the whole of the SDA and for this application to be supported by a comprehensive masterplan, design code and design and access statement (DAS), consistent with this SPD and other policy and legislative requirements and guidance. The masterplan, design code and DAS will be required to be approved by the Planning Authority prior to the submission of any Reserved Matters applications.

13.25 Given the multiple land ownerships within the site, the District Council's preferred approach of a single OPA may not happen. If that is the case, any OPA needs to be supported by a masterplan agreed with the local planning authority which demonstrates accordance with the framework plan.

13.26 Any OPA will need to be supported by a wide range of documents, surveys and technical information. Applicants should agree the final list and scope of supporting evidence which accord with this SPD, and other planning requirements, prior to the submission of a planning application. These documents are likely to include all or some of the following, many of which have been specifically identified within this SPD:

- A detailed site-specific masterplan to accompany any outline application, in accordance with the Development Framework Plan and development and design principles set out in this SPD

- Evidence to show how proposals relate to and contribute to the delivery of the comprehensive development of the new neighbourhood as a whole, including a Planning Statement and Phasing and Delivery Strategy

- Statement of Community Involvement

- A strategy for achieving design quality, including a site specific design code

- Design and Access Statement

- Environmental Statement

- Sustainability Statement in response to the West Oxfordshire Sustainable Design and Construction Checklist (to address key sustainability issues such as energy, waste, biodiversity and active travel)

- Commitment to adopt best practice, e.g. through use of: Fields in Trust, Natural England GI Standards, Natural England's Accessible Natural Green Space Standard, Woodland Trust's Access Standard, Building with Nature, Sport England's Active Design Principles and, the Government endorsed, Building for a Healthy Life

- Energy strategy/statement

- Waste strategy

- Lighting strategy, giving particular attention to wildlife corridors, the Cotswolds AONB and the Rollright Stones Dark Skies Discovery Site.

- Drainage strategy

- Flood Risk Assessment and Sustainable Drainage Systems Strategy

- Utilities Assessment, including details of services and utilities capacity to accommodate development. This may require the need for additional modelling (e.g. through a Sewer Impact Study)

- Ground Contamination Assessment, including addressing and providing advice on radon protective measures

- Movement and Connectivity Strategy and Travel Plan(s)

- Comprehensive Transport Assessment, including public transport strategy

- Walking and Cycling Strategy

- Parking strategy

- Health Impact Assessment

- Green Infrastructure Strategy, including a Landscape and Visual Impact Assessment and Management Plan

- Landscaping strategy/scheme with detailed phasing and management plan

- Heritage Statement

- Archaeological Field Evaluation and measures to preserve any important archaeological finds

- Ecological assessments, reports and Biodiversity Mitigation, Compensation, Monitoring and Management Framework

- Arboriculture report

- Site specific Infrastructure Delivery Plan (IDP)

- Community Management and Maintenance Plan

- Monitoring Plan

Governance and management

13.27 Governance and management arrangements are key component of the delivery of the new neighbourhood. Site promoters will need to set out their intended arrangements for each aspect of the scheme: buildings, spaces, services and infrastructure. While it goes beyond the scope of this SPD to identify the detailed arrangements, the approach should consider:

- The issues raised under Section 12 of this SPD on long term stewardship, management and maintenance, including the preparation and submission of a Community Management and Maintenance Plan
- The recommendations raised by Chipping Norton Town Council in their Vision Statement, particularly in relation to a Community Land Trust, Self/Custom build, Co-housing, Council-led development and Local Enterprise Partnership
- Supporting the establishment of an organisation to deliver neighbourhood management and the management of community assets
- Measures to promote integration, enhancement and the sharing of facilities with the town
- Early discussions with the appropriate local authority on the arrangements for the management and maintenance of, for example, open space, adoption of highways and the provision of street lighting
- The use of appropriate mechanisms to enable site promoters and developers to co-operate and liaise to ensure integration and co-ordination of area wide proposals such as transport, public realm and green infrastructure

13.28 In order to maximise the benefits of the East Chipping Norton SDA, it is important that close partnership working is established between Chipping Norton Town Council, the District Council, local employers and a number of key stakeholders, including Oxfordshire County Council as service provider. Chipping Norton Town Council are keen for there to be a strong delivery of social value and recommend, for example, the use of procurement mechanisms that support local builders and developers and, working with the Local Enterprise Partnership, the provision of opportunities for local people to be given jobs in the construction of the site.

Monitoring and review

13.29 The West Oxfordshire Local Plan 2031 allocated East Chipping Norton as a site for strategic development. This SPD sets out a vision for the new neighbourhood and a series of principles for its development drawn from Local Plan and Neighbourhood Plan policies, Government planning policies and guidance, Chipping Norton Town Council's Vision Statement, consultation feedback, good practice and emerging approaches as a result of the climate change and ecological emergencies. The overall objective is that the development comes forward in accordance with these aspirations.

13.30 It is important to identify the mechanisms to be used to deliver the development, the partners to be involved and the means of measuring and monitoring progress. Appendix 3 of the Local Plan sets out the delivery and monitoring framework which includes Policy CN1 for East Chipping Norton (included as Appendix 9 of the SPD). The District Council monitors and reports on the effectiveness of the Local Plan and related documents through an Annual Monitoring Report. Progress of the development and the meeting of the SPD requirements will be assessed. If there is evidence of any significant failure or changing circumstances these can be addressed through a review of the SPD or some other appropriate mechanism, such as direct engagement with those bringing the scheme forward.

13.31 The site promoters/developers are encouraged to produce a Monitoring Plan and to submit this in support of their planning application.

Part Five - How to respond and next steps

14. How to respond and next steps

<u>How to respond to the consultation</u>

14.1   The deadline for making comments on the SPD is **5pm on 4 June 2021.**

14.2   Comments may be submitted in writing either electronically, online or by email, or by post.

	Online:	Via the Council's online consultation portal
✉	Email:	planning.consultation@westoxon.gov.uk
✎	Write to:	Planning Policy
		West Oxfordshire District Council
		New Yatt Road
		Witney
		Oxon OX28 1PB

14.3   Given the restrictions associated with the coronavirus, widespread public consultation, involving face-to-face exhibitions and meetings, is unlikely to be possible during the next few months. Every effort will be made to make raise awareness of the draft SPD, including making use of the Chipping Norton News. Please help in spreading the word and encouraging feedback.

14.4   All comments received will be made publically available and a summary report produced.

<u>Next steps</u>

14.5   The responses received to this draft SPD will be thoroughly considered in preparing a final version of the document.

14.6   The amended document will be reported to Full Council in the summer for formal adoption.

14.7   Once adopted, the SPD will be an important material consideration in the determination of any future planning applications for East Chipping Norton.

Appendices

POLICY CN1:
East Chipping Norton strategic development area (1,200 homes)

Land to the east of Chipping Norton to accommodate a sustainable, integrated community that forms a positive addition to the town, including:

a) about 1,200 homes with a balanced and appropriate mix of residential accommodation to meet identified needs, including affordable housing;

b) comprehensive development for the whole site including land north and south of London Road to be led by an agreed masterplan;

c) provision for additional business floorspace of around 5ha on land to the north of London Road;

d) the provision of appropriate landscaping measures to mitigate the potential impact of development;

e) the provision of supporting transport infrastructure, including mitigating the impact of traffic associated with the development; the provision of appropriate financial contributions towards LTP4 transport schemes; provision of appropriate public transport (services and infrastructure) serving the site; and provision of a comprehensive network for pedestrians and cyclists with good connectivity provided to adjoining areas and other key destinations. In particular, satisfactory vehicular access arrangements should be agreed in principle with the highway authority and demonstrated through a robust Transport Assessment (TA) to include the provision of an eastern link road connecting the Banbury Road to the B4026/A361 via London Road. This will be provided as an integral part of the proposed SDA;

f) the provision of a new primary school on-site (2FE (including nursery) on a 2.22ha site;

g) provision of local convenience shopping, community and leisure facilities through the creation of a local centre, with due consideration given to any potential impact on the vitality and viability of the town centre;

h) green space and biodiversity enhancements including arrangements for future maintenance recognising that part of the sites falls within the Glyme and Dorn Conservation Target Area (CTA);

i) the investigation, recording and safeguarding of the known and potential archaeological significance of the Area prior to the commencement of development. The results of the investigation and recording should inform the development and be deposited in a public archive;

j) appropriate measures to mitigate flood risk including the use of sustainable drainage methods to ensure that post-development surface water run-off rates are attenuated to achieve a reduction in greenfield run-off rates. The sustainable drainage systems should be designed to provide a biodiversity enhancement.

k) connection to the mains sewerage network which includes infrastructure upgrades where required including any necessary phasing arrangements.

l) mitigation measures to ensure there is no detrimental impact on groundwater quality

m) supporting transport infrastructure, including proposals to mitigate the impact of traffic associated with the development including on the air quality management area (AQMA) and incorporating a comprehensive network for pedestrians, cyclists and public transport with links to adjoining areas;

n) demonstrate the use of renewable energy, sustainable design and construction methods, with a high level of energy efficiency in new buildings; and

o) the developer will be required to set aside 5% of the developable plots for those wishing to undertake custom/self-build.

p) Lighting proposals relating to the site will need to have due regard to the potential impact on the AONB, in particular the Rollright Stones Dark Skies Discovery Site.

q) The issue of health care provision and capacity of the Chipping Norton Health Centre to absorb additional patient numbers to be taken into account as part of any masterplan for the site.

r) Where necessary, replacement/re-provision of any allotments that are lost as a result of the proposed development, in an appropriate, accessible location.

Page 128

Allocation requirement	Design response
About 1,200 homes with a balanced and appropriate mix of residential accommodation to meet identified needs, including affordable housing	Of the 1,200 dwelling requirement, 173 homes already have planning permission and have either been completed or are under construction. Of the residual requirement (1,027 dwellings) the Development Framework Plan demonstrates that these can be accommodated within the SDA at an average density of around 35 dwellings per hectare with scope for higher densities in suitable locations (e.g. around the 'community hub').
	The SPD addresses the issue of dwelling mix, seeking to ensure in support of the Local Plan, that provision is made for a balanced range of housing opportunities to meet identified needs including affordable housing and provision for specific groups including older people, those with disabilities, young people and families.
	The precise mix of housing types and tenures will be a matter for further consideration and agreement as any planning applications come forward for the SDA.
Comprehensive development for the whole site including land north and south of London Road to be led by an agreed masterplan	The SPD relates to the whole of the SDA site boundary as defined in the West Oxfordshire Local Plan.
	The Development Framework Plan within the SPD illustrates the proposed broad disposition of land uses across the whole of the SDA and provides the context for any further masterplanning work that will accompany future planning applications.
	The SPD itself includes a number of core place-shaping principles, one of which is that all development proposals must form part of the comprehensive development of the whole of the site, including accessibility and the delivery of key supporting infrastructure.

(Appendix 2)

Allocation requirement	Design response
Provision for additional business floorspace of around 5ha on land to the north of London Road	The SPD highlights the importance of fostering local enterprise including the provision of dedicated business space within the SDA. The SPD and associated Development Framework Plan identify the provision of 5 hectares of business space north of London Road in accordance with the Local Plan. Chipping Norton Town Council is undertaking a separate business consultation regarding the proposed business land which will help inform the final SPD. The SPD also makes provision for employment opportunities across the rest of the SDA including the primary school, local centre and opportunities for both within individual households and through provision of suitable, shared space such as flexible co-working/meeting space.
The provision of appropriate landscaping measures to mitigate the potential impact of development	The SPD identifies the particular landscape sensitivities associated with the East Chipping Norton SDA and under the theme 'character and landscape' outlines a number of requirements of future development including treatment of the development edge, the alignment of the link road, the relationship with the existing town and the treatment of approach roads to the town including the protection of existing trees and appropriate planting in order to soften the development and ensure a high quality environment with a strong landscape structure. The Development Framework Plan included within the SPD emphasizes the importance of the eastern edge of the development and south-eastern corner of the SDA, as being of particular significance not only in terms of informal leisure and recreation but in terms of mitigating the wider potential landscape and visual impact of the development.
The provision of supporting transport infrastructure, including mitigating the impact of traffic associated with the development; the provision of appropriate financial contributions towards LTP4 transport schemes; provision of appropriate public transport (services and infrastructure) serving the site; and provision of a comprehensive network for pedestrians and cyclists with good connectivity provided to adjoining areas and other key destinations. In particular,	The SPD emphasizes the importance of streets and spaces, movement and connectivity including the proposed eastern link road, connections to the town and open countryside and movement within the site itself. It also places significant emphasis on active travel to support a reliance in car-use and promote health and well-being, a better quality of life, improved environment including air quality and increased productivity. The Development Framework Plan illustrates the anticipated primary vehicular access points along with pedestrian/cycle/emergency access points and an indicative alignment for the eastern link

satisfactory vehicular access arrangements should be agreed in principle with the highway authority and demonstrated through a robust Transport Assessment (TA) to include the provision of an eastern link road connecting the Banbury Road to the B4026/A361 via London Road. This will be provided as an integral part of the proposed SDA.	road, together with a number of overarching design requirements regarding the role and nature of the road (e.g. in avoiding severance of the development etc.)
The provision of a new primary school on-site (2FE (including nursery) on a 2.30ha site	The Development Framework Plan shows the proposed location of the new primary school, adjoining the secondary school, the proposed recreation area of 'Tower Park' and the proposed new allotments (providing an opportunity to foster an early awareness in food production, origin and seasonality). This location meets the exacting standards and criteria set out by Oxfordshire County Council. There is flexibility in location, however any alternative sites put forward will need to meet these requirements in order to be considered acceptable.
Provision of local convenience shopping, community and leisure facilities through the creation of a local centre, with due consideration given to any potential impact on the vitality and viability of the town centre.	Within the SDA, there is already a cluster of commercial uses along London Road, however to ensure maximum connectivity by non-car modes, the SPD anticipates the provision of a small local centre/community hub. This is illustrated on the Development Framework Plan in the centre of the development, in close proximity to the proposed primary school and park. The SPD emphasizes the importance of ensuring that new provision of such facilities does not have an adverse impact on the vitality and viability of the town centre.
Green space and biodiversity enhancements including arrangements for future maintenance recognising that part of the sites falls within the Glyme and Dorn Conservation Target Area (CTA).	Given the climate change and ecological emergencies, plus the increasing evidence of the health and well-being benefits of local green space and access to nature, the SPD emphasizes the importance of achieving a robust provision of green infrastructure (GI) within the SDA and linking it to the wider GI network. A GI Strategy will be required as part of any outline planning application which should address a wide range of GI features, including parkland, allotments, woodland and existing hedgerows, trees and stone walls, and should set out the future management and maintenance arrangements. In terms specifically of biodiversity, as part of the site lies within a Conservation Target Area and

	Nature Recovery Network, the SPD explains how the national target being set of achieving 10% biodiversity net gain should in Oxfordshire be 20% for a site in a sensitive location such as this. A biodiversity net gain strategy will be expected to accompany any outline planning application. The Development Framework Plan shows the retention and enhancement of the eastern woodland for landscape, visual, ecological and informal recreation purposes. This woodland is extended along the south-eastern boundary, linking with Millennium Wood, helping to provide containment, a strong north-south habitat corridor and an important part of the GI network which should be designed and managed to help attract people away from the more sensitive SSSI/CTA to the south-east of the site. The Development Framework Plan also identifies green corridors, running east-west through the site which will need to be augmented by open space in the proposed adjoining built-up areas to provide significant informal open space and deliver biodiversity, drainage and movement benefits. Sites for the possible location of new allotments, sports fields and a new park are identified. The SPD advocates the adoption of best practice in the design and development of the SDA, including through the use of standards set by Fields in Trust, Natural England for GI and Accessible Green Space, and Building with Nature.
The investigation, recording and safeguarding of the known and potential archaeological significance of the Area prior to the commencement of development. The results of the investigation and recording should inform the development and be deposited in a public archive.	The SPD highlights the fact that whilst there are no designated or undesignated heritage assets within the SDA boundary, the Oxfordshire Historic Environment Record contains records of 7 sites/finds within or close to the site, ranging from Neolithic to Anglo-Saxon periods and that two Roman sites of known or likely archaeological significance lie to the east of the site and possibly a prehistoric burial mound within the eastern edge, although the precise location is uncertain. The Development Framework Plan recognises these sensitivities in drawing the extent of the 'developable' area of the site away from the south east and eastern edges of the SDA boundary. The SPD identifies as one of its core place-shaping principles, the need for all development proposals to be based on a thorough and robust analysis and understanding of the site, its local characteristics and context, including landscape character, heritage and culture.

Allocation requirement	Design response
Appropriate measures to mitigate flood risk including the use of sustainable drainage methods to ensure that post-development surface water run-off rates are attenuated to achieve a reduction in greenfield run-off rates. Thesustainable drainage systems should be designed to provide a biodiversity enhancement.	The SPD recognizes that whilst the site is in the lowest risk from fluvial flooding (Flood Zone 1), local flooding from surface water runoff and spring lines can occur after particularly heavy rain. Accordingly, in respect of water management, the SPD requires any future development to demonstrate a strategic and integrated approach to water management through the preparation of an overall drainage strategy for the site, with appropriate measures to mitigate flood risk, including sustainable drainage systems, paying particular attention to ground conditions, water quality and reducing surface-water run-off, both onsite and within the nearby catchment.
Connection to the mains sewerage network which includes infrastructure upgrades where required including any necessary phasing arrangements.	The SPD highlights waste water capacity as one of a number of local infrastructure requirements that have been identified through consultation to date and emphasizes the importance of working with the relevant statutory undertakers (e.g. water supply, waste water, surface water drainage, electricity and telecommunications) to ensure the development is served by appropriate levels of infrastructure throughout the construction period. The SPD identifies a number of documents that are likely to be needed in support of any future planning application including a Utilities Assessment and site-specific Infrastructure Delivery Plan (IDP).
Mitigation measures to ensure there is no detrimental impact on groundwater quality.	The SPD recognizes that as the site is located within an area of water scarcity, an area of high groundwater vulnerability, the Chipping Norton Limestone (Principal Aquifer) and Source Protection Zone 3 and at the head of the River Glyme, careful consideration must be given water environment. Development will be required to demonstrate a strategic and integrated approach to water management through the preparation of an overall drainage strategy for the site and evidence will be required to demonstrate that there will be no detrimental impact on groundwater quality.

(Appendix 2)

Allocation requirement	Design response
Supporting transport infrastructure, including proposals to mitigate the impact of traffic associated with the development including on the air quality management area (AQMA) and incorporating a comprehensive network for pedestrians, cyclists and public transport with links to adjoining areas.	An important aspect of the SDA is its location close to the existing town centre and to a wide range of services and facilities, including primary health care, education and sporting facilities. The SPD emphasizes the importance of designing the new neighbourhood in a way to encourage active travel, with well-designed pedestrian and cycle links to existing and new facilities and good permeability across the site, so reducing the need to travel by car. The Development Framework Plan shows a network of footpaths throughout the site and a proposed hierarchy of roads. The SPD requires the proposed north-south link road, running through the new neighbourhood, to be designed as a multi-modal urban boulevard with a multi-functional role, including to act as a route for some through-traffic within Chipping Norton, diverting it from the AQMA in the town centre. The SPD requires developers to demonstrate that careful consideration has been given to the design of the link road, the measures need to divert through-traffic and the measures needed to improve conditions in the town centre. A comprehensive transport strategy is required.
Demonstrate the use of renewable energy, sustainable design and construction methods, with a high level of energy efficiency in new buildings.	The SPD places great emphasis on climate change, highlighting the fact that the District Council declared climate and ecological emergencies in 2019. One of the core place-shaping principles identified in the SPD is that all development proposals at the SDA will be expected to be designed to be resilient to, and mitigate against, climate change, including using best practice in sustainable design and construction and energy and water use and efficiency. Given the climate and ecological emergency, the District Council expects developments to adopt the highest possible standards of sustainable design, with particular attention to layout, form, mix of uses and construction techniques, in order to minimise resource requirements, including for land, energy, water and materials, and to respond to climate change through local mitigation and adaptation measures. Any future masterplan and subsequent planning applications at East Chipping Norton will be expected to set out clearly compliance to these requirements. They will also need to be embedded into the site design code.

Allocation requirement	Design response
The developer will be required to set aside 5% of the developable plots for those wishing to undertake custom/ self-build.	The SPD highlights the importance of 'non-traditional' housing delivery mechanisms, including community-led housing and custom/self-build and, in accordance with the Local Plan, requires the provision of 5% of the residential plots to be made available for custom and self-build housing, as serviced plots or partial completion of units for self-finish. Provision should be made for a mix of plot types and sizes and should be fully integrated (e.g. in small attractive clusters) with other residential units.
Lighting proposals relating to the site will need to have due regard to the potential impact on the AONB, in particular the Rollright Stones Dark Skies Discovery Site.	The SPD recognizes the sensitivities associated with the site in terms of potential light pollution and requires a full assessment to be made of the landscape and green infrastructure impacts, including of lighting, as part of the comparative analysis of the different options for the route of the link road. The SPD identifies a number of documents that are likely to be needed in support of any future planning application including a Lighting Strategy, giving particular attention to wildlife corridors, the Cotswolds AONB and the Rollright Stones Dark Skies Discovery Site.
The issue of health care provision and capacity of the Chipping Norton Health Centre to absorb additional patient numbers to be taken into account as part of any masterplan for the site.	The SPD identifies health care provision/capacity as one of a number of important infrastructure considerations for the future development of the SDA. Specifically, the SPD identifies that to support an increased population, as part of the overall masterplanning of the SDA, land must be set aside adjacent to the Health Centre to enable its future expansion. The SPD Development Framework Plan identifies an area of land adjacent to the existing health centre on London Road to allow for potential future expansion.

Allocation requirement	Design response
Where necessary, replacement/re-provision of any allotments that are lost as a result of the proposed development, in an appropriate, accessible location.	The SPD highlights the importance of open spaces as part of the future development of the SDA including amenity green space, recreation grounds, allotments and play space as well as the creation of a healthy food environment, making use of the existing local culture of growing and food production, through provision for the growing of fresh, healthy food and for its consumption locally, minimising 'food miles' and establishing a short, sustainable food chain. The SPD Development Framework Plan identifies the potential for the provision of allotments adjacent to the school site which could include space for outdoor learning as part of the primary school.

Appendix 3 – Schedule of National, Regional and Local Policy and Guidance

Relevant national and regional policies and guidance

National Planning Policy Framework and Planning Practice Guidance
https://www.gov.uk/government/collections/planning-practice-guidance

Oxfordshire Local Transport Plan https://www.oxfordshire.gov.uk/residents/roads-and-transport/connecting-oxfordshire/policy-and-overall-strategy

Cotswolds Area of Outstanding Natural Beauty Management Plan
https://www.cotswoldsaonb.org.uk/planning/cotswolds-aonb-management-plan/

National Design Guide https://www.gov.uk/government/publications/national-design-guide

National Model Design Code
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/957205/National_Model_Design_Code.pdf

Oxfordshire Wildlife and Landscape Study
http://owls.oxfordshire.gov.uk/wps/wcm/connect/occ/OWLS/Home/

Relevant local policies and guidance:

West Oxfordshire Local Plan 2031 https://www.westoxon.gov.uk/planning-and-building/planning-policy/local-plan/ and evidence presented to the Local Plan Inspector at the Examination in Public

West Oxfordshire Design Guide SPD https://www.westoxon.gov.uk/planning-and-building/planning-policy/supplementary-planning-documents/

Affordable Housing SPD 2020 (Revised Draft) https://www.westoxon.gov.uk/media/bdqblan0/draft-affordable-housing-spd-july-2020.pdf

Chipping Norton Conservation Area Character Appraisal
https://www.westoxon.gov.uk/media/bexlzdel/chipping-norton-conservation-area-character-appraisal.pdf

West Oxfordshire Landscape Assessment – Enstone Uplands
https://www.westoxon.gov.uk/media/bj3bqlqb/character-area-map-3-ensne-uplands-landscape-assessment.pdf and https://www.westoxon.gov.uk/media/fopb115r/part-2-character-areas-1-to-4-landscape-assessment.pdf

West Oxfordshire Council Plan https://www.westoxon.gov.uk/about-the-council/plans-and-policies/council-plan-2020-to-2024/

Chipping Norton Neighbourhood Plan https://www.westoxon.gov.uk/media/tlchsxc5/chipping-norton-neighbourhood-plan.pdf

Chipping Norton Town Council's East Chipping Norton Vision Statement
https://www.chippingnortontowncouncil.co.uk/wp-content/uploads/2020/07/Chipping-Norton-Vision-Statement-40-page-final_compressed.pdf

Air Quality Action Plan – Horsefair and High Street, Chipping Norton
https://www.westoxon.gov.uk/media/rtko5cvx/horsefair-and-high-street-chipping-norton-air-quality-action-plan.pdf

West Oxfordshire Draft Developer Contributions SPD
https://www.westoxon.gov.uk/media/2ygeav4j/developer-contributions-spd-nov-2020.pdf

Oxfordshire County Council Street Design Guide
https://consultations.oxfordshire.gov.uk/consult.ti/OxfordshireSDG/consultationHome

West Oxfordshire District Council Sustainability Checklist

(Appendix 3)

Chipping Norton Neighbourhood Plan – vision and objectives and how these have been addressed

Vision	Implication for/relationship with the East Chipping Norton SDA/SPD
A working Cotswold town thriving economically and socially as a rural hub while maintaining its strong sense of community spirit and conserving and enhancing its character, high-quality historic built and natural environment, local services and facilities.	The SDA represents large-scale development that has the potential to have a significant impact on the character of the town and the availability of services and facilities. The SPD has a key role to play in ensuring that the development contributes positively to the town both economically and socially without causing harm to its character, environment, services and facilities. The vision has fed into the overall vision for the site and into the six key themes of the SPD.
Theme	**Objective**	
Employment Land	**OB1:** Protect existing employment land and identify new opportunities in order to support a diverse range of employment opportunities within the town.	The East Chipping Norton SDA should deliver around 5 hectares of new business land to help create new inward investment and job opportunities in an accessible, sustainable location. Given the uncertainties as a result of the coronavirus pandemic, the SPD does not provide detailed guidance on the development of the employment land at this stage.

Page 139

Town Centre	**OB2:** Ensure all new development enhances the town centre's special character, appearance and vitality and viability, making the town a destination in which people wish to spend time.	This is a large-scale development that has the potential to have a significant impact on the character of Chipping Norton. The SPD has a key role to play in ensuring that development helps to enhance rather than detract from Chipping Norton's character, appearance, vitality and viability. Key to this are matters such as design and layout, scale and mix of uses and ensuring effective connections between the site and the existing built area.
Parking	**OB3:** Support the expansion of town centre car parking capacity and improvements to its functionality.	Further, more detailed work will be required to determine the transport implications of the scheme and any mitigation that is necessary. While giving priority to active travel, the development could potentially make a contribution towards expanding town centre parking if there is an identified need/link. The SPD identifies certain supporting infrastructure and identifies the need for further assessment of infrastructure requirements.
Transport	**OB4:** Ensure new development is well connected to the rest of the town and surrounding area, especially by public transport, walking and cycling, and that existing routes are improved.	The primary advantage of the East Chipping Norton site is its close proximity to the Town Centre and its ability to knit in with the existing settlement form and character. The SPD therefore focuses on ensuring the SDA is well-connected with Chipping Norton and the existing movement network and that it forms a natural, well-designed and integral part of the town, rather than a disjointed and obvious 'bolt-on'.

(Appendix 4)

Housing Type	**OB5:** Housing supply should meet the overall housing needs in town to include a broad mix of housing types and sufficient provision of affordable homes	The size of the SDA means that it provides the opportunity to deliver a broad range of different new homes in terms of size, type and tenure to help meet identified needs including affordable housing. The SPD helps to determine the most appropriate mix of dwelling types that should come forward.
Community Facilities	**OB6:** Provide high-quality natural and open green space and youth recreation opportunities as an integral part of new developments (where appropriate with regard to scale). Favour development within the town centre that incorporates community facilities.	The size of the SDA means that it provides the opportunity to deliver a good range of formal and informal greenspace opportunities alongside the provision of new community space. The SPD, provides guidance and further detail to help determine the location, nature and form of such open space provision as well as other community facilities.
Build Design	**OB7:** New development, be it traditional or contemporary, should respect and wherever possible, make a positive contribution towards the local vernacular.	The scale of development is such that the design and layout of the scheme has the potential to significantly impact on the character of Chipping Norton and the surrounding area. The SPD has a key role to play, alongside the Local Plan, the District Council's Design Guide (2016) and national design guidance, in ensuring the development of the SDA is underpinned by high-quality design which respects and positively contributes towards the local vernacular.

Page 141

Built Environment	**OB8:** The historic environment of the town should be conserved and enhanced for future generations to enjoy.	The SDA is not directly affected by any designated heritage assets but the Chipping Norton Conservation Area and a number of listed buildings lie close to the west of the site. The SPD sets out requirements to ensure that development conserves and enhances the special character, appearance and distinctiveness of the historic environment.
Natural Environment	**OB9:** Developments should conserve the natural environment and where possible enhance it. This includes local green infrastructure and biodiversity.	The SDA sits partly within the Glyme and Dorn Conservation Target Area (CTA) and a Nature Recovery Network. The SPD has a key role to play in ensuring that any development makes a positive contribution through protecting existing features and achieving environmental enhancement.
Energy & Water Efficiency	**OB10:** Ensure all new dwellings and non-domestic buildings are built to exemplary environmental standards.	The Local Plan 2031 and West Oxfordshire Design Guide advocate sustainable design and construction and stipulate some construction standards including water efficiency measures. More recently both the County Council and District Council have declared a climate and ecological emergency. Given the need for 'emergency' action the SPD identifies a series of requirements and important environmental considerations.

Summary of key issues raised through the East Chipping Norton Strategic Development Area Issues Paper consultation (June 2019) and how SPD addresses them

Response Type	Summary of key points raised	How SPD addresses key points
Site Constraints	• Adjacent uses including the cricket grounds, lido, tank farm farmhouse and the William Fowler allotments and woodlands should also be included in this section • Proposed uses, especially south of Banbury Road, require more detail as this development will influence the wider network of roads, footpaths and cycle paths within and surrounding the SDA • The X8 bus route is no longer in operation • Timetable details should be included when considering bus services • Parking is a key constraint in Chipping Norton that needs to be addressed • More emphasis should be given to existing landscape features both within and adjoining the SDA • Glyme Farm should be considered for its landscape and biodiversity value, especially with regards to farmland birds • The precise location of the Roman building is not known and further archaeological work needs to be completed • The informal footpaths within and connecting the SDA need to be acknowledged and considered • The critical importance of surface water drainage and	Each of these useful points has been considered and addressed in the SPD, either within Section 3 on the site description and/or elsewhere within the document.

	the potential impact on the River Glyme needs greater emphasis • Great emphasis should be placed on the limited capacity of local healthcare provision and the constraints that the Chipping Norton Health Centre currently face • Water, wastewater and sewage network capacity upgrades will likely be needed • The provision of a new Secondary School should be considered alongside the new primary school • The SPD should require a new park rather than just 'consider' its delivery	
The type, size and mix of homes needed	• Responses varied and demonstrated a wide range of positions with regards to the type, size and mix of homes needed • Affordable housing needs to remain affordable in perpetuity • Affordable housing must be affordable to local people on local wages • Key worker housing could be delivered in partnership with key employers • Provision for the travelling community are not appropriate here	Section 8 of the SPD addresses the new homes that are to be provided at East Chipping Norton. In line with Chipping Norton Town Council's Vision Statement, five key themes are identified. New homes should be: • Mixed • Affordable • High quality • Zero-carbon aligned • Well designed Further guidance on affordable homes in West Oxfordshire is coming forward through a separate SPD on affordable housing.
The type of business land needed	• The demand for new business land must be clearly demonstrated • Business land provided must be safeguarded and	Economic development is one of the main dimensions of sustainable development. Section 6 of the SPD specifically looks at this.

	remain as business land in perpetuity • Business space to draw high tech, high skill and high value jobs to the town is needed • The location of business land should be re-considered • Adequate parking will be important, as well as improved public transport links	Fostering local enterprise is identified by the Town Council as an important consideration. They plan to undertake a separate business consultation to help inform the final SPD's stance on the 5ha of land identified for business use. Fundamental changes to the way people work have taken place over the last year as a result of the coronavirus pandemic. It is not yet clear what the long term implications of these changes will be. The SPD should, therefore, provide a flexible approach.
The overall character and form of development	• Responses demonstrate a wide range of views with regards to the overall character and form that the SDA should take • The overall character and design should balance traditional/local vernacular features and modern design • The type of design is less important than the quality of design • Areas should relate well to each other and the existing town	These issues are addressed throughout the document but especially in Section 12 on design. The Government is giving particular emphasis on the need for the creation of beautiful places and has published important guidance which, along with the existing West Oxfordshire Local Plan, the Design Guide and this SPD, will be used to achieve a high quality development.
Transport and movement	• Further technical evidence is needed to understand traffic patterns in the area to then propose better solutions to divert HGV traffic from the town centre • Additional technical evidence is needed to determine the alignment, access points and access geometry of the eastern link road (ELR) • If Compulsory Purchase Orders (CPOs) are needed, this	Section 7 on 'Streets and Spaces' and Section 12 on Design, including 'movement', deal with these key points. The Chipping Norton Vision Statement identifies five main themes which are addressed in the SPD: • Connectivity • Active travel • Public transport

| | should be specified and impacted areas clearly identified The loss of allotment land and/or woodland as a result of the delivery of the eastern link road needs to be explicitly stated, justified and appropriately re-provisioned The ELR should be designed as a mixed-modal transport corridor rather than as a by-pass and should include active travel infrastructure and landscaping The ELR should have a similar treescape and character as the London and Banbury Roads The ELR should be designed primarily to facilitate the movement of HGVs Access points and junctions require careful consideration and good design to ensure the safe movement of traffic Changes to the character of Public Rights of Way (PRoWs) must be considered in discussions with local people Cycling and pedestrian links to connect the SDA with the town centre are very important Maintenance of pedestrian and cycling paths is essential Access to nearby rail stations should be improved, either by the re-instatement of the X8 railbus to Kingham, new bus services or new active travel links between the SDA and stations Additional bus services and infrastructure will be needed, including more frequent services during evenings and on Sundays | Car parking Public realm
The link road and, in particular the impact of its southern section which could result in the loss of allotments and/or woodland, has raised a large number of concerns locally. Further assessments, modelling and design work is required and this is set out in the SPD.

The Government has recently announced its commitment to substantial new tree planting in our towns and cities, including along new roads.

The SPD provides extensive guidance on green infrastructure, including footpath and cycleway networks, and about the need for a site-specific Infrastructure. Delivery Plan. |

Mitigation of impacts on the landscape	• A comprehensive landscape and biodiversity strategy needs to be developed for the SDA and adjoining areas to inform a landscape-led approach in the SPD • Due to the topography of the area, landscape mitigation measures to screen/buffer the SDA with existing developments is needed • The proposed landscape mitigation area in the draft masterplan needs further consideration to ensure it can effectively soften the eastern edge of the SDA, provide robust habitats and/or be accessible to local residents • The eastern Link road will require mitigation, especially with regards to landscape impacts due to lighting	The SPD advocates a landscape-led approach to the development and sets out numerous requirements in relation to the landscape and natural environment, both within the site and its wider context. Section 10 of the SPD addresses 'Character and Landscape', looking in particular at: • Integration • Local character • Intelligent land use • Biodiversity
Achieving a net gain in biodiversity	• A recognised metric to measure biodiversity net gain should be used in conjunction with a mitigation hierarchy, species-focused, and regard for Wild Oxfordshire's Conservation Target Area (CTA) management and habitat targets • The development should aim to provide the highest possible quality enhancements for biodiversity mirroring the character of the CTA within the built environment of the SDA • The SPD should encourage developers to deliver high quality wildlife-rich environments that conform to recognised standards such as Building with Nature • A regional approach to mitigating impacts and delivering net gain is generally supported • Biodiversity enhancements need to be balanced with other priorities, especially with regards to the use,	Section 10 of the SPD addresses 'Character and Landscape', including requirements specifically on achieving biodiversity net gain. Opportunities for on-site provison are identified and the need to consider the implications/impacts of the development on the wider setting, particularly the Conservation Target Area, Nature Recovery Network, SSSI and the water environment/catchment.

	users, and character of footpaths in ecologically sensitive areas	
Open space provision	• Open space and green space should be an integral part of the SDA • Careful and well-planned provision of different uses can help to alleviate recreational pressures on sensitive ecological areas • A new park should include a wide range of supporting play equipment, pitches and infrastructure • Management and maintenance of open and green space should be specified within the SPD	Sections 9 and 10 of the SPD give particular attention to open space, the public realm and green infrastructure, emphasising the importance of achieving a high quality, well-designed, multi-functional network. The significance of considering the long-term stewardship, management and maintenance as early as possible in the process is set out in Section 13 on Implementation.
Potential creation of a new local centre	• If a new local centre is created, it should be located near the existing services at London Road or around the secondary school • While a new local centre may not be needed, a new community hub is welcomed	Potential opportunities for a multi-functional neighbourhood hub are identified, located near the secondary school and proposed primary school which should help social interaction and a sense of belonging.
Primary school provision	• No overall agreement as to where a new primary school should be located • The catchment area of the new primary school needs careful consideration and co-ordination with other local schools to ensure a balanced mix of pupils • Any new school provision should support pupils with special education needs • Modelling should be completed to determine if a secondary school is also needed	The proposed location of the primary school, on land north east of the secondary school, meets the County Council's technical requirements. Alternative suitable sites will be considered. Secondary school needs are being kept under review.
Other supporting	• The SPD must ensure adequate healthcare provision	The SPD requires any outline planning application for

infrastructure	• The SPD should ensure that water and sewage networks are upgraded to ensure sufficient capacity is brought forward ahead of the development • Sustainable design features should be carefully considered due to the sensitive hydrology of the local area • A wide range of community infrastructure is identified for improvement and/or new provision through the development of the SDA • Additional parking provision and improved bus services and facilities are needed	East Chipping Norton to be accompanied by a site-specific Infrastructure Delivery Plan which will address supporting infrastructure. Land is identified within the SDA which will facilitate the expansion of primary health care at the Health Centre.

Character Area Strategy

The Character Area strategy gives an indication of how the site could be developed to provide a varied and locally responsive new neighbourhood. The intention is to achieve 5 diverse character areas, each influenced by the nature of Chipping Norton, but also taking cue from the different context within the site. These character areas are described in more detail below and their extent shown on the Character Area Plan.

❶ Rockhill

A formal character shaped by its relationship with the proposed and existing employment and the nature of London Road.
Regular block shape informed by existing field pattern and character of the site.
Strong building lines, overlooking the main roads, with positive frontage, set behind narrow front gardens.
The area is surrounded by a network of multifunctional green corridors, incorporating new paths, planting and play elements, which are safe and well overlooked by adjacent properties.
The area would achieve a medium density through the use of terraced and semi-detached properties with opportunities to provide additional rooms for home working/offices. Could create an opportunity to provide key worker housing.

❷ Parker's Way

Presents an opportunity to create a more urban and compact character area, reflecting parts of the centre of Chipping Norton where high quality and desirable living environments are achieved at a higher density.

Good connections to local services, the strategic road network and the town centre would make this area appealing to individuals and first-time buyers. This should be reflected in the mix, which could include terraces and apartments.
Street pattern and building lines could reflect the formal and strong elevation of the town centre, with smaller mews streets at the back increasing overall density.
Positive frontage needs to be provided to the primary road, with dwellings shaping the character of this part of the route.

❸ Tower Park

A more suburban character is anticipated for this part of the site, reflecting the surrounding uses and the neighbouring areas of Chipping Norton.
Good links to local shops, schools and green space would appeal to young families. Therefore, an overall medium density for this area is anticipated, with family housing, such as semi-detached dwellings overlooking quiet streets and cul-de-sacs, with generous front gardens and tree planting.
Strong frontage would be provided to adjacent park and green corridors to help enclose and overlook these spaces.

❹ The Woodlands

Shaped by its proximity to the woodland and forming the outer edge of the development, this character area presents the most informal character with more variety in building layout and design.
A lower density approach is likely for this area,

predominantly composed of detached and semi-detached dwellings, giving opportunities for larger families, those wanting to be closer to nature as well as potentially providing some self-build plots.
The frontage onto woodlands will be a key characteristic of the area and will need to be appropriately designed to ensure the scale, materials and arrangement of development is in character with this natural edge.

❺ Glyme Steads

Similarly to Tower Park, the proximity to schools and open space makes this an attractive area for families, therefore a more balanced approach, incorporating some medium density family houses along with some terraces will be required.
A mixture of more formal suburban character and strong frontage onto the main street, along with some more informal frontage along the edges will create variety in both character and housing typologies.
The area will also be highly influenced by the long-distance views across the surrounding landscape, which will be retained and integrated into the street network as an important placemaking element.
The area will also benefit by good connections to surrounding green corridors and spaces, providing positive frontage onto those areas and making them feel welcoming and safe.

Character Area Plan

⎯⎯ (red line)	SPD area (69.9h)
➊	Rockhill
➋	Parkers' Way
➌	Tower Park
➍	The Woodlands
➎	Glyme Steads

Extract from study undertaken by LDA Design (December 2020)

(Appendix 6)

The density study presented in this section has been used to inform the character of the site and to allow for the appreciation of the varied built form within Chipping Norton. The study looked at a number of contemporary and modern housing areas, as well as analysed more historic and established patterns of built form. The result has helped inform how higher densities can be achieved within certain parts of the site, in a manner that is complementary and reflective of the historic development of Chipping Norton. More information on how this has been interpreted can be found in the descriptions of proposed character areas in the Character Area Strategy (see Appendix 7).
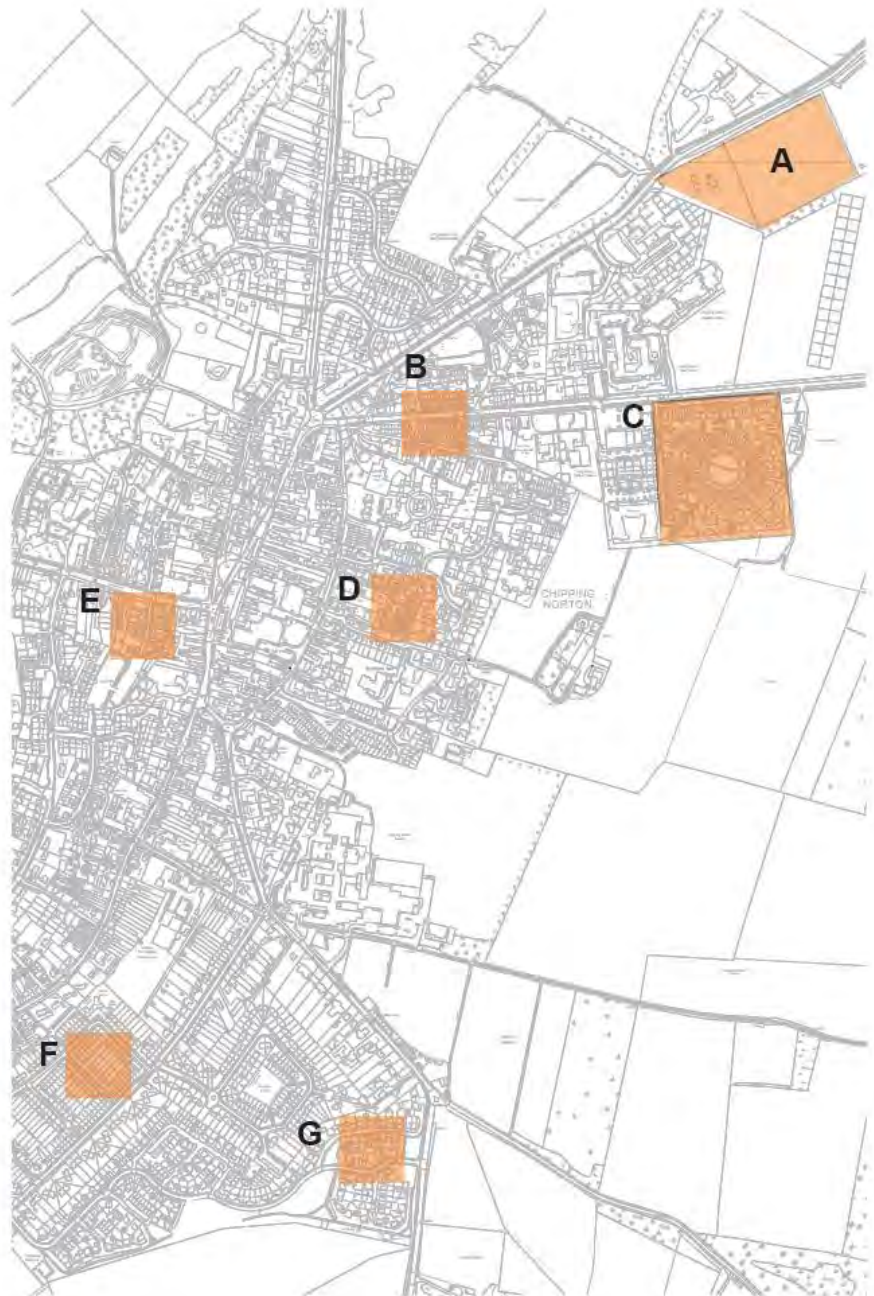
Density Study Plan

Density study areas

A   31dph

Recent suburban housing, semis & detached

B   48dph

Older housing mainly terraces along London Rd & small streets
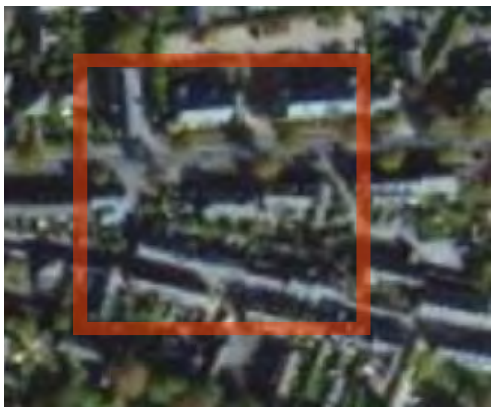
C   31dph

Early 2000s development, mix of houses and some apartments

(Appendix 7)

D 41dph

Mix of semi and terraced housing

E 49dph

3&4 storey terraced development along street and mews courtyard housing

F 33dph

Surburban, formal layout of housing, mix of semis and terraces
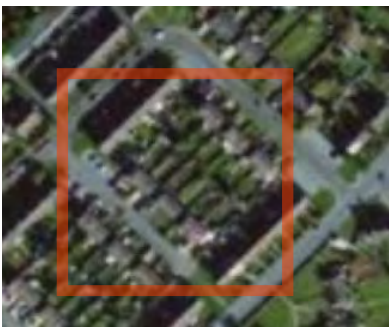
(Appendix 7)

G   33dph

More recent suburban development, looser layout generally semis terraces

(Appendix 7)

Chipping Norton Neighbourhood Plan – extract of appendix C identifying aspirational projects

During the Neighbourhood Plan public consultation exercises a number of specific projects were suggested. The table below lists some of these suggestions. These projects are aspirational and have not been assessed for viability. However, they give an indication as to how some of the more general guideline policies contained within this Neighbourhood Plan could eventually come to fruition.

| Aspirational project	Possible funding source
Double deck New Street car park to increase parking capacity.	CIL, OCC, WODC, developers
Weight limits and improved signage to reduce HGV impacts such as pollution on town centre. We will work with OCC to investigate options to reduce traffic through the town.	CIL, OCC Highways and Transport Department
Develop and maintain a shuttle bus or similar public transport link within the town to connect outlying residential areas with the town centre and healthcare facilities on London Road.	Town Council, OCC, WODC, private funding
Provide further car parking in addition to the New Street car park site.	CIL, OCC, WODC, Town Council, developers
A traffic route avoiding the centre of Chipping Norton using existing and possible new roads and that links with existing A roads.	OCC Highways and Transport Department, Warks. County Council, Glos. County Council
Household waste recycling centre in or close to Chipping Norton.	WODC, OCC
Bus terminal to improve frequency and viability of bus services to and from Chipping Norton.	Public transport providers, OCC
Increased frequency bus services to Oxford and Banbury, including early morning and evening services.	CIL from Tank Farm development, public transport providers
Create eastern arc of footpaths linking Over Norton Rd to Burford Rd to Hailey Rd.	CIL from sites 212 & 204 (Tank Farm) and 289 (Chadlington Downs)

Undertake a programme to improve the footpaths around town.	OCC, WODC, Town Council
Improve the provision and quality of play areas for children and young people, including the provision of a skate park.	Town Council, CIL
Install outdoor exercise/gym equipment for adults.	Town Council, CIL, developers
Improvements to visitor accommodation and attractions.	Private funding, grants
Create green spaces/pocket parks within the town centre that are free from traffic fumes and noise.	WODC, Town Council, private funding
Information and research hub housing IT services, library, info. centre, public education, local history and wellbeing centre.	CIL, grants and voluntary fundraising
Use the roofs of commercial and larger public buildings as a host for photovoltaic and solar hot water panels.	Private funding
Conduct a traffic flow study to investigate ways of improving traffic within the town including, for example, a one-way system.	OCC highways, WODC, Town Council
Improve the continuity of the design of signage within the town.	WODC, OCC
Provide additional car parking within or adjacent to the London Road healthcare complex to meet the future needs of people accessing these facilities.	CIL, private funding

Key: CIL = Community infrastructure levy
OCC = Oxfordshire County Council
WODC = West Oxfordshire District Council

(Appendix 8)

Local Plan delivery and monitoring framework – Policy CN1 East Chipping Norton strategic development area

Extract from Appendix 3 of the West Oxfordshire Local Plan 2031

Delivery mechanism/s	Delivery partners	Indicators	Timescale and comment	Target/s
Policy CN1 – East Chipping Norton strategic development area (SDA)				
• Development management • Strategic allocation • Masterplan • Partnership working • Infrastructure Delivery Plan (IDP) • Planning obligations/CIL	• WODC (lead) • Oxfordshire County Council • Landowners and developers • Environment Agency • Thames Water • Other infrastructure providers	• Number of new homes completed. • Number of affordable homes completed. • Total employment floorspace completed. • Amount of new greenspace provided. • S106/CIL contributions secured / allocated for infrastructure projects. • Provision of new highway infrastructure including eastern link road.	There is current developer interest on parts of the site and therefore a proportion of development could come forward by 2021/22 (around 200 homes) with the remainder to follow in the period to 2031.	Provision of around 1,200 homes by 2031. Housing completions per annum measured against housing trajectory. 5% of developable plots to be made available for self-build projects. Provision of 5ha of employment land. Provision of new primary school. Open space provision to comply with local standards. Necessary supporting infrastructure to be delivered in a timely manner. Reduction in surface water run-off below greenfield rates. Net gain in biodiversity including positive contribution to CTA.

Page 158

	WEST OXFORDSHIRE DISTRICT COUNCIL
Name and date of Committee	**Cabinet: Wednesday 24 March 2021**
Report Number	**Agenda Item No. 8**
Subject	**Review of Tourism Service and Visitor Economy**
Wards affected	ALL
Accountable member	Councillor Toby Morris, Cabinet Member for Resources Email: Toby.morris@westoxon.gov.uk
Accountable officer	Philippa Lowe, Business Manager Localities Email: philippa.lowe@publicagroup.uk
Summary/Purpose	To review the work and impact of the tourism activity carried out by the Council including the Cotswolds Tourism Destination Management Organisation and The Visitor Information Centres and the role they play in supporting the local Visitor Economy
Annexes	Annex A: Complexity Diagram Annex B: Business needs and Support Annex C: Briefing Paper – Visitor Information Services Annex D: Briefing Paper – Tourism Review DMO models Annex E: Action Plan

Recommendations	a) That a joint Advisory Board be established with partners to provide stronger governance over the activities of the Cotswold Destination Management Organisation;
	
	b) That the officers supporting the Advisory Board be requested to:
	
	   (i) Refresh the Destination Management plan;
	
	   (ii) Develop a range of key performance indicators to monitor impact;
	
	   (iii) Build on the Action Plan to prepare a programme of work to support the Green Economy, Recovery and Sustainable Tourism;
	
	   (iv) Prepare a Communication Strategy; and
	
	   (v) Review the DMO business member levels and funding structure;

	c) That the dedicated face-to-face Visitor Information Services do not re-open and that appropriate budget is directed to businesses to support their transition to digital services; and d) That an annual report be presented to the Economic and Social Overview and Scrutiny Committee and Cabinet on the state of the Visitor Economy and update on delivery against Corporate Priorities.
Corporate priorities	A Vibrant District Economy
Key Decision	No
Exempt	No
Consultees/ Consultation	Internal consultations with other service leads and external partners and stakeholders

1. BACKGROUND

1.1. The Council has long recognised the value of Tourism as one of our most valuable service sectors and the vital role in plays in the West Oxfordshire economy. In the UK as a whole nearly two million people are employed and £23 billion pounds spent by visitors.

1.2. The West Oxfordshire tourism activity is focused on the wider visitor economy and particularly in supporting businesses to make the very best of opportunities associated with this visitor spend. They do this by providing effective management and development of a visitor destination and marketing and promotion of businesses.

1.3. In terms of the value of the visitor economy for West Oxfordshire, the following data is a snapshot summary of the figures produced in the Economic Impact Assessment (2019) which was published in November 2020. See link below for full report:
https://www.cotswolds.com/dbimgs/West%20Oxfordshire%202019.pdf

1.4. It is clear from this data that tourism and the visitor economy plays a major role in the West Oxfordshire economy as a whole.

Total direct visitor spend*: £247 million
- £124m from 3.5m day visits
- £123m* from 548,500 staying visits (£43m from overseas visitors)

Areas of spend*:
- Food & drink - £79m (£10m overseas visitors)
- Retail - £63m (£12m O/S)
- Accommodation - £43m (£12m O/S)
- Attractions & entertainment - £29m (£5m O/S)
- Other - £34m (£4m O/S)

Note: the vast majority of the spend is from domestic visitors

Employment:
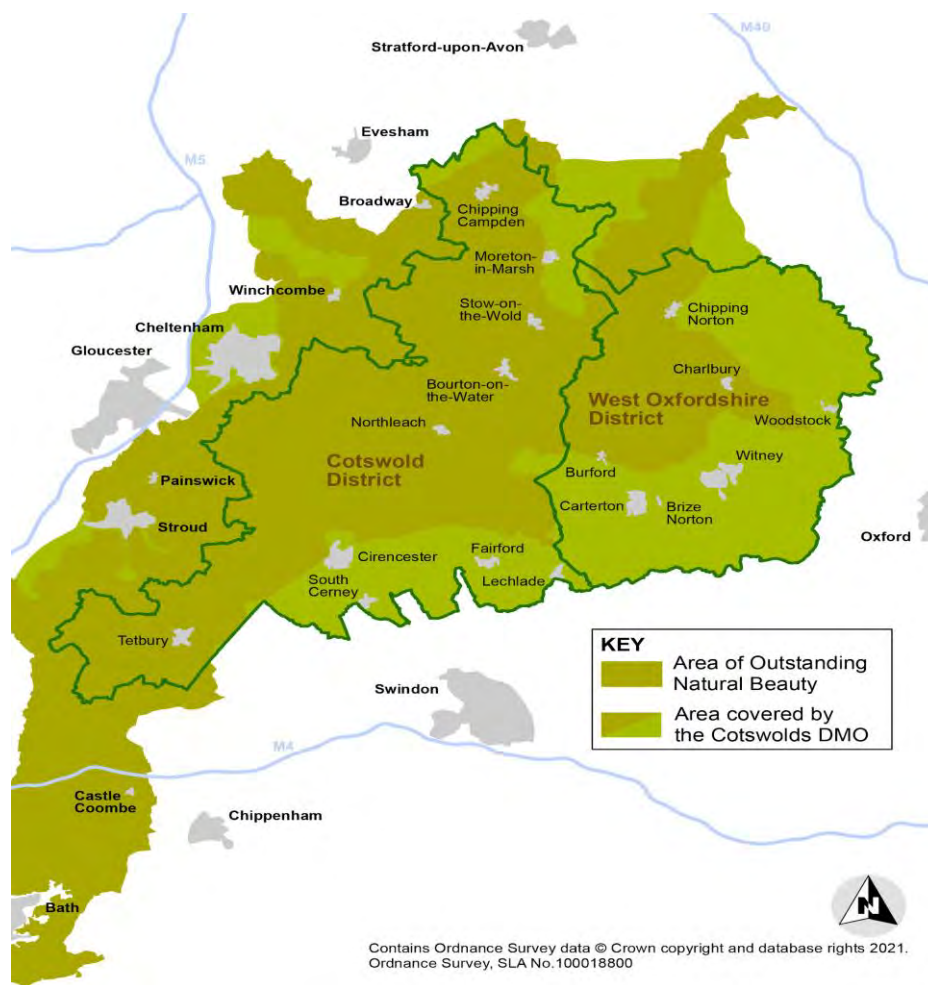- 4,400 jobs (3,200 FTE)
- 8% of total employment in West Oxfordshire

1.5. The driver for this review of the Tourism Service has been the need to have greater visibility of the work of the Joint Tourism Team and financial support for Tourism by the Council and the need for a clear understanding of the impact of the spend and investment in Tourism services.

1.6. In order to support the review work and provide appropriate challenge a joint Steering Group was set up comprising Chief Executives for West Oxfordshire and Cotswold District Council, the associated Portfolio Holders with responsibility for Tourism and the Visitor Economy, the Business Manager for Localities and the Joint Tourism Team Manager. Input was also sought from colleagues in Business and Economic Development, Finance and Communication and external partners.

1.7. It is worth noting that in the recent 2021/2022 Budget Consultation when asked "If we had to cut expenditure" - tourism activity was ranked highest should the Council be forced to make budget cuts. However, in contrast when asked to rank the Council priorities in order of importance, the economy scored highest with healthy towns and villages and climate change coming in second and third. This suggests that impact on the West Oxfordshire economy from tourism is either weak or not well understood.

1.8. The Council has a corporate priority for a Vibrant Local Economy. However that sector has been particularly harshly impacted by Covid-19 and are likely to be one of the last sectors to fully reopen. The Council has set out its plans for Economic recovery and the

role the Joint Tourism Team can play in supporting businesses in the Visitor Economy through promotion, marketing and targeted training on digitally skills.

1.9. The impact of Covid 19 has been severe - in March 2020, the Visitor Economy came to an almost complete halt and subsequently the industry has missed vital parts of the holiday season in 2020 and again in 2021. Accommodation closed to all but a few for key workers and attractions had little opportunity to diversity.

1.10. Fears remain regarding potential redundancies when furlough ends and the risk of insolvency is a threat for businesses who have severe cash flow issues. It has been particularly harsh impact on businesses that rely heavily on the business, wedding and events market or on overseas visitors.

1.11. The future isn't certain but the impact is clear. In 2019, overseas visitors accounted for spend in West Oxfordshire of £43million. However the Covid pandemic has badly affected overseas visitor numbers. Visit Britain's latest projections for inbound tourism are:

- 2020: 76% decline in visits, 80% decline in spend on 2019 figures
- 2021: visits to only reach 29% of 2019 levels, spend to reach 23%
- 2025: overseas visitor numbers forecast to return to 2019 levels

2. CURRENT SERVICE PROVISION

2.1. The council currently provides financial support for Tourism and the Visitor Economy through funding for a number of tourism officers in a shared arrangement with Cotswold District Council and through the provision of Visitor Information Services at Burford and Witney. These activities of the Joint Tourism Team are also channelled through the Cotswolds Destination Management Organisation (DMO) the nationally recommended way to support the sector.

2.2. The Cotswolds Tourism Destination Management Organisation is the globally recognised brand name for the strategic Local Authority led DMO and Cotswolds Tourism is in the enviable position of owning the digital space for the Cotswolds with Top Google position for its website, https://www.cotswolds.com which has 1.2 million unique visitors. It also has extensive social media following with:

- Instagram – 52k followers
- Facebook – 42k
- Twitter – 25k
- E-newsletter with 40k subscribers.

2.3. Cotswolds Tourism DMO brings together a partnership of over 450 businesses, five local authorities (in addition to Cotswold District Council, Stroud, Tewkesbury and Cheltenham Borough Council) and the Cotswolds National Landscape (formally known as AONB). The DMO has an extended boundary (see map below) which is based on and defined by the natural geography of the area as a visitor economy rather than public sector or electoral boundaries.

2.4. The map shows in darker green the boundary of the Cotswolds National Landscape and in lighter green the wider area of **Cotswolds DMO** supported area.

Contains Ordnance Survey data © Crown copyright and database rights 2021.
Ordnance Survey, SLA No.100018800

2.5. West Oxfordshire forms a significant part of this internationally recognised visitor destination and the vast majority of the business membership (over 70%) is within West Oxfordshire and Cotswold District areas. The DMO is the 'senior' strategic umbrella organisation for management of the Cotswolds visitor destination and the Council sits within that Strategic Partnership. It is the Cotswolds brand as a destination that is recognised by Visitors who are totally blind to the structures and administrative boundaries of an area.

2.6. A further value of the DMO, is that like a LEP it is able to directly access national funding for Tourism and the Visitor Economy which is not available to Local Authorities. The Team work closely with national Tourism bodies, Visit Britain and Visit England on nationally funded projects which support businesses, growing resilience and value in the local economy.

2.7. The DMO has an adopted Destination Management Plan (2014-2024) sets out details of the role and function of the DMO and provides the Team with focus for their efforts under a number of key priorities which sit under the vision. Link to document: https://www.cotswolds.com/dbimgs/Destination%20Management%20Plan%20for%20Tourism%20Across%20the%20Cotswolds%20April%202014(1).pdf

2.8. As well as leading the DMO the Team work as part of a much wider and complex Visitor Economy Ecosystem and play a significant, pivotal and high profile role at a district, regional and national level to support the local Visitor Economy. Details are summarised as follows: (see **Annex A**).

2.9.   In essence the Joint Tourism Team is:

- A shared service and operates on behalf of the Council, Cotswolds Tourism a local Destination Management Organisation (DMO) which covers more than just the administrative boundaries of the Council
- The team operate across two counties, works with two different Local Enterprise Partnerships and across several regional boundaries and associated tourism authorities and organisations such as Tourism South East, the South West Tourism Alliance
- The team works in partnership (as a DMO) with Stroud and Tewkesbury District Council, Cheltenham Borough Council and the Cotswolds National Landscape and works with Parishes and Town Councils to support wider place shaping and a community centred approach
- The team collaborates with other Destination Management Organisations established in Oxfordshire, Cheltenham, Forest of Dean and Wye Valley, Stratford, Bath, Bristol, Worcestershire and Wiltshire and with national tourism organisations – Visit Britain and Visit England from whom they can access grant funding, for the benefit of the local area

3.   SERVICE REVIEW ACTIVITY AND COVID RECOVERY WORKSTREAMS

3.1.   During the review discussions took place with the Oxfordshire Local Enterprise Partnership (OxLEP) about increasing the input and contributions of the Council and the importance of a closer working relationship. As a result of those discussion new connections have been made with the LEP including sharing of best practice on the Teams work on digital training.

3.2.   The Council is now represented on the LEP on the Recovery and Investment of the Visitor Economy Group (THRIVE), Oxfordshire's Economic Recovery Plan Task Group and the Culture Visitor Economy sub group and the Visitor Economy working group

3.3.   The Tourism Team also work closely with Cotswolds National Landscape (formally AONB Board) and are looking to collaborate with them in developing the Green Tourism Strategy.

3.4.   The Joint Tourism Team led on Covid-19 support for businesses including:

- Individual contact and 23 Sector led meetings, Free membership to DMO, Guidance and best practice; Messages – 'Know Before You Go'

- Marketing and Promotion
     o Marketing skills and Networking / Business Communications
     o Signposting to business support / advice / training

- Particular focus has also been given to digital transformation and the need to ensure the digital offer is front and centre of the design and delivery of business operating models. A recent business survey revealed that businesses identified assistance to improve their digital competence and enabling them to have an on-line bookable service as a key recovery workstream. **Annex B** provides a summary of business needs identified by the survey and the outcomes in terms of a programme of on-line digital training.

The following sets out details of some other recent initiatives and projects run by the Joint Tourism Team.

- **DMO Marketing Recovery Fund: S**uccessful bid for £75k to digitally market businesses that are bookable online on Cotswolds.com website https://www.cotswolds.com/ (Cotswolds Tourism DMO official website).

- **Uncover the Cotswolds:** £220K project funded by Visit England to develop authentic local experiences and support businesses to get these bookable online via Visit Britain's Tourism Exchange Great Britain (TXGB) platform. This enables businesses to be digitally distributed via other online channels and particularly focuses on experiences available throughout the year and in less visited areas, to help disperse tourists more evening across the wider area and encourage them to extend their stay.

- **Real Cotswolds:** The Team for this project have been working with local Chambers of Trade to boost the recovery of market towns, involving the wider visitor economy, especially retail to give around 20 businesses per locality the opportunity to be featured on a town page. The project was successfully launched Woodstock, whose Town landing page promotes "Visit Woodstock" "Right on the eastern edge of the Cotswolds, just eight miles north west of Oxford, lies the wonderful town of Woodstock". https://www.cotswolds.com/plan-your-trip/towns-and-villages/woodstock. This work generated three media articles including a 6 page spread in Readers Digest. Plans are currently being developed for Witney and Burford. The proposed work in Witney to support the Town and local businesses gives an opportunity to work collaboratively with colleagues from Business Development and the Councils new Market Towns Officer and to connect businesses to the **Cotswolds brand** as a powerful business proposition.

- **Digital Health Check survey:** was launched to identify specific digital training needs among local visitor economy businesses and the outcome of this will be an online training platform, due to go live by end March 2021. The training will be delivered by two different local providers as a series of short 30 minute on-line sessions and whilst they have been designed in response to feedback from businesses in the Visitor Economy, the training will be accessible to all businesses.

Visitor Information Services

3.5. A detailed review paper on the provision of Visitor Information Services (VIC) at attached at **Annex C**. The review highlights the impact of Covid-19 and rapid move to digital on-line services which support the requirements for pre-arrival booking and pre-planning - 'Know before you Go'. There has also been an associated dramatic reduction in the production of printed publications and guides and default to on line digital versions.

3.6. The consequences for traditional VIC face-to-face services is that their business model and much of their offer has been overtaken by events. A number of high profile VIC's such as Bath and Oxford have closed and the provision of information and services for Visitors on arrival at a destination are being delivered by a number of alternative means, largely digitally based.

3.7. To aid recovery, a recommendation of the Tourism review is that resources and funding go to where they can make most difference to enable digital business competence in the Visitor Economy and away from face to face support for visitors arriving in the area. On that basis it is further recommended that the dedicated face-to-face Visitor Information services at Burford and Witney do not re-open.

Review of relationship with partner Councils and DMO

3.8.   The briefing paper (**Annex D**) concluded that the hybrid Local Authority Led Model for a DMO was the most agile and flexible approach, ensuring the Joint Tourism Team could adapt to change and also capitalise on opportunities. However, there are recommendations regarding new governance arrangements and setting up a new Advisory Board to:

- Input into and endorse a refreshed version of the Destination Management Plan
- Review discretionary spend on projects
- Review planned and delivered programme of work (quarterly)

3.9.   The Advisory Board will also need to agree a set of Key Performance Indicators, the preparation of an annual update report for Scrutiny and Cabinet, refresh of the Destination Management Plan and preparation of a Green Tourism Strategy.

3.10.   Furthermore, a Communication strategy is required to ensure that there is transparency and understanding of how the Council is supporting a Vibrant Local Economy and good news stories and best practice need sharing more widely with members and local communities.

Summary

3.11.   The review has established that the Joint Tourism Team are fulfilling a critical role in coordinating efforts. This includes increasing visitor spend, support for local businesses to raise their profile and access to a global market and enable residents to benefit from the wider economic impact of sustainable growth in the Visitor Economy.

3.12.   The Team are working effectively and are well recognised and valued by the national Tourism bodies, Visit Britain and Visit England, which is reflected in the funding awards and successful delivery of projects.

3.13.   The focus of their efforts needs to ensure that their work adds value to the local economy and that through effective governance and communication the Council will clearly be able to see and judge the return on investment.

3.14.   **Annex E** provides a summary of the key activities that the team will be focussing on in the short, medium and longer term.

4.   FINANCIAL IMPLICATIONS

4.1.   Historically this Council has funded the tourism service at a relatively high level both in terms of office based staff and a staff visitor information service in primarily Burford with a smaller provision in Witney and Chipping Norton(terminated when Guildhall contact point closed).

4.2.   As part of an earlier sharing of the service (pre- launch of Publica) the tourism team was merged between Cotswold and West Oxfordshire and savings shared between the partners. As part of this the teams effectively took on the support of the independent Cotswolds DMO.

4.3.   The cost to West Oxfordshire to support tourism in staffing costs is in the order of £110,000 which covers a portion of the following posts:-

- Tourism Services Manager – WODC 80% / CDC 20%
- Tourism & Business Support Manager – WODC 50% / CDC 50%
- Tourism Development Officer (2 P/T) - WODC 100%

4.4.   In addition there is a partnership manager providing direct support to the DMO which is supported by Cotswold DC and partnership fee income. No membership fees were charged in 2020/21 given the market conditions.

4.5.   The team has successfully brought in additional grant income to the partnership as set out below:-

- Discover England Fund (2018/19) £250K grant and (2020/21) £130K grants for business support and getting businesses on line
- DMO Recovery Marketing Fund 2021/22: £73,500 to support Digital marketing of bookable online experiences.
- DMO Resilience Fund (to cover the wages of the Tourism Partnership Manager during the first lock down in 2020) – c £10k

4.6. Whilst it was clear from the review that the partners support the service at inequitable rates a firm conclusion was not reached on how to resolve this at present as this was due to the original budget inputs upon the formation of Publica. A broader costing exercise is underway across Publica to understand service consumption in all areas rather than merely focusing on a single area which should identify options for budget rebasing when complete. This activity will report later in the year.

Visitor Information Services

4.7. VIC provision is largely independent of the tourism joint working with a different model of provision in different council areas. In Cotswold these are largely delivered independently with relatively small grant support. In West Oxfordshire the bulk of the service is delivered through Burford VIC. In total there is an effective level of 3.5 full time equivalent staff costing in the order of £100,000. The cost split in respect of Burford is effectively 80%.

4.8. Annual running costs for the Burford building amount to in the order of £11,000. Historically Witney was also supported but this was effectively merged into provision by the customer service team and both demand has been low in respect of tourism support.

4.9. The Town Centre Shop is outside the scope of this review as its principal activity supports residents services rather than visitor services.

4.10. The review has made recommendations regarding not reopening the Visitor Information Centres (VIC) and recommends that resources should be focused on support for businesses and recovery work rather face-to-face support for visitors arriving in area.

4.11. If members confirm that VICs will not reopen then this will release significant funding for reallocation on digital service provision as set out in 4.7 and 4.8 above.

4.12. Prior to finalising the review report for Cabinet, discussions took place with relevant service Managers to engage with HR and staff regarding the implications for staff whose principal role is VIC advisor.

5. LEGAL IMPLICATIONS

5.1. Should the Council determine that VICs do not reopen then there will be a range of HR decisions that will need support from the legal team.

6. RISK ASSESSMENT

6.1. The report raises no specific risks; however the review process will assess any identified risks associated with future delivery models.

7. EQUALITIES IMPACT

7.1. The work of the Tourism Team supports visitor economy businesses in the District. No recommendations are made in this report which impact on equalities.

8. CLIMATE CHANGE IMPLICATIONS

8.1. The Tourism Team encourage businesses to be environmentally friendly in their practices and promote the development of green tourism in the District.
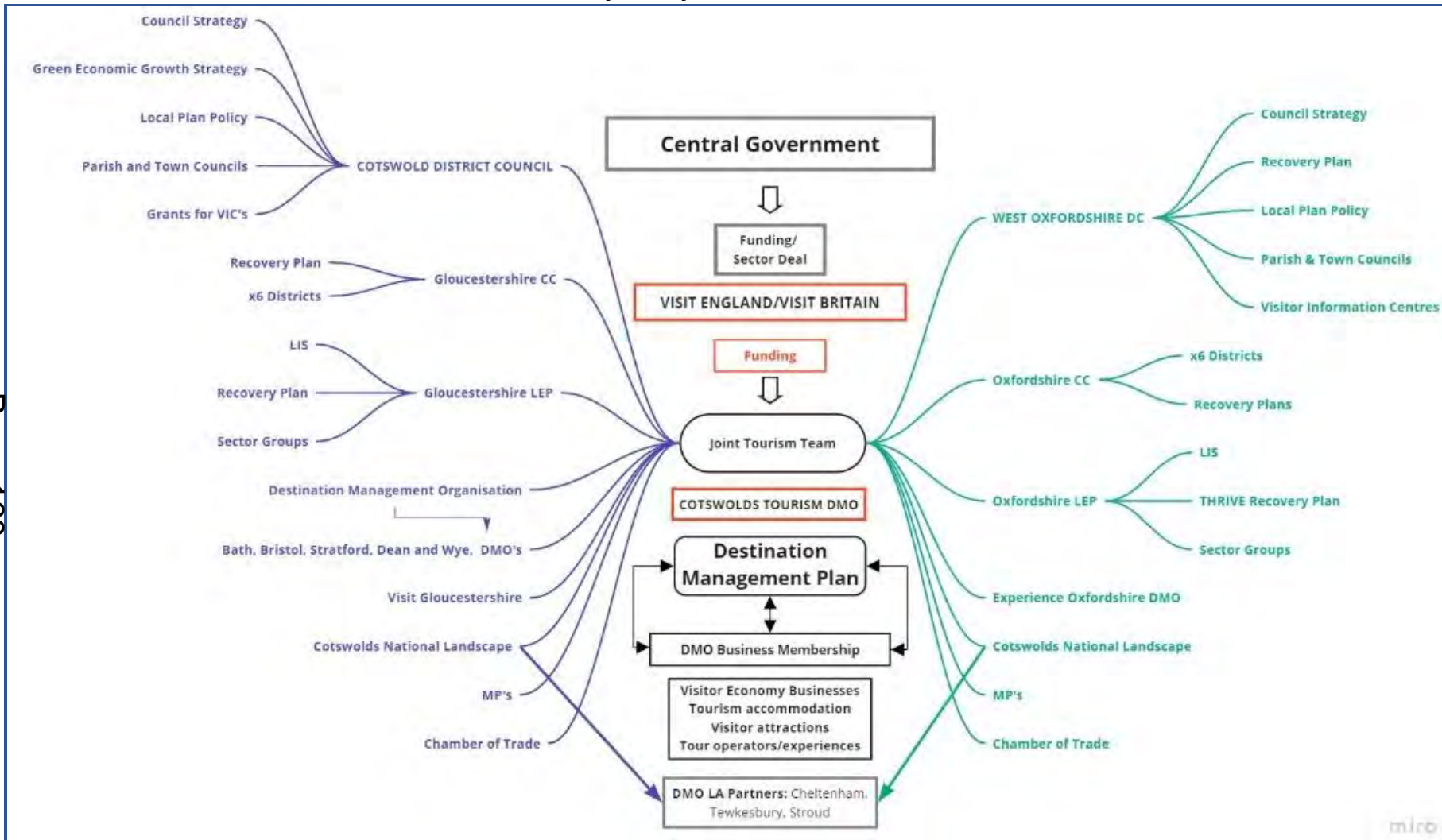
9. ALTERNATIVE OPTIONS

9.1. The review process has explored options for delivery models and made recommendations where changes need to be made.

10. BACKGROUND PAPERS

10.1. Cabinet reports W Ox Cabinet: Wednesday 21 October 2020

The Visitor Economy Ecosystem in relation to the Joint Tourism Team

BUSINESS NEEDS AND SUPPORT

During the Tourism review a business survey was also sent out with media releases encouraging businesses (non members as well as members of Cotswolds Tourism) to complete: 90 responses were received.

Questions looked to discover: if businesses were members of the Destination Management Organisation; their reasons for being/not being members; the services they valued; how they felt about the support they have received during the pandemic; their key markets; and their future training needs.

Main findings include:
- Top benefits of membership were all digital (inclusion on Cotswolds website and social media channels), closely followed by aspects of business support (networking opportunities and member updates)
- All aspects of support during Covid were rated positively, especially 'general updates' (77% rated helpful or very helpful) and updates on regulations (73%)
- When asked "what areas of training or support you feel your business and you would benefit from?" the top five answers (out of 13 options) were all digital:
  - Digital marketing - Social media (70%)
  - Digital marketing - Website training – SEO, content, images (66%)
  - Digital marketing – Maintaining customer contact (61%)
  - Digital marketing - Managing online reputation (52%)
  - Online booking & distribution (50%)
- Other training needs included:
  - Making my business more accessible (48%)
  - Green tourism and sustainability (43%)

The first outcome of the business survey has been the design of a proposed programme of on-line digital training for businesses, due to go live at the end of March 2021.

Training Provider 1:	Training Provider 2:
1. Email marketing	1. Making connections with influencers
2. Google analytics	2. Increasing overall visibility
3. SEO	3. Images
4. Social media strategy and content plan	4. Social media audit
5. Social media hashtags	5. Social media basics including how to
6. Social media scheduling	schedule, great content
7. Social media insights	6. Sponsored social media ads
8. Investing in your website (*subject to	7. Social media strategy planning
agreeing a price)	8. Marketing plans
9. Benefits of blogging (*subject to agreeing a	9. TripAdvisor
price)	10. Websites

**VISITOR INFORMATION SERVICES
DELIVERY MODELS AND OPTIONS**

"What role do Visitor Information Centres play in supporting the Visitor Economy"
and
"How else can that support be delivered"

BACKGROUND:

As part of the scoping for the review work the challenge questions set out above were raised with regard to the provision of Visitor Information Services. The following briefing note sets out details of the work undertaken to review this element of support for the Visitor Economy and makes recommendations regarding next steps.

Visitor Information Centres were traditionally the first point of contact for tourists and visitors on arrival at a destination, as a source of information and advice on what to see and do on their visit. However, as will be seen below, a number of contributory factors have now resulted in services being replaced with digital solutions which has directly impacted on VIC's delivery models. Within this wider context it is of note that both the VICs in Oxford and Bath have closed and Bristol has been temporarily closed with no plans to reopen.

National Tourism industry bodies Visit Britain and Visit England historically provided case studies on the many different models for delivery of visitor information services. They recognised the need to consider alternative models to deliver quality information for visitors that is effective, contemporary and economical. There are very many different models but 2 main categories are highlighted for the purposes of this review: Face to Face and Digitally enabled services.

CONTEXT

The changing nature in the access to information and impact of Covid-19 has meant that the operating model for traditional VIC's are being reviewed. Visitor Information service providers are planning for recovery and considering what support is needed to enable businesses to rapidly adapt their business models and also enable visitors to be well prepared and plan before they travel.

Changes in behaviours and access to smartphones have, in recent years fundamentally changed the way in which people access information and services, run businesses and interact with their customers.

Whilst the pandemic has had an absolutely devastating impact on the visitor economy, Covid-19 has catapulted the move to digital on-line services which has enabled and supported the requirements for pre-arrival bookings and the need for visitors to plan ahead. Digital solutions and the use of social media has played a crucial role in supporting the sector and enabling businesses and visitors to connect to their mutual benefit.

The on-going uncertainty regarding Covid -19 and the recent Tier system for restrictions also meant traditional forms of communication and promotion were no longer viable or effective.

Brochures and leaflets about attractions and events became totally redundant with out of date information, failing to capture details of a rapidly changing situation.

In relation to the different variations of the models for delivery of Visitor Information Services can be delivered in-house by tourism teams or customer services, as part of a Destination Management Organisation or contracted out through Service Level Agreements and partnership arrangements.

1. Face to Face - Visitor Information Services

As noted above the traditional model for VIC's was 'face to face' services and this is the current model for Burford VIC and information services at the Witney Town Centre Shop. Even prior to Covid-19 many providers had been exploring alternative delivery models and service improvements to reduce costs, improve income and maximise value for money.

Different business models for face to face services include: relocation to cheaper premises, co-location with other businesses, attractions or service or sub-letting of larger premises to off-set costs.

Examples of other face to face providers locally include:
- The owners of Bicester village who support and run the Visitor Information Centre through provision of premises and expertise with funding from Cherwell District Council.
- Waterstones bookshop have entered into partnerships with VIC's to provide services within their shops.
- In Bourton-on-the-Water visitor information services are run by an independent limited company.

2. Digital Services

Web-based services enable visitors to self-serve relevant content and social media platforms enable access to a rich range of information, insights and details of visitor experiences. It enables content providers to cater for different demographics and a great diversity of needs and through different platforms and content styles.

Businesses have had to rapidly shift their focus to on-line and social media platforms in response to customer needs and demands.

The big advantage during Covid 19 is that instead of a single printed, static version or a brochure of leaflet businesses and content providers marketing destinations, can provide real time information that is accessible 24/7.

As well as information about a destination, things to do and places to visit, stay and eat out, there are also digital Apps, mapping services which all provide a rich range of support for visitors but pre-arrival and post arrival at their destination.

It is likely that digital technologies will play an increasingly important role in supporting the visitor experience including use of 5G to support virtual reality and enhanced reality Apps. The reach of digital platforms can be phenomenal and has proved invaluable during Covid-19 where access to up to date and clear information has been crucial for visitors and businesses.

BURFORD VIC ROLE IN SUPPORTING THE VISITOR ECONOMY

The Burford VIC has been closed since March 2020, in response to the initial Covid-19 lockdown. In order to understand the role played by the VIC information was gathered including a meeting with the VIC team and assessment of comments submitted by members of the local community.

The VIC, when it was open, operated 7 days a week, 9:30 to 5pm Monday to Saturday and 10am to 4pm Sunday and Bank Holidays.

The VIC was run by a Shared Senior VIC Officer (15 hrs a week) and a team of 6 staff members equating to 3.5 FTE, who also support the delivery of Visitor information services at the Town Centre Shop in Witney. These services are wholly funded by West Oxfordshire District Council.

The 19/20 staff costs were £96,466. Additional costs were incurred to pay overtime or a casual staff. There are also running costs for the Burford premises including £7,365 business rates and £3, 536 maintenance and utility costs.

There is also an amount of income generated from sales of books, maps, gifts, photocopying and ticket sales of £19, 072 at Burford VIC and £12,053 from Witney Town Centre shop.

Support services:
The VIC services include sales, dealing with enquiries, promotion of Cotswolds, events and tours, 'Ambassadors' for Cotswolds Tourism, local information, advertising space, bookings, tickets and change for public toilet and a designated place of safety. In more detail the activities relate to:
- Signposting and recommendations on where to eat and drink
- Highlight villages and attraction on the way to a destination
- Respond to changing weather and need to adapt plans
- Advice on best walks to meet customer needs and abilities

Between the 1st April 2019 and 23rd March 2020 (prior to closure of VIC), the staff booked for 25 Blenheim Palace tickets. In terms of booking visitors accommodation there had been a downward trend in terms of visitors needing the VIC staff to book accommodation as follows:
- 32 in 16/17
- 27 in 17/18
- 19 in 18/19
- 12 in 19/20

In the meeting with the team they also mentioned work they do to support local businesses through:
- Contact B&B to sign up to local charter so that VIC can use them for accommodation booking which provide 10% commission
- Tour Companies provide information about their services
- Chamber of Commerce contact VIC to tell them about local events
- Advertise local events
- Cafes and independents advise about local discounts

The team also connect to the Local Community through:

- The Bridge newsletter – promoting local events
- St John Baptist Church – opening times and events
- Warwick Hall – leaflets on their local events

Page 173

- Transport Services – bus and train time for local community
- Sharing information about Council Waste Service – accessible site to view council documents
- Burford and District Society – Walking maps

Comments were also received from the local community including the Town Council Mayor, Burford and District Society and The Bridge:

- Tourism is Burford's lifeblood, largest source of income and needs to be actively supported and promoted. The 1,200 residents would only support a community operated shop and a pub.
- Burford destination include wealth of medieval buildings,(including the 10th most visited church in UK), our shops (48), antique stores (3), art galleries (3), pubs, hotels and restaurants (12), and tea rooms (7) as well as Burford Garden Centre and Cotswold Wildlife Park.
- Provides a one stop shop (with human interaction) for 40,000 people annually (other figures say 100,000) and footfall increasing by 5% per annum over the last 3 years and signposts to other businesses
- Most tourists are day trippers, national and international, and come all year round. They total over 1,200,000 annually (other parties say 1.6million), including over 400,000 to Cotswold Wildlife Park and a similar number to Burford Garden Centre. Once it is discovered, many make regular visits to the Town, especially those from Oxfordshire/Birmingham.
- Revenue generated is £50miilion per annum
- Whilst Burford is known throughout the world as 'The Gateway to the Cotswolds' and the 'jewel in the crown of West Oxfordshire' the vast majority of new visitors arrive without any prepared plans, which is where the VIC plays a major role in helping them to maximise their experience and enjoyment and stay longer.
- Since the closure of the VIC information has not been passed to The Bridge, a community magazine, promoting spending by local residents
- VIC key to decision to twin with Potenza Picena
- Opportunity to reopen Burford Post Office within the VIC and able to support the £6,000 rent
- Opportunity to relocate Tolsey Archive Project – widely dispersed local historical records into one archive location
- Pop up shop run by volunteers selling books, artefacts and other items
- VIC looks sad

ASSESSMENT

Burford VIC delivery model is based on what was the traditional face to face contact with visitors. A face to face service is also provided at the Witney Town Centre shop but this is a much smaller service and is largely focused on signposting visitors and is combined with the provision of wider customer services and support for local residents.
For the purposes of this review greatest attention has been focused on the provision of services in Burford which was a more prominent and high profile service.

Burford, is also a very well established and popular destination for Visitors and supports a wide range of shops and services, including the VIC, which are well beyond the provision normally expected for a town the size of Burford. As noted in the comments from the local community, the Visitor Economy is recognised as bringing benefits and that there is a need for support and publicity of the businesses and destinations.

An assessment of service provision by the VIC at Burford suggested that approximately 20% of Visitors were looking for visitor information, 30% looking for change for the toilet and 50% were to browse gifts. However, there are no absolute records of visitors and their purpose completed at the VIC and therefore is anecdotal. Historically there was a mix of domestic and overseas visitors with European visitors less likely to have booked their accommodation in advance.

Within the context of Covid 19 and requirements for pre-booking, pre-planning your journey and the fact that businesses aren't producing leaflets, the current VIC delivery model has been largely overtaken by events and highlights the need to focus on different delivery models.

https://www.visitbritain.org/know-before-you-go-get-involved-our-campaign
Visit Britain are providing support for this digital shift and have been championing a national campaign "Know before you go" to empower consumers to inform themselves before booking a trip. This approach directs the provision of information to pre-arrival as opposed to post-arrival at destination which was the traditional VIC model.

It is also of note that the changes which have taken place during Covid 19 have largely been an acceleration of an existing trend and that it is highly likely that those digital, social media consumer and businesses preferences and requirements will remain as the default.

KEY CONSIDERATIONS

Visitor Information: Default to Digital

The move away from paper based information has been both for safety reasons and also, as noted above due to the need to constantly update information. Print runs for brochures have been cancelled and digital is now the default means of delivery of visitor information.

By example, the Joint Tourism Team, through Cotswolds Tourism Destination Management Organisation, has harnessed the power of digital solutions, using a combination of Cotswolds.com website, which is top of Google searches and has 1.5 million unique visitors as well as active twitter (24,805 followers), Instagram (50,283 followers), Facebook (40,000) and newsletters with 40,000 readers every fortnight.

Visitor Information is being provided by enhanced digital services and through targeted marketing campaigns. The benefit of this is that it reaches a far wider audience whereas face to face services, in destinations like Burford VIC are limited to foot visitors in that area only. The use of technology such as QR scan codes for tourism and in a post covid error Map dispenser use https://www.cityscapemaps.com/products-services/dispensers as a way to provide locality specific information.

Furthermore, direct sale of tickets for local attractions by VIC's was falling prior to Covid as visitors self-served, accessing the convenience of 24/7 on-line services and social media generated content. This trend has accelerated massively during Covid 19 with requirements for businesses to offer on-line bookable services and that trend is unlikely to be reversed, and is still very much needed. The consequences for the VIC's is that an area of work and income generation has now been lost.

Visit Britain/Visit England is supporting this trend and has provided funding to the Joint Tourism Team and Cotswolds Tourism for a project to provide support for businesses to enable them to get an on-line bookable service on a national platform Tourism Exchange Great Britain (TXGB).

Sale of Gifts, maps and books

In relation to gift sales at Burford VIC and Witney TCS it is a reasonable contention that the Council is adding competition on the high street and therefore taking trade from small businesses. Gift sale profits at the TCS were £16,740 for 2018/19 and £12,053 for 2019/20. Given the high level of staff and overheads associated with these buildings these sales are clearly subsidised by local taxpayers.

There are many other potential options available for the sale of gifts, books and maps in Burford and Witney, and that trade is of benefit to local businesses.

Alternative uses to support the high street

It should be noted that the Council, as owner of the Burford VIC Shop, was approached during lockdown with three separate enquiries about renting/buying the Shop from the Council. Property Services estimate that the potential rental income would be in the region of £6,000 per annum. Additionally, the County Council has expressed an interest in offering VIC literature etc in its Library (as is the case in Chipping Norton).

CONCLUSIONS

At the start of this review process lead members expressed their support and commitment to the Visitor Economy and that hasn't changed during the review. Instead a refocus of effort and priorities has had to take place to ensure support for the Visitor Economy responds to the current challenges and enables the sector to play a key role in recovery of the wider economy.

The Council needs to make the very best use of resources to ensure they are directed to where they will make the most difference. This includes looking at new delivery models, building new partnerships and working collaboratively.

To support communities and businesses a number of initial actions are proposed which bring together resources from the Joint Tourism Team and the new Market Towns Officer from Economic Development to support market towns and the visitor economy.

The first steps in this work will involve engaging with Chambers of Trade in Witney and Burford to get a business perspective on the local economy. Insights will be sought on:

  i. Learnings from opening of businesses after the first lockdown and how they can help inform improvements in public realm and preparation for future easing of restrictions
 ii. The value of interventions such as membership of Cotswolds Tourism DMO, Training for businesses, networking events around key businesses, supply chains etc, local campaigns to promote shop local and safe opening
iii. How best to use digital technologies and social media to connect visitors to businesses, and how technology could be used by local businesses to share their announcements, offers and updates and reasons to visit specific locations
 iv. Engagement will then take place with local Elected Member, Town Mayor and town council to gain further feedback

On the basis of the insights gained, a set out recommendations will be made for further action and interventions.

RECOMMENDATIONS

In terms of the role of VIC's a key finding of this review is that the model for the Visitor Information Services in Burford and Witney, based on a traditional delivery model of face to face contact, does not represent the best way to meet Visitor and business needs. Whilst

historically the VIC's provided a great service for the Visitor in the current circumstances and on-going default to digital, the service's delivery model has been overtaken by events.

The VIC's face to face model is not able to meet the pressing needs for visitors to pre-book and plan, prior to arrival at a destination. Whilst VIC's in the past were able to book accommodation and tickets for local attractions, all that business has now moved on line or is done directly to the business by the Visitor.

Furthermore, the retail sale offer of the VIC's, whilst complementary to their information services, is not justification for running a shop at Taxpayers expense when the sale of books, guides and gifts is not a core function of a Local Authority. It is also a service which can be offered by other businesses, thus continuing to meet customer demands.

The impact of Covid-19 and changes in the way Visitors access services and information means that the VIC's service offer and income generating streams have fundamentally changed and as a business model they are no longer viable.

It is on the basis of these set of circumstances that a recommendation is made that the VIC service does not re-open.

NEXT STEPS
1. Prior to finalising the review report and Cabinet meeting, a discussion needs to take place with relevant service Managers to engage with HR and staff regarding the implications for staff whose principal role is VIC advisor.

Additional recommendations:
2. That resources from Joint Tourism Team and Economic Development - Market Towns Officer work with Local Chamber of Trade and local communities, as noted in conclusions above, to find out about business needs for on-line bookable services and what locality 'arrival' information is required and how that could be delivered
3. That resources from Joint Tourism Team with expertise in digital communication, work to support businesses build on-line content to support visitors to Burford and Witney in particular
4. That a new resource is approved to provide dedicated support for on-line solutions which support local businesses and visitors to the area

BRIEFING NOTE FOR TOURISM REVIEW STEERING GROUP

**DESTINATION MANAGEMENT ORGANISATIONS
DELIVERY MODELS AND OPTIONS**

Challenge questions

"What are Destination Management Organisations (DMO's)?"

"What is the model, work priorities and impact of Cotswolds Tourism DMO?"

"Has the Council and Cotswolds Tourism DMO got a strong clear voice with the LEP?"

"What is the right DMO model for the future? - Identify what is fit for purpose?"

"What governance and monitoring is required of Cotswolds Tourism DMO?"

BACKGROUND

As part of the scoping for the review work the challenge questions set out above were raised with regarding gaining an understanding of the role and function of Destination Management Organisations (DMO's).

The reason for raising this query was that in order to carry out a review of the Joint Tourism Team and understand their work and priorities, it is necessary to understand '***Cotswolds Tourism***', which is a Local Authority led DMO. This internationally recognised brand brings together over 450 business members, 5 local authorities and the Cotswolds National Landscape (formally known as Cotswolds AONB). West Oxfordshire and Cotswold District Council are lead funding authority with Stroud, Tewkesbury and Cheltenham Borough Council as partner members.

The following paper brings together examples of DMO's, provides details of the priorities and impact of the Joint Tourism Team (under the umbrella of Cotswolds Tourism) and sets out the measures of success for a fit for purpose delivery model for the future. It focuses on the operating model and how it supports the visitor economy, it does not address the funding split between the two lead authorities which is subject to separate consideration.

The paper finishes with a set of recommendations of actions to support the operation of a successful DMO and vibrant local visitor economy. Feedback is sought from the Steering Group regarding the outcomes of the review and proposed recommendations.

CONTEXT

In 2019, the Government published the Tourism Sector deal setting out the Government's future vision for the British tourism sector. In launching the Deal, Business Secretary Greg Clark said: "Tourism is one of our most valuable industries and it plays a vital role in our economy, with nearly two million people employed in the communities across the country and £23 billion pounds spent by visitors in the UK last year".

The Government recognises the Visitor Economy, within which Tourism sits, as vital in supporting local economies and thriving places. Prior to 2020, Tourism was one of the largest and best performing sectors of the UK economy, generating £155,4bn and was forecast to be worth over £257 billion by 2025.

The impact of the pandemic has further highlighted the importance of the sector which is seen as being uniquely placed to support the government's levelling up agenda of sharing the benefits of growth. To support that end, the Government is currently developing a Tourism Recovery Plan.

Qu1. "WHAT ARE DESTINATION MANAGEMENT ORGANISATIONS"? Role and functions

To make the very best of the opportunities associated with the spend in the visitor economy, Destination Management Organisations, (DMO's) as local tourism organisations, meet the need identified by Central Government for strong, independent, effective management and development of visitor destinations.

As visitors to a 'destination' will be blind to administrative boundaries or areas of responsibility, DMO's need to work collaboratively with public bodies and local organisations to provide a holistic approach to the strategic leadership of a defined genuine visitor destination. The areas covered by DMO's therefore reflects the natural geography of an area's visitor economy rather than local public sector or electoral boundaries.

DMO's have a critical role in coordinating efforts through implementation of an agreed strategy as set out in an approved Destination Management Plan.

The benefits of co-operation are also unusually important for the visitor economy compared to many other sectors due to:
- Very high proportion of small and medium sized enterprises
- Large number of different destinations of varying sizes, types of attractions, local political leadership, transport links etc.

Co-operation enables promotion of a shared visitor destination rather than just individual attraction, restaurant or hotels.

The value placed on the work of DMO's was acknowledged early into the pandemic when in April 2020 Tourism Minister Nigel Huddleston launched £1.3m fund to support Destination Management Organisations (DMO's), stating that "This funding will ensure that DMO's can continue to provide critical business support and start to prepare for recovery".

DMO's and the Sector are also represented and supported at a national level by two tourism agencies, Visit Britain (VB) and Visit England (VE), who act as the key relationship and interface at a local level with the network of Destination Management Organisations. VB/VE provide direct financial support through access to funding for the sector; however, this is only available to DMO's and not Local Authorities or Local Enterprise Partnerships.

VB/VE are currently engaging closely with the Government in the development of a Tourism Recovery Plan as part of their statutory duty to advise Government on tourism policy. As part of the preparation of the Recovery Plan the Department Culture, Media and Sport has announced their intention to carry out a DMO review in Spring 2021, though details for the review have not yet been announced.

DESTINATION MANAGEMENT ORGANISATIONS – Delivery and funding models

As noted above, the Governments view is that England needs DMO's to manage and develop different destinations effectively, but doesn't prescribe a particular model.

DMO's therefore are atypical organisations, the choice of the most appropriate model for a particular destination being influenced by local priorities and issues that need to be addressed in the local Visitor Economy. Across the Country, each DMO develops their own working arrangements

The Visit Britain site identifies DMO s in Gloucestershire as:
- Cotswolds Tourism
- Destination Bristol
- Forest of Dean and Wye Valley Tourism Association
- Marketing Cheltenham
- Marketing Gloucester

The Visit Britain site identifies **DMO** s in Oxfordshire as:
- Cotswolds Tourism
- Experience Oxfordshire
- Tourism South East

The characteristics of a successful DMO can be defined as:
- Strategic leadership - A clear destination management Plan or Tourism Strategy and secure funding. Visit England suggest this is ideally from a combination of commercial income and local authority grants
- Branding - A defined geographical area which recognises visitor boundary and combines smaller destinations where relevant
- Strong support from and for local businesses
- Balances the needs of members and visitors
- Strong partnership and collaboration with local and national decision makers - (LA's, LEP, Visit Britain and Visit England)
- Understanding of domestic and international visitors and where the DMO fits into the national regional picture

TYPES OF DESTINATION MANAGEMENT MODEL

The chosen DMO model, for a particular destination, will take on board the critical success factors noted above and the functions of the DMO will reflect, promote and manage the identified priorities in the agreed Destination Management Plan.

Broadly, there are three types of DMO models: Private Sector Led company models; Private and Public Sector Partnerships or Local Authority Led models. Each may or may not have public sector / local authority funding. Annex 1 provides a summary of each type of DMO model against the costs, funding partners, monitoring and governance and SWOT/risks.

Qu2 "WHAT IS THE MODEL, WORK PRIORITIES & IMPACT OF COTSWOLDS TOURISM DMO?"

As noted at the start of this paper the Joint Tourism Team lead and run *Cotswolds Tourism* DMO partnership. The DMO is a hybrid model. It is Local Authority led with core funding coming principally from West Oxfordshire District Council and also Cotswold District Council.

Cotswolds Tourism DMO hybrid model also enables operating as a **membership organisation**, which as noted at the start of the paper includes over 450 business members

providing an operating budget which funds a Tourism Partnership Manager and support activities for the business members.

Furthermore, this hybrid model enables the Team to provide support to businesses who are not members of the DMO, something private commercial models don't allow.

The DMO has a visitor 'destination' boundary which covers the Cotswold National Landscape (AONB boundary) as well as all of West Oxfordshire and Cotswold District Council area. The vast majority of the business membership is within West Oxfordshire and Cotswolds district areas.

Cotswolds Tourism is the umbrella organisation which provides strategic leadership, support and visibility for the destination but it operates with financial support and buy-in from the local authority partnership leads. The DMO's adopted Destination Management Plan (2014 – 2024) is a critical document setting out an agreed set of objectives which represents the interests and commitment from both public and private sectors.

The agreed vision for tourism in the Cotswolds DMO area is:
"To ensure that the Cotswolds is a vibrant year round destination where visitors enjoy high quality, authentic experiences and tourism makes an increasing contribution to the economic, social and environmental sustainability of the local economy".

The agreed priorities of the Cotswolds DMO are:
- *Partnership – Shaping the Approach Together*
- *Product – Enhancing the Visitor experience*
- *Marketing – developing the Cotswolds Brand and its core values*
- *Knowledge – Establishing a thriving tourism industry*
- *Performance – building excellence through networking and collaboration*

A Partnership Agreement for the DMO strategic partnership was also drafted in 2017 but is not signed but the partnership is currently managed by an officer team of representatives from each local authority and the Cotswolds National Landscape.

The Agreement states that the priorities of Cotswolds Tourism DMO partnership are:
- To promote the Cotswolds area as a destination of choice for domestic and international visitors.
- To work with local businesses to promote their goods and services as an integral part of the local tourism offer, and enhance business understanding of the importance of the visitor economy.
- To highlight tourism issues to elected Members and to parish and town councils.
- To influence national, regional and local strategies that impact on tourism and the visitor economy.
- To identify common themes and issues relevant to the Partnership, explore solutions and agree joint actions where appropriate.
- To promote the Partnership and secure resources to ensure its continuation and development.
- To agree spending on campaigns, publications, or additional staffing in line with the Partnership's priorities.
- To jointly commission research to inform the Partnership's activities.

- To feed information upwards to regional and national tourism bodies to ensure that the Cotswolds is recognised and promoted as a destination in national and international campaigns.

Cotswolds Tourism DMO work by the Joint Tourism Team includes visitor management, product development and controlled marketing which aims to influence visitor behaviour to extend the season, to encourage visitors to less visited areas and to ty to encourage active tourism rather than passive sightseeing.

The Team work with local communities to help manage the pressure on 'honeypot' locations from over-tourism promoting a broader range of destinations and experiences in order to spread the economic benefits of the visitor economy more widely and minimise the adverse impacts.

Unlike other commercial tourism marketing organisations, commercial DMO or other tourism teams, it's not just about promotion. The Joint Tourism Team adopts a holistic, place based approach, which maximises the benefits of the visitor economy, whilst recognising the need to address the pressures of too much focus on one tourism destination, a green economy and of course sustainable development and climate change. This means that they not only work with tourism operators, destinations and accommodation, they also work with the High Streets to secure a better visitor experience

Other areas of work for the Team include Press & PR - image requests, organising farm trips, attending press events, follow up of events and content creation. Film & TV requests for information provision. Attendance at travel trade shows including IMM and VIBE events. The creation and publication of town and virtual guides.

The hybrid model therefore enables the joint Tourism Team to fulfil a much wider remit including working with a large number of towns, dealing with town councils and business trade bodies. This has included work on specific events such as Tour of Britain or Cotswold Hare Trail or more recently on efforts to boost the high street, and recovery from the effects of Covid 19.

This hybrid model has proved resilient, thanks to the on-going commitment and financial support of the lead Councils for the local economy. This has enabled the DMO to provide critical support for businesses within the sector that has been devastated by the impact of Covid-19.

Key activities during Covid-19 to support businesses:
- Stakeholder engagement
  - Free membership and individual contact ; 23 Sector led meetings
  - Guidance and best practice; Messages – 'know before you go'
  - Support to move online and to digital
- Marketing and Promotion
  - Marketing skills and Networking / Business Communications
  - Signposting to business support / advice / training
- Reopening of town centres
- Pilot Project for Local Tour Operators and Accommodation Providers
  - 'Experiences' with local business – domestic packages

- o Woodstock Project. First of the projects across two authorities: Witney, Burford, Cirencester, Tetbury and Northleach to follow.
- Targeting Overseas residents – particularly in London
- Local 'staycation market
- Digital Connectivity: business survey, digital health check and planned training

A further value of the DMO partnership, rather than just a Tourism team within a Local Authority, is that the DMO can access external funding which is not available directly to the Council. The team have been highly successfully in recent funding bids some of which is detailed below.

Key areas of work, including externally funded projects:
- Discovery England Fund – 'Uncover the Cotswolds' (£250k 3 year funding - just secured £90k to extend to 5 year funding)
- DMO Resilience Scheme – enabling DMOs to support their businesses (approx £17k)
- DMO Recovery Marketing Fund – deliver local marketing activities aligned to national campaign (£73,500 funding)
- Business Advice Hub – support finder, latest guidance (online website promoted by team)
- Recovery Webinar – research and insights, guidance and marketing (showcases work to support local tourism businesses to get on-line bookable service through TXGB)
- Where Good to Go' – Scheme to demonstrate businesses adhering to public health guidance (Visit England run system extended to June 2021. Team promotes businesses to sign up)
- Business Engagement
  - o Networking and Local Connexion (business interaction)
  - o Consumer newsletter (every 2-4 weeks) to 38,500
  - o Attract new members
  - o Support existing membership
- Training – co-ordinate, best practice, case studies
- Special Projects – Pub Hubs / Women's Tour of Britain

Membership has grown significantly from 260 in 2017 to over 450 in 2021. Business engagement and involvement has increased dramatically. Businesses have benefited from the strength of the DMO digital marketing, with membership giving businesses listings on Cotswolds.com, the DMO's official website which acts as a marketplace, showcasing the area and its businesses.

The marketing reach is significant with the Cotswolds brand as follows:
- Unique visitors to **Cotswolds.com**:
  - o From 751,864 to 1.2 million (60% growth)
- Facebook followers:
  - o From 5,286 to 42k (694% growth)
- Twitter followers:
  - o From 15,150 to 25k (65% growth)
- Instagram followers:
  - o 2,100 to 52k (2376% growth)

The impact of the Joint Tourism Team's work is significant and far ranging. They have, as noted above an enviable high profile website and strong social media presence which enables them to connect visitors with local businesses, attractions and events.

Support for businesses
The work of the Team demonstrates a real concern for businesses rather than a commercial interest. The strengths of Cotswolds Tourism DMO, which has been built by the Team are of high value to businesses in that it enables them to have access to:

- A globally recognised brand and high profile and accessible website – top ranked on Google with 1.2 million unique visitors a year
- A channel to press and pr at a national and international level
- Active social media channels including over 100,000 followers and high engagement rates
- Strong links/channels of communication to national tourism bodies and access to funding
- Industry advice, targeted training and support

The Team has been proactive in providing support for businesses during Covid-19 pandemic and has grown its membership over the past year. A recent business survey has informed the planned programme of work and support including a need for training associated with digital services and a desire to learn more about green tourism.

ASSESSMENT Sections
Qu 3 "HAS THE COUNCIL AND COTSWOLDS TOURISM DMO GOT A STRONG CLEAR VOICE WITH THE LEP?"

Whilst the work of the Joint Tourism Team with local businesses and projects with local communities has made a positive impact and is addressing key issues which have been identified, the messaging about the work wasn't getting back to the Council or shared more widely. The concerns around visibility and sharing success stories were picked up as part of the review paper on Communication which was presented to the Steering Group at the last meeting.

A paper had also been presented to the Steering Group on the relationship with the LEP as again it was considered that more could be done to present a strong clear narrative on the work which was being undertaken to support businesses in the local visitor economy.

Recommendations from that paper highlighted the new working relationship and participation on LEP groups by the Business Manager for Localities and Joint Tourism Manager and the contribution towards recovery plans. This approach needs to be developed further to ensure that the Council clearly articulates its position. This could be further enhanced by undertaking a review of the DMO Destination Management Plan (DMP) and involvement of the LEP and other key stakeholders in co-creating and agreeing a new DMP.

Qu4 "WHAT IS THE RIGHT DMO MODEL FOR THE FUTURE? - WHAT IS FIT FOR PURPOSE?"

The work on Horizon Scanning as set out in the associated Briefing paper for the Steering Group, identifies areas of challenge and the on-going uncertainty for the visitor economy. Whilst Boris Johnson has now announced the roadmap for reopening the economy there is a need for a flexible and adaptable model of delivery for the DMO which can respond to issues as they arise.

The review of the different DMO models does flag risks around wholly private sector/business models which are commercially rather than politically driven. The priorities of these DMO's could result in conflict between the strategic objectives of the Council (managing the impact of tourism, environment impacts) with the commercial objectives of the business members.

This has arisen during Covid-19 when a number of DMO's have ceased operating. This does not suggest that they are a model that remains fit for purpose. Furthermore, DMO's which focus on overseas markets or city breaks or business led DMO's which rely heavily on ticket sales or membership fees are closing, reducing activities and facing redundancy. Fundamentally, commercial operations are also more susceptible to economic shocks and loss of private sector funding.

The other key issue of concern for the Council, which has emerged during the review work, is that commercial DMO's don't work with businesses or organisations unless they are members. Feedback from the Steering Group is the desire to enable a wider level of support for business and the communities most impacted by visitors to the area.
Contrary to the potential risks of a commercial model, the existing Cotswolds Tourism DMO does enable influence and involvement of the Council in setting the priorities of the Destination Management Plan. It also ensures that the Corporate Priorities and actions agreed in the Recovery Plans can be delivered by the Joint Tourism Team, collaborating with colleagues working in Economic and Business Development to support a vibrant local economy.

Cotswolds Tourism DMO focus on the domestic visitor market has also placed them in a better position to respond to the challenges of Covid. They also have a breadth of public sector partners focussing on recovery, are able to co-ordinate resources to support the visitor economy and places beyond honeypots.

QU5 "WHAT GOVERNANCE AND MONITORING IS REQUIRED OF COTSWOLDS TOURISM DMO?"
In answering this final challenge question, a paper was produced for the Steering group which set out recommended approach to the Governance of the DMO. This included setting up an Advisory Board to be led by the lead Portfolio Holders for West Oxfordshire and Cotswold District Council with the primary functions of endorsing the DMO's Management Plan, reviewing discretionary spend on projects, quarterly review of planned and delivered work and input into the Destination Management Plan refresh.

CONCLUSIONS

The review work has highlighted the strong support from Central Government for Tourism, Visitor Economy and the work of DMO's in optimising the value and contribution of the sector to a vibrant local economy.

The review work has identified how Cotswolds Tourism DMO and the Joint Tourism Team meets list of characteristics of a successful DMO including: Strategic leadership, Branding, Strong support from and for local businesses, Balances the needs of members and visitors, Strong partnership and collaboration and Understanding of domestic and international visitors.

In the current economic climate, the hybrid model of Cotswolds Tourism DMO is fit for purpose. The Team and DMO are extremely effective in supporting businesses in the sector and have potential to grow that offer for the benefit of businesses in the wider local economy. The DMO's successfully social media following and customer base is a huge asset for local

businesses. The team have also accessed funding to support digital health checks and training and are working with towns to grow visibility of their offer and businesses.

However, the DMO and Team are only able to do the work they do through the commitment and support of the Council and on-going access to external funding from Visit Britain/Visit England.
The Teams work in enabling delivery of the Council priorities and agreed actions to support the Council's plans for recovery, should continue to work with businesses to support marketing and digitally enabled solutions; develop the relationship with the LEP and engage with communities on place shaping and management of visitors.

When the economic climate is more stable and the future of the visitor economy is clearer, the recommendations are that work is undertaken to explore the options around the balance of private/public sector funding. The current focus however is on recovery.

The review did however identify a number of areas where change is needed or particular areas of work needs to be prioritised and these are set out in the recommendations below.

RECOMMENDATIONS:

- Implement the agreed governance arrangements to support delivery of DMO Management Plan
- Develop an agreed set of Key Performance indicators including:
  - Gross Value Added
  - Wider public recognition of role of visitor economy in recovery from Covid and added value
- Prepare and present an annual report on the state of the visitor economy and contribution by the Team and DMO to a vibrant local economy
- Work with key stakeholders and businesses in the visitor economy to carry out the refresh of the Destination Management Plan to ensure that the focus of work remains appropriately prioritised
- Provide a clear narrative which explains the Council's role as are part of a Strategic Partnership and highlights the return on investment for the Council and local tax payers
- Continue to build connections with wider business ecosystem to maximise spend from visitors, including plans for High Street recovery
- Enable training and support for businesses to be digitally enabled and provide a high quality customer experience including building confidence and value in employment in the sector as a career and not a job
- Support businesses to make a transition to zero carbon and enable green and sustainable business models
- Grow DMO membership and enable local businesses to understand and access the significant value of the Cotswold Tourism brand
- Build collaborative and partnership relationships on place shaping and management of visitors in order to maximise the benefits of visitor spend and minimise the impact
- Continue to access opportunities for funding to support existing and future projects
- Works and connects with the LEP on the delivery of Local Industrial Strategy and recovery plans.
- Highlight the opportunities and qualities of the area as a place for businesses in the wider economy to invest.

ANNEX 1: DESTINATION MANAGEMENT ORGANISATIONS

PRIVATE SECTOR LED MODEL

The first type of model can be a Limited Company, Community Interest Company or not for profit (with or without local authority funding), partnership model, Business Improvement District (funded by levy on local businesses).

The key purpose of this model is marketing and co-ordinating the promotion of the area as a leisure, conference, business, and educational visitor destination. This can include operating a Visitor Information Centre (VIC's), operating a membership schemes, providing accommodation-booking services, marketing the area to leisure, business and overseas travellers, PR activity, developing destination websites and organising events.

Costs

In a fully commercial DMO, operating costs are covered by commercial funding streams. This could include income from membership fees, patrons, sponsorship from larger local companies, profits from events, retail sales (usually including a VIC), walking tours, providing marketing consultancy for other DMOs/LA/LEP, website income or other advertising revenue streams. The necessary income to support a private sector DMO is not insignificant.

Funding Partners

Funding partners for a private sector model can include sponsorships, patrons, membership funding models that provide a commercial income stream ensure that local businesses have a stake in the success of the DMO and hold it accountable. Conversely, as a commercial company, without contributing to the funding stream, the strategic interests of the local authority are not secured. Any local authority priorities would be commissioned from the DMO at cost. However, a local authority can be a contributing partner or as in the case of Visit Bath, a shareholder.

Monitoring and Governance

A commercial company would be answerable to its board of directors which can include a local authority member. A company would produce annual accounts and hold an Annual meeting with its shareholders.

SWOT / Risks

- They are commercially rather than politically driven.
- DMO has strong private sector led business agenda which would normally include the breadth and experience to operate a commercial business.
- As a commercial interest, the DMO can become vulnerable to economic crises and indeed during the Covid pandemic at least one of this type of DMO has ceased to exist due to the lack of incoming funds (Visit Cambridge and Beyond) and others are looking at contingencies to continue operating.
- The model excludes non-members even if they are a key product in the area.
- A BID company would only address the specific area rather than a wider local visitor economy.

Page 187

- As a commercial interest, members could demand immediate returns and not necessarily take a long-term strategic view, spend excessive time chasing financial contributions and only deliver what businesses will pay for.
- The model, relies upon maximising the potential of sales in tourism and visitor economy and seeking a financial return rather than managing tourism in a way that takes on board the economic and social impacts of additional visitors to a locality.

PRIVATE / PUBLIC PARTNERSHIP MODEL

This is a hybrid model that includes a partnership of both private sector and public sector (normally local authority) interest. It can be part of the LEP or part of the local authority (with or without additional commercial funding) but has a degree of arm's length and independent operation. (Example includes Cambridge and Beyond which has just ceased trading). The remit of the DMO can be wide, not simply including a contractor of services. It is different to the public sector model in that it would choose the investment priorities and opportunities for intervention.

Costs

There is an opportunity for public sector funds to leverage private sector investment. Private sector partners will expect a return on the investment and will need to ensure that the priorities and interventions are aligned.

Public sector will be expected to bring secure funding which may conflict with annual budget planning.

Funding Partners

Public sector funding is still required, however, opportunities for alternative funding should be pursued.

As with funding partners for the partnership model there are opportunities to lever in private sector funding and commitment from tourism businesses. This can include sponsorships, patrons, membership funding models that provide a commercial income stream ensure that local businesses and the local authorities have a stake in the success of the DMO and hold it accountable. As a partnership, the strategic interests of the local authority are better secured by the election of local authority members on the board.

Monitoring and Governance

This can include an operation similar to a company with a board of directors with the local authority members sitting as board directors.

SWOT – Risks

- This model can be seen as an independent operation with buy in from both public and private sectors. It needs a strong and defined management plan with key objectives that represents the interests and buy in from both public and private sectors. As a

partnership with businesses there may be conflicts between the strategic objectives of the local authority (managing the impact of tourism, environmental impacts) with the commercial objectives of the business members.

- As a commercial operation, it will be impacted by economic shocks and this has been the case during the current pandemic.
- Stronger opportunity to lever in additional private sector funding and commitment from tourism businesses

Note: In April 2020, the Government announced financial support to DMO's who usually received 50% of their income from commercial sources recognising that they were at severe risk of closure due to the pandemic. This was to ensure that they were able to continue to operate.

PUBLIC SECTOR MODEL

The public sector model can be a destination management function within a lead local authority. Alternatively, the responsibilities can be transferred to a local authority controlled company.

A public sector led approach reflects the need* for local authority leadership in destination development, management of infrastructure and place based marketing which reflects the objectives of the local authority including economic development, planning, wellbeing, transport, culture. It facilitates an integrated approach.

* This model supports the need for local leadership and a shared vision and commitment to place shaping for an area. This is particularly important where there is a risk of over-tourism and the management of the pressures and tensions associated with honey-pot locations.

Costs

The Local authority led funding models have provided a relatively secure funding model and are been able to take a longer term, strategic view, provided an incentive for other local partners to work together. Being part of a wider organisation, it also has reduced overheads.
The DMO need to remain mindful of business needs and security of sufficient funding can change dependent upon individual Local Authority resources. As a DMO it is also able to access other funding streams including Discover England Fund and most recently Resilience Funding and Emergency Funding.

Funding Partners

The funding relies entirely upon each Local Authority (LA) partner committing funding to tourism as a priority product and one where it is important for the authority to make an intervention.

In response to Covid – 19 and the need to support recovery in the visitor economy, Local Authorities are reviewing their priorities and funding commitments to ensure resources are focused to where they can make most difference.

In a local authority controlled company prominent businesses, academic and tourism figures can sit alongside members of the local authority, typically with a Board chaired by LA representative.

Monitoring and Governance

The governance can be a simple Terms of Reference or the full considerations of a Company in the case of a local authority controlled company and a Board of Directors including people representing the visitor economy sector in the locality.

The DMO must ensure that it retains the support and participation of the private sector visitor economy businesses. It is therefore important that it retains a business sector profile which is recognised by partners as a business facing organisations rather than a local authority profile. However, it is also important to engage businesses more directly in the decision making processes and this can be successfully completed by input into the preparation and review of Destination Management Plans, which are then adopted or approved by the partner Local Authority.

SWOT – Risks

- The determining factor is the strength of political support and ability to translate that into financial support.
- A local authority controlled company model gives reassurance to the industry that there are business rather than politically led decisions and that there is commercial expertise at the heart of the company whilst the public sector can be assured that its strategic aims are aligned with its political ambitions.

JOINT TOURISM TEAM – ACTION PLAN
Short term recovery and immediate actions in response to Covid:
- **Digital marketing**: with businesses having been closed for so much of the last year and struggling to survive financially the tourism team need, as soon as restrictions are lifted, to prioritise domestic marketing. Digital marketing allows the team to determine markets and messages but with the flexibility to change these at short notice and DMO Recovery Marketing Fund money has been secured to assist with this.
- **Over tourism**: the easing of restrictions after the first lock down saw a few places receiving more visitors than they had the capacity to absorb comfortably, which caused some tensions. It is anticipated that this will again be a feature of this summer and, while acknowledging the limits of the joint tourism team's influence over day visitor numbers, the team need to agree actions to try and mitigate the effects.
- **Messaging**: in order to ensure a safe re-opening of the visitor economy, the tourism service needs to emphasise to visitors the importance of maintaining social distancing and respect for local residents and the areas they visit. The messaging should also emphasise and promote other, less visited, areas that might offer a better visitor experience at peak times.

Short to medium term:
- **Support business resilience:** as part of the Uncover the Cotswolds project the tourism team are identifying the digital training needs of the local businesses and sourcing training to help them improve their online presence and to become bookable online.
- **Build local supply chains:** through networking events and information provision to local businesses the tourism team will foster cooperation between businesses and help them link into local supply chains.
- **Training and development:** working with relevant partners the tourism team will support local businesses to ensure that their staff can access suitable training in order to counter potential recruitment problems caused by Brexit, to maximise opportunities for locals particularly young people and to ensure their staff offer the best customer service possible
- **Development of experiences:** in order to encourage overnight stays and to enrich the visitor experience the tourism team will continue to work with local businesses, especially in less visited areas, to develop engaging experiences that are available all year and that can be marketed online.
- **Repurposing businesses:** some businesses were previously heavily reliant on markets that are unlikely to recover for some time to come. With overseas visitor numbers currently projected to return to 2019 levels only in 2024 or 2025 and with some areas of the visitor economy (for example business meetings and weddings) unlikely to recover any time soon, hospitality businesses previously reliant on these markets need support and advice to repurpose, as much as possible, their operations and target markets.
- **Support for the retail sector:** a high proportion of visitor spend goes to local retailers. The tourism team will continue to work, via their Real Cotswolds project and with colleagues in Business Support, to maximise the benefits of visitor spend in the wider local economy and to support retail in the market towns.

- **Sustainable tourism:** the shared tourism service, working with Climate Action colleagues and external partners, to encourage local businesses to improve the sustainability of their operations and to encourage visitors to minimise the impacts of their own behaviour while visiting. The team will need to consider visitor payback schemes like the additional parking charge in Bourton that will be used for local initiatives and the Cotswolds National Landscape's 'Caring for the Cotswolds scheme.
- **Local plan policies:** the tourism team needs to develop better communication channels with planning colleagues to ensure better input on planning applications, influence upon Local Plan reviews to highlight the need for any particular policies to provide strategic support to the visitor economy.

Longer term:

Digital and technological advances: in the longer term the joint tourism team need to keep abreast of digital and technological advances that are being made. Advances that may shortly have a significant effect on the running or marketing of local visitor economy businesses include the use of voice searches (like Siri and Alexa), virtual and augmented reality, recognition technologies, personalisation, conversational commerce (like WhatsApp) and the use of chatbots and AI, especially in customer service and information provision.

Provision of information by digital means will be prioritised and there will be a continued need for digital training for businesses and help to improve their digital presence and keep abreast of changes.

WEST OXFORDSHIRE DISTRICT COUNCIL	
Name and date of Committee	**Cabinet: Wednesday 24 March 2021**
Report Number	**Agenda Item No. 9**
Subject	**Financial and Service Performance Report 2020-21 Quarter Three**
Wards affected	All
Accountable member	Cllr Toby Morris Cabinet Member for Resources and Deputy Leader Email: Toby.Morris@westoxon.gov.uk
Accountable officer	Giles Hughes, Chief Executive Tel: (01993) 861658 Email: giles.hughes@westoxon.gov.uk
Summary/Purpose	This report provides details of the Council's operational and financial performance at the end of 2020-21 Quarter three (Q3), and enables Councillors to assess financial and operational performance and gain assurance on progress towards achieving the Council's priorities.
Annexes	Annex A – Performance Indicator report Annex B – Detailed review of actuals vs budget and reforecast Annex C – Capital spend to Q3
Recommendation	That the 2020-21 Quarter Three financial and service performance be noted.
Corporate priorities	Climate Action: Leading the way in protecting and enhancing the environment by taking action locally on climate change and biodiversity Healthy Towns and Villages: Facilitating healthy lifestyles and better wellbeing for everyone A Vibrant District Economy: Securing future economic success through supporting existing local businesses and attracting new businesses to deliver the economic ambitions of the Local Industrial Strategy Strong Local Communities: Supporting and building prosperous and inclusive local communities Meeting the Housing Needs of our Changing Population: Securing the provision of market and affordable housing of a high quality for a wide range of householders making their home in West Oxfordshire Modern Council Services and Sustainable Finance: Delivering excellent modern services whilst ensuring the financial sustainability of the Council
Key Decision	No
Exempt	No

1. BACKGROUND

1.1. Each quarter, the Council monitors its progress towards achieving its aim and priorities, service delivery and financial performance.

2. FINANCIAL REPORTING

2.1. The position against forecast continues to be good, albeit with a couple of potential issues that should be noted.

2.2.

Revenue Budget Monitoring 2020/21 - Quarter 3, 1st April 2020 to 31st December 2020
Actual against original budget and against reforecast

Service Area	Q3 position			Revised Forecast	
	Profiled Budget £	Actual Exp £	(under) / overspend £	Profiled Q3 Forecast £	(under) / overspend £
Democratic and Committee Services	803,675	695,129	(108,546)	684,875	10,254
Environmental & Regulatory Services	304,398	448,514	144,116	432,167	16,347
Environmental Services	4,909,890	5,043,611	133,721	5,181,773	(138,162)
Finance, Human Resources & Procurement	633,881	628,529	(5,352)	623,606	4,923
ICT, Change & Customer Services	1,385,661	1,406,492	20,831	1,427,286	(20,794)
Land, Legal & Property	673,031	610,385	(62,645)	714,724	(104,339)
Leisure & Communities	886,740	1,652,997	766,257	1,714,009	(61,012)
Planning & Strategic Housing	398,684	277,489	(121,195)	410,294	(132,805)
Revenues & Housing Suppport	981,898	688,115	(293,783)	778,578	(90,463)
Investment Property and Retained Services	1,304,727	1,696,058	391,330	1,697,173	(1,115)
Total cost of services	**12,282,584**	**13,147,320**	**864,736**	**13,664,484**	**(517,165)**
Plus:					
Investment income receipts	(508,125)	(474,770)	33,355	(461,775)	(12,995)
Cost of services before financing:	**11,774,459**	**12,672,549**	**898,090**	**13,202,709**	**(530,160)**

2.3. Annex B provides detail by budget area, with most managing to pull ahead of where they had predicted they would be. Areas that are behind the reforecast budget tend to have fallen foul of the continued restrictions and further lockdown. It's highlighting however that some of our underspends are also generated by the inability to progress previous plans.

2.4. Some areas are currently showing a position that's significantly better than budget, but with an expectation that this will even itself out by the end of the current financial year. Planning, for example, had a huge one off boost to their income, but with other periods behind budget, this is expected to do no more than meet budget by year end - and the concern is that without a similar one off boost, they will struggle to meet next year's income targets.

2.5. Revenues and Housing Support have received a lot of grant income this year around Council Tax and Homelessness - but all of this has planned expenditure against it ahead of year end so again, the current surpluses here are expected to be gone by the end of March.

2.6. Covid grants in general have been fairly generous this year and will cover our losses and more. This has the benefit of being able to be carried forward into next year when there is more uncertainty around additional support.

2.7. Leisure is stable against forecast under the protection of the current contract variation. Discussions are underway with GLL, our leisure provider to establish what support will be required in 21/22. They previously proved that the West Oxfordshire operation could break even under tier 3 restrictions so we are hopeful that our current budgeted position of no management fee income but no additional support paid might be reasonably accurate.

2.8. The area of most concern approaching year end is the aged debt. This was previously flagged and work has started on recovery but we still expect to be carrying a significant proportion of elderly balances at the end of the financial year. We have increased the bad debt provision at Q3 but as more of the outstanding balances go into payment plans or are handed to legal - who have limited scope for action currently, an even larger provision is expected to be required at year end.

2.9. Our capital spend is attached for reference at Annex C. It's an expectation of spend used to calculate revenue impact and borrowing requirement but some items are still expected to be considered further. Some large items that were unable to be completed this year due to Covid are expected to roll forward to next year (broadband roll out, Ubico vehicle purchase etc)

2.10. We are £900K behind our original budget but ahead of the reforecast and all of the shortfall will be covered by grants.

3. **PERFORMANCE MANAGEMENT FRAMEWORK - PERFORMANCE REPORTING**

3.1. A new Council Plan 2020-2024 was approved by Council in January 2020. Due to the impact of Covid-19 on the economy, community, climate change, service delivery and finances, a Local Recovery Plan was approved by Council in October 2020 to complement the delivery of the Council Plan 2020-24. The Covid-19 recovery themes are closely aligned to the six Council Plan priorities to ensure that actions prioritised as part of the Covid-19 recovery will also positively contribute to the achievement of the Council Plan. A report on progress will be provided on a six monthly basis; at the end of Q2 and Q4.

3.2. A high level Commissioning Framework was approved by Cabinet in October 2020. The Commissioning Framework identifies that the provision of robust performance data – quantitative and qualitative, together with a robust analysis of that data and evidence – is vital to ensure that the Council has the information to assess whether its commissioned services are being delivered to a high quality.

3.3. A new performance management framework has been developed; a much broader framework than previous frameworks. It sets out six key strands of information on which assurance needs to be provided, with a key shift in focus from performance monitoring to performance management:

- Business analytics and service assurance
- Place based measures and comparators
- Publica Business Plan strategic actions
- Council Plan priority actions

- Project and programme management assurance
- Risk and opportunity management

3.4. The performance report will continue to evolve in line with the Performance Management Framework as well as feedback from senior officers and Members.

3.5. The Commissioning Framework also sets out the relationship between Publica and the Council and their respective responsibilities. Publica's Executive Director (Commissioning) is accountable to the Council for the services commissioned from Publica, and also for the services commissioned by Publica from third parties on behalf of the Council. Publica must ensure that it provides the necessary information to the Council so it can assess whether the commissioned services are being delivered in accordance with the agreed quality and standard. The Council's Chief Executive is responsible for reviewing and approving the information provided in this report prior to its publication.

3.6. The Council's Chief Executive has received a report on service performance, and he has assessed it in line with the high level Commissioning Statement, and confirms that overall, services have been delivered to the agreed quality and standard. The Chief Executive has also noted the continued impact of Covid-19 on communities, businesses, customers, services, and staff as the nation moves from response to recovery and back to response again. The recent flooding incidents also meant that Ubico crews, staff, councillors and volunteers were out supporting residents over the Christmas period, while other staff helped with coordination and organisation, and keeping residents and communities up to date with the latest information. He has drawn particular attention to the following:

    i.   Many services continue to support residents, communities and businesses that have been impacted by Covid-19 as part of their every day job. Enormous efforts continue to be made by a number of services in supporting businesses to access grants, and supporting the Clinically Extremely Vulnerable and other residents to access the help they need;

    ii.   The Council's leisure facilities re-opened on 25 July 2020 with additional activities being restarted in line with government guidance, but were required to close down again in line with the announcement of a second lockdown between 5 November and 2 December 2020. Facilities were re-opened in the lead up to Christmas but as Oxfordshire went into Tier 4 on 26 December 2020, all leisure facilities have remained closed from this date. A contract variation and financial recovery package have been agreed to cover the period until March 2021;

    iii.   Affordable housing has continued to be delivered in the District and demonstrates the success of the strategic sites included in the Local Plan in bringing forward housing numbers. One hundred and thirty-nine affordable homes were delivered in Q3 bringing the total to 300 for the year so far, and exceeding the Local Plan target of 274;

    iv.   The Council's business rates collection figure is being understandably impacted by Covid-19 as is the case with other councils throughout the country. Government has gone some way in helping certain businesses such as retail with 100% business rate relief, but there are still businesses that are struggling financially. The Council is distributing a number of support grants to eligible businesses, however, there is no requirement to use it to pay for business rates;

v.   The Housing team has created exit plans to move households into more secure tenancies including private rented, housing association, and supported accommodation, which has significantly reduced the number of households living in emergency accommodation over the last six months; however, with a third lockdown commencing on 5 January 2021, it is likely that the numbers will start to rise again.

4.   COVID-19 UPDATE

4.1.   During Q3, the key elements of the Community Response hub – call handling, outbound calling, complex welfare support and problem solving, food parcel delivery and welfare checks - were retained but with a much smaller staff resource than during the first lockdown.

4.2.   The nation entered a second lockdown in November; the Council contacted everyone on the Clinically Extremely Vulnerable list in one form or another depending on their risk factors. An outbound calling team was remobilised to contact a higher risk group, while messages were sent by email and text to others.

4.3.   Residents that required additional help were referred to the Localities team for more complex support. The team uses a person centred approach to understand the underlying issues and to support the resident to prioritise what s/he may need help with first. This conversation might result in an onward referral to a statutory or voluntary sector service such as Adult Social Care or Citizens Advice, the delivery of an emergency food parcel, a referral to a community support group for befriending or shopping support, or an internal referral to housing services. Between October and December 2020, the Localities team supported 244 residents in this way, and over 1,000 since the start of the response. The lack of a countywide hub such as the one that operates in Gloucestershire has resulted in the district councils in Oxfordshire needing to directly support residents with a wider range of needs. The Community Wellbeing team has remained central to the response and has continued to run the complex calling element whilst balancing the need to continue core work.

4.4.   During Q3, the Council was also charged with the distribution of its £59k allocation of the government's Emergency Assistance for food and essential supplies funding. The funding was fully utilised on supermarket vouchers for individuals and families in food need (managed by Citizens Advice West Oxfordshire on behalf of the Council), and a grant scheme for community organisations providing food support. In addition, the Council introduced a new grant scheme and allocated £39k to local food projects and foodbanks up to the 31st December.

4.5.   The Council is continuing to support local businesses who are having to adapt to changing Covid-19 restrictions, and multiple lockdowns. It is responsible for distributing the large range of business grants made available by central government. Financial support is also available to those individuals having to self-isolate under the Test and Trace support payment.

4.6.   During Q3, the following business grants were awarded:

i.   Local Restrictions Support Grant (closed) – a total of £ 898,890 was paid out to 544 businesses in retail, leisure, hospitality, and events which were mandated to close between 5 November and 2 December 2020. Further retrospective applications have since been received;

ii.   Additional Restrictions Grant (discretionary) – a total of £114,028 was paid out to 70 businesses from November to the end of Q3. This grant is available for businesses that do not have a business rate assessment of their own, and would include charity properties and regular market traders;

iii. Christmas Support Payment for wet-led pubs funding – grants of £1,000 were paid to 13 businesses during December. This fund closes on 28 February 2021;

iv. Local Restrictions (closed) – a total of £16,340 was awarded to 17 businesses that were mandated to close either under the Tier system or current lockdown; the fund opened on 2 December.

4.7. The administration of business grants and the Test and Trace isolation payments have impacted on resources across a wide range of services including ICT, Accountancy and Accounts Payable, and Revenues and Customer Services. New online application forms have been created and a new process built in Salesforce; and additional returns have been completed on the value of grants paid for each scheme for government reporting. The Revenues and Customer Services teams have supported businesses in responding to their enquiries on the grant process and grant applications. Although additional resource has been made available externally to help administer the grants, existing resources have to support and train them up.

5. FLOODING UPDATE

5.1. Over the Christmas period, ninety-six residential properties across 23 parishes, and 23 businesses across six parishes were affected by the flooding; and included a care home and an industrial estate. Further reports of affected properties are still coming in.

5.2. River levels rose rapidly on the River Windrush as a result of heavy rainfall on 23 December, and water moving downstream. A flood warning from the Environment Agency (EA) was received during the early evening on 24 December for River Windrush at Witney and Ducklington; and the Council was notified that the Fire and Rescue were laying sandbags at Riverside Gardens in Witney. Nearly 40 properties were flooded in Witney, half of which were in Woodford Mill.

5.3. The Fire and Rescue service, Ubico, Council officers, Councillors and communities assisted residents affected by the floods. Ubico crews delivered 1200 sandbags on the 24 December and kept sand bunkers topped up, while Council officers, Councillors and volunteers undertook a door knocking exercise, providing both advice and welfare support. Although, the Council secured ten rooms at the Premier Inn, some residents were able to move upstairs, and the majority of residents who needed to be evacuated were able to stay with family and friends.

5.4. There was further flooding on 27 December which affected around ten properties.

5.5. West Oxfordshire has not experienced any major flood events since 2007. As a result of the 2007 flooding, the Flood and Water Management Act was introduced in 2010, and the County Council became the designated Lead Local Flood Authority (LLFA), responsible for coordinating flood risk management, and investigating significant flooding incidents (typically defined as five or more properties). Following the investigations on the recent flooding, supported by the Council's Flood Engineering Team, flood reports will be prepared by the LLFA and the EA.

5.6. The Council has already started to take the next steps in supporting residents and communities, and improving the Council's response to flood events including:

i. The flood engineering team will be visiting all flooded properties to provide advice on flood mitigation products;

ii.   The Council will be maintaining communication with Thames Water on sewerage flooding incidents brought to its attention, noting that it does not have any statutory authority over Thames Water.

iii.   The Council will support town and parish councils to prepare community emergency plans;

iv.   There will be a review of sandbag locations as some affected areas had not previously experienced flooding;

v.   Changes will be made to the out of hours service to ensure that a response to a major incident can be mobilised more quickly.

6.   SERVICE PERFORMANCE REPORT

6.1.   Since the start of the pandemic, many services have been impacted by Covid-19; some services such as leisure facilities have had to close during multiple lockdowns and tier restrictions, while other services have experienced higher workloads due to demand or because colleagues were supporting residents, communities, and businesses through the crisis. The majority of staff continue to deliver services from home in compliance with Covid-19 instructions and restrictions. Despite this, many services have performed well with no visible reduction in quality or standard; and customer satisfaction for services delivered by phone remains high at over 90%.

6.2.   A full report is attached at **Annex A**.

7.   LEGAL IMPLICATIONS

7.1.   None

8.   RISK ASSESSMENT

8.1.   None

9.   ALTERNATIVE OPTIONS

9.1.   None

10.   BACKGROUND PAPERS

10.1.   None

This page is intentionally left blank

WEST OXFORDSHIRE
DISTRICT COUNCIL

Delivering great services locally

PERFORMANCE REPORT:

October 2020 - December 2020

KEY PERFORMANCE METRICS LIST

Finance and Management O & S Committee	Economic and Social O & S Committee	Environment O & S Committee
Customer satisfaction – face to face	Number of households living in emergency accommodation for under 28 days	Number of fly tips collected
Customer satisfaction – web	Number of households living in emergency accommodation for over 28 days	Percentage of fly tips that result in an enforcement action taking place
Customer satisfaction – telephone	Number of Long Term Empty properties	Percentage of high risk notifications risk assessed within one working day
Customer satisfaction - email	Percentage of major planning applications determined	Percentage of high risk food premises inspected within target timescales
Percentage of calls responded to within 20 seconds	Percentage of minor planning applications determined	Residual household waste per household (kg)
Percentage of telephone calls abandoned by the customer	Percentage of other planning applications determined	(Cumulative) Percentage of household waste recycled
(Cumulative) Percentage of council tax collected	Percentage of planning appeals allowed	(Cumulative) Percentage of household waste by waste streams
(Cumulative) Percentage of business rates collected	(Cumulative) Number of affordable homes delivered	Number of missed bin per 100,000 scheduled collections
(Cumulative) Average number of days taken to process new housing benefit claims	Percentage of land charge searches dispatched within 10 working days	Total hours spent undertaking on and off-street parking enforcement visits
(Cumulative) Average number of days taken to process housing benefit change of circumstances	Number of visits to leisure centres	
(Cumulative) Percentage of housing benefit overpayment due to LA error/Admin delay	Number of gym memberships	

KEY PERFORMANCE METRICS

At a glance…

Summary of Performance

4.3%

34.8%

60.9%

1

8

14
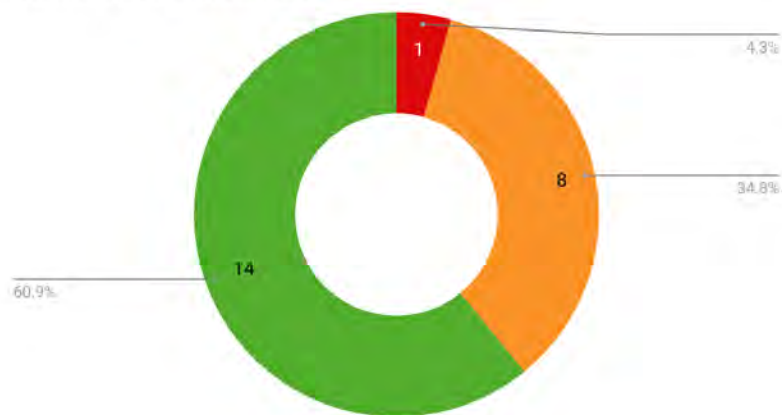
OVERALL PERFORMANCE

Many services have been impacted by Covid-19, and have had to either cease or find new ways of working during multiple national lockdowns. Other services have experienced higher workloads to meet customer/client demand.

Overall, services are performing well but some services continue to be significantly impacted by Covid-19 such as business rates collection, leisure facilities and food safety inspections. In addition, the benefits team is working on the implementation of a new system which has reduced capacity in the service.

To comply with Covid-19 guidance and restrictions, the majority of staff are still working from home. Although many services have been able to deliver services 'virtually' and customer satisfaction for services delivered by phone remains high, other services such as Planning have found the process less efficient

Indicator	Status
Customer satisfaction - phones	
Customer satisfaction - F2F	n/a
Customer satisfaction - website	
Customer satisfaction - email	no target set
% calls responded within 20 secs	
% abandoned calls	
CT collection rate	
NNDR collection rate	
Average days to process HB new claims	
Average days to process HB change events	
% HB overpayment	
Households in Emergency Accomodation under 28 days	
Households in Emergency Accommodation over 28 days	
% major applications determined within time	
% minor applications determined within time	
% others applications determined within time	
% planning appeals allowed	
Affordable homes delivered	
% land charge searches dispatched within time	
% high risk notifications assessed within time	
% high risk food premises inspected within time	
Residual waste per household (kg)	
% overall recycling rate	
Missed bins per 100,000	
Leisure visits	no target set
Gym memberships	no target set
Parking enforcement hours	

CUSTOMER SERVICE

Customer satisfaction

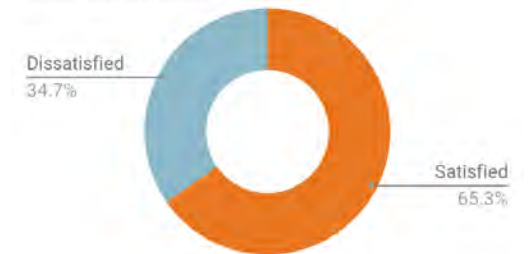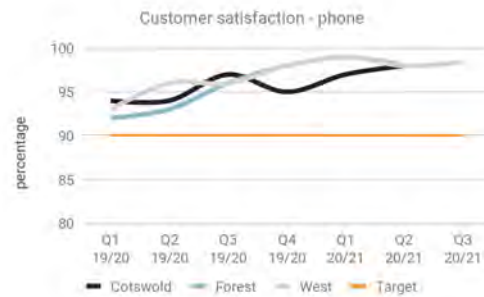Face to face - no surveys due to Covid19

Website - 56 respondents

Satisfied 5.4%

Dissatisfied 94.6%

Phone - 952 respondents

Dissatisfied 1.6%

Satisfied 98.4%

Email - 200 respondents

Dissatisfied 34.7%

Satisfied 65.3%

What's the trend?

Customer satisfaction - face to face

Cotswold — Forest — West — Target

Customer satisfaction - phone

Cotswold — Forest — West — Target

Customer satisfaction - website

Cotswold — Forest — West — Target

Customer satisfaction - email

Cotswold — Forest — West
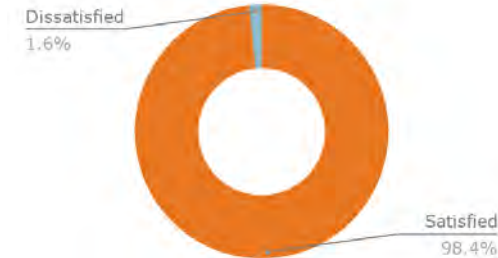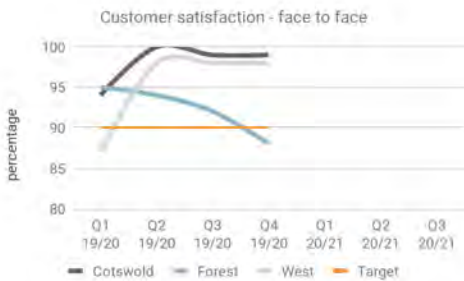
OBSERVATION

Due to Covid-19, the Council closed its reception areas; surveys are being conducted by phone, web and email.

The process of rating the website and leaving feedback is simple with a feedback button on every web page. Despite this, the number of responses to the website survey, although up on the previous quarter at 56 (from 44) remains an extremely small proportion of the 452,484 visitors, and is therefore unlikely to be representative. An analysis of website data for the three Councils has been completed to understand the issues and to determine whether satisfaction is with service provision or the website. The findings indicated that only 40% of responses included any qualitative feedback about potential improvements in council services, web content and navigability. Furthermore, an analysis of the qualitative feedback indicated that a significant proportion (40%) was about service provision or were categorised as user error e.g. mistyping a postcode. Although the website satisfaction survey is yielding some excellent information that can be used to remove errors or make improvements to content on the web platform, due to the extremely small numbers, it provides a poor basis upon which to determine customer satisfaction with the website. Therefore, this indicator has been set to 'Amber'. A new framework to measure the effectiveness of the Council's website and gather customer feedback is planned

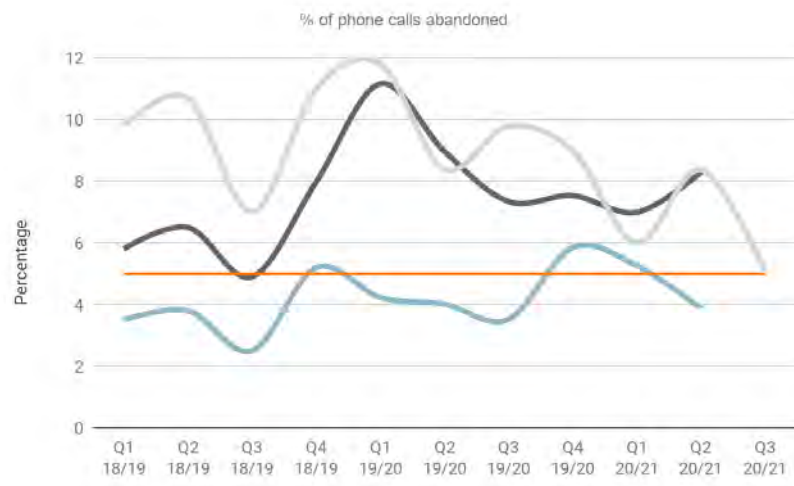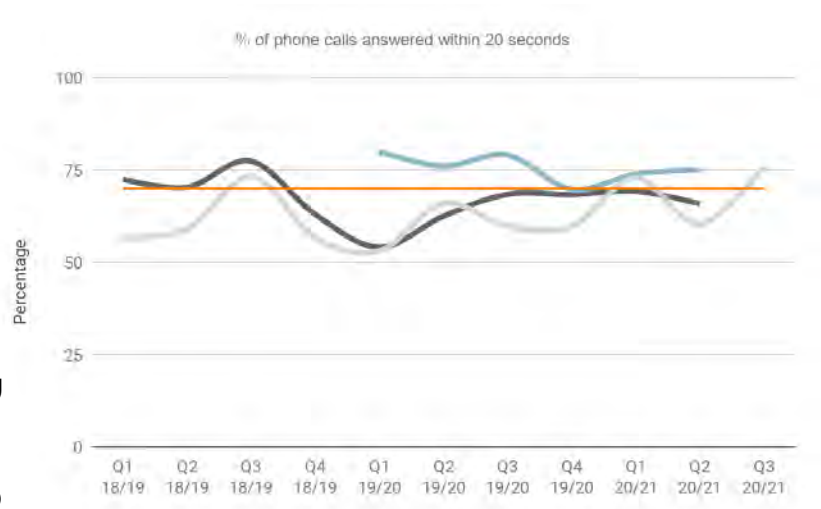Satisfaction ratings for services delivered by phone continue to be high.

Telephone calls - response and abandonment

Target   **Cotswold**   **Forest of Dean**   **West Oxfordshire**

% of phone calls answered within 20 seconds

% of phone calls abandoned

OBSERVATION

A good level of service was achieved this quarter; Q3 is usually a quieter quarter and the offices were closed between Christmas and New Year.

Historically, performance has always struggled to meet targets, even before the pandemic. For a large part of 2019/20 performance was affected by the implementation of the new CRM system and further enhancements that took time to 'bed in', as well as turnover of staff. There were higher workloads in 2019-20 Q4 including a spike in calls relating to garden waste renewals, and to Covid-19. The transfer of four staff who usually provide face to face services to the phones has helped to improve performance levels.

The impact of home working is continuously under review to ensure that any impact on performance is mitigated
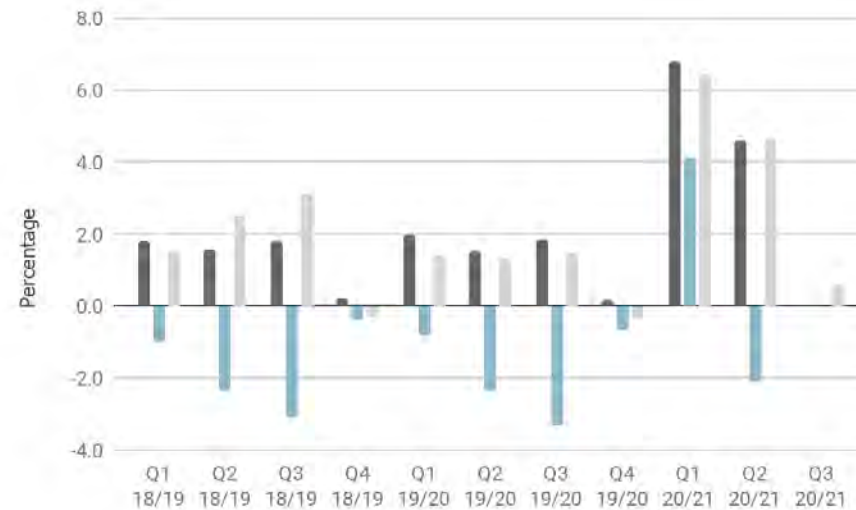
Revenues and Benefit

(Cumulative) Percentage of council tax collected & the difference between the percentage of council tax collected and the target

OBSERVATION:

At the end of Q3, the collection rate was less than one percentage point lower than the previous year.

Due to the impact of Covid-19, all recovery action was paused initially following government guidance and Member decision; and the service worked with customers to re-align payment instalments. The service had the go-ahead at the end of September 2020 to re-commence recovery actions such as reminders and final payment letters. The service is contacting customers by phone and email, as well as including a letter with reminders to encourage customers to contact the Council if they are experiencing problems with council tax payments.

Currently, the Magistrates Courts are not holding any liability order hearings which will mean the Council is unable to enforce any debts incurred in 2020/21. The debt will be rolled over into the new financial year, and recovery action will continue

(Cumulative) Percentage of business rates collected & the difference between the percentage of business rates collected and the target

Target | Cotswold | Forest of Dean | West Oxfordshire
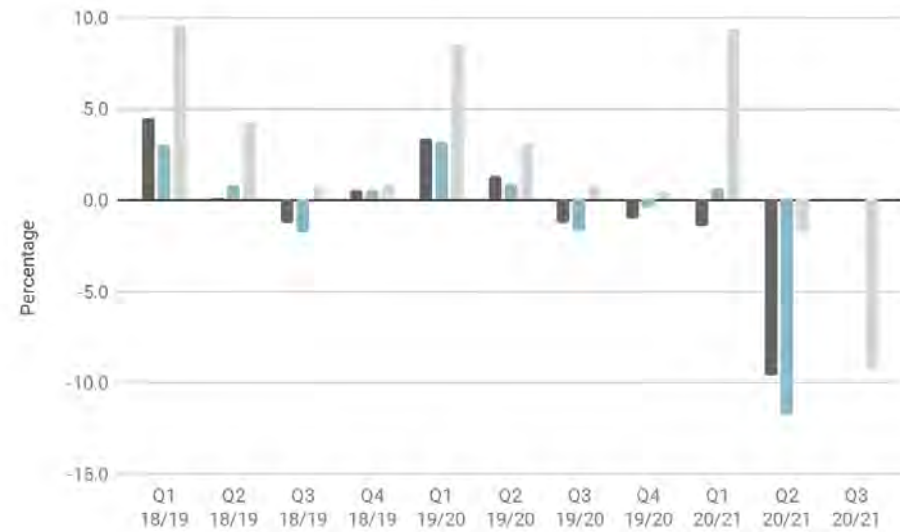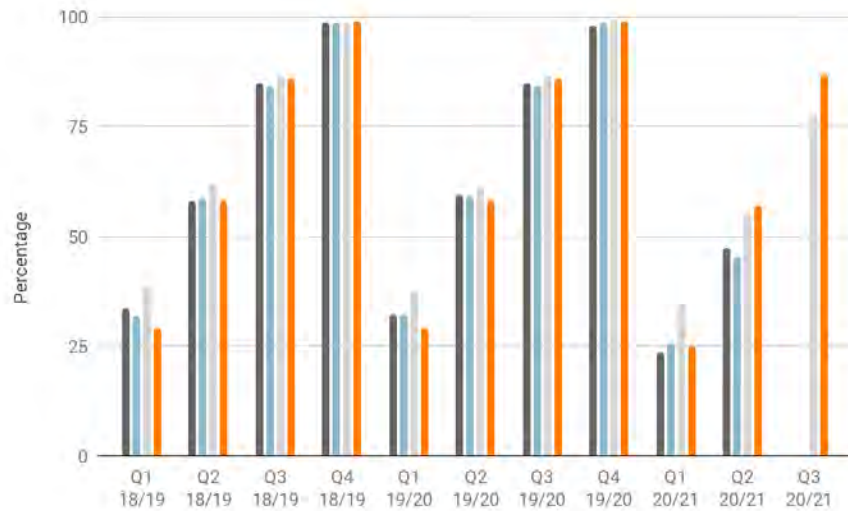
OBSERVATION:

The collection rate at the end of Q3 was over ten percentage points lower than previous years.

Due to the impact of Covid-19 restrictions and two lockdowns, many businesses were closed in Q1, and part of Q2 and Q3. Following an initial pause in undertaking recovery action, the service is sending out reminders, phoning and emailing businesses to encourage them to contact the Council so that we can support them via manageable repayment plans. Currently, the Magistrates Courts are not holding any liability order hearings which will mean the Council is unable to enforce any debts incurred in 2020/21, so the debt will be rolled forward into the next financial year.

The nation went into a third lockdown on 5 January; Covid-19 is having a major impact on business rate collection figures throughout the country. Government have gone some way in helping certain businesses such as retail with 100% business rate relief. Other businesses are able to apply for support grants but there is no requirement to use it to pay their business rates.

Note: central government funding to cover business rates relief is not included in the outturn

(Cumulative) Average number of days taken to process new housing benefit claims

Target   Cotswold   Forest of Dean   West Oxfordshire

Number

| | Q1 18/19 | Q2 18/19 | Q3 18/19 | Q4 18/19 | Q1 19/20 | Q2 19/20 | Q3 19/20 | Q4 19/20 | Q1 20/21 | Q2 20/21 | Q3 20/21 |
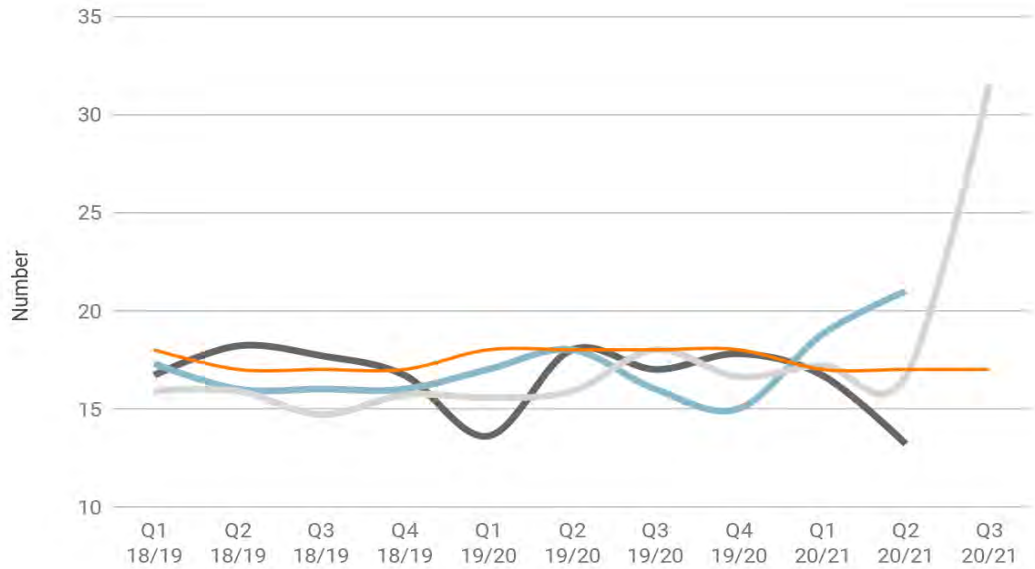
OBSERVATION:

The Council continues to prioritise new claims. However, the number of new claims is falling as claimants are moved to Universal Credit (UC), therefore significant delays in processing a small number of claims can disproportionately affect the average processing time. During the quarter, one new claim was indexed incorrectly which resulted in the claim not being identified for processing. Other reasons for delays are driven by external factors such as chasing and waiting for evidence from the claimant; the number of claims made defective after the required calendar month has increased i.e. claims are started but not completed. Another example is when the claimant is claiming living costs through UC and housing costs through the Council; in this situation, the UC element must be assessed before the housing element but the processing time commences on receipt of the claim.

There is insufficient time to bring the average processing time back on target by the end of the year; a new revenues and benefits system went 'live' on 4 February, and staff have been supporting the data migration and related testing activities.

It is likely performance will continue to be impacted throughout 2021/22 as the next phase of the project is to streamline the process further by merging the three partner council systems into one system, and to implement the open portal to enable customers to self-serve which will include integration of the back office system

(Cumulative) Average number of days taken to process housing benefit change of circumstances

Target **Cotswold** **Forest of Dean** **West Oxfordshire**
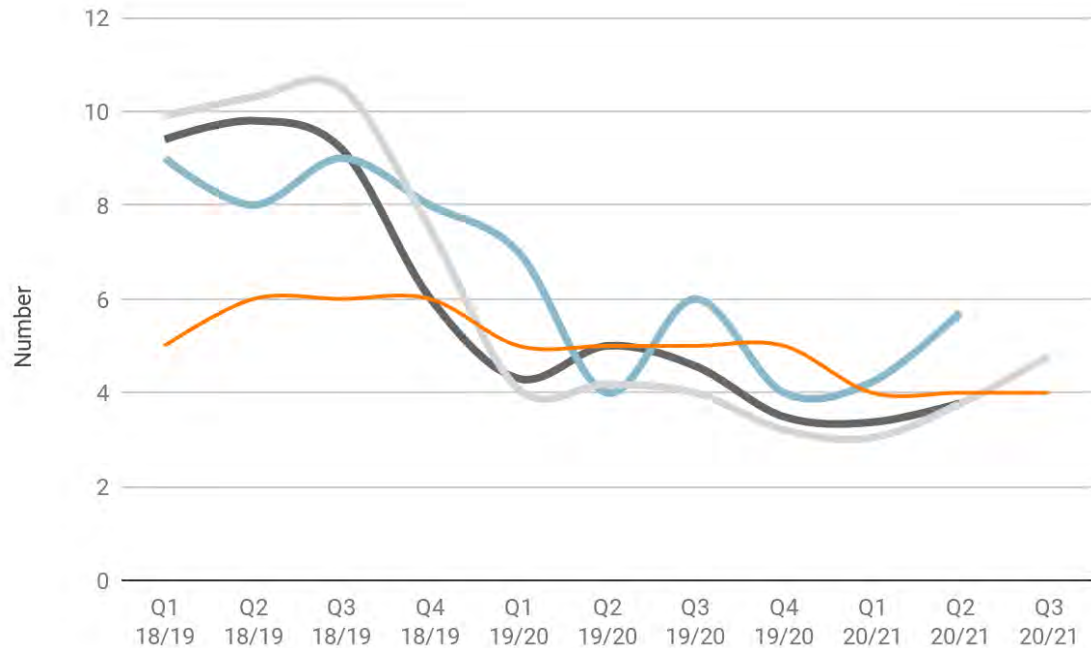
OBSERVATION:

The average processing time has increased over the last two quarters due to increases in workload, and capacity taken out of the service to support the implementation of a new revenues and benefits system.

The number of Universal Credit claims has increased due to the impact of Covid-19, which in turn has resulted in an increase in changes that affect housing benefit and council tax support (the latter is not included in this indicator). In addition, the service continues to receive data loads from the DWP that require checking and the updating of records.

The new revenues and benefits system went 'live' on 4 February. The average processing time is expected to increase in Q4 as staff become accustomed to the new system; and deal with a backlog - there will be period of time when the old system is switched off and the new one switched on.

The service is accessing support on demand from an external source.

Note that historically the quarterly targets have been profiled and have generally been maintained at 5 or 6 days. A more stringent target of 4 days was set for 2020-21

(Cumulative) Percentage of housing benefit overpayment due to LA error/Admin delay

Target   Cotswold   Forest of Dean   West Oxfordshire
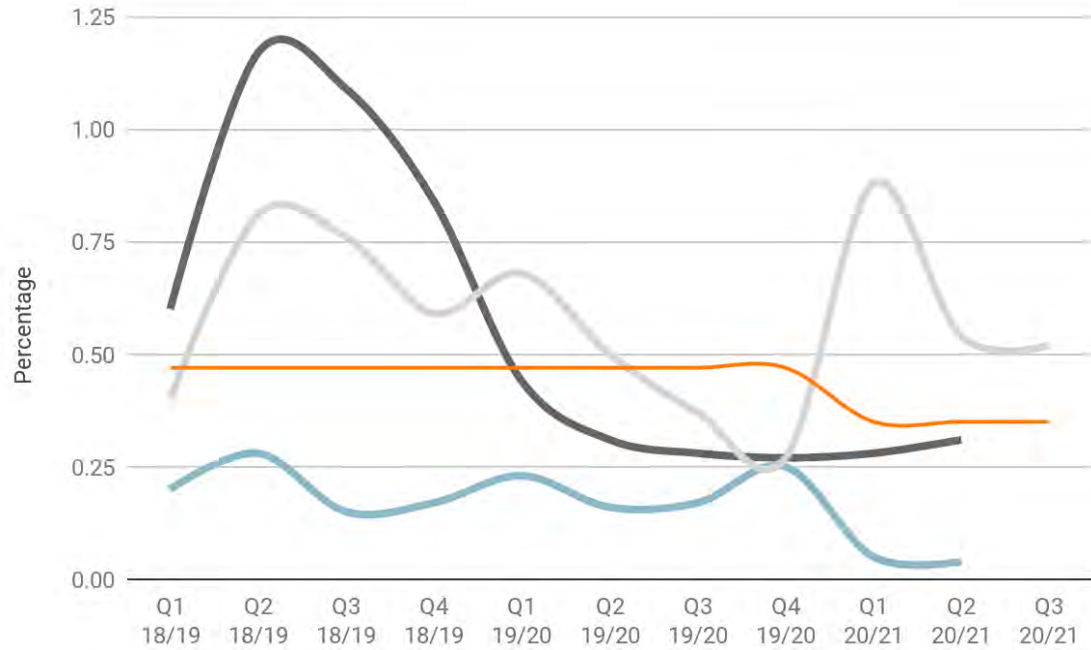
OBSERVATION:

We are continuing to involve a number of staff in quality assurance. Due to the high volume in change of circumstances, we take a sampling approach and target areas which we know have high error rates such as calculation of earnings.

There was a small number of errors relating to high value overpayments in Q4 which were amended in Q1. We were expecting the spike to flatten out over the course of the year, and to achieve the annual target of 0.35%. This is no longer the case as the implementation of the new revenues and benefits system has created a backlog which will result in an increase in admin delay. External support on demand is being accessed to help manage workloads

Housing Support

(Snapshot) Number of households living in emergency accommodation for under 28 days & over 28 days

Legend: ▮ Target ▮ Cotswold ▮ Forest of Dean ▮ West Oxfordshire

Under 28 days

Over 28 days
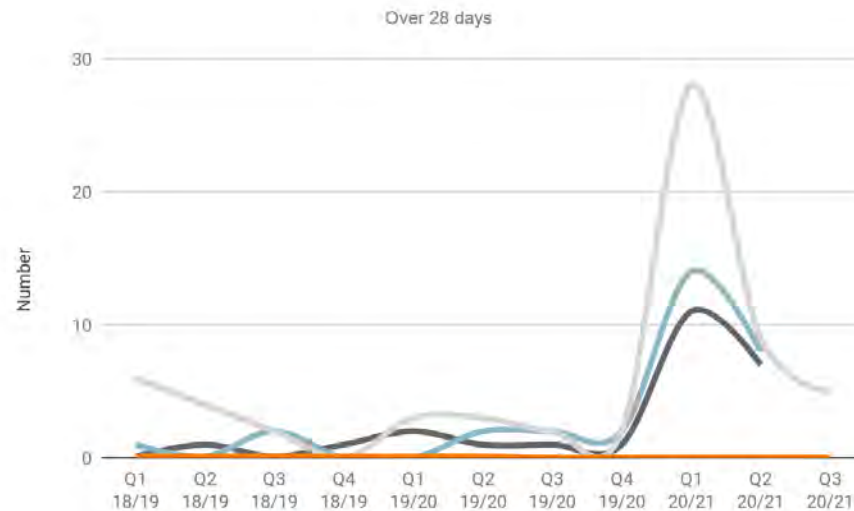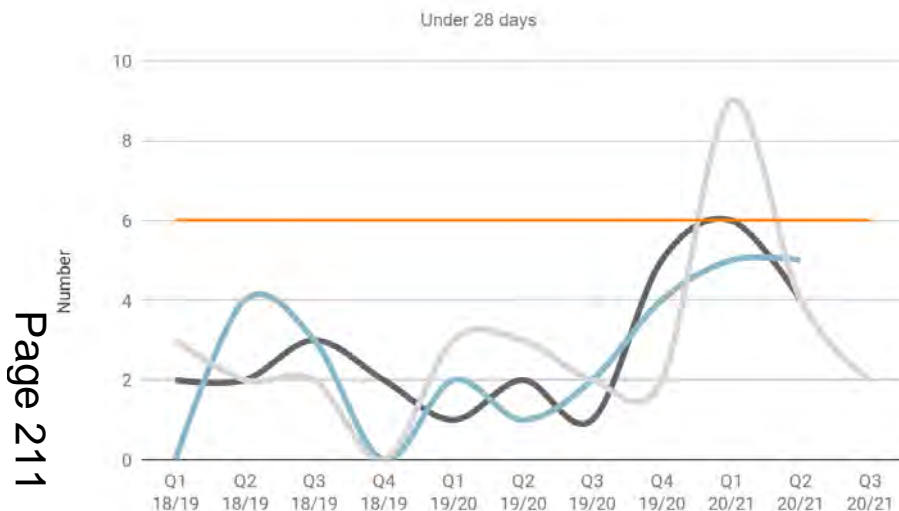
OBSERVATION:

At the beginning of the first lockdown, councils were required to place all clients who are rough sleeping or at risk of imminent homelessness regardless of priority need who have approached the Council, into emergency accommodation, which resulted in a spike in numbers.

The number of households living in emergency accommodation has fallen over the last six months; the Housing team has been creating exit plans to move households into more secure tenancies including private rented, housing association, and supported accommodation. In addition, some households and rough sleepers have chosen to leave emergency accommodation.

At the end of Q3, there were five households that had been in emergency accommodation for over 28 days. The households/individuals that remain in emergency accommodation for longer periods of time have more complex needs, and therefore, it is more difficult to source appropriate move-on accommodation. Therefore, this indicator has been set to 'Amber'.

With increasing Covid-19 infections in Autumn/Winter, a third lockdown commenced on 5 January. It is likely that the number of households in emergency accommodation will start to rise again

(Snapshot) Number of Long Term Empty properties

Legend:
- Cotswold
- Forest of Dean
- West Oxfordshire
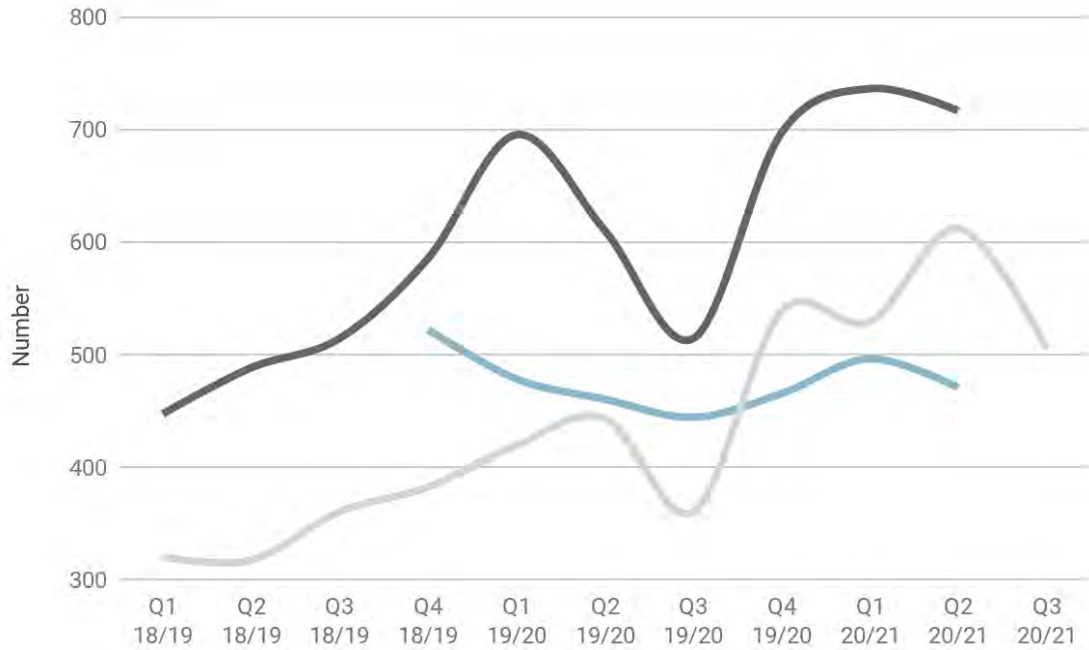
OBSERVATION:

The number of long term empty properties decreased at the end of Q3 following an increase over the previous six months.

Cottsway has re-commenced the planned demolition of housing association properties, but there are still some retirement properties that have not sold.

Recruitment to the vacant LTE officer post has been approved. This post is responsible for monitoring properties and working with landlords to support them to bring their properties back into use. The new post will concentrate on those properties where the Council might be able to influence or take action, rather than on those properties that are being well maintained

Planning and Strategic Housing

(Cumulative) Percentage of major planning applications determined

% of all applications completed within an agreed timeframe

▬ Target　　　　　▬ Cotswold　　　　　▬ Forest of Dean　　　　　▬ West Oxfordshire
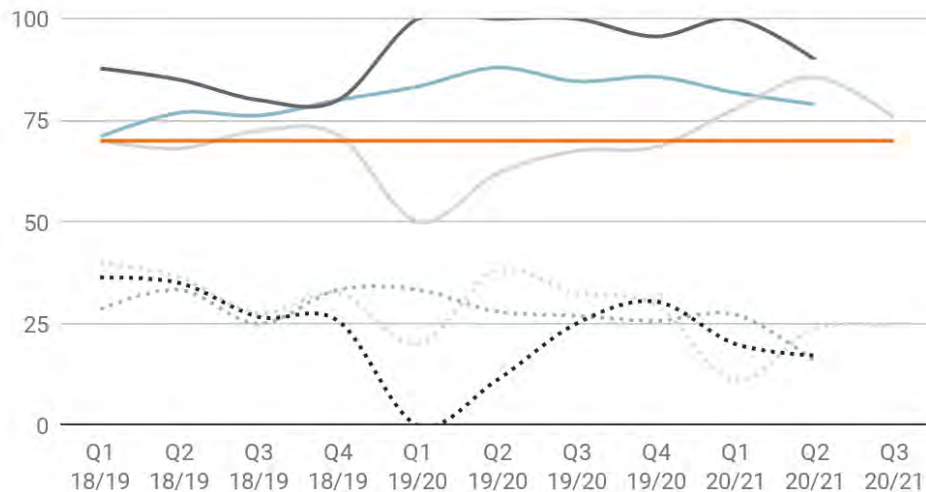
% of all application completed within 13 weeks

------------- Cotswold　　　　　----------- Forest of Dean　　　　　----------- West Oxfordshire

Percentage

	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21

OBSERVATION:

Twelve major applications were determined in the quarter; and 33 for the first nine months compared to 55 for the same period a year ago.

The service has reported that the number of applications received over the summer and then through to the end of December has been a record nationally and that trend is reflected locally. The increasing numbers coming through combined with reduced efficiency in the planning process as a result of Covid-19 is creating a backlog.

The Planning team has found home working and the restrictions imposed by Covid-19 has created additional burdens as not all aspects of this statutory process can be or are best achieved electronically. In addition, home working has reduced communication between officers, and therefore there is less support for officers which is affecting morale. Validating planning applications for accuracy has proved particularly problematic as a home based exercise as details of the application have to be cross checked against a number of plans and maps which can be achieved much easier using paper versions in the office. An increase in the time to validate the application will reduce the time for the planning officer to determine the application. Other tasks that are achieved more easily in the office include redacting and printing documents e.g. site notices.

The restrictions imposed by Covid-19 have resulted in additional preparation time required for committee meetings, and site visits which need to be unaccompanied and pre-arranged, often with a follow up online meeting or phone call.

Some consultees such as the County and the Environment Agency are struggling to meet response target dates which is also impacting on determination times.

Note: a new validation process has been designed and implemented at all three partner Council development management services over the Christmas/New Year period. Currently, staff are getting to grips with the new process, but once embedded should help increase resilience and performance generally

Note

The charts for the planning performance measures have been separated to demonstrate the number of applications that are completed within the set time frames and the number that are completed as a result of an agreed extension of time.

Extensions of times are often a result of consultees requesting changes to the scheme or because the consultee response is essential but has not been received within the timetable. They are also used where officers are working proactively with applicants to improve schemes and make developments acceptable

(Cumulative) Percentage of minor planning applications determined

% of all applications completed within agreed timescales

■ Target	■ Cotswold	■ Forest of Dean	▢ West Oxfordshire

% of all applications completed within 8 weeks

------------- Cotswold   ----------- Forest of Dean   ----------- West Oxfordshire
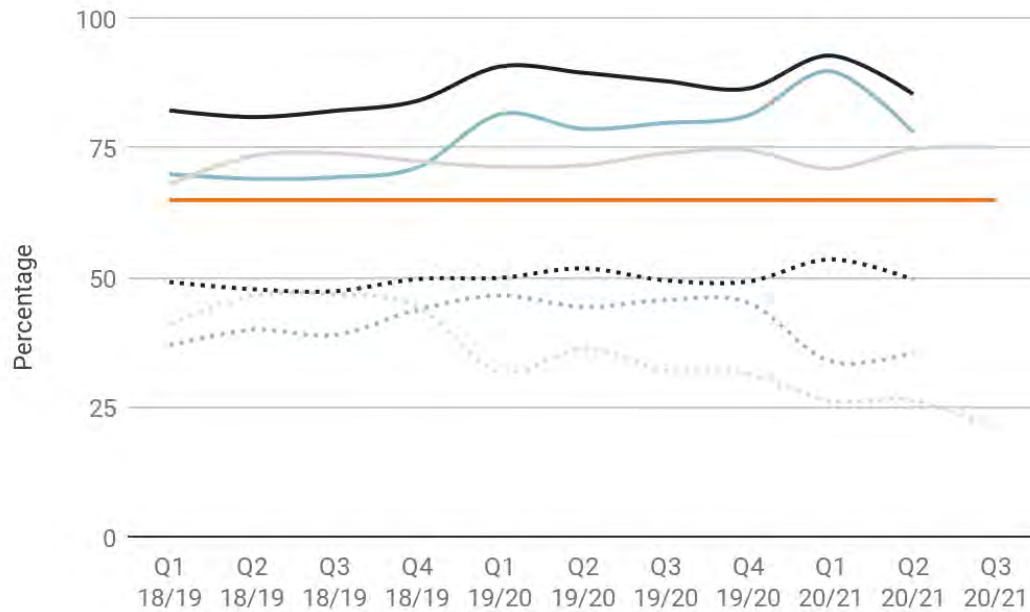
OBSERVATION:

Ninety-one minor applications were determined in the quarter; and 250 for the first nine months compared to 388 for the same period a year ago.

The challenging work conditions coupled with higher volumes of applications coming through is creating a backlog which will begin to impact on performance

(Cumulative) Percentage of other planning applications determined

% of all applications completed within agreed timescales

| ■ Target | ■ Cotswold | ■ Forest of Dean | ■ West Oxfordshire |

% of all applications completed within 8 weeks

------------ Cotswold   ----------- Forest of Dean   ----------- West Oxfordshire
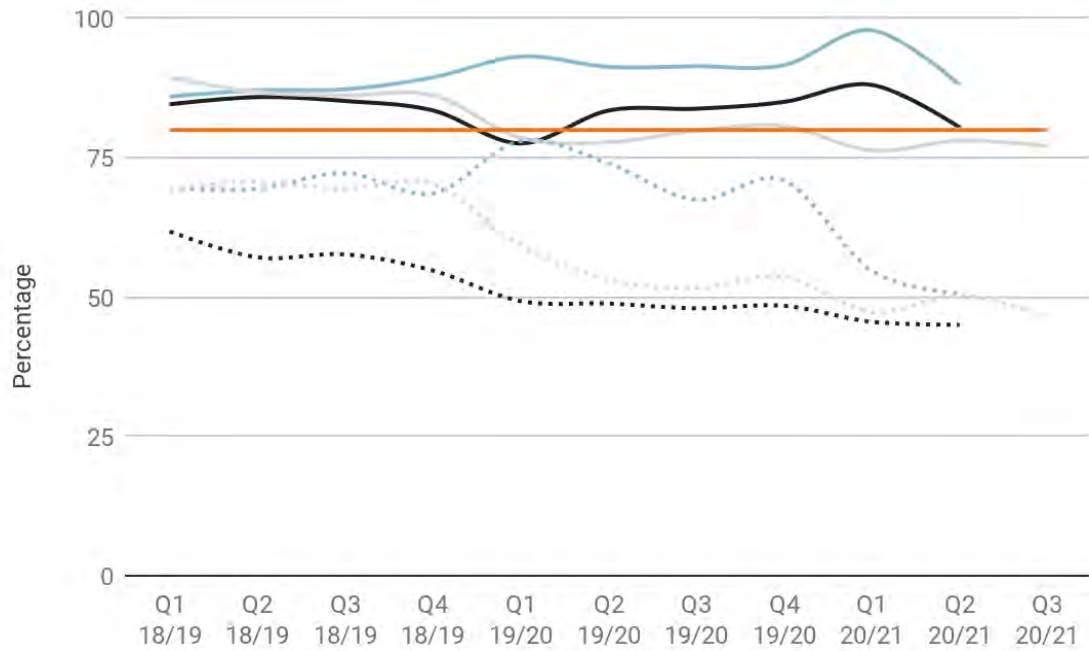
OBSERVATION:

247 other applications were determined in the quarter, and 708 for the first nine months compared to 866 for the same period a year ago.

The challenging work conditions coupled with higher volumes of applications coming through is creating a backlog and is beginning to impact on performance

(Cumulative) Percentage of planning appeals allowed

Legend: Target | Cotswold | Forest of Dean | West Oxfordshire
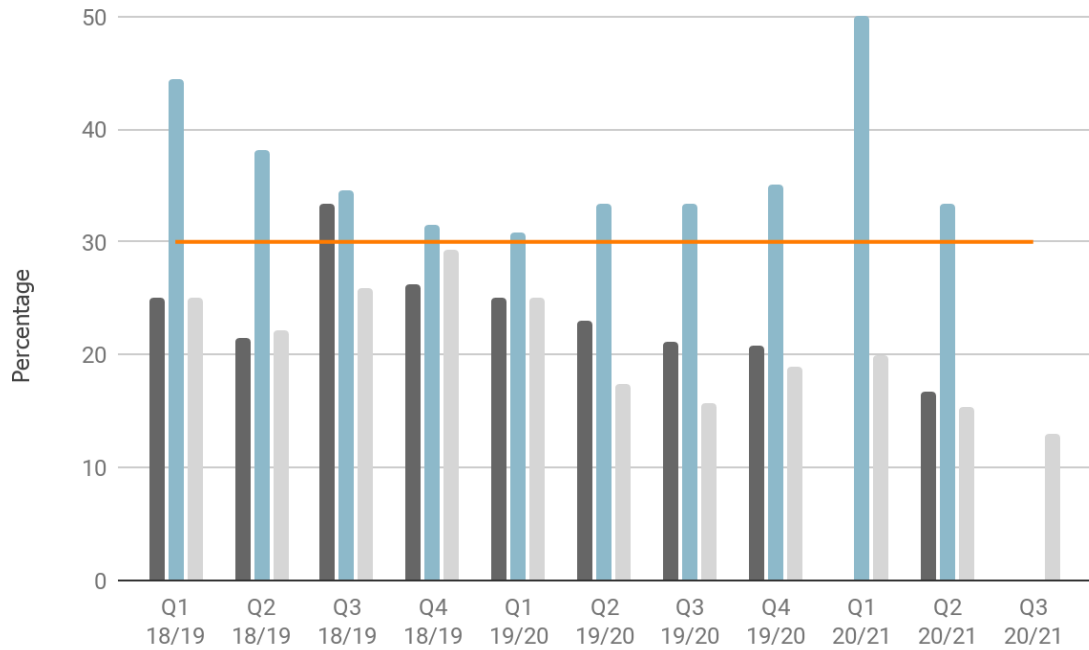
OBSERVATION:

Ten planning appeals were determined in the quarter with one appeal allowed.

Cumulatively from 1 April 2020 - 31 December 2020, three of the 23 planning appeals were allowed

(Cumulative) Number of affordable homes delivered

Legend: Target, Cotswold, Forest of Dean, West Oxfordshire
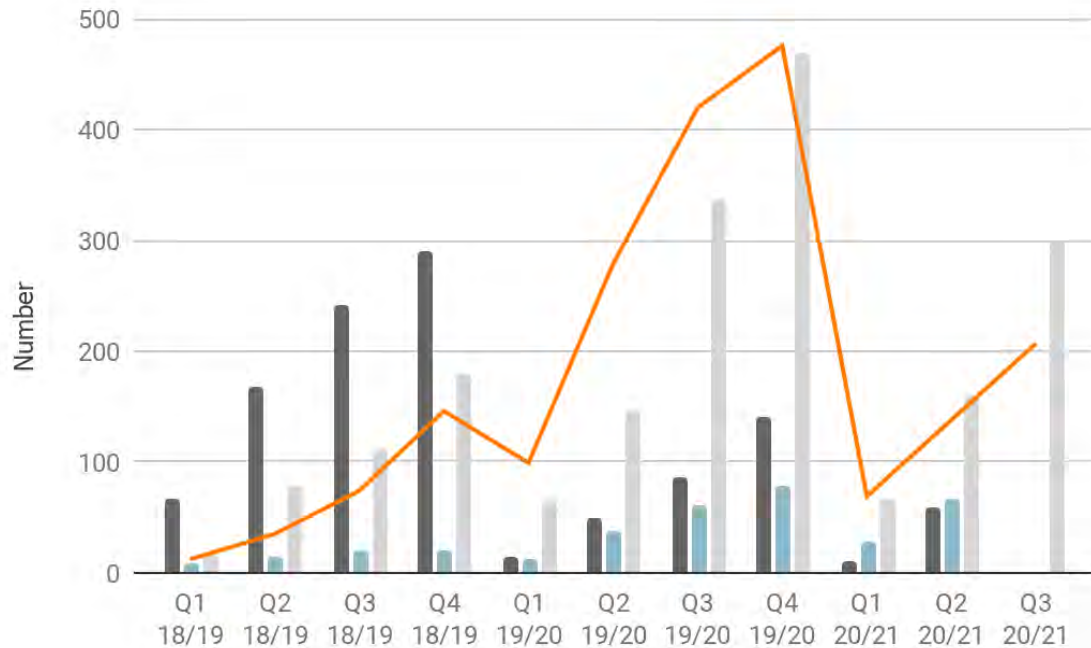
OBSERVATION:

139 affordable homes were delivered in Q3 for rent (95) and low cost home ownership (44) including seven units of discount market sale at Corndell Gardens, Witney.

Cottsway reports that there have been material supply delays in the run up to the brexit agreement that have been exacerbated by some developers stockpiling and increasing demand. However, this has not caused a significant delay to completions to date. Cottsway has repurposed existing buildings on the Stanton Harcourt Airfield development; an administrative delay in obtaining warranty certificates for these properties should be resolved in Q4.

Sovereign has reforecast 14 of the 20 homes anticipated in Q3 and Q4 at Witney Road, Freeland to be completed in 2021/22.

For the first nine months of the year 300 affordable homes were delivered, exceeding the Local Plan target of 274

Percentage of land charge searches dispatched within 10 working days

Legend:
- Target (orange)
- Cotswold (dark grey)
- Forest of Dean (blue)
- West Oxfordshire (light grey)

Y-axis: Percentage (40, 60, 80, 100)

X-axis:
Q1 18/19, Q2 18/19, Q3 18/19, Q4 18/19, Q1 19/20, Q2 19/20, Q3 19/20, Q4 19/20, Q1 20/21, Q2 20/21, Q3 20/21
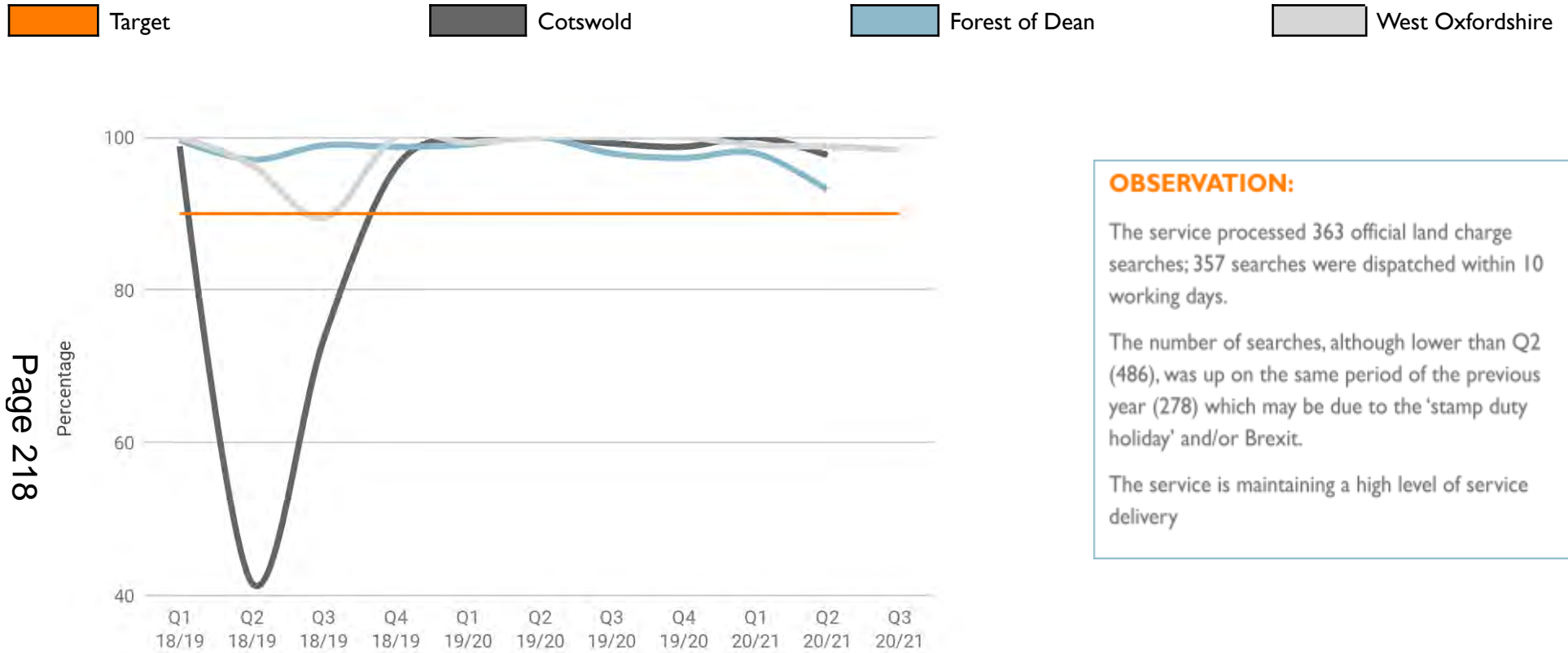
OBSERVATION:

The service processed 363 official land charge searches; 357 searches were dispatched within 10 working days.

The number of searches, although lower than Q2 (486), was up on the same period of the previous year (278) which may be due to the 'stamp duty holiday' and/or Brexit.

The service is maintaining a high level of service delivery

Leisure

Number of visits to leisure centres & (Snapshot) Number of gym memberships

▬ Target	▬ Cotswold	▬ Forest of Dean	▬ West Oxfordshire

Number of leisure visits

Number of gym memberships
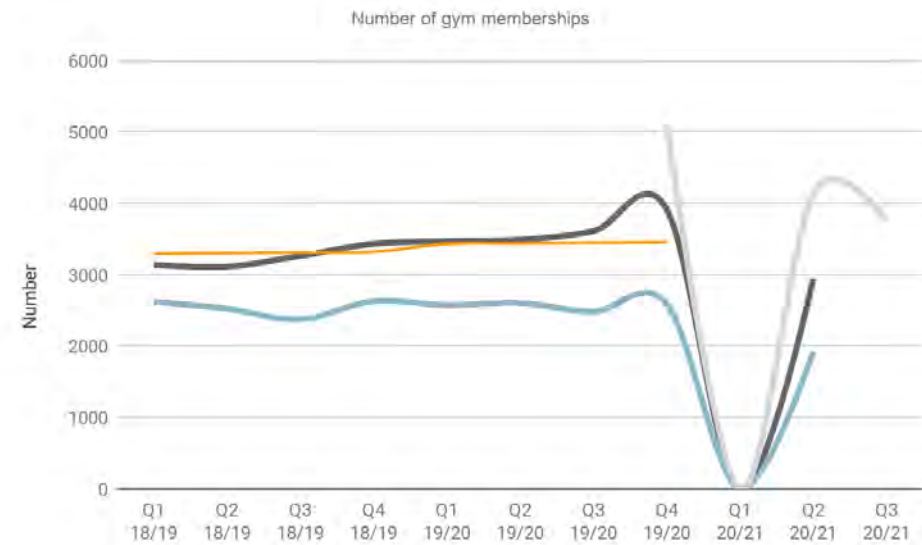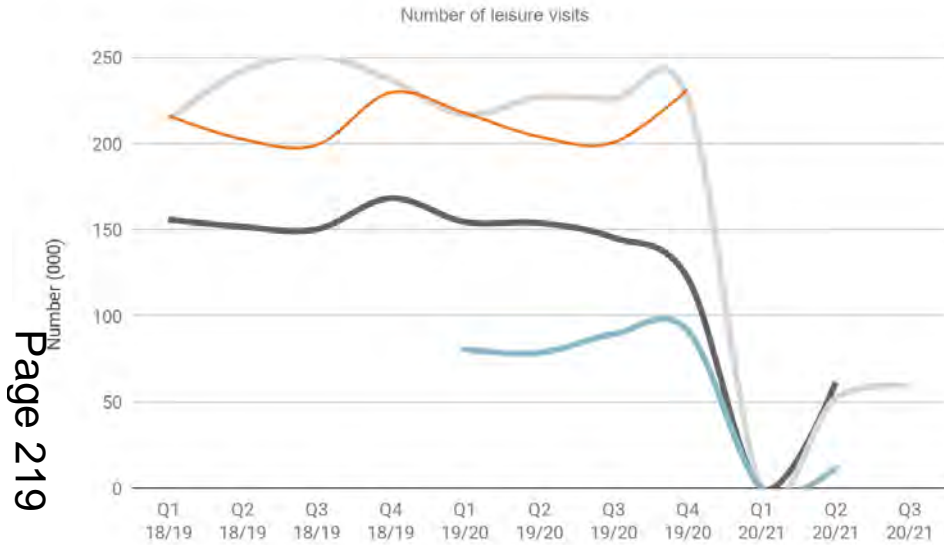
OBSERVATION:

Following the end of the first lockdown, a financial recovery package was agreed, and some of the Council's leisure facilities reopened from 25 July 2020 under Covid-19 protocols. These included adherence to the governments 'staying COVID-19 secure' declaration which is displayed at all facilities.

All facilities were reopened providing the core activities of gym, group exercise, and swimming with additional activities being restarted in line with government advice and in conjunction with Covid-19 protocols on social distancing, pre-booking, and enhanced cleaning.

All leisure facilities were closed from 5 November - 2 December as the nation went into a second lockdown. Facilities were re-opened in the lead up to Christmas but as Oxfordshire went into tier 4 on 26 December 2020, all leisure facilities have remained closed from this date.

A contract variation and financial support package have been agreed to cover the period until March 2021

Environmental and Regulatory

Number of fly tips collected
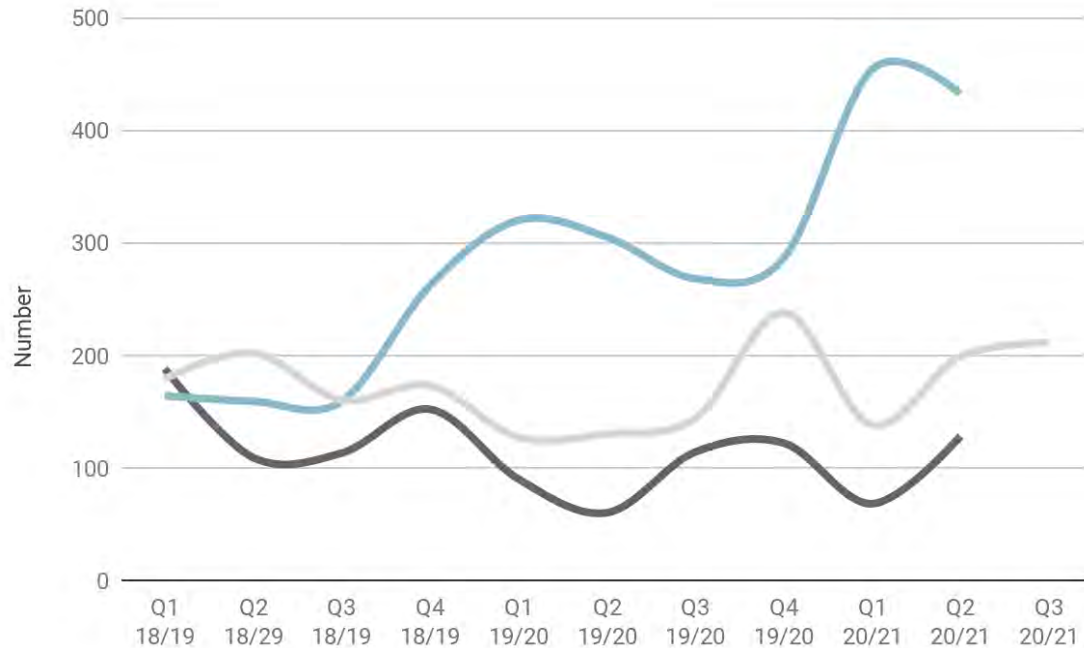
OBSERVATION:

Due to Covid-19, increases in fly tips have been reported nationally, and there are signs that there may be a slight upward trend locally.

The fly tipping service has been redesigned based on customer and user need with the introduction of new on-line forms and web pages. The new process was introduced during Q3 and is still 'bedding in', and will make it easier and quicker for residents to report flytips. It will also reduce duplication and therefore create a more efficient and responsive service.

A high percentage of the fly tips at the Forest of Dean are at recycling sites, which are not counted by West and Cotswold

Percentage of fly tips that result in an enforcement action taking place (defined as a warning letter, fixed penalty notice, simple caution or prosecution)

Cotswold   Forest of Dean   West Oxfordshire
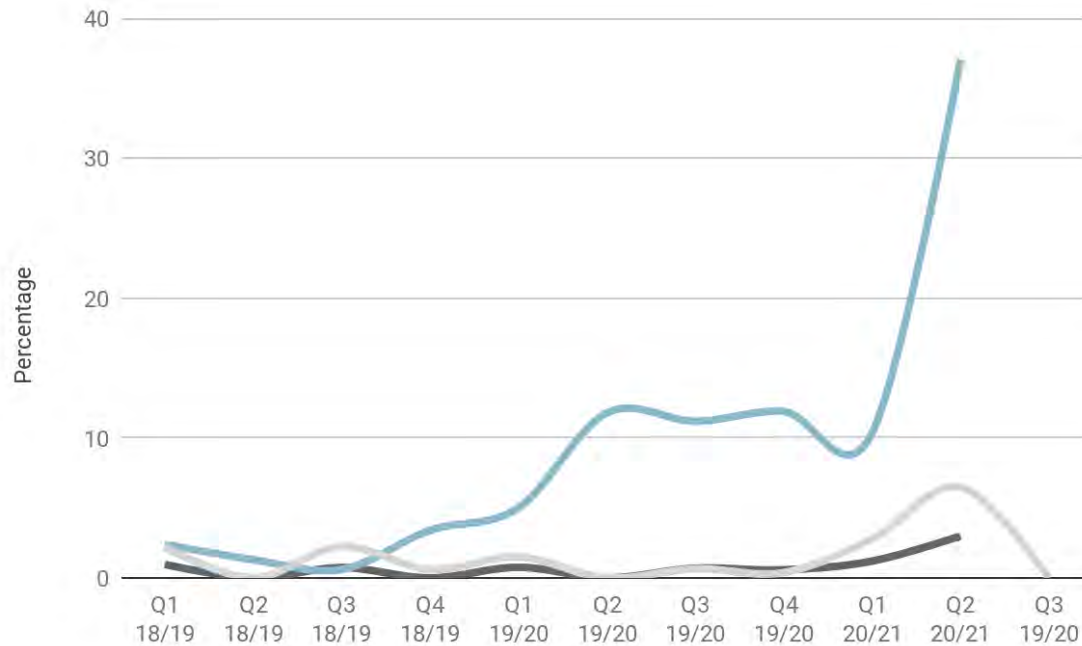
OBSERVATION:

There was an increase in enforcement activity in Q2 following the implementation of a new enforcement pack allowing cautions to be issued via the post.

In Q3, there were 301 notifications of fly tips which did not result in any enforcement actions due to a short term loss of experienced resources in the team which is currently being resolved through a recruitment drive.

In addition, during the quarter the fly tipping service was re-designed for Cotswold and West. A 'support service triage' has been set up to free up specialist officer time to deal with the fly tips that can be investigated further. In Q3, fifteen fly tips were referred to ERS specialists for further investigation. The change in service will require time to 'bed in', and it is likely that the referral criteria will need to be broadened to ensure that a sufficient number of referrals come through for investigation.

Cotswold and West operate a small multidisciplinary team. In contrast, at Forest of Dean, there is a dedicated Community Warden team, which has also implemented a new enforcement pack

Percentage of high risk notifications (including food poisoning outbreaks, anti-social behaviour, contaminated private water supplies, workplace fatalities or multiple serious injuries) risk assessed within 1 working day

Target ■ Cotswold ■ Forest of Dean ■ West Oxfordshire □
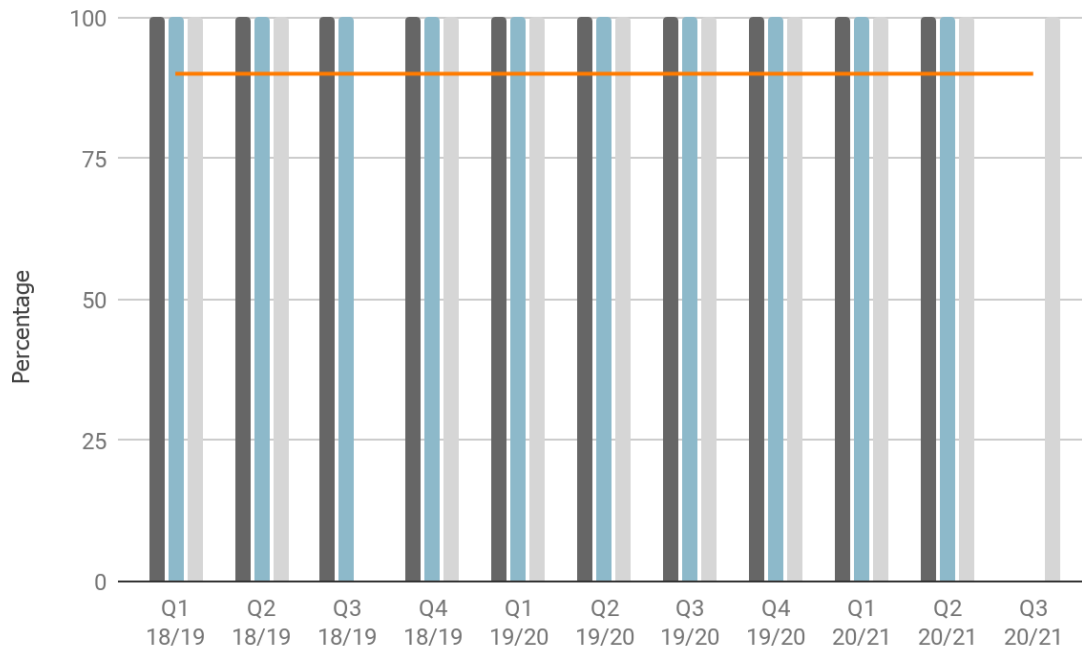
OBSERVATION:

One notification of an allergic reaction to food at a restaurant was received in Q3, and assessed within one day

Percentage of high risk food premises inspected within target timescales

Target   **Cotswold**   **Forest of Dean**   **West Oxfordshire**

Percentage

Q1 19/20   Q2 19/20   Q3 19/20   Q4 19/20   Q1 20/21   Q2 20/21   Q3 20/21
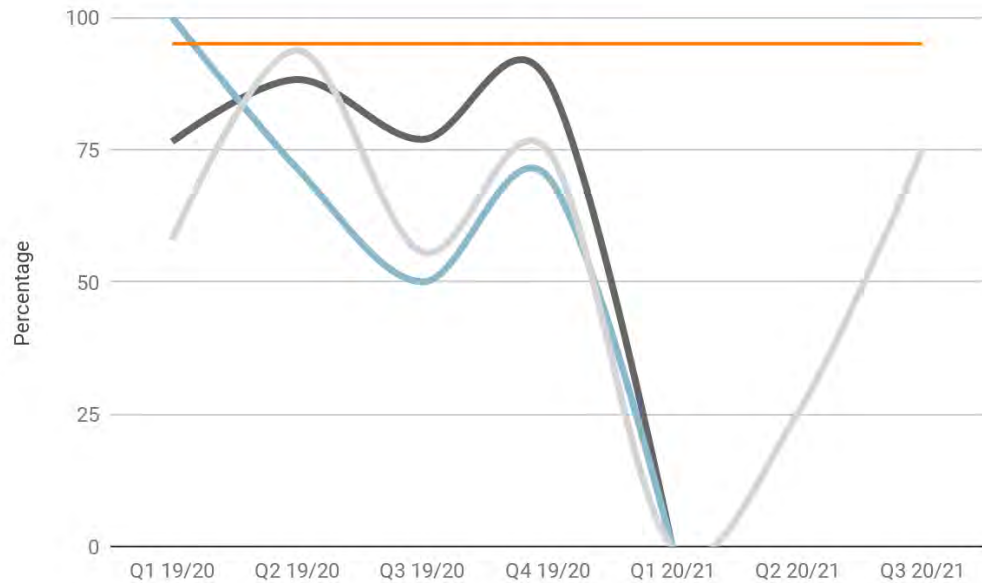
OBSERVATION:

This indicator has been set to 'amber' to recognise that the service has been impacted by Covid-19 restrictions.

All site visits ceased from mid-March to 18 July due to Covid-19. The FSA issued guidance on 17 July advising that routine inspections in high risk food businesses should recommence, excluding businesses catering for vulnerable people where they have previously been assessed as good. All care homes have been contacted to ensure that the correct protocols are in place.

Eight high risk food inspections were due in Q3; although all eight premises received a remote inspection, only six premises received a site inspection within the 28 day timescale. In line with FSA guidance, the service is able to carry out remote inspections which are intended to highlight areas of concern, and if any should arise, those premises would receive a site inspection.

During each lockdown, no site visits could take place unless absolutely necessary. A backlog of other types of inspections is building up, and the service is awaiting further guidance from the FSA on how to deal with the backlog

Residual household waste per household (kg)

Target   **Cotswold**   **Forest of Dean**   **West Oxfordshire**

Kgs

Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21
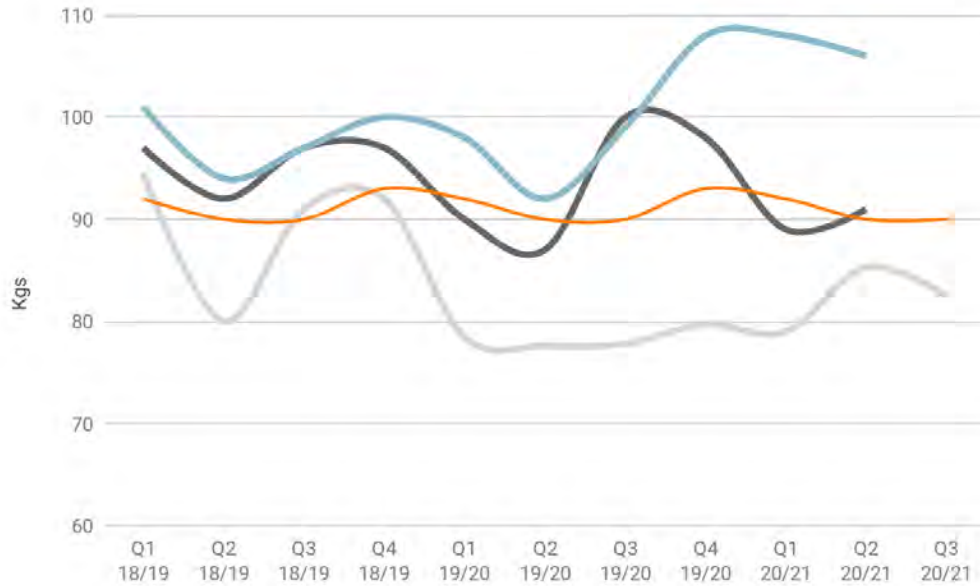
OBSERVATION:

Due to the impact of Covid-19, all waste and recycling stream tonnages have increased, and reached a peak in October 2020 but appear to be slowly reducing again.

The amount of residual waste produced between April and December 2020 increased by 11.7% compared to same period of the previous year. All excess recycling and food waste is being collected at the kerbside if presented correctly. In addition, the crews were also collecting the additional side waste generated during the Christmas period.

Both the Council and the Oxfordshire Recycles (OCC partnership work) are using their social media channels to promote waste reduction

(Cumulative) Percentage of household waste recycled

Target ▬ (orange) Cotswold ▬ (dark grey) Forest of Dean ▬ (blue) West Oxfordshire ▬ (light grey)
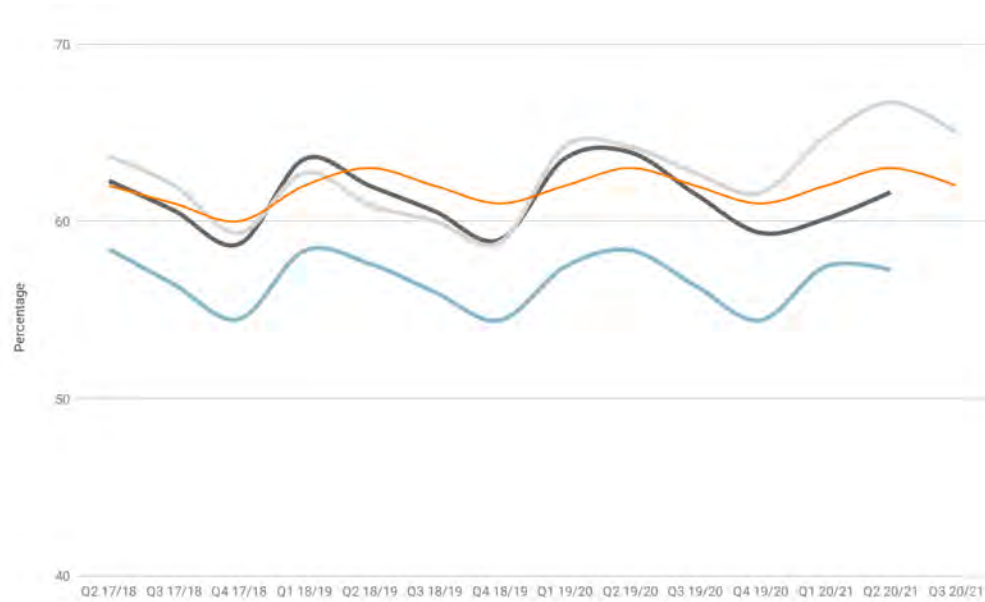
OBSERVATION:

Due to the impact of Covid-19, residents are presenting higher amounts of all types of waste.

Dry recycling tonnages for the first nine months of the year were up nearly 36% on the previous year, garden waste tonnages were up nearly 17%, and food tonnages, just over 16%.

The combined recycling rate for the first nine months of the year was 65% compared to 62.72% a year ago; the increase is mainly driven by the increase in dry recycling.

The dry recycling rate was 28.2% (an increase of 2.6 percentage points compared to the same period a year ago), the composting rate was 27.2% and food waste sent for anaerobic digestion was 9.7%.

The service is working closely with UBICO; and all additional recycling and food waste presented correctly at the kerbside by residents is being collected.

Note that the quarterly recycling targets are profiled to account for seasonal differences. The data is also presented cumulatively which will flatten out some of these differences

(Cumulative) Percentage of household waste recycled by waste stream

Cotswold   Forest of Dean   West Oxfordshire

% of household waste sent for composting

(NB Composting & food combined for Cotswold until 2020/21 Q1)

% of household waste sent for recycling & re-use

% of household waste sent for anaerobic digestion

Combined recycling rate by waste stream

Dry & re-use   Food   Composting

Number of missed bin per 100,000 scheduled collections

Target **Cotswold** **Forest of Dean** **West Oxfordshire**
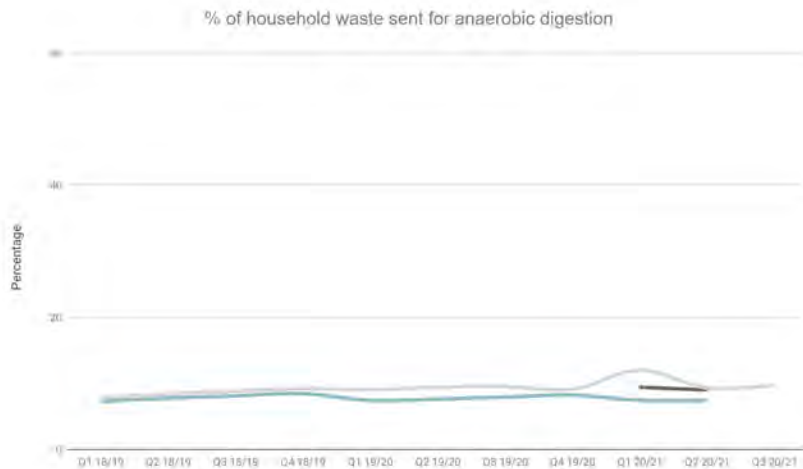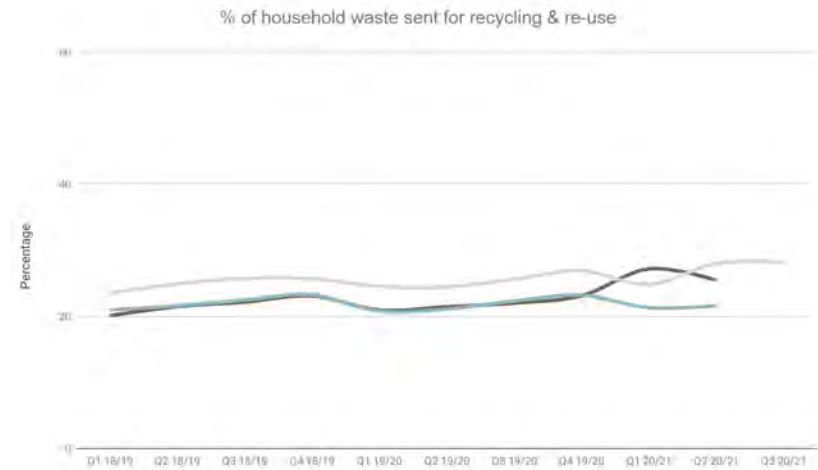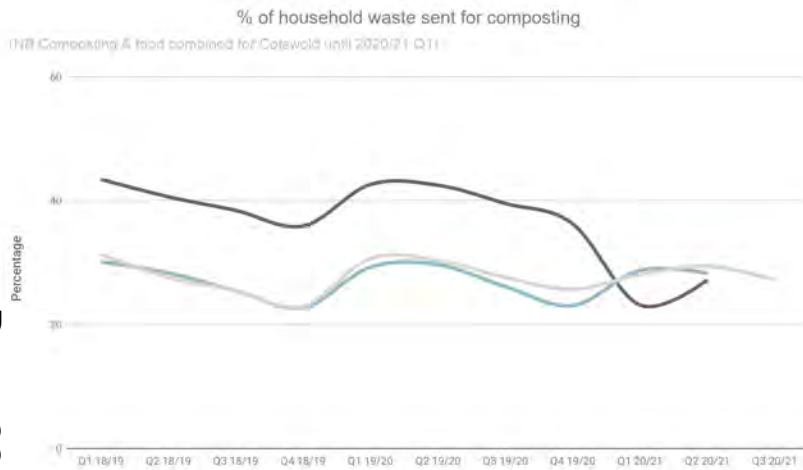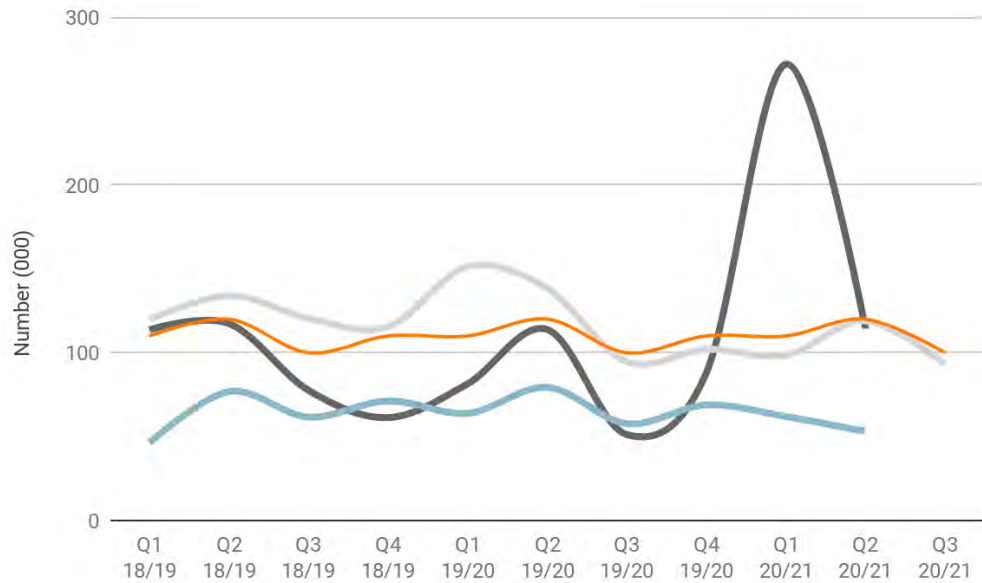
OBSERVATION:

Overall, there have been improvements over the last year. Previously, the service experienced a high staff turnover in waste crews, and the lack of local knowledge amongst new staff and agency staff caused an increase in the number of missed collections.

There was an increase in the number of misses in March 2020 due to staff absences related to Covid-19, and the use of more agency staff who did not possess local knowledge. Although the service had anticipated that there would be further increases in misses due to increases in waste and recycling tonnage, performance remains within the target. The service is working closely with UBICO to reduce the number of missed bins

Parking

Total hours spent undertaking on and off-street parking enforcement visits

Legend:
- ▬ Target (orange)
- ▬ Cotswold (dark grey)
- ▬ Forest of Dean (blue)
- ▬ West Oxfordshire (light grey)
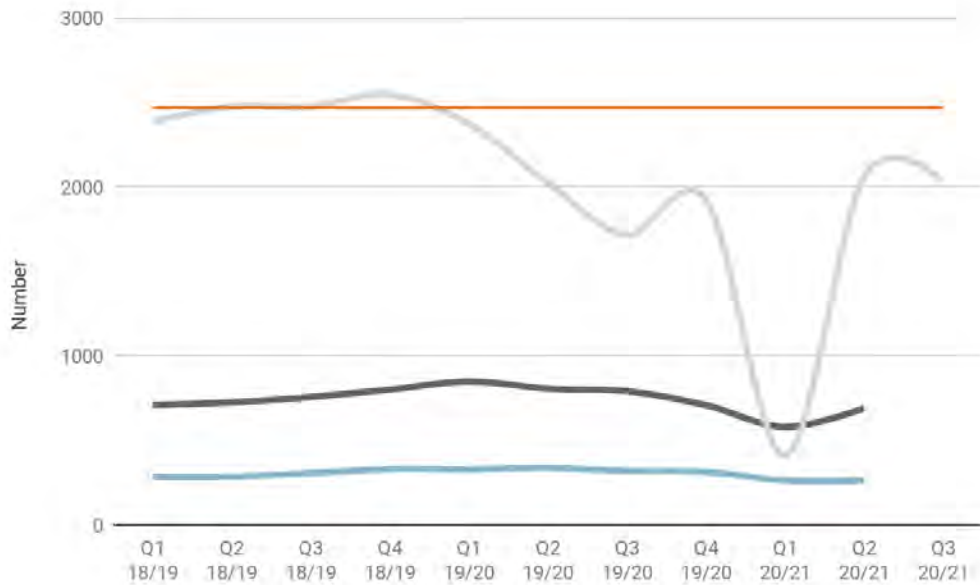
OBSERVATION:

All enforcement activities were suspended on 23 March until 15 June 2020 due to Covid-19, and staff were redeployed to support communities.

Following the suspension, the number of enforcement hours started to return to pre-covid levels; however capacity levels were still down with one vacant part time post and one officer on long term sick. Enforcement officers were also undertaking other duties such as traffic management related to temporary pavement widening and one way systems for social distancing.

During the second lockdown, there was a focus on enforcing dangerous parking and illegal use of disabled bays. Enforcement officers have also been supporting track and trace, and food parcel deliveries.

This indicator has been set to amber to recognise that parking enforcement officers are undertaking a variety of duties

COMPLAINTS - ARE WE DOING THE 'DAY JOB' REALLY WELL FOR OUR COUNCILS?

Complaints decisions at Stage 2

Not upheld
23.1%

3

Partly upheld
15.4%

2

8

Upheld
61.5%
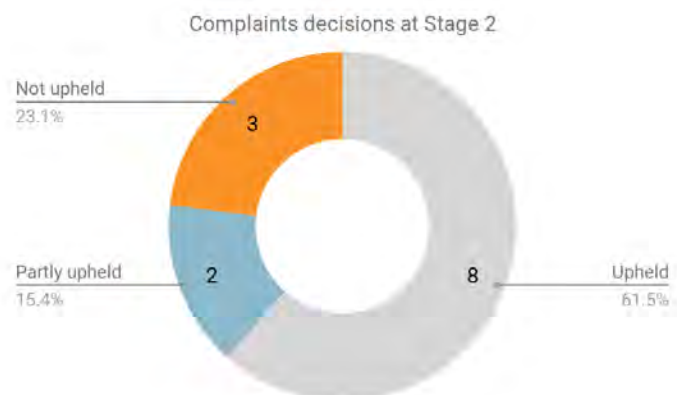
OBSERVATION:

A new Customer Feedback Procedure went live on the 1st July 2020. The Corporate Responsibility team is managing all complaints allowing services to focus on delivery.

The new process has the following stages:

Stage 1: Acknowledgement and Assessment
Stage 2: Investigation
Stage 3: Appeal

The complaints shown below only include upheld or partially upheld complaints

In Q3, there was a higher proportion of complaints upheld; there were seven separate complaints on one issue

Service area	Description	Outcome/learning	Stage	Decision	Response time (days)
Housing	Complainant unhappy with the handling of a housing application	The investigation found that the complainant's original application was not acknowledged. Additionally, an issue with the application had not been communicated to the complainant, resulting in confusion and distress. Apologies were offered for both of these failures	II	Upheld	12 (on an extended timescale)
Development Management	Complaint about the handling of a planning application on a neighbouring property, and the Council's lack of response to emails	The investigation concluded that the Council had acted fairly with regards to the handling of the planning application. However, an apology was offered for the delay in response to the complainant's emails, and it was acknowledged that confusion could have been prevented had there been better communication between the Council and the complainant	Appeal	Partly upheld at Stage II

Partly upheld at Appeal | 6 (Stage II)

10 (Appeal) |

Development Management	Complaint about the handling of pre-application advice, and subsequent delay in processing the associated planning application	Upon investigation, it was found that the Council had handled the processing of the pre-application advice correctly. However, it was acknowledged that, due to a high workload as a result of the ongoing pandemic, there was a delay in processing the subsequent planning application. An apology was offered, and compensation of £75 to acknowledge the inconvenience caused by the delay	II	Partly upheld	8
Communication & Marketing	Seven complaints about comments made on religious celebrations on social media by a member of staff	The complainants were assured that the Council and Publica take these matters very seriously, and that the comments had been removed. HR is following the appropriate internal procedures in dealing with the member of staff, and communications are being prepared to ensure that all staff understand their responsibilities when using social media	II	Upheld	7

This page is intentionally left blank

Annex B - Comparison of Q3 budget and revised 20/21 forecast to actuals

	Q3 position			Revised Forecast	
	Profiled Budget	Actual Exp	Variance (under) / over spend	Profiled Q3 Reforecast	Variance (under) / over spend
	£	£	£	£	£
Democratic Services					
DRM001-Democratic Representation and Mgmt	143,950	139,079	(4,871)	143,950	(4,871)
DRM002-Support To Elected Bodies	312,475	286,574	(25,901)	274,975	11,599
ELE001-Registration of Electors	44,700	26,561	(18,139)	8,625	17,936
ELE002-District Elections	56,775	6,285	(50,490)	19,275	(12,990)
ELE004-Parliamentary Elections	0	0	0	0	0
ELE005-Parish Elections	0	0	0	0	0
ELE007-European Elections	0	0	0	0	0
ELE008-Police & Crime Commissioner Elections	0	0	0	0	0
SUP001-Administration	245,775	236,629	(9,146)	238,050	(1,421)
Total - Democratic Services	**803,675**	**695,129**	**(108,546)**	**684,875**	**10,254**

DRM002 - The £12k overspend is due to increased Members' allowances compared to the revised forecast. This is partially due to changes in posts and additional posts that were unforecast. This is partially offset by a small underspend in other democratic costs. It should be noted that this is an overspend vs the reforecast, but is still significantly below the original budget.

ELE001 - Registration of election costs are overspent by £18k as at 31st December. The re-forecast assumed cost reductions due to the deferrment of local elections until May 2021, however some work has started already, particularly in making sure arrangements are Covid secure. The overspend is paritally offset by reduced District Election costs.

Annex B - Comparison of Q3 budget and revised 20/21 forecast to actuals

	Q3 position			Revised Forecast	
	Profiled Budget	Actual Exp	Variance (under) / over spend	Profiled Q3 Reforecast	Variance (under) / over spend
	£	£	£	£	£
Environmental & Regulatory Services					
BUC001-Building Control - Fee Earning Work	(125,250)	(23,887)	101,363	(54,158)	30,271
BUC002-Building Control - Non Fee Earning Work	51,475	52,434	959	51,250	1,184
EMP001-Emergency Planning	5,050	7,596	2,546	5,050	2,546
ESM001-Environment - Service Mgmt & Supp Serv	79,675	74,388	(5,287)	77,800	(3,412)
PSH002-Private Sector Housing-Condition of Dwellings	2,250	0	(2,250)	1,875	(1,875)
REG001-Environmental Health General	0	(1,734)	(1,734)	0	(1,734)
REG002-Licensing	(23,713)	(4,851)	18,862	(9,500)	4,649
REG009-Environmental Protection	136,138	133,803	(2,335)	145,273	(11,470)
REG010-Noise Control	400	399	(1)	400	(1)
REG011-Authorised Process	(10,400)	(12,881)	(2,481)	(11,900)	(981)
REG013-Pollution Control	92,850	83,312	(9,538)	91,875	(8,563)
REG016-Food Safety	97,413	98,921	1,509	98,050	871
REG021-Statutory Burials	1,875	5,336	3,461	3,750	1,586
TAC309-Other Trading Services - Markets	(3,365)	35,678	39,043	32,403	3,275
Total - Environmental & Regulatory Services	**304,398**	**448,514**	**144,116**	**432,167**	**16,347**

BUC001 - Building Control application income has not recovered as well as anticipated. In the third quarter, fee income was £204k, £23k under forecast budget. It is unlikely the service will recover this income in the final quarter.

TAC309 - for the reporting period, Markets income has achieved £22k which is 61% of its forecast income budget. Due to the continuation of national lockdown restrictions, it is unlikely this income will be recouped by the year end.

ESM001 - Base budget provision is made each year for potential costs (e.g. barrister fees) arising from legal challenges to regulatory decisions or potential negligence claims. This budget has not been drawn on this year.

REG002 - Taxi/Private Hire licences income is now £6k above re-forecast target compared to a £5k negative variance in the previous period. However, charges due under the Licensing Act 2003 remain lower than forecast (£12k variance) as licensed premises remain closed due to the third national lockdown.

REG009/REG013 - Private Water Supply sampling work has recommenced with safe access to premises now possible. Invoices totalling £12k have been raised compared to a re-forcecast of £5k and the laboratory costs associated with this sampling are much lower than anticipated giving rise to a further £6k positive variance. Additional income has also been generated through provision of air quality monitoring services to OCC.

Annex B - Comparison of Q3 budget and revised 20/21 forecast to actuals

	Q3 position			Revised Forecast	
	Profiled Budget	Actual Exp	Variance (under) / over spend	Profiled Q3 Reforecast	Variance (under) / over spend
	£	£	£	£	£
Finance, Human Resources & Procurement					
SUP003-Human Resources	131,625	112,355	(19,270)	127,125	(14,770)
HLD302-Miscellaneous Cash	0	181	181	0	181
HLD308-Vehicle Tracking	0	179	179	0	179
HLD313-Lease Cars	0	(168)	(168)	0	(168)
SUP009-Accountancy	239,047	226,800	(12,247)	235,672	(8,872)
SUP010-Internal Audit	66,709	118,106	51,398	66,259	51,848
SUP011-Creditors	32,775	23,762	(9,013)	31,950	(8,188)
SUP012-Debtors	43,500	35,434	(8,066)	43,500	(8,066)
SUP013-Payroll	44,775	36,037	(8,738)	43,650	(7,613)
SUP019-Health & Safety	22,875	22,994	119	22,875	119
SUP020-Training & Development	19,875	19,979	104	19,875	104
SUP033-Central Purchasing	26,025	26,161	136	26,025	136
SUP035-Insurances	6,675	6,710	35	6,675	35
Total - Finance, Human Resources & Procurement	**633,881**	**628,529**	**(5,352)**	**623,606**	**4,923**
ICT, Change & Customer Services					
SUP002-Consultation, Policy & Research	87,075	87,438	363	86,475	963
HLD301-ICT Purchases	0	(0)	(0)	0	(0)
SUP005-ICT	639,464	647,407	7,943	649,964	(2,557)
SUP006-Telephones	(1,250)	4,699	5,949	1,000	3,699
SUP008-Reception/Customer Services	346,775	337,721	(9,054)	346,625	(8,904)
SUP014-Cashiers	9,475	612	(8,863)	3,750	(3,138)
SUP041-Business Solutions	202,225	220,693	18,468	202,225	18,468
TMR002-Street Furniture & Equipment	(3,600)	(14,187)	(10,587)	(4,725)	(9,462)
TOU002-Tourist/Visitor Information Centre	105,497	122,111	16,614	141,972	(19,861)
Total - ICT, Change & Customer Services	**1,385,661**	**1,406,492**	**20,831**	**1,427,286**	**(20,794)**

As detailed in the previous report, this service area remains reasonably static. Included in this area is the VIC (TOU002) which has been deregistered and repurposed as the Town Centre Shop.

The overspend against Internal Audit relates to an expectation of "income" which would be costs recovered through the work of the Counter Fraud Unit; however, the reality is a reduction in losses across the business rather than physical cash recovered. This budget has been adjusted in 21/22.

Annex B - Comparison of Q3 budget and revised 20/21 forecast to actuals

	Q3 position			Revised Forecast	
	Profiled Budget	**Actual Exp**	**Variance (under) / over spend**	**Profiled Q3 Reforecast**	**Variance (under) / over spend**
	£	**£**	**£**	**£**	**£**
Land, Legal & Property					
ADB301-3 Welch Way (Town Centre Shop)	36,813	24,483	(12,330)	36,813	(12,330)
ADB302-Guildhall	623	1,999	1,376	823	1,176
ADB303-Woodgreen	168,211	177,964	9,753	164,836	13,128
ADB304-Elmfield	139,992	142,474	2,483	139,992	2,483
ADB305-Corporate Buildings	308,600	283,201	(25,399)	305,450	(22,249)
ADB306-Depot	(17,983)	(33,871)	(15,888)	(17,983)	(15,888)
LLC001-Local Land Charges	(120,450)	(110,445)	10,005	(82,950)	(27,495)
SUP004-Legal	183,475	166,497	(16,978)	183,475	(16,978)
TAC303-Swain Court & Newman Court Ind Est Witney	(26,250)	(41,917)	(15,667)	(15,731)	(26,186)
Total - Land, Legal & Property	**673,031**	**610,385**	**(62,645)**	**714,724**	**(104,339)**

SUP004 - Legal services continue to show an underspend due to no external legal services (e.g. barristers) being engaged in the period.

ADB305 - the underspend against Corporate Buildings arises from reduced repair & maintenance costs as a consequence of the continuing reduced use of office buildings. Amounts were also included in the original budget for external specialist support with regard to asset valuation. The Property & Estates team now has additional internal resource in these areas.

TAC303 - Invoices to Swain Court & Newman Court tenants continue to be invoiced in accordance with the standing lease arrangements. As at 31st December, the Aged Debt report shows £30k of invoices are in payment plans.

Annex B - Comparison of Q3 budget and revised 20/21 forecast to actuals

	Q3 position			Revised Forecast	
	Profiled Budget	Actual Exp	Variance (under) / over spend	Profiled Q3 Reforecast	Variance (under) / over spend
	£	£	£	£	£
Leisure & Communities					
CCR001-Community Safety (Crime Reduction)	24,700	24,140	(560)	24,700	(560)
CCR002-Building Safer Communities	2,850	(1,008)	(3,858)	2,850	(3,858)
CCT001-CCTV	92,525	52,208	(40,317)	85,025	(32,817)
CSM001-Cultural Strategy	82,125	75,440	(6,685)	82,125	(6,685)
CUL001-Arts Development	73,175	80,142	6,967	73,175	6,967
ECD001-Economic Development	104,725	76,926	(27,799)	79,000	(2,074)
OPS003-Countryside	3,325	3,054	(271)	3,325	(271)
REC001-Sports Development	42,175	71,539	29,364	74,350	(2,811)
REC002-Recreational Facilities Development	45,450	40,838	(4,612)	45,450	(4,612)
REC003-Play	41,725	39,218	(2,507)	41,725	(2,507)
REC301-Village Halls	10,000	10,052	52	10,000	52
REC302-Contract Management	146,465	985,052	838,587	989,634	(4,582)
SUP016-Finance - Performance Review	75,825	76,743	918	75,225	1,518
TOU001-Tourism Strategy and Promotion	141,675	118,653	(23,022)	127,425	(8,772)
Total - Leisure & Communities	**886,740**	**1,652,997**	**766,257**	**1,714,009**	**(61,012)**

Leisure continues to be an area with significant impact on the financial position - the extent of that can clearly be seen with an £843k budget increase in the forecast budget. These losses will be covered in part (est. 71%) through the MHCLG income loss compensation scheme in 20/21 but there remains considerable uncertainty as to any financial support in 2021, which is reflected in next year's budget, and this therefore remains a very significant risk ongoing risk if centres have to continue to operate with too many restrictions going forward. The support for the operator this year has been agreed but there is hope that payments beyond the impact shown above will be repaid by the operator out of future surpluses when the business is once more profitable.

CCTV001 - The underspend of £32k is mainly due to external contract cost. The actual cost of CCTV contribution to the Thames Valley Police Authority is much lower than the budgeted figure.

Annex B - Comparison of Q3 budget and revised 20/21 forecast to actuals

	Q3 position			Revised Forecast	
	Profiled Budget	**Actual Exp**	**Variance (under) / over spend**	**Profiled Q3 Reforecast**	**Variance (under) / over spend**
	£	**£**	**£**	**£**	**£**
Environmental Services					
CCC001-Climate Change	90,400	88,611	(1,789)	85,900	2,711
COR301-Policy Initiatives - Shopmobility	15,675	11,708	(3,967)	15,675	(3,967)
CPK001-Car Parks - Off Street	239,029	290,663	51,634	284,379	6,284
CPK011-On Street Civil Parking Enforcement	17,375	114,151	96,776	54,875	59,276
ENI002-Grounds Maintenance	323,794	344,605	20,811	343,594	1,011
ENI303-Landscape Maintenance	55,350	54,438	(912)	55,350	(912)
FLD001-Flood Defence and Land Drainage	104,575	93,001	(11,574)	104,575	(11,574)
REG004-Dog Warden	(27,000)	(35,976)	(8,976)	(27,000)	(8,976)
REG005-Public Health Sewerage	2,275	1,231	(1,044)	2,275	(1,044)
REG018-Pest Control	27,600	21,919	(5,681)	33,600	(11,681)
REG019-Public Conveniences	146,686	138,225	(8,461)	143,836	(5,611)
REG023-Environmental Strategy	73,950	54,302	(19,648)	73,500	(19,198)
RYC001-Recycling	1,545,393	1,568,846	23,452	1,620,993	(52,148)
RYC002-Green Waste	71,388	10,673	(60,715)	29,388	(18,715)
STC004-Environmental Cleansing	780,775	786,783	6,008	780,775	6,008
TRW001-Trade Waste	(121,925)	(42,389)	79,536	26,083	(68,472)
TRW002-Clinical Waste	(825)	0	825	(825)	825
WST001-Household Waste	1,553,075	1,528,842	(24,233)	1,542,500	(13,658)
WST004-Bulky Household Waste	3,625	(5,389)	(9,014)	3,625	(9,014)
WST301-Env. Services Depot, Downs Rd, Witney	8,675	19,368	10,693	8,675	10,693
Total - Environmental Services	**4,909,890**	**5,043,611**	**133,721**	**5,181,773**	**(138,162)**

CPK* - The COVID impact on parking services has been much worse than anticipated, presumably in part due to continued lockdowns. The total penalty fee income is £38k for the reporting period, a shortfall of £110k against the forecast income.

TRW001 - Trade Waste has over achieved against the revised forecast however, of the gross £664K of invoices raised, £246K remain outstanding, with a total aged debtor balance as at 31 December of £322k.

RYC001 - underspend on software licences - Bartec by £15k, plus an additional £26k income relating to 2019/20.

Annex B - Comparison of Q3 budget and revised 20/21 forecast to actuals

	Q3 position			Revised Forecast	
	Profiled Budget	Actual Exp	Variance (under) / over spend	Profiled Q3 Reforecast	Variance (under) / over spend
	£	£	£	£	£
Planning & Strategic Housing					
DEV001-Development Control - Applications	(320,456)	(425,597)	(105,141)	(320,456)	(105,141)
DEV002-Development Control - Appeals	57,775	57,319	(456)	57,775	(456)
DEV003-Development Control - Enforcement	117,175	117,027	(148)	117,175	(148)
ECD301-WOSP - West Oxon Strategic Partnership	0	6,551	6,551	6,750	(199)
ENA001-Housing Enabling	110,225	108,410	(1,815)	109,600	(1,190)
ENI301-Landscape Initiatives	90,125	89,818	(307)	80,610	9,208
HLD315-Growth Board Project (Planning)	15,750	16,992	1,242	15,750	1,242
PLP001-Planning Policy	105,425	96,946	(8,479)	120,425	(23,479)
PLP003-Implementation	42,600	42,820	220	42,600	220
PLP004-Conservation	65,100	64,079	(1,021)	65,100	(1,021)
PSM001-Planning Service Mgmt & Support Serv	114,965	103,124	(11,841)	114,965	(11,841)
Total - Planning & Strategic Housing	**398,684**	**277,489**	**(121,195)**	**410,294**	**(132,805)**

DEV001: Planning fee income has acheived 95% of its annual income target for the reporting period. The income was £631k between June – September 2020 however the trend does not continue into following periods. The average monthly income is £58k after September 2020 with the forecast being that DM income for this year is most likely to achieve its target of £1.168m but not exceed it.

PLP001 - The underspend shown for Planning Policy relates to one-off project income from third parties for PPA pre-application work.

Annex B - Comparison of Q3 budget and revised 20/21 forecast to actuals

	Q3 position			Revised Forecast	
	Profiled Budget	Actual Exp	Variance (under) / over spend	Profiled Q3 Reforecast	Variance (under) / over spend
	£	£	£	£	£
Retained Services					
COR002-Chief Executive	181,485	179,378	(2,107)	181,485	(2,107)
COR003-Corporate Policy Making	50,575	50,389	(186)	50,575	(186)
COR004-Public Relations	19,650	6,259	(13,391)	15,900	(9,641)
COR005-Corporate Finance	153,925	141,752	(12,173)	153,925	(12,173)
COR006-Treasury Management	18,900	13,586	(5,314)	18,900	(5,314)
COR007-External Audit Fees	42,750	34,145	(8,605)	42,750	(8,605)
COR008-Bank Charges	51,900	104,705	52,805	51,900	52,805
COR302-Publica Group	(125,083)	(214,646)	(89,563)	(125,083)	(89,563)
FIE341-Town Centre Properties	(618,775)	(486,493)	132,282	(434,373)	(52,120)
FIE342-Miscellaneous Properties	(768,100)	(616,190)	151,910	(708,950)	92,760
FIE343-Talisman	(1,269,975)	(1,067,802)	202,173	(1,134,600)	66,798
FIE344-Des Roches Square	(500,100)	(507,944)	(7,844)	(499,350)	(8,594)
FIE345-Gables at Elmfield	(33,600)	(36,799)	(3,199)	(25,200)	(11,599)
NDC001-Non Distributed Costs	4,479,325	4,452,437	(26,888)	4,479,325	(26,888)
TAC304-Witney Industrial Estate	(139,100)	(127,886)	11,214	(130,981)	3,095
TAC305-Carterton Industrial Estate	(217,800)	(215,956)	1,844	(217,800)	1,844
TAC306-Greystones Industrial Estate	(16,375)	(10,379)	5,996	(16,375)	5,996
TAC308-Other Trading Services - Fairs	(4,875)	(2,500)	2,375	(4,875)	2,375
Total - Retained Services	**1,304,727**	**1,696,058**	**391,330**	**1,697,173**	**(1,115)**

Investment Property - revised income forecasts were significantly less than the original budget due to the Covid impact on commercial property, with many tenants requesting deferred rents or rent renegotiation. Invoices have continued to be raised in accordance with the existing lease agreements, however of £3.3m of rental income invoices raised to 31 December, £726K remains unpaid. The unpaid debt is made up of £179k - between 6 months to 1 year, £136k - 3 to 6 months, £230k - 1-3 months and £182k are under payment plans. These unpaid debts reflectd the COVID 19 pandamic impact and represents a significant risk to the investment income. A review of the bad debt provision has been undertaken and increased by £230k to reflect this risk; £50k of this is in respect of a single tenancy debt that is being written off. Further increases to the bad debt provision are expected at Q4.

COR008 - The overspend on banking charges is £52k for the reported period. The average banking charge is £12k per month and the forecast cost for the year is £144k. This variance to budget is being investigated to establish whether the fees have changed and why.

COR302 - The underspend of £89k is due to the forecast surplus from Publica Group for the reported period.

Annex B - Comparison of Q3 budget and revised 20/21 forecast to actuals

	Q3 position			Revised Forecast	
	Profiled Budget	Actual Exp	Variance (under) / over spend	Profiled Q3 Reforecast	Variance (under) / over spend
	£	£	£	£	£
Revenues & Housing Suppport					
HBP001-Rent Allowances	195,875	131,811	(64,064)	182,825	(51,014)
HBP003-Local Housing Allowance	7,725	146	(7,579)	6,750	(6,604)
HBP005-Benefit Fraud Investigation	99,200	90,792	(8,408)	88,950	1,842
HOM001-Homelessness	236,480	192,444	(44,036)	266,105	(73,661)
HOM002-Homelessness Grants	25,010	28,700	3,690	25,010	3,690
HOM003-Rent In Advance Scheme	0	2,502	2,502	0	2,502
HOM004-Refugees	0	10,266	10,266	0	10,266
HOM005-Homelessness Hostel Accomodation	15,383	(2,627)	(18,010)	15,383	(18,010)
LTC001-Council Tax Collection	351,050	216,551	(134,499)	203,105	13,446
LTC002-Council Tax Support Administration	127,875	112,401	(15,474)	109,425	2,976
LTC011-NNDR Collection	(92,625)	(83,962)	8,663	(96,100)	12,138
PSH001-Private Sector Housing Grants	51,075	34,935	(16,140)	33,825	1,110
PSH004-Home Improvement Service	(35,150)	(45,844)	(10,694)	(56,700)	10,856
Total - Revenues & Housing Suppport	**981,898**	**688,115**	**(293,783)**	**778,578**	**(90,463)**

HBP001 - £54,000 of one off unbudgeted New Burdens grant income will offset increased resource requirements administering the Test & Trace programme as well as additional software costs for year end & annual billing processes.

HOM001 - the cost of temporary emergency accommodation has continued to rise in Q3, in line with expectations in Q2. Additional one off government funding has been received to tackle Rough Sleeping due to the extension of Covid lockdown restrictions but this will be spent by the end of the financial year. An element of the underspend relates to job vacancies funded through the Flexible Homelessness Support Grant. Any surplus of this grant at year end will be transferred to Earmarked Reserves to fund projects in 2021/22 subject to Cabinet approval.

HOM005 - The underspend is due to a continuing increase and stability in occupancy rates in Horsefair over the course of this year and a significant reductionin property and maintenance costs in comparison with last year where work was required to bring the building up to the standard to rent out.There is no budget for Horsefair as the hostel is expected to pay for itself through rental income. This was achieved in 2019/20 and the estimated Q4 position is a contribution to GF of c£15,000

This page is intentionally left blank

Annex C - Capital spend at Q3 with additional 19/20 slippage requests

Scheme	2020/21 Original budget	budget c/fwd from 2019/20	Additional c/fwd	2021 New Schemes	2020/21 Total budget	Q3 Actual spend
Developer Capital Contributions	0	0	0	0	0	414,333
Parish Council Loans Scheme	0	15,000	0	65,000	80,000	15,000
IT Provision - Systems & Strategy	100,000	0	0	0	100,000	72,635
In-cab technology	0	140,000	0	0	140,000	0
Deployment of High Speed Broadband	0	2,059,651	0	0	2,059,651	829,285
Council Buildings Maintenance Programme	125,000	0	0	0	125,000	0
IT Equipment - PCs, Copiers etc	40,000	21,000	0	0	61,000	73,847
CCTV - Upgrading	100,000	0	0	0	100,000	0
Improvement Grants	606,800	0	0	0	606,800	410,592
Shop Mobility - Replacement stock	0	10,000	0	0	10,000	0
Loan to Cottsway Housing Association	0	7,994,169	0	0	7,994,169	5,914,401
Replacement dog and litter bins	12,000	53,000	0	0	65,000	29,540
Weighbridge at Bulking Station	0	25,000	0	0	25,000	23,393
Replacement Street Sweepers	200,000	0	0	0	200,000	0
Ubico Fleet - Replace Vehicle Hire Costs	508,000	572,000	0	0	1,080,000	0
Flood Prevention Works 2009/10	0	101,570	0	0	101,570	130,873
Cottsway - Blenheim Court Growth Deal	0	1,705,000	0	0	1,705,000	1,534,500
Unicorn CPO purchase provision	350,000	0	0	0	350,000	0
Town Centre Shop building renovation project	75,000	0	0	0	75,000	0
Southhill Solar Loan	0	2,000,000	0	0	2,000,000	2,000,000
Cottsway - Lavender Place Growth Deal	0	0	0	891,000	891,000	891,000
Talisman re-roofing project	0	0	0	100,000	100,000	101,252
Affordable Housing in Witney (Heylo)	0	0	0	1,360,000	1,360,000	0
Community Grants Fund	200,000	100,000	0	0	300,000	123,526
Carterton Leisure Centre Phase 2	0	1,226,514	-1,226,514	0	0	0
Madley Park playing Fields Project	0	21,939	0	0	21,939	12,962
Chipping Norton Sports Hall Floor	0	50,000	0	0	50,000	56,540
Abbeycare - Public Art	0	0	0	0	0	1,275
Purchase of Vehicles	0	0	0	0	0	22,697
House Property Purchase	0	250,000	0	0	250,000	0
Chipping Norton Creative	25,000	7,000	0	0	32,000	1,500
Carteron Connects Creative (Swinbrook s106)	20,000	10,000	0	0	30,000	2,720
Electric vehicle recharging points		400,000	0	0	400,000	0
Raleigh Crescent Play Area (s. 106)	0	75,000	0	0	75,000	0
	2,361,800	16,836,843	-1,226,514	2,416,000	20,388,129	12,661,872

This page is intentionally left blank

![West Oxfordshire District Council logo] WEST OXFORDSHIRE DISTRICT COUNCIL	**West Oxfordshire District Council**
Name and date of Committee	**Cabinet: Wednesday 24 March 2021**
Report Number	**Agenda Item No. 10**
Subject	**Community Revenue Grants**
Wards affected	All
Accountable member	Suzi Coul, Cabinet Member for Leisure and Health Email: suzi.coul@westoxon.gov.uk
Accountable officer	Heather McCulloch, Healthy Communities Manager, Localities Tel: 01993 861562 Email: heather.mcculloch@publicagroup.uk
Summary/Purpose	To approve Community Revenue Grant awards for 2021/22, and approve the distribution of remaining funds for 2020/21
Annex	Annex 1: Schedule of Grants Panel recommended Community Revenue Grant awards for 2021/22.
Recommendations	(a) That the recommended Community Revenue Grant awards for 2021/22 be approved, as detailed in Annex 1; and (b) That the remaining £5,081 in the 2020/21 Community Revenue Grants budget, be distributed, as required, to the originally awarded bodies.
Corporate priorities	The award of Community Revenue Grants helps support voluntary and community activity and partnership actions that help to achieve progress in the policy priorities outlined in the Council Plan 2020-24.
Key Decision	Yes
Exempt	No
Consultees/ Consultation	N/A

1. BACKGROUND

1.1. The Council's current Community Revenue Grant (CRG) application process was introduced following a review of revenue grants management and Cabinet's recent (January 2018) consideration of proposals for the future management of this voluntary and community sector funding. The Council's grant scheme guidance incorporates criteria that govern eligibility for funding and the further assessment of grant applications.

2. MAIN POINTS

2.1. Whilst the emergency has delayed this grants process getting underway compared to previous years, we recognise that the current environment is very challenging for voluntary sector organisations as they look for certainty around future funding.

2.2. In the face of these challenges we have prioritised our activity. We have reviewed the cohort of recent applicants to the CRG. Those more likely to rely on Council support, who have received funding for 2 years or more and with whom we have ongoing relationships were determined to be our primary focus.

2.3. The criteria for the scheme remain as agreed in January 2018. We created a more streamlined form, reduced some administrative burden and shortened the assessment period. The organisations of primary focus were sent details of the funding scheme. The deadline for applications was the 22nd February.

2.4. The assessment process has remained the same with funding applications received assessed through a corporate grants panel. The applications have first been screened for eligibility based on the qualifying criteria for the Community Revenue Grant (the criteria are set out in the back of the application form). A suitable commentary on each application was sought in each case from the linked Council service area to which the project/ activity most closely align and where the grant budget is held. This input helps test the strategic fit of the project/ activity with existing provision and helps to identify if there are any issues to take into account eg possible duplication or displacement of activity.

2.5. Eligible applications that meet the relevant criteria have then been tested against the assessment criteria outlined here:

- Relevance to meeting the Council's priority aims.

- The extent of the community benefit and impact that the project/ activity will deliver.

- The assessment of risks (financial and other) associated with the project/ activity.

- The application demonstrating a financial need for grant support.

- Whether the grant represents value for money.

2.6. The Council's Grants Budgets are held in a range of cost centres that relate to activity in various work themes (eg: landscape initiatives; culture; and recreation). In total, the Council's overall budget for revenue grants is £188,260. The Council's grants budget has been protected over recent years through the period of financial restraint but no inflationary increase has been applied.

2.7. In cases where the activity is supported from one year to the next, applicants have been advised that funding levels will be capped at the highest level of the past 2 years.

2.8. The Grant Panel's assessment of applications has then been reviewed with the Cabinet Member for Leisure and Health. Further to this review, eligible applications that have been recommended for approval are brought forward in this report for Cabinet approval.

2.9. At the Cabinet meeting held on 18 April 2018 it was resolved that, for 2018/19 and subsequent financial years, the relevant Cabinet Member be authorised to make any

residual grant awards subsequent to the annual application round acting in the context of the available residual grants budget, the grant scheme guidance and in consultation with appropriate officers. Therefore, following the approval of grant awards as detailed in the current report, there is appropriate delegated authority for any subsequent grant awards in 2021/22 as these arise.

2.10. Four organisations were awarded funding in 2020/21 but did not claim the funding as they were unable to deliver their planned projects due to the restrictions imposed as part of the emergency.

Recipient	Grant awarded 2020/21
Oxfordshire Play Association	£ 1,400
Chipping North Lido	£ 1,250
Stonesfield Preschool	£ 1,027
Eynsham Preschool	£ 1,404
Total	£ 5,081

3. FINANCIAL IMPLICATIONS

3.1. The recommended grant awards in this report can be financed from the Council's approved Community Revenue Grants budget. The total of the recommended grant awards is £179,368 and the available revenue grant budget for 2021/22 is £188,260. If Cabinet approves the recommended grant awards in the current report, that leaves a residual grants budget of £8,892 that could be used to support further community grant applications that come forward during financial year 2021/22.

3.2. The remaining £5,081 in the 2020/21 Community Revenue Grants budget, as set out in paragraph 2.10 above, will be distributed, as required, to the organisations originally awarded. Payments will be made in the current financial year. Officers will make contact to ascertain the need of each organisation and where there is no need the funds will be returned to reserves.

4. LEGAL IMPLICATIONS

4.1. There are no direct legal implications arising from this report. The award of grants is subject to the terms and conditions as outlined in the grant application form. Any funding agreement with a supported organisation will, where relevant, include provisions that are appropriate to the grant award. The Council will require the reporting of any significant changes to the service or activity that is supported through grant finance and it reserves the right to reconsider grant financing. The Council expects to receive progress reports on supported activity and will mitigate risk through relevant officer liaison with funded activities. Where subsequent financial year applications are envisaged, a progress report must be submitted in support of the new financial year grant application.

5. RISK ASSESSMENT

5.1. The decisions in this report pose a limited risk to the business/Council. A number of measures are in place to limit risk. All applicants are known to the Council having received funding and delivered services as expected in the past. Officers maintain ongoing relationships with each award recipient and monitor progress throughout the award period. The process includes a compliance check of all applicants.

6. ALTERNATIVE OPTIONS

6.1. The current report incorporates the funding recommendations that result from the Grant Panel's assessment of Community Revenue Grant applications. The approval of the report's recommendations would endorse the evaluation process and allow grant awards to proceed as advised.

6.2. An alternative option would be to not accept the report's recommendations and propose alternative options of grant awards to voluntary and community groups. It would be prudent for any such approach to be subject to further review and advice.

7. BACKGROUND PAPERS

7.1. None.

Schedule of Grants Panel recommended Community Revenue Grant awards for 2020/21

Grant Applicant	Grant Sought (£)	Proposed activity	Summary of Grants Panel review against the Community Revenue Grant criteria	
			Recommendation and notes	Recommended Grant Award (£)
Volunteer Link Up	£12,000	Good Neighbour Services for West Oxfordshire Residents. Volunteer Link Up (VLU) is the Volunteer Centre for West Oxfordshire. It provides a befriending service, which is a mix of telephone and face to face befriending depending on COVID restrictions. A 5 day week volunteer driver service helps people to travel to do shopping and other essential trips including medical appointments. During this year transport to vaccination appointments will continue to feature. In partnership with Age UK VLU will continue to provide support to the Good Neighbour Scheme Network, which includes schemes in West Oxfordshire. The applicant states that VLU provides opportunities to maintain and improve the mental health of both our clients and our volunteers. It helps to meet the needs to both groups by providing opportunities for social interaction and purpose, in addition to the provision of practical support. They are finding placements for volunteers who joined the Covid-19 groups that want to volunteer on a longer term basis. They plan to collaborate more with other voluntary organisations such as the Witney Land Army to develop and sustain newer volunteers. They plan to reach more people outside of their primary demographic by increasing their reach through social media platforms and targeted publicity with an additional staff resource.	Award in full	£12,000
Home-Start Oxford	£5,000	Because Childhood Can't Wait: Family Well-Being Groups in mid and south West Oxfordshire. Home-start Oxford works to support families who are isolated and vulnerable and to give children the very best start in life. The service covers the central and southern areas of the district including Witney and	Award in full	£5,000

Grant Applicant	Grant Sought (£)	Proposed activity	Summary of Grants Panel review against the Community Revenue Grant criteria	
			Recommendation and notes	Recommended Grant Award (£)
		Carterton. It supports families with very young children (under 5's). They want to utilise funding towards a Support worker who will engage with families directly and also facilitate groups as below. They plan to continue a range of online groups and add back the in-person work in due course. LITTLE SPLASHERS – a warm and friendly space where parents and babies under one enjoy stories, singing and sharing experiences and tips. PARENT'S GET TOGETHER – a popular space for peer-to-peer support discussing sleep, weaning, winter illnesses, dental health. PEEP GROUPS (BY-INVITATION) – vulnerable families 2 small groups of up to 6 families who needed more support to engage. BABY MASSAGE ONLINE – 3 expert taster sessions were oversubscribed. More short courses are planned including Sing & Sign. PUDDLE JUMPERS for school readiness Through online groups the applicant states that they have reached new families (eg families in remoter villages or affected by a disability or anxiety making IRL attendance difficult). In line with Council Plans they are keen to inclusively promote wellbeing across the whole community, so even when in-person groups reopen, they will continue some form of online offer. Very young children, new mums and families have been significantly impacted by the emergency with face to face groups such as toddler groups unable to operate and face to face health visiting limited or not possible for long periods.		
Lower Windrush Valley Project	£5,000	The Lower Windrush Valley Project works in partnership with environmental organisations, mineral operators, landowners and the local community to coordinate and deliver a wide range of initiatives that:	Award in full	£5,000

| Grant Applicant | Grant Sought (£) | Proposed activity | Summary of Grants Panel review against the Community Revenue Grant criteria | |
			Recommendation and notes	Recommended Grant Award (£)
Page 251		strengthen and develop the evolving landscape of the valley; protect and enhance biodiversity; improve access to the countryside; raise awareness of environmental issues. The landscape of the Lower Windrush Valley has been extensively modified by minerals extraction over the last 60 years. As a result of this, the Lower Windrush Valley Project was set up by Oxfordshire County Council and West Oxfordshire District Council to deliver a range of improvements to landscape, nature conservation and public access. The Project enables improved access to greenspace and opportunities to experience nature and it gives a focused approach in the Lower Windrush Valley area. The Project improves and monitors biodiversity across the project area including hedgelaying, installing bird nest boxes, creating ponds and managing two 25ha nature reserves. The project promotes and provides opportunities for people to engage with nature, for example: creating circular walk guides, running a range of outdoor volunteering opportunities, improving access by securing new permissive footpaths or carrying out work on the existing network by replacing gates with stiles or installing bins and benches. There is considerable evidence that links access to greenspace and nature to wellbeing benefits. Benefits include improvements to physical health and fitness, reductions in stress and improvements in social functioning and inclusion. In addition to on-going core activities the following are key tasks and activities for 2021-22 that relate directly to objectives in the Council Plan. Climate Action		

Grant Applicant	Grant Sought (£)	Proposed activity	Summary of Grants Panel review against the Community Revenue Grant criteria	
			Recommendation and notes	Recommended Grant Award (£)
Page 252		• Management of two local nature reserves sites will continue with a focus on biodiversity. • Launching a volunteering recording network to improve the coverage of species recording across the valley, starting with reptiles. As well as upskilling volunteers, valuable data will be collected on species that are under-reported in the valley. This data will inform land management and be shared with the local records centre. • Series of events planned for 2021, including family pond dipping workshops and nature walks, which will improve understanding of local wildlife and awareness of environmental issues. Healthy Towns and Villages • Continue to manage and promote local Rights of Way and greenspace in the Lower Windrush Valley. • Project to identify access improvements to inform future work. This includes furniture improvements (stiles, gates etc.) and creating new routes to provide more opportunities to access greenspace. • Provide varied volunteer activities for a range of ages and abilities allowing residents to meaningfully engage with nature. Vibrant District Economy • Design and install new interpretation panels for Witney Lake and Country Park to improve the site for visitors. Progress on activities will be shared via the LWVP mailing list and social media platforms. We will also report on project outcomes at our annual forum meeting in November.		

Grant Applicant	Grant Sought (£)	Proposed activity	Summary of Grants Panel review against the Community Revenue Grant criteria	
			Recommendation and notes	**Recommended Grant Award (£)**
Wychwood Project	£30,000	Wide range of conservation and habitat restoration activities/ engagement and learning and collaborative working in the natural environment. The Council's grant is deemed invaluable in supporting the Wychwood Project's core activities and running costs. The grant gives a margin of security to innovate, both in terms of the portfolio of projects that enhance the quality of the environment in West Oxfordshire for people and wildlife, and also in terms of the Project's ability to seek other grants and sources of funding to achieve much more. No other regional conservation organisation works across a similar footprint to the Wychwood Project. It covers 120 square miles of some of the most distinctive but pressured countryside in Oxfordshire and employs a small number of expert staff. During 2020-21, although constrained by the Covid-19 pandemic, the Wychwood Project continued, when possible, to engage schools, volunteers and local communities in all areas of environmental restoration. Training courses for adults were run, outreach maintained with primary schools, and training NEETs (Not in Education, Employment or Training) in countryside skills commenced in partnership with Cogges Manor Farm. During the lockdown periods their suite of nature reserves across West Oxfordshire became even more valuable to local people and they have seen huge increases in numbers accessing their sites. They have been able to contribute to wellbeing, access to the benefits of nature, and played a key role in promoting healthy towns and villages.

The Project has been working with the Council to address the climate and ecological crises by undertaking a preliminary assessment of WODC maintained countryside sites and amenity land with a view to developing a holistic, landscape-scale nature recovery strategy for West Oxfordshire. | Award in full | £30,000 |

Grant Applicant	Grant Sought (£)	Proposed activity	Summary of Grants Panel review against the Community Revenue Grant criteria	
			Recommendation and notes	Recommended Grant Award (£)
		Simultaneously, it began working with a number of parish councils to support strong local communities wishing to establish climate change and nature recovery projects and networks at a local level. A vanguard parish has been Eynsham, where they have helped an engaged community not only trial projects but also help spread knowledge and learning to other interested parishes in West Oxfordshire.

Building on the Council's 'Windrush in Witney' Landscape Management Strategy the Project began scoping and developing a landscape restoration initiative which, if successful, would bring together a consortium of Councils, organisations, and community groups to restore biodiversity and enhance climate change resilience through the centre of the town. The intention was to submit a funding bid to the National Lottery Heritage Fund but this was suspended due to the Covid crisis. When it re-opens it intends to submit a bid to employ a project officer, encourage public participation and promote skills development. This will address several key themes in the Council Plan.

In the year ahead it plans to react to the gradual reopening of society by engaging more of West Oxfordshire's residents in its activities. Its volunteer work parties are all eager and standing by and it has waiting lists for new participants and for its skills courses.

Developing further the nature recovery strategy for the district will be a priority for the Project in the coming year. It is close to submitting an expression of interest to a grant making foundation to create extra capacity across the district to support it and the local parishes to coordinate and refine the opportunities outlined above. The Project has an | | |

Grant Applicant	Grant Sought (£)	Proposed activity	Summary of Grants Panel review against the Community Revenue Grant criteria	
			Recommendation and notes	Recommended Grant Award (£)
		exciting new land acquisition in the pipeline and it is hoped that the return of this land to nature can be used as a central focus for these collaborative aspirations. The Project will continue with its rewilding project at Wigwell nature reserve in Charlbury. It is submitting a funding application to involve the local community in creating 'beaver analogue' dams in the stream to mimic missing keystone species.		
Wild Oxfordshire	£2,000	Wild Oxfordshire supports West Oxon volunteer groups and communities to improve the natural environment in their community - biodiversity advice; presentations to parish councils; support to volunteer led groups. The Wild Oxfordshire activity supports voluntary activity to improve the natural environment through: • Offering free biodiversity advice and information regarding Neighbourhood and Community Led plans. • Giving presentations to parish councils as requested. • Offering free ecological advice and visits to volunteer led groups who are managing sites for nature. • Running a Conference/ training day for volunteer led groups. • Finding and supporting Community 'water quality' Champions. They have been recruited, trained and given materials to enable them to test multiple sites every month in West Oxfordshire. Data is fed into Earth Watch's database which gives good evidence that will lead to improved water quality. • Developed the first phase of Oxfordshire's Nature Recovery Network Plan, engaging with 40 stakeholders.	Award in full	£2,000

Grant Applicant	Grant Sought (£)	Proposed activity	Summary of Grants Panel review against the Community Revenue Grant criteria	
			Recommendation and notes	Recommended Grant Award (£)
Thomas Gifford Trust	£6,106	• The grant funding sought will assist the centre's operations and complement the fundraising needed to meet running costs in helping to bridge the funding gap. The centres main aim is to encourage people in the community, but especially pupils who have missed actual PE lessons at school and sporting club activities, to keep active. During lockdown, they are doing this through a 'Keep Charlbury active' initiative, where maps of walks in the local area are provided which encourage families and all members in the community to run/walk/cycle and record their mileage with the aim of collectively 'walking around the coast of Britain'. They are also expanding online exercise classes on offer to include 'Toddler Gym' for youngsters, gentle exercise, and toning classes for elderly people. When the centre reopens they plan to return to the health and wellbeing timetable as closely as possible to encourage a 'Return to Sport' in line with government guidelines, adaptions will be made to any classes or group activities as necessary. To encourage a strong local community, the aspiration is to reopen the café and library to enable social gatherings especially for elderly people and to restart coffee mornings, scrabble, film, book and art clubs (in line with government guidelines). The aim is to achieve a return to sport and physical activity for all members in the community and provide a hub for social connections especially for those who have felt isolated during this pandemic.	Award in full	£5,300

Grant Applicant	Grant Sought (£)	Proposed activity	Summary of Grants Panel review against the Community Revenue Grant criteria	
			Recommendation and notes	**Recommended Grant Award (£)**
Chipping Norton Theatre	£25,900	The grant from WODC if given will provide the theatre with some certainty and ability to plan and to offer a varied and more accessible programme for visitors and for the local community. The grant, if requested, demonstrates to other charitable funders a confidence in the creativity and sustainability of this local theatre. The theatre plans a gradual resumption of the normal programme, led by a number of projects that are more suited for delivery in a socially distanced COVID-secure manner. Community engagement and accessibility underpins the theatre's direction for the next year along with continuing to focus on its core income-generating activity (pantomime etc). There is a considered ladder of engagement to reach new harder to reach groups (supported by S106 contributions). This builds on the theatre's initiative with Cottsway, St Mary's Church and Chippy Larder to print and distribute lantern packs to over 300 families. The ladder of engagement includes summer scheme activities and a Shadow Puppet workshops, working alongside Cottsway and Sovereign social housing providers. The postponed Transitions project and Play in a Day with Chipping Norton School is planned for summer. Targetted engagement is designed to build on opportunities for young people in the Youth Theatre programme. Theatre staff are linking up with Chippy Larder to promote access with subsidised tickets. The theatre is building on and continuing its work with community partners such as St Mary's church, Chippy Larder, local schools and social housing providers and charities. The theatre plays a key part in the regular meetings of Chipping Norton Creative engaging with a range of partners across the community for collaborative and partnership working.	Award in full	£25,900

Grant Applicant	Grant Sought (£)	Proposed activity	Summary of Grants Panel review against the Community Revenue Grant criteria	
			Recommendation and notes	Recommended Grant Award (£)
		The application links this to the Council's Strong Local Communities priority.

There will be a resumption of adult activities such as creative writing, adult drama and Dance 50 movement classes and a new online project for the Chippy Singers choral group and Youth theatre classes from Easter 2021. An older people's project includes work with the local museum and local people towards an outdoor exhibition featuring Chipping Norton past.

Programme plans to include socially distanced cinema screenings and live performances as soon as permissible, building towards the annual pantomime, three outdoor gallery exhibitions, including partnerships with CN Arts, Oxfordshire Artweeks and Chipping Norton Museum; two weeks of outdoor cinema in a variety of local venues, outdoor theatre and opera performances and an escape room activity.
Working with Chipping Norton Literary Festival, the theatre will run an online creative writing competition. The application links this to the Council's Healthy Towns & Villages priority.

Whilst initially focusing on local audiences, the programme will continue to bring visitors from outside the town and district to enjoy socially distanced, COVID secure activities. The application links this to the Council's Vibrant District Economy agenda.

The theatre will undertake a review of environmental impact in conjunction with the environmental charity Julie's Bicycle. This links to the Council's Climate Action priority. | | |

Grant Applicant	Grant Sought (£)	Proposed activity	Summary of Grants Panel review against the Community Revenue Grant criteria	
			Recommendation and notes	Recommended Grant Award (£)
		The theatre will continue to work with a significant number of volunteers, especially as ushers and event organisers.		
Community First Oxfordshire	£11,800.00	Undertake a range of activities which will contribute to Council Plan priorities Strong Local Communities and Climate Action with a focus on enhancing community resilience post-Covid: Strong Local Communities - Work with Town and Parish Council's to undertake Community Reviews – assessing impact of the pandemic on their residents and planning for improved local resilience. Consider through this how to build on activity already underway eg Mutual Aid Groups and other community projects and activities to aid a positive Covid-19 recovery. - Continue to Support community shops with retail support and advice to enable continued viability in light of the impacts of Covid and the recession. - Continue to support a strong community transport sector through direct support to WODC schemes and wider partnership working. Climate Action - Work in partnership with Community Action Group Oxfordshire to promote local action towards mitigating the climate emergency. Continue to support a strong community transport sector through direct support to WODC schemes and wider partnership working. The activity proposed will make a valuable contribution towards delivering Council Plan priorities 'Strong Local Communities' and 'Climate Action' with a particular focus on enabling recovery from Covid-19 which is consistent with meeting the aims of the West Oxfordshire Covid-19 Recovery Plan.	Award in full	£11,800.00

Grant Applicant	Grant Sought (£)	Proposed activity	Summary of Grants Panel review against the Community Revenue Grant criteria	
			Recommendation and notes	Recommended Grant Award (£)

Cotswold Conservation Board	£10,300.00	Planning activity for 2021/22 and how it meets WODC Council Plan themes:
		Climate Action
		
		• Tree planting undertaken by the Cotswolds Voluntary Wardens, specific projects tbc.
		• Continuation of the Glorious Cotswold Grasslands project, with sites within WODC. Restoring wildflower meadows.
		• Write and publish the Nature Recovery Plan for the Cotswolds National Landscape, to include the area of WODC.
		• Update our Climate Change Strategy and our Renewable Energy Position Statement for the Cotswolds National Landscape.
		• Work with LPA partners (inc. WODC) in their formulation and delivery of Biodiversity Net Gain, aligned with and delivering Cotswolds National Landscape priorities.
		• Be an active partner in Thames Water's 'Smarter Catchment' programme, focusing on the River Evenlode (inc. within WODC).
		Healthy Towns and Villages
		• The East District of the Cotswolds Voluntary Wardens cover the WODC area. Within this District there are over 50 active volunteers undertaking such tasks as:
		    o Regular work parties to improve access and trails (including stiles/ gates, etc.), e.g. along the River Windrush.
		    o Free guided walks for members of the public (local and visitors) – in the region of 50 walks in the year.
		A Vibrant District Economy
		• Delivering the 'Caring for the Cotswolds' grant programme (funded by our Visitor Giving scheme) – open to individuals,
			Award in full	£10,300.00

Grant Applicant	Grant Sought (£)	Proposed activity	Summary of Grants Panel review against the Community Revenue Grant criteria	
			Recommendation and notes	Recommended Grant Award (£)
		communities, parish councils, charities and small business to apply for funding. Likely to be in the region of £20,000 of grant-aid. • Working closely with farmers and land managers through a 'Farming in Protected Landscapes' funding programme (as part of the Agricultural Transition Plan). **Strong Local Communities** • Charlbury is one of the Gateway towns included within our Rural Payments Agency funded programme. Promotion for this will commence in April and will include interpretation boards; walking routes and is a key part of a cross-Cotswolds cycle route from Tewkesbury to Kidlington. So WODC has a significant place in this project.		
Age UK	£10,000	Maintenance of community development work in West Oxfordshire which complements the County Council funded Community Information Network. Age UK seeks a grant of £10,000 to part fund the direct, and indirect, costs of a Community Development Worker, to sustain and further develop the successful West Oxfordshire community development model. The work aims to connect people to services and support, activities and opportunities that enable them to maintain their independence, stay healthy and feel less lonely. The WODC grant helps build a rich menu of activities and opportunities to connect people to in West Oxfordshire. The application outlines that since March 2020 Age UK have adapted their offer to take account of the pandemic restrictions. Available to all residents in West Oxfordshire Age UK have ensured that they know of and can access help and support through: Telephone Support Service (TSS)	Award in full	£10,000

Grant Applicant	Grant Sought (£)	Proposed activity	Summary of Grants Panel review against the Community Revenue Grant criteria	
			Recommendation and notes	**Recommended Grant Award (£)**
Page 262		Virtual Zoom Groups: Virtual courses: with A&W College Collected and returned 120 blankets Winter wellbeing pack of information - smile in an envelope Over 100 'Bags of Sunshine' 240 Festive Friends Doorstep wellbeing checks etc In addition to supporting existing activities (listed in the activity report) Age UK will be offering: • Virtual and 'in-person' regular activities and training sessions that will bring people together over a shared interest in the digital world. • Bespoke 1-2-1 IT training sessions to support local older people and groups to become more confident • A suite of 'how to guides' that can be used both by individuals and local groups • Support 150 older people to report that they feel confident to connect with online council/health services.		
My Life My Choice	£3,356	Activity of benefit to members of our community with a learning disability. The activity provides an advocacy service and had continued virtually throughout the pandemic, this service is distinct from other service providers. Funding needed to continue to run a self-advocacy group for 63 members in Witney, Carterton and the surrounding area. The support work includes provision of packs delivered to doorstep for regular virtual social contact and access to new activities, the hope is to return to face to face activities as soon as possible but continued support is provided during extremely difficult times.	Award in full	£3,356

Grant Applicant	Grant Sought (£)	Proposed activity	Summary of Grants Panel review against the Community Revenue Grant criteria	
			Recommendation and notes	Recommended Grant Award (£)
Citizens Advice West Oxfordshire	£58,700	In 2021/22 the applicant plans to continue to provide comprehensive, quality advice services across West Oxfordshire. They hope to reintroduce face to face services, as well as maintain the phone and web chat services currently in high demand. In addition, they plan to remodel services to enable continued home working for a proportion of staff and volunteers, reducing the impact on the environment by reducing journeys, and improving the quality of life for those that are suited to home working. They intend to remodel services to include video appointments, connecting to community based services where potential clients are likely to be attending. They state that demand for money and debt advice will remain high, and that this will increase as the financial impact of the pandemic is realised. Currently some actions such as evictions are restricted, but they expect to see a rise in the need for housing advice once these restrictions are lifted. They are also awaiting the outcome of significant numbers of benefit claims that have not yet been determined, and expect that challenges on decisions for employment and support allowance, disability living allowance and universal credit are likely to require challenge. They expect to deal with more people in 21/22 than in 20/21, which already looks set to exceed the numbers dealt with in 2019/20. Their work is linked to supporting local residents; helping build a stronger local community; which in turn supports the local economy. They adapt their work to ensure they reach out to as many residents as possible as well as working closely with other partner organisations to ensure all the needs of residents are addressed and catered for They will continue to relate their services to meet the Council Plan and its aims and objectives of: Building Strong Local Communities, Supporting people with their housing needs; supporting residents to resolve their	Award in full	£58,700

Grant Applicant	Grant Sought (£)	Proposed activity	Summary of Grants Panel review against the Community Revenue Grant criteria	
			Recommendation and notes	Recommended Grant Award (£)
		issues which impact their lives thus improving the their health and wellbeing. Although they aim to reintroduce some face to face services they will also continue delivering their services via telephone and web chat; which is currently still in high demand CAWO is a holistic service provision and the only organisation in the district that delivers this rounded support. It is a well-established and trusted organisation that supports its residents and in doing so, supports the local economy.		

Overall Community Revenue Grant Applications Financial Summary	Total of recommended grants	£179,368
	Comparison - total Community Revenue Grants Budget	£188,260
	Grants budget remaining if all recommended grants approved	£8,892

![West Oxfordshire District Council logo]	**WEST OXFORDSHIRE DISTRICT COUNCIL**
Name and date of Committee	**Cabinet: Wednesday 24 March 2021**
Report Number	**Agenda Item No. 11**
Subject	**Planned Expenditure of the Homelessness Prevention Grant 2021/22 & the Emergency Accommodation Allocation April to June 2021**
Wards affected	All
Accountable member	Councillor Merilyn Davies, Cabinet Member for Housing and Homelessness Email: merilyn.davies@westoxon.gov.uk
Accountable officer Author	Jon Dearing – Group Manager for Resident Services Tel: 01993 861221 Email: jon.dearing@publicagroup.uk Caroline Clissold – Housing Manager Tel: 01594 812309 Email: caroline.clissold@publicagroup.uk
Summary/Purpose	To consider the planned expenditure of the Homelessness Prevention Grant for 2021/22 and the Emergency Accommodation Allocation April to June 2021
Annex	Annex A - MHCLG letter to Local Authority Chief Executives Annex B – Email from Rough Sleeping Initiative
Recommendations	(a) That the expenditure detailed within paragraphs 2.4 and 2.5 of this report be approved; (b) That, subject to a successful bid for RS14 funding, the allocation of spending as set out in 2.15 be approved; and (c) That the Housing Manager be authorised, following consultation with the Cabinet Member for Housing and Homelessness, to approve any amendments to these allocations, subject to compliance with ring-fenced grant conditions.
Corporate priorities	Strong Local Communities: Supporting and building prosperous and inclusive local communities Meeting the Housing Needs of our Changing Population Modern Council Services and Sustainable Finance: Delivering excellent modern services whilst ensuring the financial sustainability of the Council
Key Decision	Yes

Exempt	No
Consultees/ Consultation	The Leader of the Council. The Deputy Leader of the Council The Portfolio Holder S151Chief Finance Officer The Chief Executive. The Monitoring Officer.

1. BACKGROUND

1.1. From 1st April 2017 the Government removed the Temporary Accommodation Management Fee from the Housing Benefit system. This was in line with the government announcement in the 2015 Spending Review and Autumn Statement, that the subsidy for the temporary management fee paid from the Department of Work and Pensions to Local Authorities on a household basis would end from 2017/18. This was replaced by ring fenced funding streams.

1.2. The Council had very minimal expenditure in this area of Housing Benefit and therefore has benefited from this additional funding; which, as mentioned above, is ring-fenced to activities that will prevent or relieve homelessness. Funding has been provided for 4 years (2017/18, 2018/19, 2019/20 and 2020/21) and titled Flexible Homelessness Grant. Further grants were also provided via the Homelessness Reduction Grant.

1.3. For 2021/22 the Flexible Homelessness Grant and Homelessness Reduction Grant has been combined and replaced with the Homelessness Prevention Grant.

1.4. The Ministry of Housing, Communities and Local Government (MHCLG) have set out their expectations on how this fund is to be spent in the letter to Chief Executives dated 21st December 2020 .This is detailed within Annex A.

1.5. In addition the MHCLG have awarded an uplift payment in the form of an Emergency Accommodation Allocation to be spent between April and June 2021 to contribute to the continuing burden of providing additional emergency accommodation, support and move on costs in addition to preventing rough sleeping during the continuing pandemic attached at Annex B.

2. MAIN POINTS

2.1. The Ministry of Housing, Communities and Local Government (MHCLG) have set out the following delivery expectations from the Homelessness Prevention Grant:

- To fully enforce the Homelessness Reduction Act and contribute to ending rough sleeping by increasing activity to prevent single homelessness

- Reduce family temporary accommodation numbers through maximising family homelessness prevention,

- Eliminate the use of unsuitable bed and breakfast accommodation for families for longer than the statutory six week limit.

2.2. The Homelessness Prevention Grant allocation for West Oxfordshire District Council for 2021/22 is £253,329.

2.3. The Emergency Accommodation Allocation to be spent between April and June 2021 is £100,000. However should this allocation not be spent in full the remainder will be redirected by the MHCLG into the Countywide Rough Sleeper Initiative (RSI4) allocation for July 2021 to March 2022 to fund further rough sleeper projects. See point 2.15

2.4. It is therefore proposed that in order for the Council to meet the expectation set by the MHCLG, the Homelessness Prevention Grant is allocated as following:

Prevention Officer – New Post 1 year fixed term	£30,000
Flexible Prevention Fund	£60,000
Private Rented Deposit Fund	£20,000
Shared Temporary Accommodation Move On Officer – 2 New	£22,000

Posts 1 year fixed term (to begin June 2021)	
Families First Officer 1 year contract extension subject to a successful project review	£33,000
Personalisation Budgets for Families First / Complex singles/ B&B Move On / Cold Weather funding	£20,000
Joint Social Care project working with intentionally homeless families	£10,000
Contingency Fund to be used flexibly for the Prevention of Homelessness	£58,329
Total:	£253,329

2.5. It is further proposed the Emergency Accommodation Allocation be allocated as follows:

Direct Access Support for Old Court House (pending successful completion in April 2021) – Move on / Step Down Support Officers	£24,500
Additional 3 month extension to the Temporary Accommodation Officer post (as detailed above)	£5,500
Extension to our current Outreach Contract	£10,000
Additional Personalisation Budgets/ Move on Fund (as outlined above)	£20,000
Estimated cost burden of providing Emergency Accommodation for 3 months	£40,000
Total:	£100,000

2.6. **The Prevention Officer** will provide an intensive, early intervention approach for clients threatened with homelessness. The aim will to prevent homelessness from occurring with the provision of mediation, intervention or financial support and signposting. This role will assist the team in meeting expected rise in demands on the service following the end of government schemes such as the current ban on evictions and the end of the furlough scheme. The post will initially be for 1 year on a fixed term contract, to be reviewed after 9 months.

2.7. **The Flexible Prevention Fund** will allow the Housing Team to assist clients with bespoke solutions (such as addressing arrears, moving costs and providing mediation) to prevent homelessness from occurring at the earliest possible stage, reducing the need for expensive and unsuitable B&B use and provide our clients with the best possible outcomes. This fund will work alongside Discretionary Housing Benefits, benefit signposting, and financial management assistance from in house Client Support and 3rd party agencies. The Flexible Prevention Fund will assist with and bespoke interventions depending on the specific client's needs.

2.8. **Private Rented Sector Fund**. There will be a modest budget to fund provision (loan) of cash deposits, fees and payments of rent in advance; as well as payments to help households make their new accommodation liveable. This Fund will be managed by the Homelessness

Lead officer, who will be responsible for securing repayment and recycling of these `loans' to ensure that the Councils maximise the value of this budget.

2.9. **Temporary Accommodation Move On Officers.** It is also proposed that a proportion of the fund is pooled with Forest of Dean (FoDDC) and Cotswold (CDC) to create two shared Temporary Accommodation Move On Officers. These new roles will be dedicated to ensuring that the client is moved on from any form of temporary accommodation swiftly and into permanent accommodation that is right for the client. The Temporary Accommodation Move On officers will maximise the options available to us in terms of emergency, temporary and longer-term private rented or social rented accommodation. The need for this approach is illustrated by the increasing length of time clients are spending in emergency accommodation during the current pandemic. Both posts will initially be for 1 year on a fixed term contract, to be reviewed after 9 months.

2.10. **Families First.** The Families First Officer post has proved to be a success over the past 18 months with a decrease in families presenting as homeless. The Families First Officer also manages a Domestic Abuse Sanctuary Scheme whereby properties are made secure or sanctuary rooms are created avoiding the need for victims to move away from their home and support network. Initial funding for the post was agreed for 2 years from the 2018/19 Flexible Homelessness Grant fund. The fixed term for the post is due to end in October 2021 therefore it is proposed to review the outcomes and achievements in June 2021 with a view to making a separate recommendation as to whether project should be extended. It is therefore requested that funding is set aside to extend this term for a further year, subject to a successful project review.

2.11. **Personalisation Budgets**. Personalisation budgets will allow the Project Officer (Families First and Complex Needs) to provide fully flexible solutions to suit the individual situation or need. This can include addressing fuel poverty, minor adaptations to properties (for example providing temporary bedroom divides for older children who need to share).

2.12. **B&B Move On Fund.** This fund will be managed by the Temporary Accommodation Move On Officer and will ensure the clients who are in B&B have access to items such as furniture, bedding, and white goods

2.13. **Joint Social Care project.** The Housing Team have been working closely with Oxfordshire Social Care on creating a project whereby any family that may be facing homelessness intentionally are offered temporary accommodation and targeted support from a social worker working in partnership with a Housing Officer. It is unlikely that there will be more than a few households needing this service however for those that do, providing bespoke solutions for the level of complexity is likely to be high. Therefore it is proposed that £10,000 be set aside, to be reviewed in December 2021. If it has not been necessary to spend this fund, it can then be used for wider flexible prevention solutions.

2.14. **Enhanced Outreach.** West Oxfordshire currently commissions a rough sleeper outreach service from Connection. This costs around £9,000 p.a. and buys the Council 0.6 FTE officer hours. Although numbers of rough sleepers remain low, during the pandemic the level of service has proved to be insufficient to meet changing demands placed on the service. The Council was successful in securing addition Cold Weather Protect funds to increase the Outreach service until June 2021 to meet the government's December 2020 request to ensure that all rough sleepers are offered bespoke solutions and are vaccinated. In order to provide a sustained level of service it is therefore proposed that the increase in the service commissioned extend throughout 2021/22. In 2022 it is anticipated that Oxfordshire will merge its separate Outreach contracts into a countywide scheme therefore the contract will be reviewed as a whole at this point.

2.15. **RSI4 and Potential underspend of the Emergency Accommodation Allocation.** West Oxfordshire DC have requested £118,000 to be included in the bid for RSI4 funds.

The RSI4 bid is currently being considered by the MHCLG and is subject to a moderation process. If approval is given, the £118,000 is allocated as follows:

- Continuation of existing Housing First Project -   £60,000
- Move on / Step Down support for Old Court House   £48,750
- Extension of the contracted fixed term Complex Needs officer   £9,250

Should there be any underspend of the Emergency Accommodation Allocation, this will be redirected into the RSI4 allocation for West Oxfordshire and reduce the amount allocated to the above projects.

2.16. **Housing First Project Extension** West Oxfordshire has been working in partnership with Aspire and 2 housing associations to provide a local Housing First Scheme. Aspire were successfully awarded £37,000 funding in 2020 which allowed the partnership to secure 6 properties to offer to our most complex homeless cohort. West Oxfordshire was awarded a further £14,000 from the Next Steps fund to increase this this to 8 properties. If the RSI4 bid is successful, a further 8 properties will be secured for our most complex cohort.

3. FINANCIAL IMPLICATIONS

3.1. There are multiple complex funding streams supporting the work of the housing team particularly with regard to homeless prevention. Some of these funding streams are subject to bids and some are allocations. Often these come through at short notice and require officers to investigate options and put together work packages in short time frames.

3.2. The proposals set out in section 2 are aimed at addressing the expectations set out by the MHCLG and available accommodation in the West Oxfordshire district. There are limited options and significant costs associated with the provision of emergency accommodation within the District, as well as a shortage of longer-term accommodation.

3.3. The proposal is therefore aimed at reducing the use and time spent in expensive short term, emergency accommodation benefiting both the Council and the client.

3.4. A contingency fund for prevention of homeless activities is also proposed to be set aside.

3.5. All these spending plans are supported by ring fenced government grant so will have no impact upon the Councils net approved budget or financial strategy.

4. LEGAL IMPLICATIONS

4.1. Spending allocations need to follow the ring fenced grant schemes.

5. RISK ASSESSMENT

5.1. There is a reputational risk to the Council if it does not effectively use this grant funding for the specific purposes set out in the MHCLG's letter to Chief Executive's on the 21st December 2020.

5.2. There is also a risk that rising demands on the service from ongoing financial and housing challenges facing residents of the West Oxfordshire DC area during the ongoing pandemic could impact on the Council's ability to deliver a full statutory Housing service if staffing levels are not increased.

6. EQUALITIES IMPACT

6.1. None

7. ALTERNATIVE OPTIONS

7.1. None considered however members may want to consider other options that have not been referred to within the report

8. BACKGROUND PAPERS

8.1. None

Ministry of Housing,
Communities &
Local Government

Ministry of Housing, Communities & Local Government
Fry Building
2 Marsham Street
London
SW1P 4DF

To Local Authority Chief Executives

21 December 2020

Homelessness and Rough Sleeping Funding for 2021/2022

Thank you for your continuing work to support rough sleepers and the homeless throughout the COVID-19 pandemic. I know this is a particularly challenging time and that you and your staff are going above and beyond to help vulnerable people. I am writing today to inform you of allocations for the £310m Homelessness Prevention Fund next year, as well as confirming plans for the Rough Sleeping Initiative, as I know you need certainty to plan services and support your staff and service users.

Allocations of Homelessness Prevention Grant for 2021/22

The Government has committed to ending rough sleeping in this parliament and to fully enforcing the Homelessness Reduction Act. That is why we will be spending more than £750 million next year to tackle homelessness and rough sleeping. Today we have announced the allocation of a key element of this overall investment: £310 million in funding through the Homelessness Prevention Grant that will be made available local authorities in 2021/22 to support you to deliver services to prevent and tackle homelessness.

The details of allocations to local authorities are attached at Annex A. This is an increase in grant funding for local authorities' homelessness services of £47 million on the current financial year. All local authorities will receive an increase in funding compared to the grant funding for their homelessness services last year.

We have listened to your feedback on the value of having fewer, simpler funding streams. That is why we are announcing the Homelessness Prevention Grant which combines and replaces two existing funding streams: the Flexible Homelessness Support Grant and the Homelessness Reduction Grant.

This grant will be ringfenced to ensure local authorities are resourced to take action to prevent homelessness from occurring and provides the funding to continue to implement the Homelessness Reduction Act. When publishing our review of the Homelessness Reduction Act we committed to reviewing the new burdens funding associated with the Act. This review has been completed and we have assessed the

Page 272

average annual new burdens as £77m per year. This is reflected in the £310m announced today.

The purpose of the Homelessness Prevention Grant is to give local authorities control and flexibility in managing homelessness pressures and supporting those who are at risk of homelessness. We expect local authorities to use it to deliver the following priorities:

- To fully enforce the Homelessness Reduction Act and contribute to ending rough sleeping by increasing activity to prevent single homelessness
- Reduce family temporary accommodation numbers through maximising family homelessness prevention,
- Eliminate the use of unsuitable bed and breakfast accommodation for families for longer than the statutory six week limit.

This funding will be provided upfront in April and can be used flexibly as part of councils' resourcing to contribute to the costs of statutory duties, including implementing the Homelessness Reduction Act and supporting with the costs of temporary accommodation.

MHCLG will continue to provide support to local authorities through our Homelessness Advice and Support Team. Advisers will be in contact with local authorities to discuss how you plan to use this funding, including how you plan to use it to support single homelessness prevention and align with your rough sleeping delivery plans.

The majority of the funding has been allocated on a similar basis to funding allocated in 2020/21 using a formula which reflects relative homelessness and temporary accommodation pressures. We have allocated the additional £47m uplift with a new formula which focuses on homelessness pressures and to support the above priorities, the methodology for which can be found on the gov.uk announcement page: https://www.gov.uk/government/publications/homelessness-prevention-grant-2021-to-2022

On 17th of December Government launched a consultation on the 2021-22 Local Government Finance Settlement. As part of that consultation, the Government is considering removal of visible lines in the settlement, including the Homelessness Prevention named line. I would like to make clear that this named line in the Settlement is separate from the £310 million Homelessness Prevention Grant announced today, and relates to the grant rolled into the settlement pre-2016. The proposal to remove visible lines is presentational only, and the Government is not proposing any changes to actual payments or the settlement distribution. The Homelessness Prevention Grant announced today is additional to the funding local authorities draw from the Settlement to deliver their homelessness and rough sleeping services.

Rough Sleeping Initiative 2021/22

I recognise that you will also want clarity with regards to funding provided to support rough sleepers, particularly the Rough Sleeping Initiative. I can confirm that the Rough Sleeping Initiative will continue to run in 2021/22, commencing its fourth year of funding in April 2021. It will also be ringfenced in 2021/22 to ensure this fund is dedicated to helping achieve our shared ambition of ending rough sleeping.

I can confirm that all local authorities will receive at least the same level of funding as they received under the Rough Sleeping Initiative 3 (2020/21).

In the new year, we will launch a process to enable all local authorities to bid for funding under the Rough Sleeping Initiative. We intend to use a combination of methods to assess need to enable a tailored approach depending on the situation of each area. We do not expect all areas to undergo co-production. We will set out further detail on the approach in the new year, ensuring that all local authorities have the same opportunities as part of the process and that we are able to provide more certainty as soon as possible.

These two grants are part of a 60% increase in resource funding to tackle homelessness and rough sleeping in 2021-22, compared to Spending Review 2019. Together with continued capital funding to deliver long-term accommodation for rough sleepers, the Government will be spending over £750 million next year to tackle homelessness and rough sleeping.

The Spending Review also confirmed 2021/22 funding for the Rough Sleeping Accommodation Programme (RSAP) and we will be working with local authorities to ensure these two funding programmes align in a way that supports local plans to end rough sleeping as effectively as possible. We will continue to work closely with you to understand your needs and update your RSI delivery approaches to support rough sleepers. Please contact rsi-y3@communities.gov.uk if you have any questions.

Taken together, this investment builds on the more than £700 million that the Government is spending on rough sleeping and homelessness this year, with the ongoing 'Everyone In' campaign helping to protect thousands of lives during the pandemic by housing rough sleepers in safe accommodation. This underlines the Government's commitment to tackling homelessness and rough sleeping and helps to ensure you are given the resources you need to make this a reality in your local area.

Penny Hobman
Director of Homelessness and Rough Sleeping
Ministry of Housing, Communities and Local Government

Annex A cont: Allocations

Local Authority	Homelessness Prevention Grant allocation for 2021-22	
Cherwell	£	489,933
Oxford	£	1,067,016
South Oxfordshire	£	352,124
Vale of White Horse	£	254,100
West Oxfordshire	£	253,329

(Note: Rather than circulate all the allocations those within Oxfordshire have been included)

Annex B

From: Rough Sleeping Initiative [mailto:RSI@communities.gov.uk]
Sent: 26 February 2021 16:18
To: Rough Sleeping Initiative
Subject: Emergency Accommodation Allocation April - June

Dear colleague,

Thank you for all that you have delivered to date through our programmes and working in partnership with our expert Advisers. Through Everyone In, in November we supported nearly 33,000 people, with nearly 10,000 remaining in emergency accommodation and 23,000 having moved on into settled accommodation. This would not have been possible without the continued hard work and dedication of local authorities and partners, and the significant impact you are making.

In addition to funds supporting local authorities during the Covid-19 pandemic, such as Everyone In, Protect and Protect Plus, the RSI supported 291 local authorities in its third year, with £112m of funding allocated. As you know, there will be no reduction in your overall RSI 2021/22 budget. When we launched the 2021/22 RSI, we told you that you would automatically be given continuation funding for the period 1st April to 30th June 2021, giving you the assurance you need to continue delivering RSI interventions. This continuation funding is equal to three months of your total RSI 3 allocation, which includes your RSI 2 underspend, as listed in your RSI 3 Memorandum of Understanding (MoU). This RSI 3 continuation funding will be automatically paid in April. For areas with joint RSI 3 bids, it will go to the lead authority.

For the remaining 2021/22 period you are submitting proposals for funding. We would like to take this opportunity to reassure you that you will be allocated at least as much as you did for RSI 3. This equates to nine months RSI 3 funding, as stated in your MoU, as a minimum. The only exception is where local authorities request funding below this amount.

We also informed you that you would receive a one-off uplift payment to contribute to additional emergency accommodation, support and move on costs which have been funded through other MHCLG rough sleeping delivery programmes, including the Next Steps Accommodation Programme. We are writing now to inform you of your allocation of **£100,000** which will be paid automatically in April.

In the RSI 2021/22 toolkit we explained that, while longer-term plans should account for some prevalence of COVID-19 in the future, we need to look at longer term solutions to prevent rough sleeping and support those who have experienced rough sleeping in their recovery. Moving on to settled accommodation is key to this approach, and your RSI applications should demonstrate a sustainable pathway of move on from first stage accommodation. This

means specific housing support and housing led solutions, in support of the RSI objective number two, and evidence of significant tapering emergency accommodation provision while considering winter provision and the ongoing risk of COVID-19. **If you have already submitted your RSI form (standard route areas), and you wish to amend your RSI proposal following confirmation of your Q1 uplift**, please let us know. We can accept revised applications with a deadline of 12 midday Friday 5th March.

Kind Regards,

Rough Sleeping Initiative Team **|** Homelessness and Rough Sleeping Directorate
Ministry of Housing, Communities & Local Government

	WEST OXFORDSHIRE DISTRICT COUNCIL
Name and date of Committee	**Cabinet: Wednesday 24 March 2021**
Report Number	**Agenda Item No. 12**
Subject	**Oxfordshire Electric Vehicle Infrastructure Strategy**
Wards affected	ALL
Accountable member	Councillor David Harvey, Cabinet Member for Climate Change Email: david.harvey@westoxon.gov.uk
Accountable officer	Ness Scott, Climate Change Manager Tel: 01993 861344 Email: vanessa.scott@publicagroup.uk
Summary/Purpose	This report sets out the benefits of the Oxfordshire Electric Vehicle Infrastructure Strategy (OEVIS) and seeks a decision to adopt the Strategy.
Annex	Annex 1: Oxfordshire Electric Vehicle Infrastructure Strategy
Recommendation	That the Strategy attached at Annex 1 be adopted.
Cororate priorities	- To *protect the environment whilst supporting the local economy* - *Working with communities to meet the current and future needs and aspirations of residents* - *To provide efficient and value for money services, whilst delivering quality front line services*
Key Decision	No

Exempt	No
Consultees/ Consultation	Internal: The Strategy has been developed in consultation with the Cabinet Member for Climate Change, Group Manager for Commissioning; Planning, Biodiversity and Parking officers. Lead partner: The Council has been working closely with Oxfordshire County Council as the lead partner and project coordinator for the Strategy development. External: Active and low-carbon travel infrastructure was identified as a key priority following the Climate Action Survey and public consultation carried out by the Council in May 2020. EVCPs have subsequently been embedded within the Council's Carbon Action Plan (October 2020) and Climate Change Strategy (February 2021).

1. **BACKGROUND**

1.1. The Council has identified five key themes in its Climate Change Strategy 2021 – 2025, which includes Active Travel and Low Carbon Transport. One of the strategic objectives which will deliver against this theme is:

"Delivering EV infrastructure across the district, at sites in Council ownership, meeting the policy ambitions and standards set out within the Oxfordshire EV Infrastructure Strategy (emerging) and target for 5% of local-authority-managed car-parking spaces providing EV charging by 2025. This is equivalent to 175 of the total 3,500 car parking spaces owned by the Council and includes public car parks, Council offices and commercial centres, depots, offices and industrial units to let. Consideration will also be given to the potential for electric bike- and scooter-charging hubs."

1.2. The Council has been working with Oxfordshire County Council (OCC) and the other Oxfordshire District and City Councils to develop a Strategy which will support a transition to zero-emission road transport: this is the Oxfordshire Electric Vehicle Infrastructure Strategy (OEVIS). This document has been developed by OCC in consultation with a cross-county Officer Working Group, Senior Officer Board and a Member Steering Group, with West Oxfordshire District Council represented at each of these groups.

2. **OXFORDSHIRE ELECTRIC VEHICLE INFRASTRUCTURE STRATEGY**

2.1. Comprehensive, accessible and efficient charging infrastructure is essential in enabling the rapid adoption of electric vehicles, accelerated by the 2030 date for the end of petrol and diesel car sales in the UK. WODC has highlighted installation of electric vehicle charging infrastructure within its Climate Change Strategy 2021 – 2025 as essential in enabling a shift to low-carbon transport.

2.2. The OEVIS sets out the policies and plans to realise the joint countywide vision for EV charging in Oxfordshire, whereby:

- Residents, businesses and visitors in Oxfordshire will be confident they can recharge EVs conveniently, and in a manner appropriate for their needs.

- Oxfordshire's EV charging provision will develop to meet the needs of users now and in the future, and in doing so support Oxfordshire's transition to decarbonising transport and improving air quality.

- The OEVIS will put Oxfordshire's councils in a strong position to ensure that those wishing to purchase an EV can access convenient charging; providing an operational approach to enabling and deploying charging infrastructure in Oxfordshire; and laying the foundations for future projects.

2.3. The OEVIS initially identified an aspirational target of 5% of all Council car parking spaces being supplied with EV charging (as referred to in the WODC's Climate Change Strategy 2021-2025). Consultation with the OEVIS Member Steering Group recently saw that target stretched to further demonstrate ambitions and so we see the OEVIS include:

"The Councils will aspire to reach or exceed a target of converting 7.5% of local authority managed public car park spaces, to fast or rapid EV charging by 2025.

These targets will apply across each Council's entire parking estate to allow for challenges in very small or isolated car parks, and include some of Oxfordshire County Council's 'car park style' on-road public car parking where appropriate."

2.4. On adoption of an OEVIS, the Council would look to amend its published Climate Change Strategy to align its ambitions. This would be done for purposes of consistency, to reflect the final version OEVIS and ambition agreed by Members working in partnership across Oxfordshire.

3. FINANCIAL IMPLICATIONS

3.1. Adoption of the Strategy does not result in any direct financial commitments. Delivery of EV infrastructure will be achieved in part by the grant funded Park and Charge Project. Any decision to install additional EV charging through a capital allocation will be subject to separate reports to Cabinet/Council, as appropriate.

4. LEGAL IMPLICATIONS

4.1. The OEVIS sets out a Framework for delivery but there is no legal commitment placed on the Council.

5. RISK ASSESSMENT

5.1. Adopting the OEVIS and committing to the objectives within it could raise expectations for investment in EV infrastructure however there are already ambitions to deliver EV charging, within the Council's own Climate Change Strategy and Carbon Action Plan.

6. CLIMATE CHANGE IMPLICATIONS

6.1. The proposals within this report will have a direct, positive impact on the Council's objective to reduce carbon emissions and improve air quality in line with measures for climate change mitigation and adaptation across the District.

6.2. This project helps to deliver commitments within the Council's Carbon Action Plan (October 2020) and Climate Change Strategy 2021 - 2025 (February 2021).

7. ALTERNATIVE OPTIONS

7.1. The Council could choose not to adopt the Strategy but this may lead to lost opportunities to work jointly with the County Council on EV delivery and may reduce opportunities to access grant funding to support strategy delivery in the future

8. BACKGROUND PAPERS

8.1. Cabinet Report presented on Wednesday 17th February 2021: "Oxfordshire Park & Charge Project - Approval of Legal Agreements"

Oxfordshire Electric Vehicle Infrastructure Strategy

1. Executive summary

All six of Oxfordshire's councils have declared climate emergencies. Supporting a transition to zero emission road transport is a key component in Oxfordshire's councils achieving their net zero carbon targets, and this has been reinforced by Oxfordshire County Council and Oxford City Councils' commitment to delivering the UK's first ZEZ in Oxford to reduce air pollution levels, tackle the climate emergency, and improve the health of residents, workers and visitors in Oxford and beyond.

Comprehensive, accessible and efficient charging infrastructure is essential in enabling the rapid adoption of electric vehicles, accelerated by the 2030 date for the end of petrol and diesel car sales in the UK.

In keeping with Oxfordshire's status as a centre of innovation, the Councils are at the forefront of delivering new solutions and sustainable models for EV charging across the county. Drawing on partnerships with Oxford's academic institutions and technology firms Oxfordshire is delivering projects at the cutting edge of zero emissions mobilities. The Energy Superhub Oxford project will see large scale battery storage technology supporting a super-rapid EV charging hub in Oxford, while Local Energy Oxfordshire is exploring how local renewable energy generation can support decentralisation of the grid, and how EVs can play a part in new energy systems. Oxfordshire's V2GO project has examined the potential for EV fleets to support the grid through acting as energy storage units, and the ongoing Go Ultra Low Oxford and Park and Charge projects are examining new technologies and models to support EV drivers without access to off-road parking and charging.

This pipeline of projects across the county already is delivering up to 432 charging points by June 2022 in partnership with Government and the private sector.

The Oxfordshire Electric Vehicle Infrastructure Strategy (OEVIS) sets out the policies and plans to realise our vision for EV charging in Oxfordshire, whereby:

- *Residents, businesses and visitors in Oxfordshire will be confident they can recharge EVs conveniently, and in a manner appropriate for their needs.*
- *Oxfordshire's EV charging provision will develop to meet the needs of users now and in the future, and in doing so support Oxfordshire's transition to decarbonising transport and improving air quality.*

It has been a true collaborative piece of work between the County, City and District Councils and has been informed through the lessons learnt from the innovative EV charging projects already being delivered.

The Oxfordshire Electric Vehicle Infrastructure strategy will put Oxfordshire's councils in a strong position to ensure that those wishing to purchase an EV can access convenient charging; providing an operational approach to enabling and deploying charging infrastructure in Oxfordshire, and laying the foundations for future projects.

1.1. Policies at a glance:

Policy Area	Policy
Targets for EV charging	**Policy EVI 1:** The Councils will collaborate to enable and encourage deployment of public EV chargepoints in Oxfordshire towards meeting predicted demand by 2025 in line with national targets and with reference to European directives.
Funding public EV chargers	**Policy EVI 2:** The Councils will collaborate to seek funding for EV infrastructure and support the development of a self-sustaining EV charging network for Oxfordshire which relies less heavily on continuing public finance support in the future and minimises the impact on existing and future Council budgets
Public Charging in local authority car parks	**Policy EVI 3:** The Councils will aspire to reach or exceed a target of converting 7.5% of local authority managed public car park spaces, to fast or rapid EV charging by 2025.
	Policy EVI 4: The Councils will manage parking bays for EV charging in local authority car parks to encourage both destination and overnight EV charging and for all types of EV ownership, including private vehicles, shared or car club vehicles, and business vehicles where appropriate
Charging at Council sites	**Policy EVI 5:** The Councils will support staff and visitors to access electric vehicle charging at Council premises where appropriate
Charging without off-road parking	**Policy EVI 6:** Recognising that lack of off-road parking may be a significant barrier to EV take-up, Oxfordshire County Council will promote a hierarchy of solutions to EV charging for residents, businesses and shared vehicles without access to off-road parking, which prioritises off-street charging hubs, and other solutions which avoid generating additional street clutter or surrounding maintenance and management challenges
Charging in New Developments	**Policy EVI 7:** The Councils will seek to include statements and policies supportive of EV charging infrastructure and, where appropriate, references to the Oxfordshire Electric Vehicle Infrastructure Strategy in their planning standards and guidance
	Policy EVI 8: The Councils will benchmark nationally, and between themselves, each seeking to set minimum standards for the quantity of EV charging to be provided in developments in their planning requirements
	Policy EVI 9: The Councils will seek to provide support and guidance on EV charging provision to Town and Parish Councils, and other groups writing Neighbourhood Plans

EV Charging in Historic Areas	**Policy EVI 10:** In order to manage the impact of EV chargers without restricting access to EV charging, the Councils will define and communicate the design features of EV chargers which will have the most positive impact on the character of our cities towns and villages, and ensure that where there are specific heritage conservation needs, these are met by the charging equipment deployed.
Commercial car parks	**Policy EVI 11:** The Councils will seek opportunities to encourage organisations, businesses and other owners of commercial public and customer car parks to deploy public EV charging infrastructure where it is appropriate
Communal residential car parks	**Policy EVI 12:** The Councils will explore opportunities to encourage owners and managers of housing stock of all types of tenure to deploy EV charging infrastructure for residents where it is appropriate
Workplace Charging	**Policy EVI 13:** The Councils will explore opportunities to encourage uptake of EV charging at workplaces and business premises where it is appropriate
Rapid charging on strategic roads	**Policy EVI 14:** The Councils will seek to improve the availability of rapid and ultra-rapid EV charging on and near the strategic road network and important link roads across Oxfordshire
Charging standards for Oxon	**Policy EVI 15:** The Councils will encourage the deployment of a high quality, reliable, open, value for money, future-proofed and truly instant access EV charging network for Oxfordshire by setting high standards which seek to reach 'above and beyond' minimum legal requirements
Managing Energy Impacts	**Policy EVI 16:** The Councils will seek to increase the emissions reduction benefits of electric vehicles, and mitigate the impact of EV charging infrastructure on the local and national grid by encouraging and promoting the use of renewable energy for EV charging, encourage 'off-peak' use of EV chargers, and exploring technical options to manage grid demand from EV charging infrastructure.
Promoting EVs & Infrastructure	**Policy EVI 17:** The Councils will promote information about public EV charging in Oxfordshire, and awareness of the benefits of EVs to the public through their online and other communications channels

2. Introduction and context

2.1. Introduction

2.1.1. Fossil fuels are the principal source of carbon emissions driving the anthropogenic climate change that will create devastating impacts for our living world. Recognising the critical importance of keeping global warming to 1.5 degrees C in line with the 2015 Paris Climate Agreement, all of Oxfordshire's Councils have recognised the climate emergency. Supporting a transition to zero emission road transport is a key component in Oxfordshire's Councils achieving their net zero carbon targets. Comprehensive, accessible and efficient charging infrastructure is essential in enabling the rapid adoption of electric vehicles. This strategy sets out the policies and plans to realise this goal.

2.1.2. Oxfordshire is a place of real innovation – the county is home to Europe's largest concentration of multi-million-pound science research facilities, underpinning our leading position in advanced engineering and manufacturing, energy systems, and vehicle and mobility technologies. Oxfordshire is also growing. The Oxfordshire Growth Board, through the emerging Joint Statutory Spatial Plan (JSSP), is planning for 100,000 new homes to be built in our county by 2031. An expected 86,500 new jobs are also being created. The Local Industrial Strategy for Oxfordshire sets out Oxfordshire's ambitions to be a pioneer for clean and sustainable growth driven by our science and innovation.[i]

2.1.3. Oxfordshire is home to the University of Oxford, the global number one ranked university and Oxford Brookes University, one of the UK's leading modern universities. Oxford University's School of Geography and the Environment and Department of Engineering Science host research centres with world-leading expertise in EV and battery production, energy and future mobilities systems. The Energy and Power Group are experts in the impact of EVs on the grid. The Transport Studies Unit (TSU) has expertise in understanding EV driving and charging patterns. Oxford Brookes' Sustainable Vehicle Engineering Centre is training next generation EV engineers, with strong links to the county's motorsports and vehicle industries.

2.1.4. Williams Advanced Engineering, based in Oxfordshire, create high-performance batteries in the Formula E programme, at the cutting edge of battery performance and management. Oxford is home to the BMW mini plant, where the all-electric MINI is built for the UK and European market. The Faraday Institution on the Harwell Campus is the independent institute for electrochemical energy storage science, research and technology. The institute and Oxford University are leading projects which could revolutionise the way EV batteries are manufactured.

2.1.5. Drawing on partnerships with Oxford's academic institutions and technology firms Oxfordshire is delivering projects at the cutting edge of zero emissions mobilities, hosting world-firsts for battery storage for EV charging, and EV infrastructure delivery. The Energy Superhub Oxford project will see large scale

battery storage technology supporting a super-rapid EV charging hub in Oxford, while Local Energy Oxfordshire is exploring how local renewable energy generation can support decentralisation of the grid, and how EVs can play a part in new energy systems. Oxfordshire's V2GO project examines the potential for EV fleets to support the grid through acting as energy storage units. The ongoing Go Ultra Low Oxford and Park and Charge projects are examining in depth the technologies available to support EV drivers without access to off-road parking and charging.

2.1.6. Oxfordshire is also leading the country in policy making to reduce urban transport emissions; in the pipeline is the UK's first Zero Emission Zone in Oxford from 2021, championed by Oxfordshire County Council and Oxford City Council.

2.1.7. The Oxfordshire Electric Vehicle Infrastructure strategy has been a true collaborative piece of work between the County, City and District Councils. It has taken the lessons learnt from all these, and other, innovative EV charging projects, to provide an operational approach to enabling and deploying charging infrastructure in Oxfordshire, and lay the foundations for future projects.

2.2. What is the Oxfordshire EV Infrastructure Strategy about?

2.2.1. Clean Growth is at the heart of the UK Industrial strategy, and the government sees growth in the EV industry as essential to the UK's clean industrial future and National Infrastructure Strategy[ii]. The Road to Zero strategy sets out the governments ambitions to end the sales of internal combustion engine (ICE) vehicles, which has recently been brought forward by 10 years to 2030, and its ambitions for a world-class EV charging network for the UK.

Figure 1 - EV Charging in national policy

The Road to Zero Strategy (2018)

The Government's Road to Zero Strategy outlines how the government will support the transition to zero emission road transport and reduce emissions from conventional vehicles during the transition. The document includes a target to end the sale of new conventional petrol and diesel vehicles by 2040. The UK government has since brought this date forward to 2030.

A key part of the Road to Zero Strategy focusses on measures to support the development of world class EV charging infrastructure network through;

- The Automated and Electric Vehicles Act (2018) which provide a legislative basis for provision of, and standards in EV charging infrastructure.
- Ensuring that new developments are EV ready, and that all new homes, where appropriate, should have a charging point available, through changes to Buildings Regulations, and the now revised National Planning Policy Framework (NPPF) (revised February 2019) to support local authorities in writing local planning policies which incorporate facilities for charging EVs

---

2.2.2. In this document we use the term EV to refer to all 'plug-in' vehicles including pure Battery Electric Vehicles (BEVs), Plug-in Hybrid Electric Vehicles, and Extended Range Electric Vehicles (REEVs) as all require charging to travel using their zero emissions capabilities.

2.2.3. Car use in Oxfordshire is high; over 4 billion miles were travelled by car or taxi in Oxfordshire in 2019[iii]. Road transport emissions contribute around 33% of carbon emissions nationally[iv] and generate significant issues for air quality; in 2019, 68% of NO_x emissions in Oxford were caused by road traffic[v] and 22 places in Oxfordshire found to be breaching air pollution limits.

2.2.4. The current Connecting Oxfordshire[vi] Local Transport Plan 4 shapes our transport policy and sets out Oxfordshire County Council's policy and strategy for developing the transport system in Oxfordshire to 2031. It has been developed with these over-arching transport goals:

- *To support jobs and housing growth and economic vitality;*

- *To reduce transport emissions and meet our obligations to Government;*

- *To protect, and where possible enhance Oxfordshire's environment and improve quality of life;*

- *To improve public health, air quality, safety and individual wellbeing.*

2.2.5. The Oxfordshire Electric Vehicle Infrastructure Strategy (OEVIS) has strong ties with the Oxfordshire Energy Strategy[vii] which seeks to integrate EVs into a smart and zero carbon energy infrastructure, and the Oxfordshire 2050 Plan to promote future-proofed development in the planned growth across Oxfordshire. The strategy also links closely with each of the collaborating Councils' Climate Emergency declarations and net zero carbon targets, and Oxfordshire County Council's Climate Action Framework, where it will act as a supporting strategy to facilitate delivery of recommended actions, and support the drive to meet local and national emissions reductions targets.

2.2.6. The OEVIS has further strong links with the development of the emerging Connecting Oxfordshire Local Transport and Connectivity Plan, which sets out a vision for a net-zero Oxfordshire transport system that enables the county to thrive as one of the world's leading innovation economies, whilst supporting clean growth, protecting our rich and varied natural and historic environment and being better for health and well-being, social inclusivity and education. This EV Infrastructure Strategy aims to compliment and support this vision, by reducing emissions from shared transport through promoting EV infrastructure for shared transport, and reducing emission from private road transport where active and public transport is not an option.

2.2.7. Oxfordshire's Councils have an opportunity to encourage uptake of EVs by working together to enable the development of a high quality EV charging network. The Oxfordshire EV Infrastructure Strategy draws on significant expertise

and experience across Oxfordshire to further enable reduction in transport emissions through enabling quality EV charging provision.

2.2.8. Through our Oxfordshire Electric Vehicle Infrastructure Strategy, we identify:

- *The opportunities and challenges for the EV charging network in Oxfordshire*

- *The likely uptake of EVs across Oxfordshire and the centres of demand for EV charging in Oxfordshire*

- *How we will contribute to and accelerate local deployment of EV charging infrastructure to ensure high quality EV charging is accessible in our county*

- *A framework of EV charging options for residents without access to private off-road parking*

- *Opportunities to work with landowners and businesses to further increase EV charging provision*

- *Opportunities to further support the decarbonisation of road transport and manage the impact of EV charging on the grid.*

- *How we will increase awareness of public EV charging infrastructure and promote uptake of EVs*

2.2.9. The strategy will inform our operational policies and processes, to ensure that EV charging is accessible and convenient in Oxfordshire. It will set a foundation for project development, establish a consistent approach to delivering and enabling EV charging across Oxfordshire, and support the developing EV market, and local businesses in the EV sector.

2.3. Our vision and objectives

2.3.1. Our vision for EV charging in Oxfordshire is:

- *Residents, businesses and visitors in Oxfordshire will be confident they can recharge EVs conveniently, and in a manner appropriate for their needs.*

- *Oxfordshire's EV charging provision will develop to meet the needs of users now and in the future, and in doing so support Oxfordshire's transition to decarbonising transport and improving air quality.*

2.3.2. The OEVIS will provide an operational approach to enabling and deploying charging infrastructure in Oxfordshire. In the short-term (2020-2025), our objectives are to:

- *Enable and deliver public EV charging across Oxfordshire*

- *Adopt a common approach to managing EV charging in Council car parks*

- *Enable residents without access to private off-road parking to access a range of options for EV charging*

- *Encourage new developments to include high quality EV charging infrastructure*

- *Set standards for the quality of public EV charging in Oxfordshire which supports development of a network which is high quality, open and accessible*

2.4.   The development of the Oxfordshire EV Infrastructure Strategy

2.4.1. This strategy has been developed collaboratively with significant subject matter expert input from each of Oxfordshire's five District and City Councils, and a steering board of members from each. We have also engaged with external stakeholder groups including Parish and Town Councils and the EV charging industry. A full list of our steering group and workshop attendees can be found in Annex 1: Stakeholders.

2.5.   The scope of the Oxfordshire EV Infrastructure Strategy

2.5.1. This strategy covers the administrative area of Oxfordshire County Council and includes the administrative areas of each of the five District Councils. It focusses on EV charging for cars, car-based vans, and taxis (hackney carriage and private hire vehicles) for three user groups with differing needs for EV charging:

- *Oxfordshire residents*

- *Local businesses, their employees, taxis, logistics operations and car clubs*

- *Visitors to Oxfordshire*

2.5.2. The strategy does not cover EV charging for buses or large goods and service vehicles. Large EVs such as buses and medium/large trucks are still in development, and charging requirements are currently uncertain. At the time of writing, Oxford's expression of interest in becoming Britain's first All-Electric Bus Town has been shortlisted by the Department for Transport and we anticipate that EV Bus charging infrastructure will be further developed as part of this project, if funded. As uptake of these vehicle types is likely to be low in the short term, they are not deemed a priority for this strategy. At this time charging for e-bikes and other micro-mobility solutions are not included in this strategy but like trucks and buses may form the basis for future consideration.

2.6.   Delivering the strategy

2.6.1. This strategy includes many measures which will require dedicated resourcing, funding and the collaboration of external partners to complete delivery. Key actions for delivery are outlined under each policy. While budgets are constrained and future budgets are uncertain, especially in light of the Covid-19 pandemic, and our targets and commitments must be considered aspirational, Oxfordshire's Councils will use their best endeavours to deliver on the commitments made in this document, using existing project funding, future

Government funding opportunities and partnerships with the private sector which deliver an EV charging network for Oxfordshire with minimal impact on existing Council budgets.

3. EV charging background

3.1. Types of EV charging infrastructure

3.1.1. EV charging infrastructure can be broadly split into 4 types: slow, fast, rapid and ultra-rapid, based on power output and speed of charging. Each have factors which make them suitable for different charging settings and use cases; home, workplace, on-street, destination and en-route.

- **Slow:** up to 3kW AC – between 6-12 hours to fully charge a battery EV, less for a plug-in hybrid

- **Fast:** 7 to 22kW AC power outputs, and typically fully charge a battery EV in 3-4 hours. Frequently these are 'smart' chargers; able to communicate with a CPMS or back office to manage time and rate of charging[viii]

- **Rapid:** Typically, rapid AC chargers are rated at 43kW, while rapid DC are typically 50kW. Will typically charge a BEV to 80% in around 30-40 minutes.

- **Ultra-rapid:** Superchargers and high-powered charging at 100-350kW DC are becoming increasingly relevant for battery EV drivers, though current EV models may be limited in the charging power they can accept. Will typically charge an EV to 80% in 15 to 25 minutes dependent on power output.

3.1.2. Further details on types of EV charging and where they are most suitably deployed can be found in annex 3.

Chargers and Chargepoints

3.1.3. In this document we refer to an EV charging unit as an EV charger. EV chargers may have one or more sockets which allow connection to an EV to charge. These sockets are referred to in this document as EV chargepoints.

3.2. Challenges and opportunities for EV charging

3.2.1. In general, EVs and the charging infrastructure needed to support them present a series of challenges and opportunities to EV drivers and landowners. As local authorities, the County and District Councils can work together to support EV growth.

3.2.2. Table 1 summarises factors which were considered in developing our county-wide EV Infrastructure Strategy.

Table 1 - Opportunities and challenges for developing a public EV charging network

General	
Opportunities	**Challenges**
• Encouraging drivers to switch from petrol/diesel to EV will benefit local air quality, and decarbonise transport as energy generation progresses from fossil fuels to renewable sources. • Demand for chargers in Oxfordshire is likely to be higher than other regions • Chargers may attract EV users to an area and stimulate nearby shops and the local economy • Increased EV usage will stimulate the EV technology sector in Oxfordshire. • Charge Point Operators (CPOs) offer concession contracts for chargers at little or no cost to local authorities and which may provide a revenue opportunity in the future. • District Councils own car parks located in urban centres close to both businesses and residential properties which have limited off road parking.	• Available power capacity on the electricity network varies across the county and is limited in some areas. • Costs of upgrading the local electricity network for charging capacity are often high. • Some charger sites can be constrained by planning/heritage restrictions. • Access to working public EV charging is a key concern for EV drivers. • Instant access to EV charging networks often requires use of apps, roaming across charger networks is limited. • Owning and operating chargers generates costs for local authorities at a time when funding is constrained. • Management of EV charger contracts can be an additional resource burden for councils. • The business case for CPOs remains challenging whilst demand for EVs is still growing.
On the Highway	
Opportunities	**Challenges**
• Oxfordshire County Council has control of highways land assets on major roads which could provide opportunities for rapid charging stops. • On-street charging infrastructure at appropriate locations may offer locations for users to charge where there is no off-road alternative.	• Over 30% of households in Oxfordshire have limited or no access to home EV charging as they park on the street. • On-street chargers require space on the public highway. Some locations may present an obstruction to pedestrians. • Some operators are reluctant to offer concessions in on-street settings where usage is low, and cost of maintenance is high. • On-street parking bays are limited in certain areas. Reserving bays for EV users may increase pressure on parking and require resources for the traffic order.

4. This is Oxfordshire

4.1. EV uptake in Oxfordshire

4.1.1. To support the drive to reach net zero carbon emissions by 2050, the UK government has set out its ambitions to end the sale of new petrol and diesel cars by 2030, bringing the end date forward by 10 years from that proposed in the Road to Zero.

4.1.2. At the end of August 2020, there were 4,381 ultra-low emissions vehicles (ULEVs)[1] in Oxfordshire[ix], 2,200 of which were BEVs. Socio-economic factors mean Oxfordshire is likely to have faster growth in EV sales than the national average; research from the University of Oxford indicates that EV sales are likely to reach approximately 70% of new vehicle sales by 2025 (Figure 2). In absolute numbers, the university's predictions mean that by 2025 by 2025 there could be over 25,000 EVs on Oxfordshire's roads, and over 44,000 by 2027.
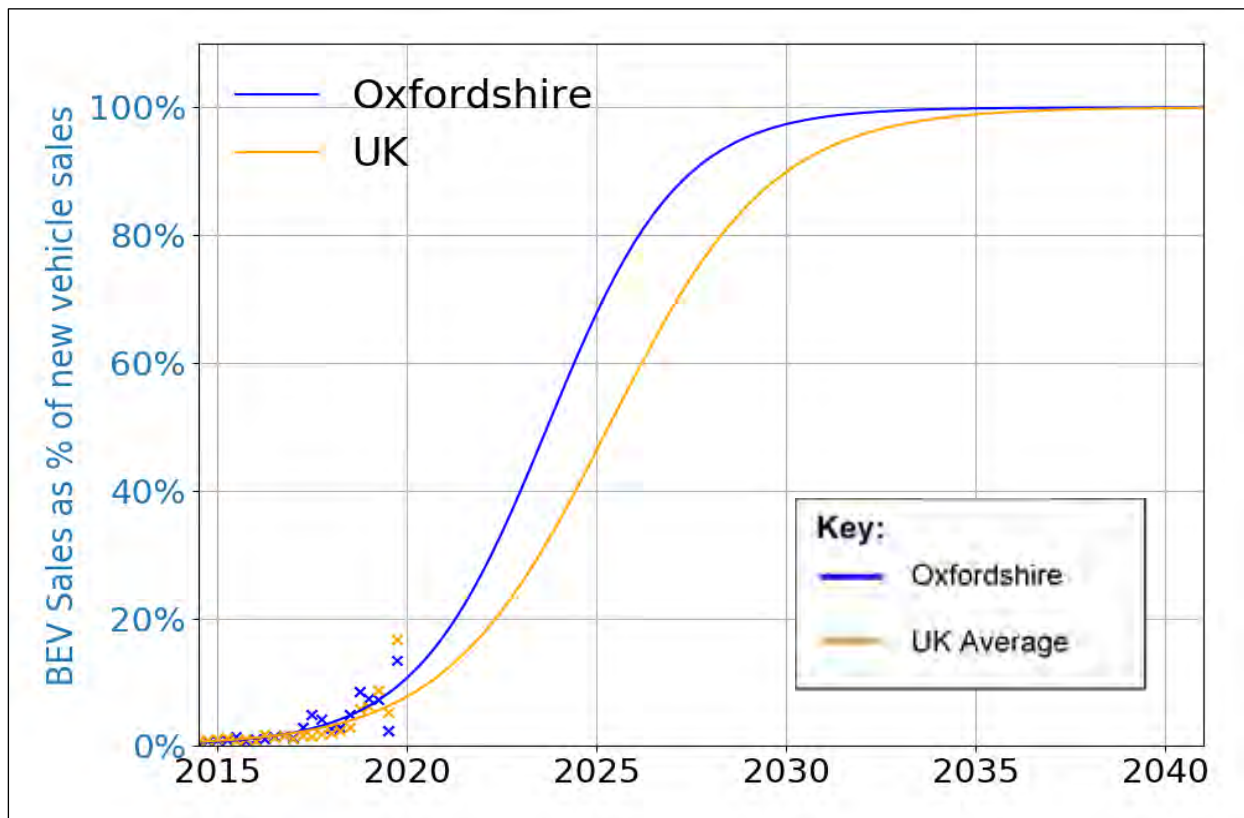

Figure 2 - Predicted Growth of EVs as a percentage of new vehicle sales in Oxfordshire. Based on DfT vehicle licensing data from Q4 2011- Q3 2020[x]. *Qualifications: Based on historic data; external influences & policy changes may affect growth. DfT has split the Ultra Low Emission Vehicle Data into Battery Electric Vehicles (BEV) and Plug-in hybrids (PHEV). As regulation now promotes BEV over PHEV, it was felt appropriate to use BEV data to forecast EV growth.*

---

[1] ULEVs emit less than 75g of carbon dioxide (CO_2) from the tailpipe per km travelled; typically refers to battery electric, plug-in hybrid electric and fuel cell EVs

4.2. Current EV charging provision

4.2.1. Public EV charging infrastructure in Oxfordshire is currently limited and patchy, with most centred in urban areas and little provision in smaller market towns or more rural areas. While the network across the UK is growing rapidly, Oxfordshire is in danger of falling behind in infrastructure provision which could inhibit the forecast speed of transition.

4.2.2. The county has 448 public EV chargepoints, distributed over 123 charging sites. Numbers of chargers at sites range from a single chargepoint to over 40, and sites may contain chargepoints of different speeds.
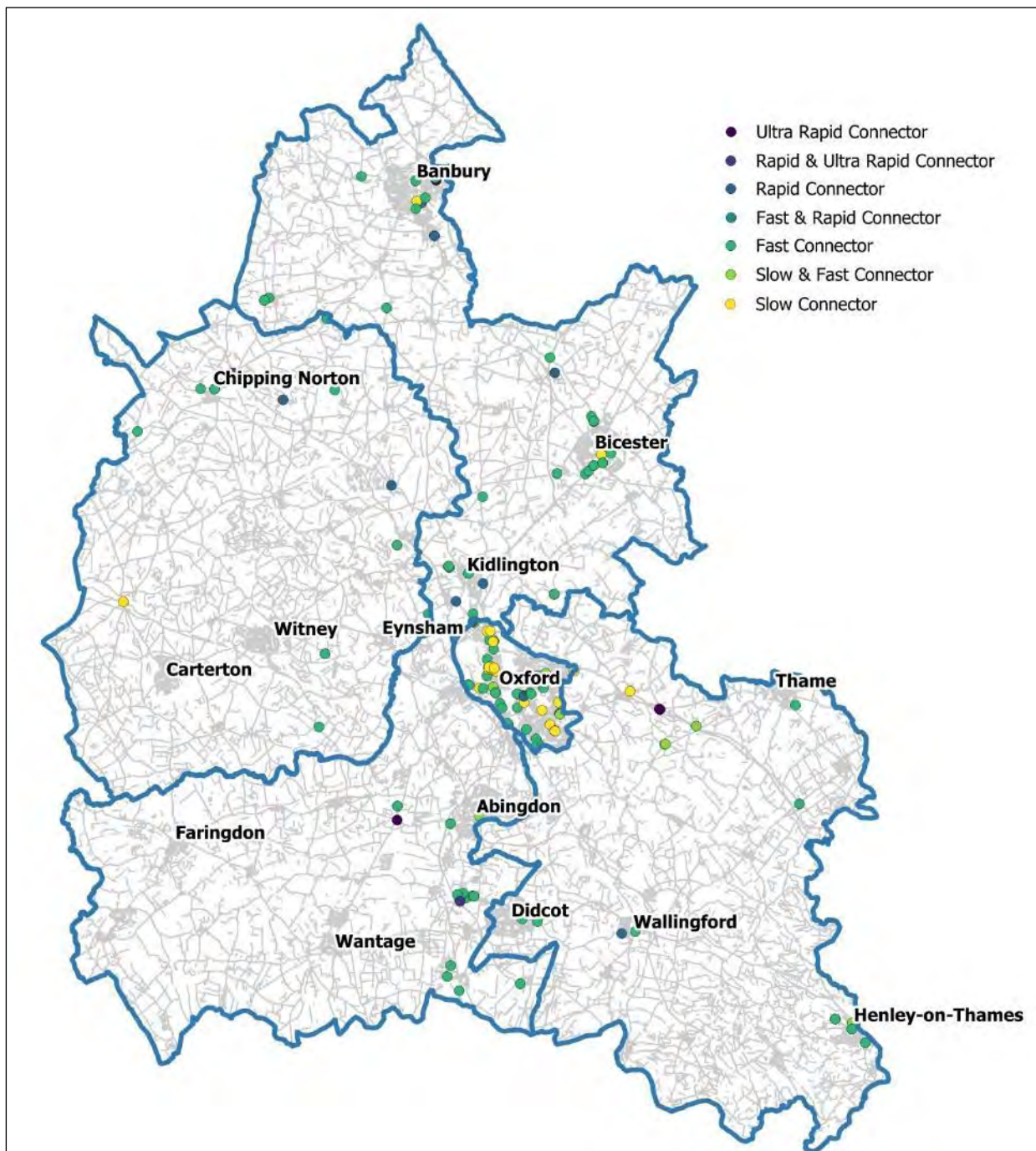

Figure 3 - EV Charging infrastructure in Oxfordshire. Source: Zap-Map (2020).

4.2.3. Large areas of the county have little or no public EV charging provision. Oxford City Council's administrative area is the most densely covered, reflecting the work Oxford City Council undertook, in partnership with Oxfordshire County Council, on the Go Ultra Low Oxford On-street Project. The project installed over 30 fast on-street EV chargers in a trial of charging solutions for residents without access to off-road parking.

4.2.4. There are EV chargers in only 8 of Oxfordshire's 98 local authority owned and managed public car parks, with the remaining chargers hosted by commercial entities; including supermarkets and retail parks, hotels and car dealerships.

4.2.5. Public rapid charging is dispersed around the county, with four charging sites at service stations adjacent strategic road network, and the remaining rapid charging sites again found at hotels and car dealerships. Ultra-Rapid charging is limited to 5 sites, the largest of which is the Tesla Charging hub at the Milton interchange, which hosts 32 ultra-rapid chargepoints available only to Tesla Drivers.

Chargepoint speed	Number of sites	Number of chargepoints
Ultra-Rapid	5	55
Rapid	20	60
Fast	85	281
Slow	35	52
Total	N/A	448

Table 2 - Public EV chargers in Oxfordshire by speed

4.3. The Oxford Zero Emission Zone

4.3.1. Oxfordshire County Council and Oxford City Council are proposing to create a Zero Emission Zone (ZEZ) pilot in Oxford city centre, starting in August 2021, and based on a road user charging scheme. This pilot, and any future implementation and expansion, may generate additional need and demand for EV charging for road user groups, not just within the zone, but also across the county, from where journeys into the zone may originate.

4.4. Taxis: Hackney Carriage and Private Hire Vehicles

4.4.1. In addition to the requirements for vehicles travelling in Oxford's Zero Emission Zone, from 2022 all newly licensed Hackney Carriage Vehicles licenced by Oxford City Council must be Ultra Low Emissions Taxis (ULEVs) meeting the UK government's definition which typically refers to battery electric, plug-in hybrid electric and fuel cell EVs. Across the county EVs are already starting to enter the Hackney Carriage and Private Hire Vehicle fleet. The usage patterns of both forms of taxi mean that access to Rapid and Ultra-Rapid charging are important in allowing drivers to maximise their productive work time, and that charging infrastructure at company premises, and close to popular routes or ranks are beneficial to supporting the EV taxi business case. While it is not within the scope of this strategy to define specific locations for charging for electric taxis, the strategy aims to ensure that public EV charging is available to all user types, including taxis.

4.5. Social inclusion

4.5.1. While many areas of Oxfordshire are affluent, and likely to be among the first to see early mass adoption of EVs, there are significant areas of Oxfordshire where income is low. Lower income households are often disproportionately affected by poor air quality, and also the sector of society least able to adopt EVs early.

4.5.2. While the Councils are limited in the actions they can take to support low income households with the purchase of EVs, action can be taken to ensure equitable access to EV charging. Car club vehicles may also provide a more affordable alternative to private EV ownership, with the potential to give wider access to clean vehicles, and support reductions in private vehicle ownership in line with the aims of Connecting Oxfordshire. Electric car clubs and the chargers needed to power them are therefore included as a valuable measure to improve social inclusion in Oxfordshire's EV ready future.

4.6. On-street parking

4.6.1. Over 34% of households in Oxfordshire are unlikely to have private off-road parking, and as such have limited or no access to home charging. Not everyone without off-road parking has a vehicle, but there are indications that around 25% of all cars nationally are parked on streets overnight[xi]. Most on-street parking in Oxfordshire can be seen in the city of Oxford and other urban centres, where terraced properties and high-density housing are key features of the urban landscape, and where air quality concerns are most acute. However, this situation is also seen in many more rural areas such as historic market towns (Figure 4).
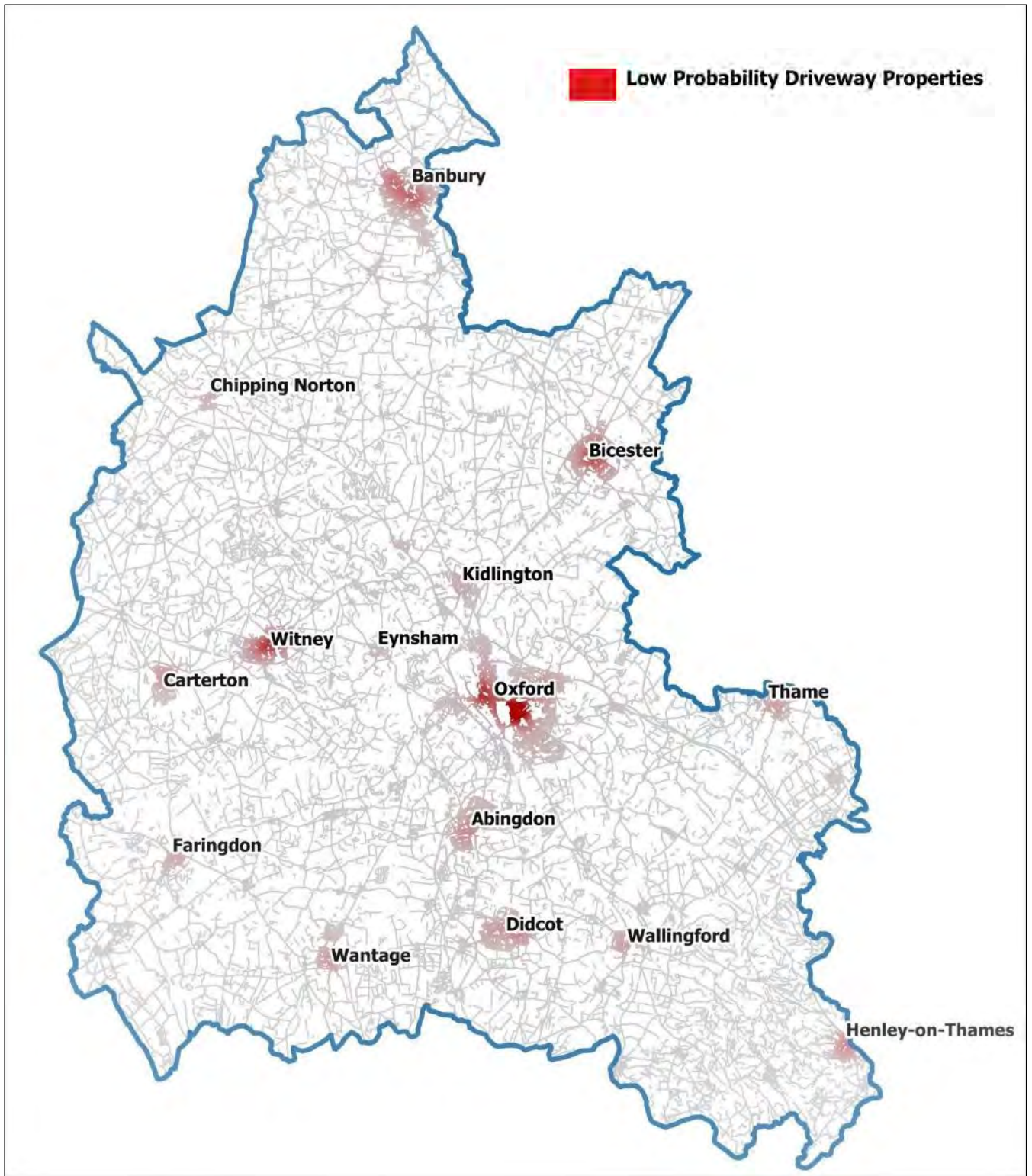
Figure 4 - Oxfordshire hotspots for properties with low probability of a driveway. Source: Energeo 2020 & EMU 2018. *Higher colour intensity indicates higher density of occurrence. Properties with low probability of a driveway are defined as those with less than or equal to 3 metres distance between the front elevation of the property and the nearest edge of the public highway, inclusive of the pedestrian footway where this is present.*
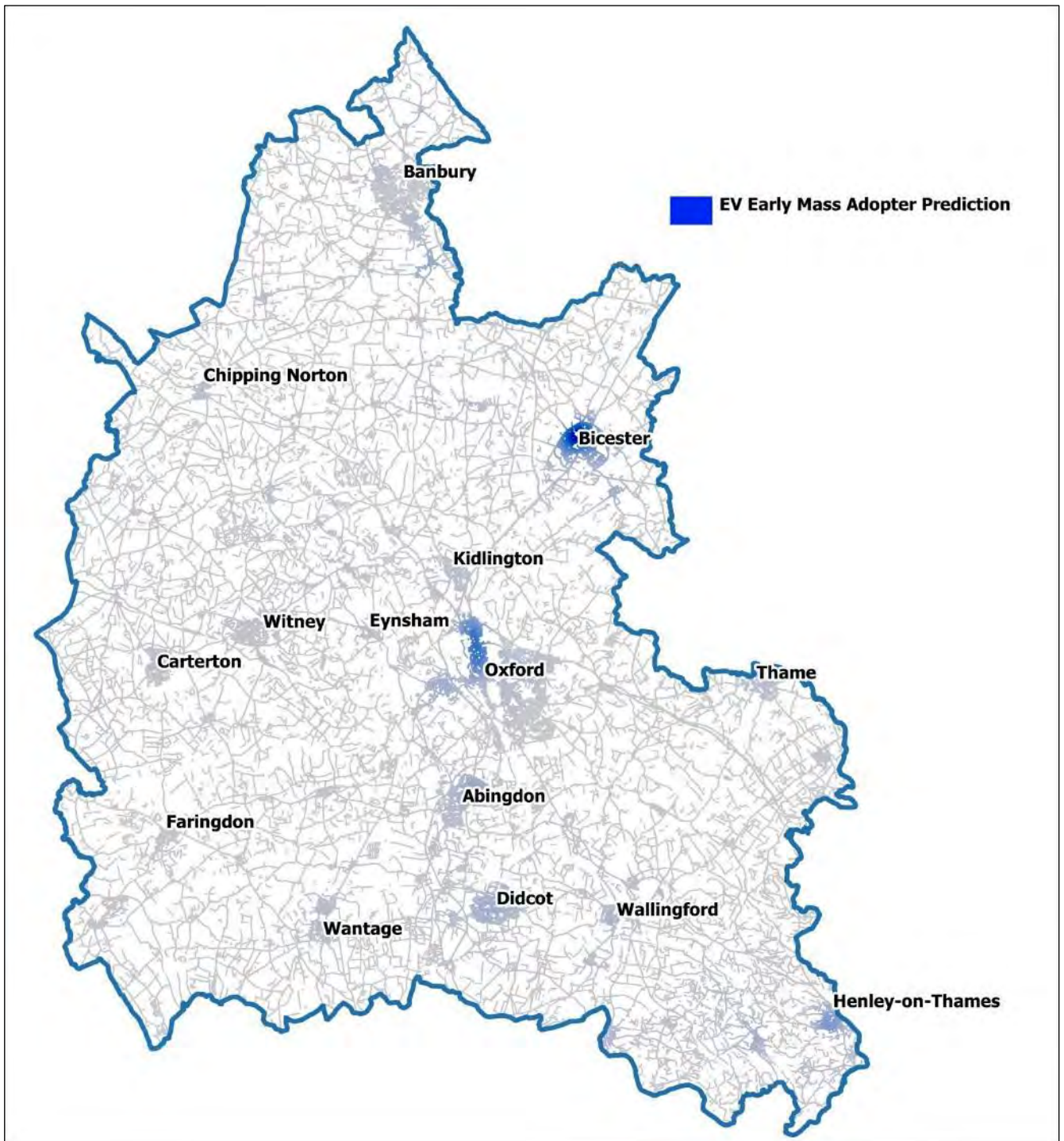
5. Where are chargers needed first?

Figure 5 - Oxfordshire hotspots for predicted early mass EV adoption. Sources: Energeo 2020, ACORN 2020, DfT 2020. *Higher colour intensity indicates higher density of occurrence. Households likely to be early mass adopters were defined as households in categories 1-10,15-16,18,22-24,26&29, located proximate to an existing ULEV registration.*

5.1. Analysing demand

5.1.1. While most EV charging is done at home (around 80%)[xii], a network of public chargers is essential for drivers who do high mileage, travel long distances and/or have no access to chargers at home or work. The UK is home to around 19,500 public chargepoints and has one of the largest, and most comprehensive rapid networks in Europe, but more is needed to meet demand.

5.1.2. Chargers must be located in areas which are convenient to drivers, and have the space, energy and network connections to make installations feasible. In this section we examine where demand is likely to grow fastest, and where support is needed to help residents on lower incomes adopt cleaner vehicles.

5.1.3. Analysis of likely centres of EV adoption as uptake in Oxfordshire moves from 'early adoption' to 'early mass adoption' has been carried out using demographic characterisations of people likely to be in these groups across Oxfordshire, and combined with data on existing electric vehicle registrations, which are used as a predictor of 'neighbourhood influence' to give a picture of the hotspots for likely uptake over the coming 5 years (Figure 5).

5.1.4. The outputs show dense areas of likely uptake in Bicester, the North and West of Oxford, and larger market towns such as Abingdon, Didcot and Henley. Likely uptake in and around Banbury is more diffuse, and further investigation may be required to understand the likely cause of slower uptake.

5.1.5. When EV uptake hotspots are overlaid with areas of high on-street parking, the councils can begin to identify key areas for early action on EV charging infrastructure (Figure 6).

5.1.6. More detailed heatmaps of EV uptake hotspots for each of the districts and key towns can be seen in Annex 4: Geospatial Analysis.
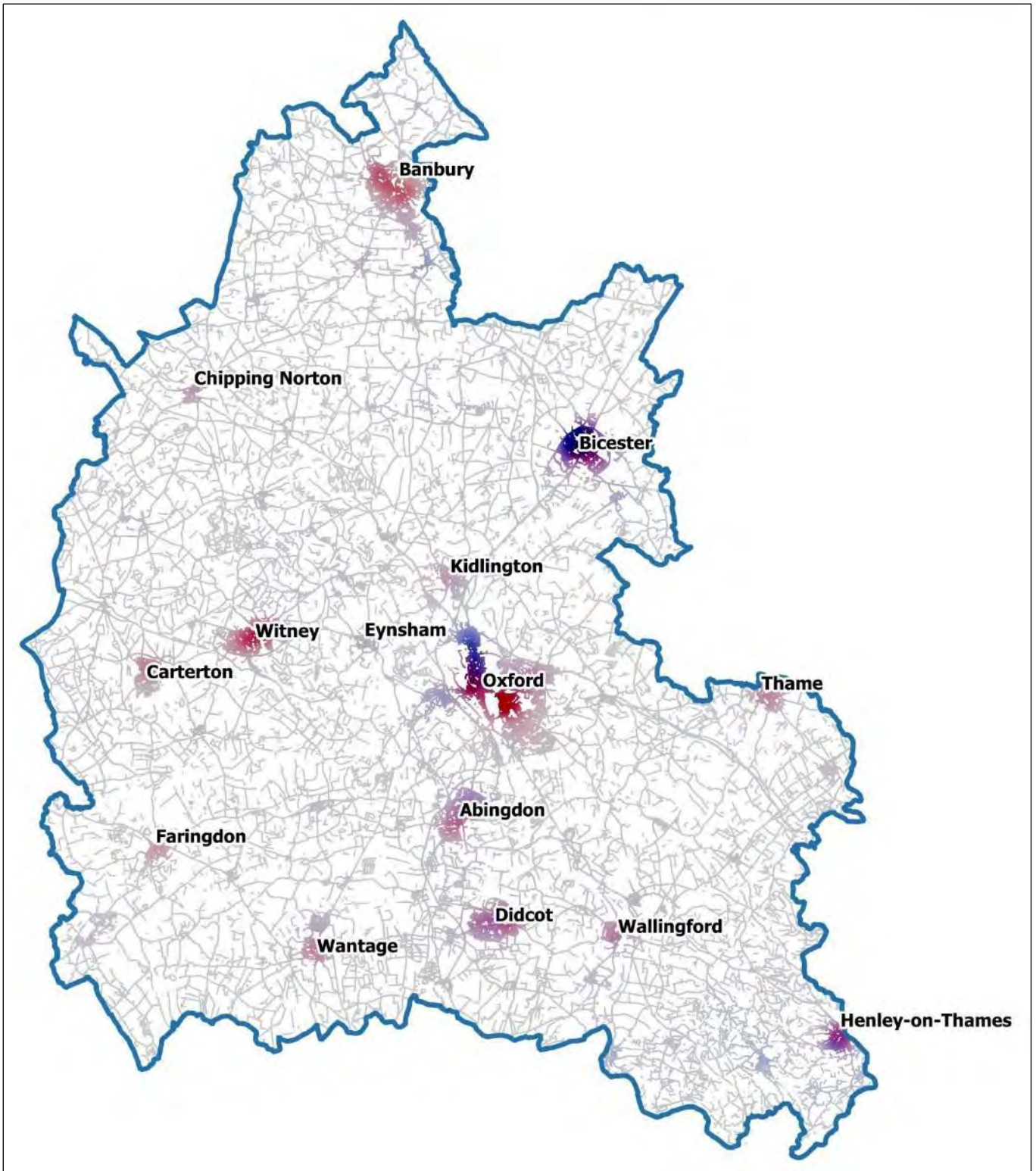
Figure 6 - Oxfordshire hotspots for predicted early mass EV adoption & low driveway probability. Sources: Energeo 2020, EMU 2018, ACORN 2020, DfT 2020. *Higher colour intensity indicates higher density of occurrence.*

5.2. The Councils' influence (where can we act?)

5.2.1. The Oxfordshire Electric Vehicle Infrastructure Strategy will focus on the measures and policies the Councils can either carry out directly or influence:

- **Direct control** – measures to improve EV infrastructure provision on the Council's own estate defined as the Council's own operational buildings or at Council owned or managed public parking, and through the procurement or licensing of EV charging infrastructure.

5.2.2. The Councils also have extensive direct and indirect spheres of influence:

- **Direct influence** – measures that will have a direct impact on the EV infrastructure provided by others through planning and infrastructure policies;

- **Wider influence** – through partnerships, advice, lobbying and leadership.

5.2.3. Viewing the challenges for EV charging infrastructure through these three lenses gives us an indication of what actions the Councils can take, how they can be prioritised, and what impact they are likely to have on the development of EV charging infrastructure over the coming five years.

6. Quantity of EV charging

6.1. Targets for EV charging in Oxfordshire

6.1.1. Predicting the absolute number of EV chargers that will be needed in the future is highly complex; rapidly changing vehicle and charging technologies, economic factors and dependence on public behaviour change means there is a great deal of uncertainty.

6.1.2. A European directive[xiii] on the deployment of alternative fuels infrastructure recommended in 2014 that "the appropriate average number of recharging points should be equivalent to at least one recharging point per 10 cars". This ratio applies to public chargers and does not include home chargers. Using this ratio, we would need at least 2,500 to 3,000 public charge points across the county in order to meet the charging need for the 25,000 to 30,000 EVs on Oxfordshire roads by 2025 predicted by the University of Oxford[xiv.]

6.1.3. This simple metric does not differentiate between the different speeds of chargers, or how accessible they are. A rapid 50kW charger may serve 4 to 5 times the number of EVs in a day that a standard 3-7kW charger can, and a charger which is open to the public for 12 hours of the day, can notionally serve half as many vehicles as one which is available 24/7. However, the higher costs of rapid and ultra-rapid EV charger installation can often be passed on to the end user in higher tariffs, and so this must be taken into consideration when designing a strategy for EV Infrastructure which promotes value for money. The assumptions upon which the original metric was based may no longer be relevant; the number of chargers needed may not require the same level of increase in line

with projected increases in EV uptake, given longer battery ranges, new charging technologies and a greater proportion of EVs able to use faster rapid charging technologies[xv]. For these reasons, campaign groups are calling for the metric to be reviewed as part of the review of the Alternative Fuels Infrastructure directive in 2020. It is recommended that when establishing the number of new chargers required in Oxfordshire to meet future demand, the Councils' approach follows the weighting method proposed by T&E.

Figure 7 - The Transport & Environment Charger Weighting Metric
Transport & Environment (T&E), a European clean transport campaign group, has designed a new metric. Instead of simply counting each charger as one, this metric weighs the energy they can provide to the EV fleet and how available they are to the public. The T&E ratio model proposed gives each different charging speed a weighting: 1 for single phase 3-7 kW Slow Charger   2 for tri-phase 7-22 kW Fast Charger   4 for 43 kW AC Rapid Charger   5 for 50 kW DC Rapid Charger   10 for 150 kW and above Ultra-rapid Charger   If we accept the EU's recommended ratio of 1 charger per 10 cars as a base line for 3-7kW chargers, then higher power chargers can be weighed against the target according to the equivalent number of 3-7kW chargers they represent. For example, if Oxfordshire were to rely solely on rapid charging at 50kW per hour, the equivalent of the recommended EU ratio could be met by 800 rapid charge points.

6.1.4. With the current public EV charging provision providing the equivalent of approximately 1,464 3-7kW chargepoints, and the pipeline of the Council's EV charging projects planned over the next two years providing the equivalent of over 900 3-7kW chargepoints, the equivalent of **1,636** further 3-7kW public chargepoints could be required to meet potential demand.

Table 3 – Oxfordshire's planned pipeline of EV charger installations

Project	Number of chargepoints	Chargepoint Speed	T&E Weighting	3-7kW chargepoint equivalents
Park and Charge	280	7-22kW	2	560
Go Ultra Low Oxford: On-street	100+	Up to 7kW	1	100
Energy Superhub Oxford	18	150kW+	10	180
	4	50kW	5	20
	20	22kW	2	40
West Oxfordshire EV Charger project	10	7kW	1	10
Total	**432**	**N/A**	**N/A**	**910**

> ***Policy EVI 1:*** *The Councils will collaborate to enable and encourage deployment of public EV chargepoints in Oxfordshire towards meeting predicted demand by 2025 in line with national targets and with reference to European directives.*

Key actions:

✓ The Councils will use their best endeavours to enable a geographically and socially inclusive EV charging network which promotes equal access to EV charging for those in rural and remote locations and areas of deprivation based on available evidence of EV charging need.

✓ The Councils will collaborate to share project learnings, access to charging demand and charger locations data and tools amongst themselves where legally permitted to do so with each other.

✓ New data agreements will be developed to allow data sharing and tools access between the two tiers in regard to charging demand and locations data.

✓ The Councils will continue the collaborative approach used in the development of the Oxfordshire EV Infrastructure Strategy through regular meetings of a Working Group of officers involved in EV infrastructure and other EV related projects.

6.2. Funding public EV chargers

6.2.1. EV charging is a developing market, and business models for successful operation of charging networks are evolving rapidly.

6.2.2. The costs of installing and operating EV charging equipment require both upfront capital and ongoing revenue funding. The bulk of capital funding is spent in the connection of the EV charger to the energy network, and remains fairly static, while chargers themselves have significantly reduced in cost as technology has developed and demand increased. Ongoing and essential inspection and maintenance of chargers represent the bulk of revenue costs, with back-office and data connection fees taking a smaller part.

6.2.3. Local authorities have taken various approaches to the funding and ownership of EV charging infrastructure. During the first wave of infrastructure deployment, several authorities, including Bristol City Council and Transport for London, invested in procuring EV chargers which were owned and operated by the authorities, who received revenue from the chargers, and committed ongoing funding to support the contract management, maintenance and operation of the charging network. This approach saw local authorities acting as Charge Point Operators (CPOs) and required significant resourcing to manage the network.

6.2.4. A financial model developed for the Councils, based on owning and operating EV charging in house, demonstrates that in car parks Councils could reach

breakeven on operating costs for fast chargers after 4 years (including potential loss of income from parking fees, where they apply) if charger utilisation is high at 6 charging events per day. However, if utilisation drops below this point to levels more usually indicated by market engagement, the ongoing revenue losses will be considerable, leaving the Councils with significant ongoing funding commitments for several years.

6.2.5. The high cost of installing and managing EV charging equipment in house means that it is unlikely that Councils will be able to fund this without ongoing government funding and private investment.

6.2.6. CPOs frequently offer investment via a concession model, whereby local authorities can 'host' chargers operated and managed by the CPO at little or no cost to the local authority, while revenue from charging is retained by the operator or shared with the host. The larger scale of the networks operated by commercial businesses allow them to benefit from savings in operating costs which are not readily accessible to Councils running smaller networks in-house. This model has been successfully used around the country, including Oxfordshire, in areas where usage and turnover are high, such as in car parks or charging hubs, where the investment can be recouped relatively quickly.

6.2.7. In instances where usage and turnover of EV chargers are low, particularly on-street EV charging in residential areas, the business case for operators is more challenging. The government's On-Street Residential Chargepoint Scheme (ORCS) provides capital match funding for local authorities up to £6,500 per charger, but as it does not provide revenue funding for the ongoing operation and maintenance of the chargers. Therefore, the business case for operators may still be less attractive where return on investment is uncertain.

6.2.8. This may lead to challenges for Councils in encouraging CPOs to install in less economically viable areas without funding aspects of operation and maintenance, or entering into very long agreements, which limits their ability to request charger upgrades or seek new providers if the incumbent is under-performing.

6.2.9. The economics for on-street residential charging will continue to be challenging until the tipping point for EV adoption is closer, and analysis of and improvements in deployment costs, commercial models and actual asset utilisation can be assessed and addressed more fully. This may continue to require government grant funding to help de-risk EV charger deployment. Government has committed funding to support the development of new business models for 'on-street' residential EV charging; Oxfordshire's Councils are involved in three projects which explore new business models for delivering EV charging access by lowering costs, avoiding the higher costs of charging at the roadside, developing new models of asset ownership and opportunities for alternative funding streams.

6.2.10. In order to facilitate deployment of a high quality EV charger network for Oxfordshire, we need to continue to be at the forefront of working with the private sector and exploring funding models for EV charging while the market is still evolving.

***Policy EVI 2:** The Councils will collaborate to seek funding for EV infrastructure and support the development of a self-sustaining EV charging network for Oxfordshire which relies less heavily on continuing public finance support in the future and minimises the impact on existing and future Council budgets.*

Key Actions:

✓ The Councils will collaborate to seek government and other funding for, and private investment in, Oxfordshire's public EV charging network

✓ Oxfordshire County Council's EV Integration team, working in partnership with industry and the District & City Councils where appropriate, will continue to seek project or other funding to explore sustainable business models for EV charging

7. Delivering EV charging

7.1. Public charging in local authority car parks

Setting targets for EV charging spaces

7.1.1. Oxfordshire's local authorities have direct control of over 90 off-road car parks and 'Park and Ride' sites located across the county, in addition to other car parking at leisure and community centres. The County Council also manages larger areas of on-street parking laid out in car park style at Broad Street and St. Giles in Oxford, which for the purposes of target setting in this document we will include under the definition of car parks.

7.1.2. Car parks controlled by the six local authorities provide over 14,000 car parking spaces to local residents, businesses, visitors and travellers in Oxfordshire. As discussed in section 6.1, to meet destination charging demand from the expected number of EVs on Oxfordshire's roads by 2025, the recommended number of 3-7kW equivalent chargepoints calculated using the T&E metric is 2,500 – 3,000.

7.1.3. Charging in public car parks and park and ride sites can be a valuable resource for users charging their vehicles while visiting other amenities in the local area – known as destination charging - but can also have great value for local residents without access to a private driveway or garage where they can charge from their home power supply. This dual use helps to maximise usage of the chargers and supports the business case for charger deployment as discussed in section 6.2.

7.1.4. Oxfordshire's local authorities therefore have an opportunity to make a large contribution to the public EV charging network by introducing EV charging into their own public car parks and park and ride sites.

7.1.5. If 7.5% of Oxfordshire's local authority-controlled car park spaces were provided with EV charging, this would total over 1100 spaces dedicated to EV charging. If the chargers provided were all 7-22kW 'fast' chargers or greater, this would meet all of Oxfordshire's likely destination charging needs for 2025 and over 70% of the predicted need up to the end of 2027. If carefully located, these chargers can also be used to support residents without off-road parking.

7.1.6. Oxfordshire's Councils are already actively deploying EV charging in their car parks across the county. Here we show how many charging spaces will be made available. The Councils' two major car park based EV charging projects will enable the Councils to reach over 40% of the 710-space target by June 2022.

Project	EV charging spaces	Expected completion
Park and Charge	280	March 2022
Energy Superhub Oxford	42	June 2022
Total	312	

Policy EVI 3: The Councils will aspire to reach or exceed a target of converting 7.5% of local authority managed public car park spaces, to fast or rapid EV charging by 2025.

This target will apply across each Council's entire parking estate to allow for challenges in very small or isolated car parks, and include some of Oxfordshire County Council's 'car park style' on-road public car parking where appropriate.

Key Actions:

✓ The Park and Charge project will be completed by March 2022 and will deliver up to 280 charging spaces

✓ The Energy Superhub Oxford Project will be completed by June 2022 and will deliver up to 42 charging spaces

✓ The Councils will collaborate to deliver further EV charging projects to reach or exceed the target by end of 2025

✓ The Councils will continue to monitor plug-in vehicle uptake in Oxfordshire and usage of the Councils' EV charger network annually to assess if the 7.5% chargepoint target is appropriate. The target will be formally reviewed in 2023

Managing EV charging in our car parks

7.1.7. In order to ensure that EV drivers have a consistent and positive experience of using EV chargers, the Councils also have the opportunity to align policies for the management and deployment of EV charging at their sites.

7.1.8. EV drivers frequently report that EV chargers are blocked by petrol or diesel cars inappropriately using EV charging bays (known as ICE-ing). Drivers also report frustration at finding EV charging bays blocked by EVs which have finished charging, but which have not been moved. Reservation of bays adjacent to EV chargers, setting maximum stay times which are appropriate to the speed of charging and use of the car park, and appropriate and regular enforcement of the car park rules can all help to improve the customer experience and increase usage of charging points.

> **Policy EVI 4:** *The Councils will manage parking bays for EV charging in local authority car parks to encourage both destination and overnight EV charging and for all types of EV ownership, including private vehicles, shared or car club vehicles, and business vehicles where appropriate*

Key Actions:

- ✓ The Councils will use enforceable Parking Orders to reserve parking bays with EV chargers for charging EVs or specific car club vehicles only in order to prevent and enforce against their misuse

- ✓ The Councils will embed charging time limits for EV charging bays during peak hours in enforceable parking orders to maximise user access to chargers. These will be appropriate to the type of charging and usage of the car park. To encourage overnight use of EV chargers for drivers without home charging access these charging time limits will not apply during night-time or off-peak hours

- ✓ The Councils will ensure that where these requirements are implemented, enforcement officers will be well briefed on how EV bays are to be enforced, and where appropriate the Councils will consider the use of technical options to support enforcement i.e. bay sensors, cameras or ANPR cameras

- ✓ To encourage overnight use of EV chargers for drivers without home charging access, those Councils which charge an over-night parking fee will seek ways to remove or reduce parking fees for those unable to charge at home. Parking fees at other times of day will continue to apply (where appropriate) when vehicles are charging

- ✓ To ensure customers are confident in using EV charging bays across Oxfordshire the Councils may seek to agree consistent EV charging bay markings in line with UK government and industry standards

7.2. Visitor and workplace charging at Council sites

7.2.1. The Councils have direct control over the provision of EV charging at their own premises, including workplace parking at Council offices. This section addresses the Councils' approach to providing workplace charging for visitors and staff. This strategy will not seek to set out the Councils' approach to fleet vehicle charging as this is covered by Council fleet managers within the different organisations.

7.2.2. Commuter traffic contributes significantly to carbon and NO_x emissions in Oxfordshire, as well as generating significant issues of congestion around major centres of employment. A key aim for the Oxfordshire Local Transport and Connectivity Plan 5: Connecting Oxfordshire, is to reduce harmful emissions from commuter traffic by supporting sustainable alternatives such as public and active transport.

7.2.3. The Councils are each encouraging the reduction of workplace parking and actively promoting the use of public and active transport for staff and visitors. Parking is limited at many Council sites, in particular those in Oxford. Where public and active transport are not an option, the Councils have an opportunity to set an example to businesses around the county by providing EV charging for staff and visitors, where parking is already provided.

7.2.4. The Government's Workplace Charging Scheme provides a grant to support charging infrastructure at workplaces of 75% of the purchase and installation costs of a charger capped at a maximum of £350 per socket (a maximum of 40 sockets per organisation), which hundreds of companies across the UK have used to install EV chargers for their employees and fleets. The government has also legislated so that no benefit in kind liability arises for employees who charge their own electric and plug-in hybrid vehicles at work.

7.2.5. Where feasible, workplace charging installed at Council premises could also act as EV charging hubs if accessible to the public overnight – this is being considered at WODCs Council premises as part of the Park and Charge project. In this case, it may also be possible to attract investment from CPOs into concession contracts.

> **Policy EVI 5:** **The Councils will support staff and visitors to access electric vehicle charging at Council premises where appropriate**

> **Key Actions:**
>
> ✓ Where visitor parking is provided at Council sites, the Councils will explore options to license or deploy EV charging
>
> ✓ The Councils will monitor demand for staff and contractor EV charging and seek options to provide access where necessary

7.3. Charging without off-road parking

7.3.1. As shown in section 4.6, many households in Oxfordshire have no access to private off-road parking, and subsequently have limited or no access to home charging. This is a significant barrier to EV uptake for many households.

7.3.2. Without support, some drivers may attempt their own fixes; we have seen examples of EV drivers trailing cables across the public footway to charge vehicles from their homes. This presents a significant trip hazard, is detrimental to inclusive mobility and may contravene the Highways Act (1980).

7.3.3. Providing safe alternative access to EV charging for people who must park their car on the street is therefore critical to the UK's transition to EVs, and the protection of inclusive mobility for road users with additional needs.

7.3.4. Oxfordshire County Council, as the local highways authority, recognises the need to enable safe access to EV charging for residents who must park their car on the public highway, and will seek to enable the market to provide charging access to these users in a safe and responsible manner.

7.3.5. Oxford and Oxfordshire have led the UK in attempting to address this challenge; the Go Ultra Low Oxford Project led by Oxford City Council in partnership with Oxfordshire County Council was a world first, piloting technical solutions to the challenges of on-street EV charging. The Park and Charge Project (Figure 9) has enabled Oxfordshire County Council and several of Oxfordshire's District Councils to explore an alternative to roadside EV charging; the use of public car parks in residential areas to provide access to EV charging for local people without a home EV charger.

Table 4 – Feasibility of EV charging options for residents without off-road parking

Option	Impact on streetscape & mobility	Complexity & cost	Commercial Sustainability	Scalability
Off-road fast charging hubs	Nil	Medium	High	High
Cable Gullies	Low	Low	High	High
Off-road rapid & super-rapid hubs	Nil	High	Medium	Low
Street-light charging	Low	Medium	Medium	Medium
Free-standing on-street chargers	High	High	Low	Low
Rising bollards	Medium	High	Low	Low

7.3.6. Experience from these and other Oxfordshire projects provides valuable learning, which has been instrumental in designing the approach described in this strategy. Table 4 summarises performance of different charging options for those who park on the street against four key feasibility factors.

7.3.7. Key learnings from the Go Ultra Low Oxford On-street (O-GULO) project demonstrate that installing electrical on-street EV charging infrastructure is complex, time consuming and costly to install and manage. Costly electrical/data connections and maintenance create a challenging business case for investment and limited choice for local authorities and consumers, as discussed in section 6.2. The installation of EV chargers on the public highway, if not carefully managed, may also generate street clutter and create negative impacts for road users; in particular, pedestrians and those with disabilities, potentially compromising the Council's commitment to inclusive mobility.

7.3.8. Our learnings give a strong indication that where it is possible to avoid on-street electrical infrastructure by creating off-road fast charging hubs, this is desirable, and can support better use of infrastructure and a stronger case to attract private investment. The potential to provide safe access to charge an EV with a home charger using a 'cable gully' as piloted in the O-GULO project may help us to support on-street EV charging at mass scale, simply and cost effectively.

Figure 8 - Priorities for supporting charging without off-street parking
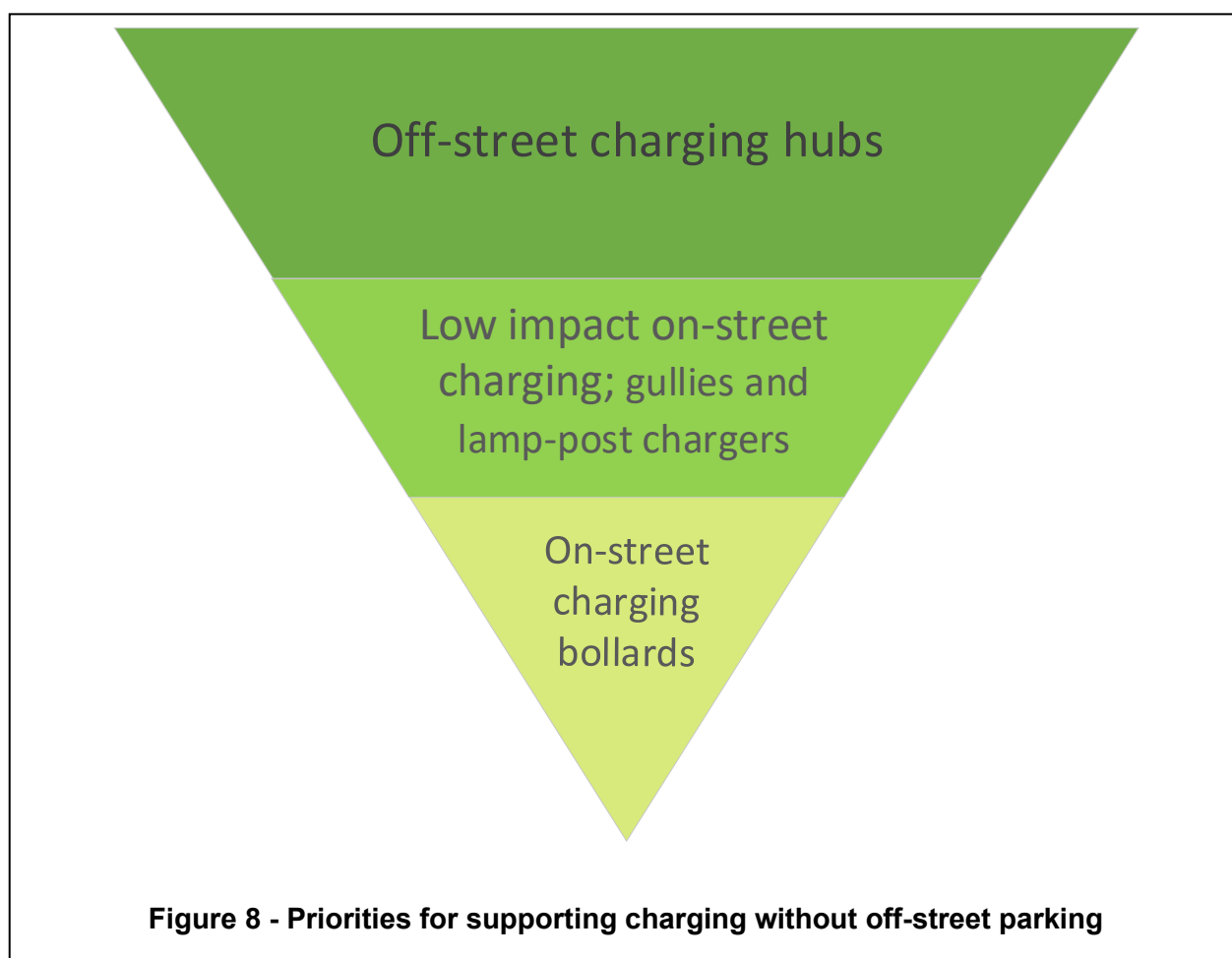
7.3.10. The Councils therefore consider that in the framework of options for supporting drivers without off-street parking, these opportunities are key priorities for deployment (Figure 8). The Councils also recognise that in some cases, there may be no alternative to providing on-street EV charger installations, and will continue to support these installations where necessary due to;

- Lack of suitable land for off-road EV charging hubs in the local area

- Disability status which would preclude an individual user from accessing an off-road charging hub.

7.3.11. A recent study by specialists in geo-spatial mapping indicates that where on-street EV charging is deployed, appropriate siting in areas of high need can reduce the number of on-street EV chargers required[xvi]. Funding for the Ox Gul-e project (Figure 10), which is investigating the feasibility of cable gullies, will enable Oxfordshire County Council to develop tailored site analysis tools to support staff making decisions on appropriate locations for on-street EV charging.

> *Policy EVI 6:   Recognising that lack of off-road parking may be a significant barrier to EV take-up, Oxfordshire County Council will promote a hierarchy of solutions to EV charging for residents, businesses and shared vehicles without access to off-road parking, which prioritises off-street charging hubs, and other solutions which avoid generating additional street clutter or surrounding maintenance and management challenges.*

Key actions:

✓ Develop and publish detailed policy for the deployment of safe, convenient and accessible chargepoints on the public highway for residents, businesses, and shared vehicles where there is no option to avoid on-street chargepoints, while considering inclusive mobility and the needs of pedestrians and other road users.

✓ Develop a scheme to license the deployment of on-street EV charging infrastructure and its ongoing management, maintenance and future-proofing, which meets the requirements of this policy by appropriate and competent organisations

✓ Develop a customer service process for the management of requests for on street EV charging, and implement a centralised database of requests to inform future deployment of EV charging hubs and on-street EV charging

✓ Work with partners to fund and deliver specific projects exploring new technologies, business models and opportunities to enable access to EV charging for residents and businesses without access to private off-road parking, for example Park and Charge, Ox Gul-e, Go Ultra Low Oxford On-street and other future opportunities

Figure 9 - Park & Charge Oxfordshire

The Park and Charge Project is an Innovate UK funded partnership involving SSE Utilities, Zeta Group and others, designed to explore a new model of providing EV charging for those without off-street parking at local 'over-night charging hubs.'

This project aims to demonstrate the potential for the over-night hub model with a pilot to install up to 280 chargepoints in Council car parks in areas where demand for on-street charging is likely to be high.

Local people will be able to use the over-night hubs at a discounted rate, before moving their car the following day, freeing up the charger for use by other drivers.

The Electric Vehicle Supply Equipment (EVSE) used will be 'fast' 7-22kWh chargers enabling them to be used at higher power during peak hours if the necessary power is available.

The model has the advantage of reducing the need for local authorities to install more chargers on the public highway, and the greater risk, cost and complexity associated with this approach.

Figure 10 - Spotlight on Ox Gul-e

Ox Gul-e is a £160,000 Innovate UK funded industrial research and feasibility project which will in will enable Oxfordshire County Council and Oxford Direct Services to build on the cable gully concept originally piloted in Oxford as part of the Go Ultra Low Oxford Project led by Oxford City Council and Oxfordshire County Council.

Current on-street EV charging infrastructure is complex, costly to install and manage. Visually unappealing, current charging points tend to clutter streets and costly electrical and data connections coupled with constant maintenance creates a weak business case for investment. This has led to limited choice for local authorities and consumers.

The project will deliver a prototype design for a purpose-built cable gully, explore how new EV charging solutions can be funded sustainably in the future, and develop the processes and policies to roll the new solution out across Oxfordshire and further afield.

8. Using the planning system

8.1. EV charging in new developments

8.1.1. Local planning policies in England are guided by the National Planning Policy Framework (NPPF)[xvii] which plays an important role in future proofing new developments. The planning system should help to shape places in ways that contribute to radical reductions in greenhouse gas emissions, and infrastructure to mitigate climate impacts and support renewable and low carbon energy and infrastructure. The NPPF states in paragraph 105.e that:

"If setting local parking standards for residential and non-residential development, policies should take into account: a) the accessibility of the development; b) the type, mix and use of development; c) the availability of and opportunities for public transport; d) local car ownership levels; and e) the need to ensure an adequate provision of spaces for charging plug-in and other ultra-low emission vehicles."

8.1.2. And in 110.e that applications for development should:

"be designed to enable charging of plug-in and other ultra-low emission vehicles in safe, accessible and convenient locations"

8.1.3. Through the planning system, the Councils have the opportunity to use their direct influence on developments to improve provision of EV charging via strategic infrastructure and transport planning, local plans, guidance and conditions.

8.1.4. The Oxfordshire District Councils currently have a variety of planning policy requirements covering climate change, air quality and zero and ultra-low emission transport. All the District Councils include statements supportive of sustainable transport and some specifically encourage improved EV charging provision. Oxford City Council's recently adopted Oxford Local Plan 2016-2036 and the emerging Area Action Plan for the Salt Cross development in West Oxfordshire also set out planning conditions for the quantity of EV chargers to be provide in new developments. These standards are set out in Policy EVI 8: below.

8.1.5. South Oxfordshire District Council's recently adopted Local Plan 2035 (Policy Trans 5) requires proposals for all types of development to be designed to enable the charging of plug-in and low emission vehicles and to provide facilities to support the take up of electric and/or low emission vehicles. Further guidance will be provided in the District's forthcoming Design Guide (Supplementary Planning Document). The Cherwell District Council Local Plan and Vale of White Horse District Council Local Plan are due for or in the process of review and the Councils are currently considering options.

8.1.6. The government has consulted on proposed changes to the English Building Regulations regarding EV charging provision in new developments, which it is believed will serve as the national minimum acceptable standard. Further details of the proposed changes can be seen in Figure 11.

Figure 11 - The Governments Proposed Changes to Buildings Regulations
In July 2019 the government launched a consultation on its proposals to set minimum requirements for EV charging infrastructure in new and existing residential and non-residential buildings. The consultation proposed the creation of a new part to the English Building Regulations requiring EV charging infrastructure in new buildings and buildings undergoing material change of use and major renovation. **Policy position: Residential Buildings** The government proposes requiring every new residential building or residential building undergoing major renovation with more than 10 car parking spaces to have cable routes for EV chargers in every car parking space. **Policy position: Non-Residential Buildings** The government proposes every new non-residential building and every non-residential building undergoing a major renovation with more than 10 car parking spaces to have one charger and cable routes for an EV charger for one in five spaces. The government proposes a requirement of at least one charger in existing non-residential buildings with more than 20 car parking spaces from 2025.

8.1.7. The quantity of EV charging proposed by the government fall below those set locally by Oxford City Council and other local authorities in the UK in their local plans. The Councils have a desire to stretch beyond these base standards to ensure new developments are future proofed for the predicted rapid uptake of EVs in Oxfordshire.

8.1.8. The Councils recognise that the quality of EV charging for residents and businesses in Oxfordshire is also critically important for EV charging infrastructure to function as desired. In section we set out the Councils' ambitions for a high quality EV charging network for Oxfordshire, and the standards we will set to enable this.

8.1.9. In some cases, developers may lack the resourcing or expertise to understand how EV charging could be implemented or funded in communal car parks. The problem may be particularly acute for registered social landlords, where budgets are constrained.

8.1.10. In order to ensure that new developments also reach these standards consistently across Oxfordshire, it is vital to provide developers and planning

officers and developers with clear and concise information on best practice and the quality standards we expect for EV charging across the county. In addition, it is important to signpost to national and local organisations which can provide guidance on low or zero capex options for EV charging deployment and provide low cost access to clean electric vehicles through electric car clubs.

8.1.11. The policies below set out the Councils' ambitions to stretch beyond the Governments proposed changes to the English Buildings Regulations, align planning policy requirements for EV charging infrastructure in local plans, and support the local planning system through development of clear guidelines on EV charging for both developers and planning officers.

> **Policy EVI 7:** *The Councils will seek to include statements and policies supportive of EV charging infrastructure and, where appropriate, references to the Oxfordshire Electric Vehicle Infrastructure Strategy in their planning standards and guidance.*

Key Actions:

✓ Oxfordshire County Council will include statements and policies supportive of EV charging infrastructure in:

o The Oxfordshire Plan 2050

o Connecting Oxfordshire: Local Transport and Connectivity Plan

o Highways Asset Management Plan and Network Management Plan

o Other relevant planning documents

✓ The Councils will collaborate to develop a Technical Advice Note for developers and planning officers which will;

✓ Share knowledge of best practise and promote the Oxfordshire Standards for EV charging deployment, on-going management, and maintenance, and future-proofing

✓ Signpost to organisations who can provide guidance on funding and delivering EV charging

✓ Promote electric car clubs in new developments

Policy EVI 8:   The Councils will benchmark nationally, and between themselves, each seeking to set minimum standards for the quantity of EV charging to be provided in developments in their planning requirements.

The standards set will seek to meet or exceed those set in the Oxford City Council Local Plan (2016-2035) which state that;

- *Where parking is to be provided, planning permission will only be granted for developments if:*

  o *Provision is made for EV charging points for each residential unit with an allocated parking space; and*

  o *Non-allocated spaces are provided with at least 25% (with a minimum of 2) having electric charging points installed.*

- *Planning permission will only be granted for non-residential development that includes parking spaces if a minimum of 25% of the spaces are provided with electric charging points.*

Key Actions:

✓ Oxfordshire County Council will include minimum standards on the quantity of EV charging points to be provided in new developments in the Oxfordshire County Council Street Design Guide and Oxfordshire Parking Standards.

✓ The District and City Councils will include minimum standards on the quantity of EV charging points to be provided in Local Plans when these are reviewed; and Supplementary Planning Documents and Air Quality Action Plans if appropriate to provide additional detail.

Policy EVI 9:   The Councils will seek to provide support and guidance on EV charging provision to Town and Parish Councils, and other groups writing Neighbourhood Plans

Key Actions:

✓ Oxfordshire County Council will include guidance on EV charging and links to the OEVIS and on-street EV charging policy in the Oxfordshire County Council Neighbourhood Planning Guide

✓ The Councils will respond to queries from those preparing Neighbourhood Plans in order to share knowledge of best practice for EV charging infrastructure.

8.2. EV charging in historic areas

8.2.1. Installing an EV charger at an existing private property or in car parks, is generally classed as permitted development under the General Permitted Development Order[xviii]. For on-street parking, the General Permitted Development Order grants planning permission to development by local authorities including EV charging[xix].

8.2.2. These permitted development rights can be suspended in designated conservation areas by means of an Article 4 Direction, and do not apply in the curtilage of a listed building or Scheduled Monument. Those wishing to install an EV charger at a listed building or in a designated conservation area may need to apply for listed building consent. If restrictive Article 4 directions were introduced in Oxfordshire, this could impact significant areas of the county (see Table 5 below) potentially creating significant challenges for:

- Residents wishing to install home EV chargers

- The deployment of on-street EV charging infrastructure, and EV charging in public car parks.

Table 5 - Listed buildings and conservation areas in Oxfordshire

Local Authority Area	Listed Buildings	Conservation Areas
Cherwell	2300	60
Oxford	1500	18
South Oxfordshire	3500	72
Vale of White Horse	2000	52
West Oxfordshire	3254	51
Oxfordshire Total	12554	253

8.2.3. There are no current Article 4 directions specific to EV chargers in conservation areas in Oxfordshire. However, management of street furniture is noted as an important factor in several of Oxfordshire's conservation areas. As charger infrastructure becomes more common, there may be a need or desire to manage EV charging in historic areas in order to protect their appearance and character. In response to the needs of local authorities, the market is developing more varied and elegant designs, some specifically tailored to blend in with a historic environment; in Oxford the GULO project piloted a charging socket installed into a heritage style bollard[xx].

> ***Policy EVI 10:*** *In order to manage the impact of EV chargers without restricting access to EV charging, the Councils will define and communicate the design features of EV chargers which will have the most positive impact on the character of our cities towns and villages, and ensure that where there are specific heritage conservation needs, these are met by the charging equipment deployed.*

Key Actions:

✓ The Councils will collaborate to develop an information sheet for officers and the public giving examples of EV charging equipment used around the UK in conservation areas and on or near listed buildings, and signposting to guidance from organisations such as Historic England.

✓ Where there are any local heritage concerns for the Councils, the proposals for the EV Infrastructure will be carefully assessed in relation to its immediate setting and surroundings and its impact on streetscape quality. Any harm will be weighed against public benefit in accordance with local planning policies and the NPPF

✓ Where Article 4 directions in conservation areas are introduced to manage EV charger installation, Oxfordshire County Council will require all EV charging infrastructure deployed on the public highway to meet local planning requirements for heritage conservation.

9. Influencing others

9.1. Commercial car parks

9.1.1. As identified in section 7.1, the have a pipeline of planned EV charging projects, and will commit to convert 7.5% of the county's 14,000 local authority owned/managed off-road car park spaces to EV charging spaces with 7-22kW chargers. This will make a significant contribution towards providing for Oxfordshire's EV charging needs, but will still leave more EV charging point equivalents required to future-proof for the demand predicted in section 6.1.

9.1.2. Using the EU recommended ratio of chargers as a benchmark, we can see that to meet the predicted demand for over owners and managers of other car parks also need to deliver EV charging.

9.1.3. Public car parking at large retailers, supermarkets, shopping centres and transport hubs such as railway stations present an opportunity to provide EV charging for users of these amenities, and like car parks owned by local authorities, could provide vital support with EV charging for those unable to charge an EV at home or off-road at business premises. Across the UK, commercial organisations are installing rapid and fast charging at many of their

sites[xxi], including a large scale EV charging hub with 50 fast EV chargers at the Westgate Centre in Oxford. A review of EV charging at UK supermarkets from 2017 indicated that on-site EV charger deployment was increasing amongst supermarket retailers[xxii], since then several large companies have announced plans to boost EV charging at their stores across the country in the last 3 years[xxiii]. Other commercial organisations such as pub and restaurant chains and hotels are also beginning to offer EV charging to customers[xxiv]. However, many smaller, locally based companies are equally well located to provide EV charging, but lack the resourcing or funds to take up the opportunity.

9.1.4. The Councils also have established relationships with organisations such as OXLEP, the Low Carbon Hub and Oxfordshire Greentech, which could be leveraged to encourage workplace EV charging in Oxford and more widely across Oxfordshire. The latter two organisations already work with commercial organisations across Oxfordshire to deliver low carbon infrastructure and renewables projects and have established relationships with many organisations keen to support EV charging.

9.1.5. Funding opportunities from the government may enable future projects to take place in partnership with businesses and landowners which could support resourcing at the Councils to deliver this engagement and the potential projects.

9.1.6. EV charging provided by commercial organisations for their customers is a useful step towards supporting those drivers who already have access to a charger at home, but significantly greater benefits could be realised if those charger assets were made available to local people without access to off-road EV charging at home.

9.1.7. As discussed in section 7, the Park and Charge project is piloting the dual use of EV charging hubs in car parks for both destination charging and as overnight EV charging hubs, providing evidence which could help to influence owners or managers of private car parks to provide more public EV charging, and to open it up to local users outside of regular customer hours.

> **Policy EVI 11:** **The Councils will seek opportunities to encourage organisations, businesses and other owners of commercial public and customer car parks to deploy public EV charging infrastructure where it is appropriate**

Key Actions:

✓ The Councils will seek opportunities to signpost commercial organisations and businesses to local and national partner organisations to promote the deployment of EV charging in commercially owned car parks.

✓ The Councils will seek funding opportunities to support resourcing of engagement with commercial organisations to encourage EV charging in privately owned car parks.

✓ Oxfordshire County Council will disseminate learning from the Park and Charge project to encourage the suitable development of overnight EV charging hubs in commercially owned car parks.

✓ EV charging infrastructure in commercial car parking at new developments will be required through the development planning process as per Policy EVI 8

9.2. Communal residential car parks

9.2.1. Existing high-density housing developments often have communal parking areas for residents. These are usually separated from individual households, preventing residents installing home EV chargers or accessing the governments home charging grant. Residents who have contacted the Councils for support with EV charging indicate that in some cases housing management companies or landowners may lack the resourcing or expertise to understand how EV charging could be implemented or funded in communal car parks. The problem may be particularly acute for registered social landlords, where budgets are constrained.

9.2.2. As described in section 4.5, car clubs offer an opportunity to give wider access to clean vehicles, and reduce private car ownership in residential areas, which applies equally to both new and existing development.

9.2.3. Through our established relationships with OXLEP, the Low Carbon Hub, Oxfordshire Greentech and others, the Councils could encourage and signpost owners and managers of housing stock to available and affordable options to support tenants and leaseholders with EV charging and affordable access to clean vehicles in Oxfordshire.

9.2.4. Funding opportunities from the government may also enable future projects to take place in partnership with owners and managers of housing stock which could support resourcing at the Councils to deliver this engagement and potential future projects.

> **Policy EVI 12:** **The Councils will explore opportunities to encourage owners and managers of housing stock of all types of tenure to deploy EV charging infrastructure for residents where it is appropriate**

Key Actions:

✓ The Councils will seek opportunities to signpost owners and managers of housing stock to our existing partner organisations to promote the deployment of EV charging and electric car clubs in communal residential car parks across all types of tenure.

✓ The Councils will seek funding opportunities to support resourcing of engagement with owners and managers of housing stock to encourage EV charging in privately owned car parks and electric car clubs in communal residential car parks across all types of tenure.

✓ EV charging infrastructure in residential car parking at new developments will be required through the development planning process as per Policy EVI 8

9.3. Workplace & business charging

9.3.1. As discussed in section 7.2, workplace EV charging, provided where public and active transport is not an option, can support commuters to switch to EVs. Workplace charging can also support businesses to switch their fleets to EVs.

9.3.2. The Councils have committed to take steps to support EV charging for visitors and staff at their own sites, but as some Councils provide very limited parking for staff, other employers across Oxfordshire must act on commuter emissions.

9.3.3. In order to further support reduction in commuter transport emissions, the Councils can act to encourage employers across Oxfordshire who provide workplace parking to offer EV charging for their staff and visitors; Workplace charging can support drivers without off-street parking at home, and can enable plug-in hybrid and range extender drivers to travel further within the electric zero emissions capability of their vehicle.

9.3.4. Oxford is the largest employment centre in Oxfordshire, attracting 45,000 private cars to the morning rush hour daily[xxv]. As part of Connecting Oxfordshire, Oxfordshire County Council and Oxford City Council are working together to develop and implement Connecting Oxford, a plan to transform public transport, walking and cycling in Oxford, including better connectivity to places of work. This will be achieved by reducing traffic levels in Oxford, prioritising bus movements and investing in new services, and freeing up more road space for pedestrians and cyclists. Less traffic and more people using public transport and active travel modes will also have air quality benefits. Included in this is improved air quality, by reducing the number of cars travelling into and around the city and encouraging more people to travel by public transport, and active transport. The proposals

include traffic filters across the city and a workplace parking levy (WPL) in the city's Eastern Arc - an area outside the city centre that links parts of north Oxford, Marston, Headington and Cowley. Those affected by the proposed WPL, including employers and their employees, could directly benefit from investment in new bus services, grants for onsite sustainable travel improvements, parking management, discounts on bus fares, park & ride buses and parking.

9.3.5. The Oxfordshire County and Oxford City Councils are currently developing a business case required to assess the full impacts of the proposals. Extensive public and stakeholder engagement and consultation is also planned to help develop and refine the Connecting Oxford proposals, with implementation currently programmed from 2023. have endorsed a full feasibility study for the introduction of the Connecting Oxford transport proposals. This feasibility study and the proposals of Connecting Oxfordshire presents direct opportunities to engage employers and encourage more workplace EV charging infrastructure in the city.

9.3.6. As described above in section 9.1, the Councils also have relationships with organisations such who are well equipped to encourage and provide support for businesses wishing to install EV charging for staff and visitors.

Policy EVI 13:	*The Councils will explore opportunities to encourage uptake of EV charging at workplaces and business premises where it is appropriate*

Key Actions:

✓ Oxfordshire County Council will explore opportunities to encourage uptake of EV charging at workplaces through the developing transport plans for Oxfordshire, including through engagement with employers on the Connecting Oxford plan.

✓ The Councils will seek opportunities to signpost commercial organisations and businesses to our existing partner organisations engage to promote the deployment of EV charging in workplace car parks.

✓ The Councils will seek funding opportunities to support resourcing of engagement with commercial organisations to encourage EV charging in workplace and business premises car parks.

✓ EV charging infrastructure in workplace car parking at new developments will be required through the development planning process as per Policy EVI 8

9.4. Rapid charging on the strategic road network

9.4.1. The UK has one of the largest, and most comprehensive rapid networks in Europe including more than 3,500 rapid chargers [xxvi,xxvii.] The government wants to encourage and leverage private sector investment to build and operate a self-sustaining public network including rapid charging. To meet long-distance, en-route rapid charging requirements, and maximise carbon emission reductions, the number of rapid chargers located near the major roads network needs to expand to 1,170 by 2030[xxviii.]

9.4.2. Highways England are the responsible authority for managing the deployment of rapid EV charging at sites on the strategic road network, including Oxfordshire's strategic road network such as the A34 and M40. The organisation has recently been awarded funding from the government and announced its commitment to ensure 95% of its motorways and major 'A' roads are within 20 miles of a charge point by the end of 2020.

9.4.3. However, there are still few public rapid or ultra-rapid chargers at sites on the strategic road network in Oxfordshire: as shown in section 4.2, only 8 are located at service or fuel stations close to major roads in the county.

9.4.4. Oxford City Council are developing a rapid and ultra-rapid charging hub at the Redbridge Park and Ride site, close to the A34 in Oxford, which will significantly boost access to high-speed EV charging for users in the county travelling via Oxford. Further rapid charging close to major roads is still required to support more rural communities and travellers in other parts of the county (see Figure 13).

9.4.5. Oxfordshire County Council has an established relationship with Highways England as the highway authority for the A34 and M40 in Oxfordshire, and with the Office for Low Emission Vehicles, and may be able to make the case for encourage deployment of rapid and ultra-rapid EV charging funded by Highways England at sites in Oxfordshire.

9.4.6. As the Highway authority for Oxfordshire, Oxfordshire County Council also has responsibility for highways land assets, including important link roads across the county and their associated lay-bys. Some of these lay-bys are large and underutilised, giving them potential for use as rapid charging stops where grid connections and space allow.

> **Policy EVI 14:** The Councils will seek to improve the availability of rapid and ultra-rapid EV charging on and near the strategic road network and important link roads across Oxfordshire

Key Actions:

- ✓ The Oxford City Council ESO project will be delivered to meet the need for rapid and super-rapid charging for residents, businesses and travellers in and around Oxford.

- ✓ The Councils will engage with HM Government departments and agencies responsible for the roll out of EV charging infrastructure on the strategic road network.

- ✓ Oxfordshire County Council will explore options to engage the market in assessing the potential use of large laybys and other highways land assets such as Park & Rise sites for rapid and ultra-rapid EV charging across Oxfordshire.

Figure 12 - Spotlight on Energy Superhub Oxford

Oxford City Council is part of **Energy Superhub Oxford (ESO)** a £41m project to trial the world's largest hybrid battery technology in the city to support rapid and ultra-rapid EV charging, and low-carbon heat networking.

The project will see the trialling of the 50MW hybrid battery system, connected to the Cowley substation in Oxford, and will both store and re-supply electricity directly back to the grid. The battery will store and deliver power to electricity suppliers and will help to balance the local requirements for National Grid by storing electricity at times of low demand and re-supplying at peak demand. The technology will be able to shift the demand to periods of low prices, minimise bills and overcome local network constraints.

The project will enable the use of spare capacity energy to power an EV 'superhub' at the Redbridge Park and Ride site, helping to minimise the impact of large scale rapid and ultra-rapid charging on the grid. Technology from the battery will optimise time-of-day charging, with capabilities for overnight charging.

Public chargers to be installed under the project include:
- Over 20 rapid and ultra-rapid EV chargers
- At least 10 fast (22kW) chargers at the Redbridge site and another 10 at Seacourt Park and Ride.

The funding will also support the Council to work with a partner offering a 'Trial before you Buy' programme for Hackney Carriage Vehicle drivers in Oxford, and support the council in converting its fleet to electric.

Page | 44

10. Securing open, accessible and reliable EV charging

10.1. National legislation, standards and quality challenges

10.1.1. National and European standards give minimum quality and safety standards for EV chargers, their installation and the interface with customers.

10.1.2. The standards are set out in European and UK legislation, regulations and standards, and are adhered to by professional manufacturers, installers and operators of EV charging infrastructure. Table 6 gives a high-level description of some of the key standards, and a comprehensive review can be seen in Annex 3.

10.1.3. Any chargers funded by OLEV On-street Residential Charging Scheme (ORCS), or Workplace Charging Scheme must also meet further specific requirements.[xxix],[xxx]

10.1.4. These are the minimum baselines which all EV charging must meet. However, reliability, ease of use and access, and the customer experience continue to be a concern for users.

10.2. Reliability

10.2.1. Reliability of EV charging has improved since the first wave of EV infrastructure funding saw first-generation chargers installed under the governments plugged-in places schemes, but consumers still rate reliability as their overriding consideration[xxxi], and 21% of public EV charging network users have had negative experiences when using the charging network[xxxii].

10.2.2. Technical standards for equipment which reach above and beyond those set at the European or national minimum levels can help to increase the reliability of EV charging equipment. Chargers which enable remote fixes to technical failures reduce the need for engineer callouts and thus 'downtime' for EV chargers, and modular design which allows a section of the charger unit to be replaced, rather than a small component or the entire unit, can speed up repairs when an engineer is needed.

10.2.3. Reliability of EV chargers is also strongly linked to their operation and maintenance. To ensure that chargers function as desired, they must be operated and regularly maintained by a competent contractor. Experience from GULO projects show that where this is not the case, incidence of charger failure and safety breaches are high.

10.2.4. Well-designed and thorough contractual arrangements for maintenance and operation of charging points by a competent contractor are necessary to meet customer needs and avoid poor reliability of charging networks. Resources for the management of contracts or licences to operate EV charging equipment are also essential to ensure that operators meet their obligations[xxxiii].

10.2.5. A plan for the renewal of assets at the end of their lifetime is also critical to ensuring the reliability of the network continues as technology changes and improves.

Table 6 - Key Regulations & Standards

Legislation, regulation standard	High-Level Description
The Alternative Fuels Infrastructure Regulations 2017	Key requirements which are not already captured in other standards: • Infrastructure operators must provide to any person ad-hoc access to charge • Equipment must incorporate an intelligent metering system
Autonomous and Electric Vehicles Act 2018	Gives the government powers to impose regulations on: • Public charging or refuelling points: access, standards and connection • Provision of specific information for users of public charging or refuelling points • Transmission of data relating to charge points
OCPP Open Charge Alliance Open Charge Point Protocol	Open industry standard that enables charger sellers and network operators to "mix and match" interoperable hardware and software: • Compliant hardware can be used across a range of different cloud based back end software. • All chargers should be OCPP 1.6+ compliant.
Electricity Safety, Quality and Continuity Regulations (ESQCR)	Statutory legislation that governs the supply of electricity to users: • All installations must comply. • Relevant elements for the EV charger installer are interpreted into BS7671.
BS7671:2018 (+A1:2020) Electrical Installations (IET Wiring Regulations)	The UK standard to which all electrical installations must conform. • The 18th Edition IET Wiring Regulations contains important new information for all electrical installers and engineers. • Section 722 relates specifically to the installation of EV supply equipment.
IET Code of Practice for EV Charging Equipment Installation 4th Edition	An overview of EV charging equipment installation considerations on: • Physical installation requirements • Relevant electrical installation requirements of the updated BS 7671:2020 • Specific requirements when installing EV chargers in locations such as dwellings, on-street, commercial and industrial premises.
BS 8300: 2018 Design of an accessible and inclusive built environment.	Standards for accommodating users with the widest range of characteristics and capabilities: • Defines the height from the ground of the socket outlet (also stated in BS7671 & IET CoP) • Includes clearances for wheelchairs around street furniture.

10.3. Instant access

10.3.1. The early development of the UK public EV charging market led to the creation of 'closed' EV charging networks, where access to charge was limited to subscribers or members. In the United Kingdom, EV drivers carry on average 3.19 charging network cards. Open access to roam across networks with a single card is seen as an important point for future improvements to the EV charging network by consumers[xxxiv].

10.3.2. The government has taken steps to increase access to EV charging on an 'ad hoc' basis via the Alternative Fuels Directive which demands that infrastructure operators provide to any person ad-hoc access to charge without need for a membership. The easiest interpretation of this is to allow credit/debit card payments, and some operators are now enabling contactless or NFC payment (Apple Pay, Google Pay etc.), but many other charging networks are slow to deploy these technologies unless they are specifically requested. Some operators have made the case that if their App can be downloaded at any time and a driver can then immediately access the charger once they have setup up the App, then this can be considered ad-hoc access. However, this requires access to a smart phone and makes ad hoc charging more time consuming and complex than many consumers prefer.

10.4. Charging standards for Oxfordshire

10.4.1. Oxfordshire's ambitions for an EV charging network include creating a truly open network, which ensures easy, consistent access to anyone wishing to use a charge-point across Oxfordshire. To achieve the high quality EV charging network we are striving for, the Councils have collaborated to develop a set of minimum standards for EV charging equipment deployed on-street and in local authority car parks, which will also form the basis of advice for advice on EV charging in new developments.

Policy EVI 15: *The Councils will encourage the deployment of a high quality, reliable, open, value for money, future-proofed and truly instant access EV charging network for Oxfordshire by setting high standards which seek to reach 'above and beyond' minimum legal requirements*

Key Actions:

✓ Procure, license or otherwise deploy only EV charging which meets or exceeds the national standards and the Oxfordshire EV Charging Standards detailed in Annex 3: EV Charging Standards

✓ Review the Oxfordshire EV Charging Standards on a regular basis and as technologies and business models develop.

✓ Seek the best value for users by using the procurement and licensing processes to encourage CPOs to offer opportunities to benefit target groups, such as those

who must park on the street, taxi drivers and operators, or other businesses through different rates for EV charging over-night and during daytime hours, or other measures which incentivise take up amongst target groups.

✓ Encourage developers, and other stakeholders to meet or exceed the same standards when deploying EV charging infrastructure through planning guidance and wider engagement.

11. Powering EV charging for the future: Managing energy impacts

11.1. Impacts on the grid

11.1.1. EV charging relies on energy supply through connection to networks or lighting circuits, generating challenges in connecting EV chargers and providing sufficient power to operate.

11.1.2. Rapid charging hubs and ultra-rapid charging take huge amounts of energy out of the grid at busy times, which can lead to expensive upgrading of the local electrical grid, including new substations or transformers. Neither rapid or ultra-rapid charging can be considered truly 'smart'; the chargers are controlled by and communicate with a back office, but due to their nature of delivering large amounts of energy very quickly there is limited opportunity to manage the delivery of energy across off-peak hours in order to protect the grid. Even fast charger installations can require upgrades or reinforcement of networks in areas where the local network can only support small increases. The cost of these works can be prohibitive.

11.1.3. The My Electric Avenue report for SSE concluded that without managed charging, EVs could cost £2.2 billion in UK grid infrastructure[xxxv]. Traditionally, these findings would mean the replacement of underground cables in the public highway.

11.1.4. However, the government has recognised that the previous system of centralised generation of electricity transported through to the end user is changing to a more decentralised system[xxxvi] with increasing levels of low carbon and renewable generation, often connected at the local distribution network and behind the meter.

11.1.5. EVs necessarily reduce CO_2 and other harmful emissions from the tailpipe, positively benefitting the drive to reduce transport emissions. These environmental benefits can be increased if upstream carbon emissions are also tackled when EVs are charged from renewable sources.

11.1.6. To enable these changes in generation and minimise the need for conventional network reinforcement, the system is adapting to become more flexible and smarter in order to better manage the new flows in power. The

Oxfordshire Energy Strategy[xxxvii], developed by OxLEP in partnership with all local Councils, University of Oxford, Low Carbon Hub, the Distribution Network Operator and other stakeholders, and endorsed by the Growth Board in November 2018, sets objectives to:

- secure a smart, modern, clean energy infrastructure which will support planned housing, industrial and commercial growth.

- Lead nationally and internationally to reduce countywide emissions by 50% by 2030, on 2008 levels, and set a pathway to achieve zero carbon growth by 2050

11.1.7. EVs could offer new opportunities for the power system as part of this smarter, cleaner and more flexible energy system for Oxfordshire system. Projects such as the Energy Superhub Oxford, Local Energy Oxfordshire and Vehicle to Grid Oxfordshire are already examining the part EVs could play in Oxfordshire. The EV Infrastructure Strategy has a role in ensuring that our EV infrastructure supports the aims of the Energy Strategy, minimises negative impacts on the electrical grid and is ready to respond to the learning generated in the county.

11.2. Smart EV charging

11.2.1. Smart charging, during off-peak periods and when demand and network congestion is otherwise low, means consumers can potentially benefit from cheaper pricing when charging, avoid triggering future network reinforcement, use their EVs to power their homes or businesses or sell energy back to the grid [xxxviii].

11.2.2. Since 2019 all government funded charger installations must have smart functionality. The Automated and Electric Vehicles Act (2018) also gave government the powers to ensure that all chargers sold or installed in the UK will have smart functionality.

11.2.3. In deploying or licensing privately funded EV charging infrastructure in Oxfordshire, the Councils have opportunities to require charger operators to meet the same standards set by government for smart charging. The Councils also have the opportunity to guide developers deploying EV charging to opt for smart chargers though planning advice and the proposed technical advice note to be developed.

11.3. Renewable energy, on-site renewable generation and storage

11.3.1. As the UK energy network continues to decarbonise, and charge point operators increasingly commit to buying energy from renewable sources, these upstream carbon emissions will naturally reduce. The ESO project demonstrates the potential for large scale storage to support the grid, but other projects across the UK have also made use of smaller scale battery storage, stand-alone or combined with on-site photo-voltaic generation to support EV charging.

11.3.2. The Councils could increase the use of renewables in the EV charging network, and mitigate against challenges in energy supply, by promoting the installation of on-site renewable generation and storage where EV chargers are deployed in significant numbers.

11.3.3. Designing developments with sufficient and appropriately located lower power EV charging equipment from the outset, with sufficient energy capacity to meet predicted future demand, will help to manage grid impact, meeting the EV charging infrastructure needs of residents and businesses now and in the future, efficiently and cost effectively.

11.3.4. Where properties have access only to unallocated parking on the public highway, the government wishes to encourage the use of integrated street-lighting and EV charging to avoid street clutter. Historically, street lighting circuit designs and power capacity have not been required to take into account the need for additional load from EV charging. New developments using traditional processes to design street lighting without consideration of EV charging will require costly and complex retrofitting to meet the energy demand of EV charging. This can be avoided by designing in and ensuring adequate power capacity for EV charging from the outset. Exemptions to the above requirements may be made for specific sites where planning restrictions apply.

> **Policy EVI 16:** **The Councils will seek to increase the emissions reduction benefits of electric vehicles, and mitigate the impact of EV charging infrastructure on the local and national grid by encouraging and promoting the use of renewable energy for EV charging, encourage 'off-peak' use of EV chargers, and exploring technical options to manage grid demand from EV charging infrastructure.**

Key Actions:

✓ The Oxfordshire Standards set by the Councils for EV charger quality will include requirements for EV chargers to have smart functionality in line with government funding standards.

✓ Where it is feasible, the Councils will explore technical options to support grid management and greater reductions in transport emissions such as on-site renewable generation and energy storage.

✓ The Councils will encourage developers to consider the use of on-site generation and storage to support EV charging through the jointly developed Technical Advice note on EV charging in new developments.

✓ The Councils will set parking policies which encourage use of EV charging infrastructure in Council car parks and on the highway over-night and at other 'off-peak' times as per Policy EVI 4:

12. Promoting EVs and infrastructure

12.1.1. Given that EVs are still a relatively new phenomenon, a broader challenge beyond public charger infrastructure is the level of information and general understanding that people have regarding EVs. The Councils recognise that they are able to contribute towards information provision to help overcome this.

12.1.2. Increasing knowledge, understanding and experience of EVs can help break down the barriers to EV ownership, challenge perceptions, and give people the encouragement and reassurance they need to make the shift to a cleaner vehicle[xxxix]. Awareness of available EV charging infrastructure is also a factor in driving EV adoption[xl]. The Councils have opportunities to use their existing online presence to signpost current and potential EV drivers toward existing sources of information on chargers, and to use resources from our projects to promote EVs and a cleaner transport choice.

12.1.3. As part of the Park and Charge project, Oxfordshire County Council is spending £150,000 on a county-wide communications and education package to engage Oxfordshire residents as well as visitors and commuters to the area. This communications campaign will go beyond simply promoting the Park and Charge project and charging hubs, and will communicate much more widely about Oxfordshire's transition to EVs as a lower-carbon and cleaner way to travel. Oxfordshire County Council will work very closely with the district councils, as well as with other local initiatives such as Energy Super Hub Oxford, EV car clubs, car dealerships and local community action groups to promote the local initiatives and resources that are combining to make EVs more accessible within Oxfordshire.

12.1.4. In October 2020, Oxfordshire County Council launched an online survey to gain a greater understanding of local people's knowledge, experiences, attitudes and intentions around the use of electric vehicles and charging facilities in the area. This has provided essential insights to help effectively target communications and create the impactful messaging needed to unlock barriers and successfully steer people towards choosing electric vehicles in Oxfordshire. The survey will be repeated in late 2021 to evaluate success of the Park and Charge communications activities and inform future messaging to maintain/gather momentum in the future.

Policy EVI 17: *The Councils will promote information about public EV charging in Oxfordshire, and awareness of the benefits of EVs to the public through their online and other communications channels*

Key Actions:

- ✓ The Councils will promote EVs and awareness of EV infrastructure in Oxfordshire through the Park and Charge project public communications and engagement campaign, ensuring communications regarding other current EV infrastructure projects are closely linked.

- ✓ The Councils will seek to provide the public with information on public EV charging in Oxfordshire via their online communications channels, signposting to national sources of information where relevant (i.e. zap-map and government information sources).

- ✓ The Councils will seek opportunities to promote their activities around EVs and EV charging infrastructure where appropriate through project communications and other appropriate channels.

13. Annex 1: Stakeholders

13.1. The Oxfordshire Energy Strategy Steering Group Members

A member steering board made up of representatives from each of the Council's has been engaged in the development of this strategy:

Name	Council Role
Cllr Yvonne Constance	Oxfordshire County Council Cabinet Member for Environment (including Transport)
Cllr Dan Sames	Cherwell District Council Lead Member for Clean and Green
Cllr Tom Hayes	Oxford City Council Cabinet Member for Zero Carbon Oxford
Cllr Caroline Newton	South Oxfordshire District Council Climate Emergency Advisory Committee Member
Cllr Catherine Webber	Vale of White Horse District Council Cabinet Member for the Climate Emergency and the Environment
Cllr David Harvey	West Oxfordshire District Council Cabinet Member for Climate Change

13.2. External organisations represented at workshops

Town Councils, Parish Councils and Community Groups		
Adderbury Parish Council	Eynsham Parish Council	Souldern Parish Council
Bampton Parish Council	Faringdon Town Council	South Oxford Community Association
Banbury Town Council	Garsington Parish Council	Thame Green Living
Bicester Town Council	Henley-on Thames Town Council	Thame Town Council
Charlbury Town Council	Kennington Parish Council	Wallingford Town Council
Deddington Parish Council	Kidlington Parish Council	Witney Town Council
Didcot Town Council	Little Coxwell Parish Council	

Charging Industry Stakeholders
EB Charging
EZ Charge
JojuSolar
Urban Electric

14. Annex 2: Evaluation of charging options for residents without private off-road parking

Option	Streetscape & Mobility Impact	Complexity & cost of deployment	Commercial Sustainability	Scalability
Off-road fast charging hubs	**Nil** ▪ Avoids street clutter	**Medium** ▪ High density installations enable efficiencies ▪ Reduced interaction with utilities and parking regulations: deployment less complex	**High** ▪ Multiple charger installations enable cost savings ▪ ORCS funding can be accessed ▪ Use by residents and car park visitors generates higher usage and income ▪ Opportunities for private investment and concession agreements	**High** ▪ Opportunities to deploy in publicly or privately owned car parks
Cable Gullies	**Low** ▪ Integrates well into existing streetscape	**Low** ▪ Low tech and simple: reduces costs of installation significantly	**High** ▪ Potential for self-funding by residents ▪ Low maintenance requirements mean very low ongoing costs	**High** ▪ Very few limitations on where cable gullies can be deployed
Off-road rapid and super-rapid charging hubs	**Nil** ▪ Avoids street clutter entirely	**High** ▪ Multiple charger installations can enable efficiencies in deployment ▪ Reduced interaction with utilities and parking regulations makes deployment process less complex ▪ High power needs of rapid and super-rapid charging can create complexities and significant costs in securing power supply	**Medium** ▪ Higher usage across groups generates greater income for operator ▪ This is balanced by significant upfront costs for installation ▪ Opportunities for private investment and concession or hosting agreements with landowners	**Low** ▪ Suitable sites with appropriate power supplies are challenging to secure ▪ High numbers of rapid and super-rapid chargers generate significant challenges for local and national electrical grid

Street-light integrated charging	**Low** ▪ Integrates well into existing streetscape	**Medium** ▪ Relatively simple installation ▪ ORCS funding can be accessed.	**Medium** ▪ Low cost of technology and installation ▪ CPOs moving away from concession models including maintenance	**Medium** ▪ Deployment limited to areas where street-light position is at leading edge of footway ▪ Deployment limited by lighting network capacity
Free-standing on-street charger bollards	**High** ▪ Generates street clutter from charger pillar and electrical supply cabinet	**High** ▪ Dedicated electrical supply is required ▪ Low density installations: cost savings cannot be realised ▪ ORCS funding can be accessed	**Low** ▪ Higher costs of installation and low utilisation mean that residential on-street locations are less commercially viable in the near term (5-10 years) ▪ CPOs moving away from concession models including maintenance	**Low** ▪ Deployment limited by grid capacity and pavement width ▪ Lack of commercial sustainability means operators by be reluctant to install in areas likely to see low usage without subsidy
Rising bollards	**Medium** ▪ Stored below pavement surface when not in use. ▪ Some clutter impact when in use	**High** ▪ Deep excavation required, generating complexity with existing utilities and archaeological sites ▪ Dedicated electrical supply is required ▪ Costs are higher for installation. ▪ ORCS funding can be accessed	**Low** ▪ Higher costs of installation and low utilisation mean that residential on-street locations are less commercially viable in the near term (5-10 years) ▪ Charger operators moving away from concession models including maintenance	**Low** ▪ Deployment limited by grid capacity, pavement width and underground utilities ▪ Lack of commercial sustainability means operators by be reluctant to install in areas likely to see low usage without subsidy

15. Annex 3: EV charging standards

15.1. EV charger types

Slow charging at 2.4-3kW AC is most useful in home or workplace settings, where the user can charge over a longer period, and can be carried out with a standard 3-pin plug. However, it is not recommended for regular use as the UK domestic plug and socket connection was not designed for continuous loads of 10-13 amps as used by an electric car. Charger sockets of up to 5kW can also be integrated into existing electrical assets on the street, such as lighting columns.

Fast charging can range from 7.4 kW to 22kW AC is the most common type of EV charging, suitable for home, workplace, destination and on-street EV charging. Most public EV charging infrastructure is 7.4 kW though more modern chargers may be able to achieve 22kW. It should be noted that domestic household chargers are only able to deliver the lower end of this range as higher rates require 3-phase energy supply. Fast chargers can be wall or floor mounted, and most are 'smart'; able to communicate with a charger management system or 'back office' and manage the time and rate of charging to minimise the impact of EV charging on the electrical grid[xli].

Rapid charging occurs at 43kW and 50kW, and typically provides an 80% charge in 30 to 60 minutes. Units can usually supply AC (43kW) or DC (50kW) energy but not always both at the same time. Rapid charger units are most often floor mounted, larger than fast chargers and have tethered cables for each of the three vehicle input sockets used for rapid charging EVs. Rapid charging is most suitable for en-route charging and workplace charging where rapid delivery of energy is required to complete a journey or enable continued use of commercial vehicles such as delivery vans or taxis. It can also provide a useful back up for domestic users when EV charging at a slower speed is not available or feasible. Rapid charging is often seen at motorway service stations.

Ultra-Rapid charging occurs at rates above 50kW, and is only provided via DC. Ultra-rapid charging is limited by the small number of EVs in the UK which can accept charging at this level of power, however it is likely that in the future, ultra-rapid charging will replace rapid charging as the most suitable for en-route and business needs. Tesla provided the first ultra-rapid charging in the UK and others are now providing chargers which can supply energy at up to 350kW though the range of 100-150kW is more typical. Most manufacturers use one of two standard input sockets; CCS or CHAdeMO.

Table 7 gives details of EV charging types, connection types and site suitability (adapted from UK EVSE Procurement Guide, UK EVSE 2019)

Table 7- EV charging types, connection types and site suitability (adapted from UK EVSE Procurement Guide, UK EVSE 2019

Charging Type	Power Output (Kw)	Approximate time to full charge*	Miles of range per 20 minutes of charging**	Charger Socket Type	Suitable Locations
Slow	2.4-3.4 kW AC	16 Hours	2.4-3	Standard Three Pin Plug	Home*** and workplace (adhoc/emergency use)
	3.7-5 Kw AC	13.5 hours	2.7-7	Seven Pin 'Type 2' Plug	Specialist lamp column charging – on street
Fast	7-11Kw AC	5-7.5 hours	3.7-11	Seven Pin 'Type 2' Plug or tethered lead with Five Pin 'Type 1/J1772' Plug or Seven Pin 'Type 2' Plug	Home***, workplace, on street, public car parks
	11-22 Kw AC	2.5-4.5 hours	11-22		
Rapid	43Kw AC	45 minutes (to 80%)	43	Tethered lead with Seven Pin "Type 2" Plug	Workplace, en-route at motorway service stations, charging hubs, public car parks, on-street for specific use cases.
	50 Kw DC	35 minutes (80%)	20-50	Tethered lead with Heavy Duty 'JEVS G105' Plug or Heavy Duty 'Combo 2 CCS' Plug	
Ultra-Rapid	120-147 Kw DC	25 minutes (to 80%)	120-147	Tethered lead with Tesla adapted 'Type2' Plug	En-route at motorway service stations, charging hubs, public car parks
	150 Kw DC	25 minutes (to 80%)	150	Tethered lead with Heavy Duty 'JEVS G105' Plug or Heavy Duty 'Combo 2 CCS' Plug	
	350 Kw DC	15 minutes (to 80%)	350	Tethered lead with Heavy Duty 'Combo 2 CCS' Plug	

* Based on a typical EV with a 50kWh battery

**Range added per 20 minutes of charging calculated assuming a 3 mile/kWh vehicle efficiency.
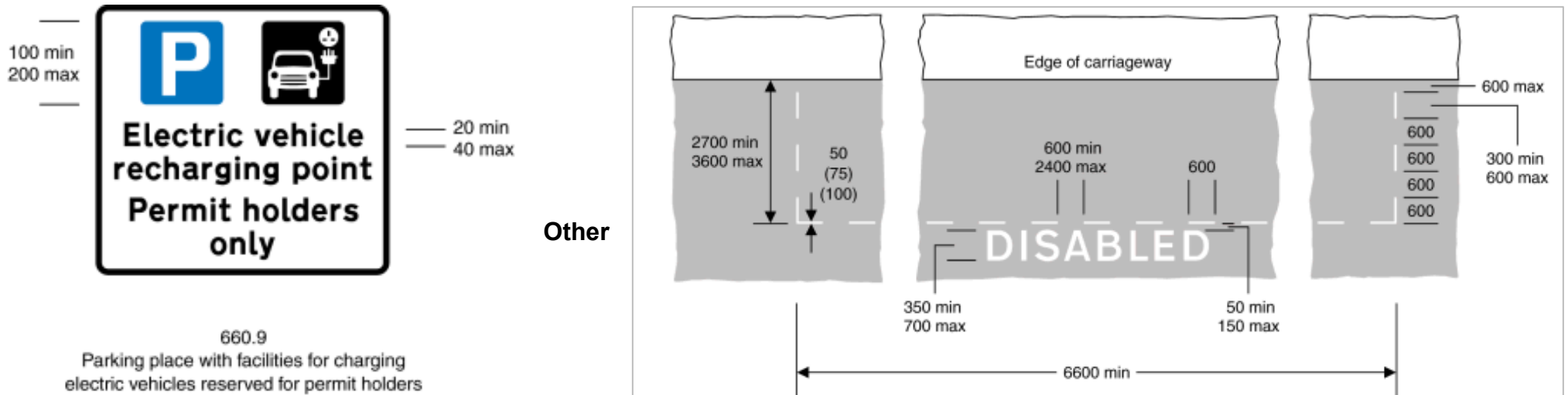
*** Up to 7kW single phase only at 32 Amps AC output from a typical household single phase AC energy supply

15.2. Standards, regulations and best practice

Relevant regulations: Overall deployment (2020)

Standard or Requirement	Formal Description	Commentary	Review Date
The Alternative Fuels Infrastructure Regulations 2017	Regulates alternative fuels (electricity and hydrogen) to ensure the way they are supplied to vehicles is consistent across the EU. This will reduce dependence on oil and the environmental impact of transport, while contributing to a low carbon economy. Specific standards will be mandatory for electrical vehicle recharging points. In effect, this will provide electrical and hydrogen vehicle users the ability to connect and recharge throughout Europe.	• All equipment installed must meet these high-level requirements which form a pan EU policy. Key requirements not already captured in other standards: • Equipment must incorporate an intelligent metering system – in general this is interpreted as the inclusion of a MID compliant revenue grade meter and a data collection system (Cellular/Wi-Fi/Ethernet) to send meter data to back end software for billing and presentation to the driver, generally via a smart phone App. • Infrastructure operators must provide to any person ad-hoc access – easiest interpretation of this is to allow credit/debit card payments. • Many operators are now enabling contactless or NFC (Apple Pay, Google Pay). However, some operators have made the case that if their App can be downloaded and any time and a driver can then immediately access the charger once they have setup up the App then this can be considered ad-hoc access. Generally, drivers don't see this as an ideal solution.	2022
Electricity Safety, Quality and Continuity Regulations (ESQCR)	Regulates quality and supply continuity as well as specifying safety standards. Compliance to ESQCR is a statutory requirement for distribution network operators (DNO's).	• This is the statutory legislation that governs the supply of electricity to users in the UK. All installations must to comply. In practice, relevant elements for the installer are interpreted into BS7671.	N/A
Traffic Signs Regulations and General Directions 2016-2018	Prescribes the designs and conditions of use for traffic signs to be lawfully placed on or near roads in England, Scotland and Wales.	Where there are designated EV charging bays, signage may be required: • Bays should be marked with TSRGD sign 660.9 with the permitted variant "Electric vehicle recharging point only" • Bays should also be marked, taking account of TSRGD sign 1028.3/ 1028.4/ 1032 with permitted variations "ELECTRIC VEHICLES", "ELECTRIC VEHS ONLY" or "ELECTRIC VEHS" for on road bays. • Bays in car parks should be painted green, where appropriate.	TBC

Relevant regulations: Overall deployment

100 min
200 max

P — Electric vehicle recharging point Permit holders only

20 min
40 max

660.9
Parking place with facilities for charging
electric vehicles reserved for permit holders

Other

Edge of carriageway

2700 min
3600 max

50
(75)
(100)

600 min
2400 max

600

DISABLED

350 min
700 max

50 min
150 max

6600 min

600 max

600
600
600
600

300 min
600 max

Relevant standards & legislation

Standard or Requirement	Formal Description	Commentary	Review Date
Local Planning Requirements	Specific regulation varies from one regional planning authority to next and so would need to be considered at a regional level across the UK.	• Experience of deployment by local authorities is that planning issues associated with conservation / heritage areas are often encountered. • This may result in special solutions to suit local area, e.g. all the charging equipment being coloured black.	N/A

Autonomous and Electric Vehicles Act 2018	The purpose of this legislation is both to amend the existing compulsory third party insurance framework by extending it to cover the use of automated vehicles and deal with electric and hydrogen powered vehicle charging infrastructure	• The act gives the government powers to impose regulations on the following relevant topics:
		    • Public charging or refuelling points: access, standards and connection
		    • Large fuel retailers etc: to require provision of public charging or refuelling point
		    • Provision of specific information for users of public charging or refuelling points
		    • Transmission of data relating to charge points
			N/A

Relevant standards & best practice: EV charging equipment technical standards (2020)

Standard or Requirement	Formal Description	Commentary	Review Date
IEC/EN 61851-1:2017 **Electric vehicle conductive charging system - Part 1: General requirements*** ***EV charging equipment must be CE marked, meeting IEC/EN 61851 can be used to demonstrate this**	Applies to EV supply equipment for charging electric road vehicles, with a rated supply voltage up to 1000V AC. The aspects covered in this standard include: • characteristics and operating conditions of the EV supply equipment; • specification of the connection between the EV supply equipment and the EV • requirements for electrical safety for the EV supply equipment. All requirements from IEC 61851-22 have been moved to this standard.	• EV supply equipment manufacturers typically claim compliance with these standards in their product literature. • Ideally products should be third party certified, but is not widespread; it's likely that many don't fully comply. • Products that show compliance with BS EN 60335-1 for Household and similar electrical appliances, rather than IEC/EN 61851, have debatable compliance. This BS does not cover all aspects of the equipment for EV charging. • Certification would include product safety (LVD) and EMC compliance to support CE marking. • The standard also defines the basic communication protocol between the vehicle and charging equipment.	2021
IEC/EN 62196-1:2014 **Plugs, socket-outlets, vehicle connectors and vehicle inlets - Conductive charging of EVs**	Applicable to plugs, socket-outlets, vehicle connectors, vehicle inlets and cable assemblies for EVs intended for use in conductive charging systems which incorporate control means, with a rated operating voltage not over 690V AC 50 Hz to 60 Hz, at a rated current not exceeding 250A.	• All Type 1 and Type 2 EV plugs and sockets used in EV supply equipment, cables and accessories should show compliance with this standard. • EV supply equipment products will not achieve certification to IEC/EN 61851-1:2017 if the plug/socket used does not meet this standard.	2020

Relevant standards & best practice: EV charging equipment technical standards (2020)

Standard or Requirement	Formal Description	Commentary	Review Date

ISO 15118-1:2019 Road vehicles — Vehicle to grid communication interface — Part 1: General information and use-case definition
 	
Page 341
	This document replaces ISO/EN 15118-1:2013 Road vehicles - Vehicle to grid communication interface
	
	The document specifies terms and definitions, general requirements and use cases as the basis for the other parts of ISO 15118
	
	Specifies the communication between EVs, including Battery EVs and Plug-In Hybrid EVs, and the Electric Vehicle Supply Equipment (EVSE).
	Describes the communication between the EV Communication Controller (EVCC) and the Supply Equipment Communication Controller (SECC).
		• This relates to future Plug and Charge and AC V2G features.
		• This standard defines the high-level powerline communication protocol used for Plug and Charge and V2G applications. It operates alongside the basic communication protocol used to manage the charging session.
		• Plug and Charge removes the need for driver authentication (RFID, QR codes etc).
		• The Basic IEC/EN 61851-1 protocol can operate on its own but the high-level ISO/EN 15118-1 protocol requires both protocols to be in operation.
		• The main changes from the previous document are:
		  • New use cases and requirements for wireless communication, wireless power transfer, automatic connection devices and bidirectional power transfer have been added; and
		  • As usage of private data and cyber security are becoming an important concern for users, requirements for more traceability and data privacy have also been added
		• Car communicates with charger using ISO15118-1 protocol to identify itself and handle driver billing automatically – functionality that is not possible with the basic protocol. Mercedes, BMW and VW already support this technology.
		• Links to specific standard documents in the series which form requirements of part 1:
		  • ISO 15118-2:201: Network & application protocol requirements
		  • ISO 15118-3:2015- Physical and data link layer requirements
		  • ISO 15118-8:2018 - Physical layer and data link layer requirements for wireless communication
		  • ISO 15118-20: 2nd generation network and application protocol requirements
			2024

OCPP Open Charge Alliance Open Charge Point Protocol – OCPP 1.6 or higher	Freely available open standard that enables component vendors and network operators to "mix and match" interoperable hardware and software. New versions of OCPP are collaboratively defined within an open industry alliance to ensure that the protocol continues to meet evolving market requirements. Charging network operators and service providers in more than 50 countries rely on OCPP to manage more than 10,000 charging stations.	• All hardware should be OCPP 1.6+ compliant. • This is the industry agreed standard API that allows flexibility for hardware to be used across a range of different cloud based back end software. Both hardware and back end need to be OCPP compliant. • OCPP handles all the control, driver authentication and billing processes between the charging equipment and the back end. It can also handle some advanced features for load management and V2G.	TBC
ISO/IEC 14443-1:2018 Cards and security devices for personal identification - Contactless proximity objects - Part 1: Physical characteristics	Defines the physical characteristics of proximity cards and is intended to be used in conjunction with other parts of ISO/IEC 14443.	• General standard that defines RFID and NFC applications.	2023

Relevant standards & best practice: Overall installation (2020)

Standard or Requirement	Formal Description	Commentary	Review Date
BS 7671:2018 **(+A1:2020) Requirements for Electrical Installations (IET Wiring Regulations)**	The national standard to which all UK electrical installations should conform. The 18th Edition IET Wiring Regulations contains important new information for all electrical installers and engineers. The international standard, IEC 60364 forms the basis of this UK regulation. Section 722 relates specifically to the installation of EV supply equipment.	• Installations will be required to meet all general requirements of BS7671 & the IET CoP. • The 2020 amendment to section 722 modifies the general requirements for protection against electric shock and includes specific requirements for PME systems socket outlets and connectors, external influences, isolation and switching and RCD protection. • BS7671 Section 722 states special requirements that will need to be noted, specifically: • Earthing arrangements – Regulation 722.411.4.1 concerning the use of protective multiple earthing (PME) supply has been changed to increase the ability for an installer to use PME on EV charging equipment installations. • Does not allow PME to be used to supply an EV charging point unless one of the methods described in the regulation is used.	TBC
IET Code of Practice for Electric Vehicle Charging Equipment Installation 4th Edition	Provides an overview of EV charging equipment, considerations needed prior to installation. This includes physical installation requirements, relevant electrical installation requirements of the updated BS 7671:2020 and specific requirements when installing EV charging equipment in locations such as dwellings, on-street locations, commercial and industrial premises.	• Equipment should include 6mA DC leakage protection allowing installations to use a lower cost Type A RCD. Without this a costly dedicated Type B RCD will be required for underlineevery/underline outlet. • To reliably charge all vehicles, high immunity RCDs should be used that are tolerant to the harmonics in some vehicle types. • Installers must ensure adequacy of supply - without load management no diversity can be applied. This means that the site supply must always be able to supply 100% of the load, irrespective of all the socket outlets being in use or otherwise. Using load management will overcome this concern by varying the charge rates based on usage. • For 3-phase installations, consideration should be made to ensure load balancing to maintain neutral current at close to zero. Phase rotation of charging outlets should be employed at 3-phase outlets.	

Page | 63

Page 343 of 384

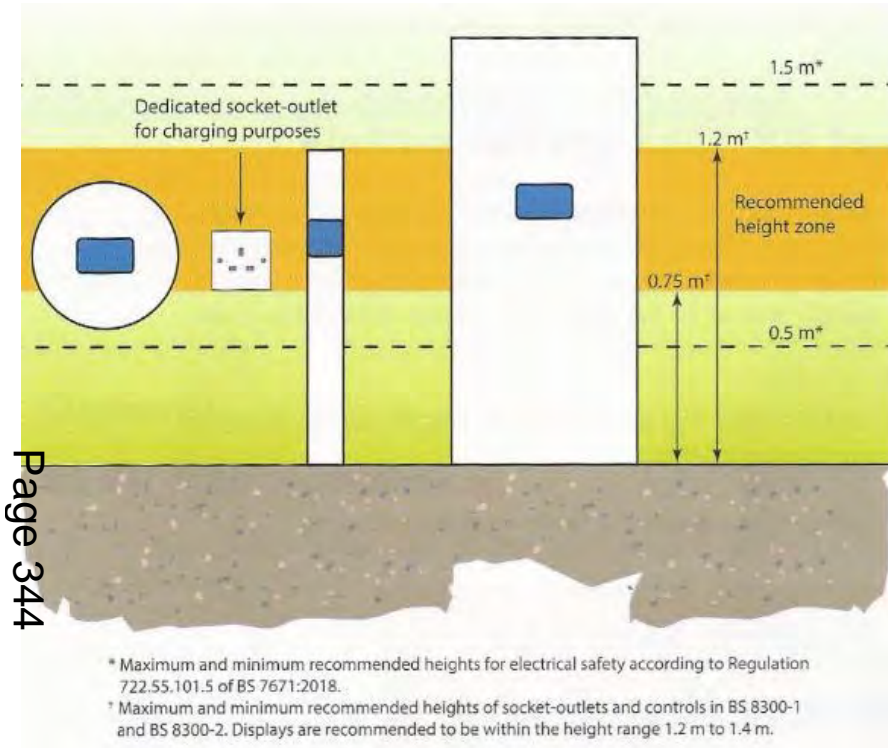# Relevant standards & best practice: Overall installation (2020)

Figure 1: Recommended Heights for Socket Outlets, Payment Terminals and Displays
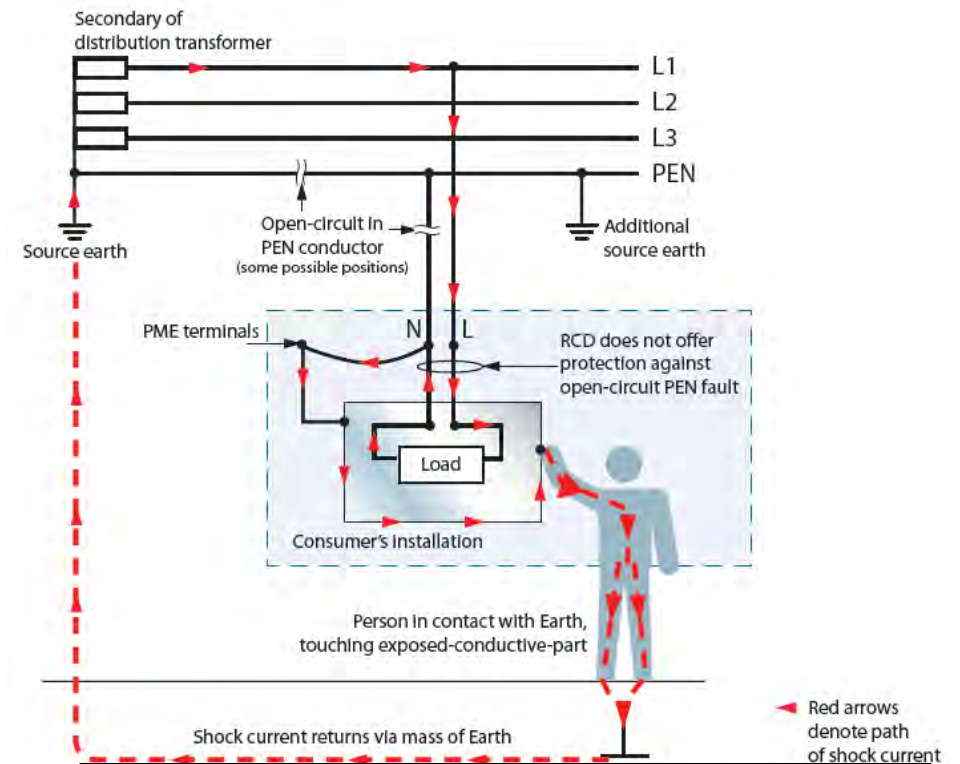
Source: IET Code of Practice

Figure 2: Electric Shock Risk Due to Open Circuit Fault in the Supply Neutral PEN Conductor

Source: NICEIC

Relevant standards & best practice: Overall installation (2020)

Standard or Requirement	Formal Description	Commentary	Review Date
IEC 62955:2018 Residual direct current detecting device (RDC-DD) to be used for mode 3 charging of EVs	Applies to residual direct current detecting devices (RDC-DD) for permanently connected AC EV charging stations referred to as RDC-MD (residual direct current monitoring device) or RDC-PD (residual direct current protective device), for rated voltages not exceeding 440 V AC with rated frequencies of 50 Hz, 60 Hz or 50/60 Hz and rated currents not exceeding 125 A.	• Defines the device requirements for the 6mA DC leakage protection feature needed to meet the requirements of BS7671 installation requirements where a Type A RCD can be used.	2020
IEC 61008-1:2010+AMD1:2012+AMD2:2013 CSV - Consolidated version Residual current operated circuit-breakers without integral overcurrent protection for household and similar uses (RCCBs) -Part1: General rules	Applies to residual current operated circuit-breakers functionally independent of, or functionally dependent on, line voltage, for household and similar uses, not incorporating overcurrent protection (hereafter referred to as RCCBs), for rated voltages not exceeding 440V AC. with rated frequencies of 50 Hz, 60 Hz or 50/60 Hz and rated currents not exceeding 125 A, intended principally for protection against shock hazard. This consolidated version consists of the third edition (2010), its amendment 1 (2012), its amendment 2 (2013) and the corrigendum of January 2014.	• Includes definitions, requirements and tests, covering all types of RCCBs. For the applicability to a specific type this part applies in conjunction with the relevant part, as follows: • Part 2-1: Applicability of the general rules to RCCBs functionally independent of line voltage. • Part 2-2: Applicability of the general rules to RCCBs functionally dependent online voltage. • Defines the device requirements for the Type A or Type B RCD earth leakage protection needed to meet BS7671 installation requirements.	2020

## Relevant standards & best practice: Overall installation (2020)

Standard or Requirement	Formal Description	• Commentary	Review Date
BS EN 61009-1:2012+A12:2016 **Residual current operated circuit-breakers with integral overcurrent protection (RCBOs).**	Applies to residual current operated circuit breakers with integral overcurrent protection functionally independent of, or functionally dependent on, line voltage for household and similar uses (RCBOs), for rated voltages not exceeding 440 V AC with rated frequencies of 50 Hz, 60 Hz or 50/60 Hz and rated currents not exceeding 125 A and rated short circuit capacities not exceeding 25 000 A for operation at 50 Hz or 60 Hz.	• Defines the device requirements for the Type A or Type B RCBO earth leakage protection combined with over current protection suitable to meet BS7671 installation requirements.	TBC
ENA ER G12 Issue 4 **Requirements for the Application of Protective Multiple Earthing to Low Voltage Networks**	Sets out the requirements to be adopted when Protective Multiple Earthing (PME) is applied to DNO overhead and underground low voltage distribution systems and to other public distribution systems connected to those systems under the Distribution Code. These requirements may be supplemented by each Company's own PME code of practice in respect of the detailed engineering and technical requirements of PME application. The document also considers situations where PME should not normally be used.	• Specifically, section 6.2.15. • Defines UK DNO recommendations for connecting to the low voltage network and includes specific requirements for EV charging. • Note that some DNOs have their own specific guidance that should be referenced (WPD, UKPN). • Largely these documents duplicate BS7671 in content but clearly set out areas of concern for DNOs with regard to EV charging. •	TBC

Relevant standards & best practice: Overall Installation (2020)

Standard or Requirement	Formal Description	Commentary	Review Date
BS 8300: 2018 Design of an accessible and inclusive built environment. External environment.	Recommendations on designing buildings to accommodate users with the widest range of characteristics and capabilities. It applies to: • External features of a building or group of buildings, such as entrances, outward opening doors and windows, where they affect external access routes, and • Interiors of buildings such as entrances and reception facilities, horizontal and vertical movement, and facilities in the building	• Defines the height from the ground of the socket outlet (also stated in BS7671 & IET CoP) • Includes clearances for wheelchairs around street furniture - should be considered for physical layout of equipment on the footway and for wheelchair access to the socket outlets for disabled drivers. • See below for diagrams	TBC

Accessible ticket-dispensing machines
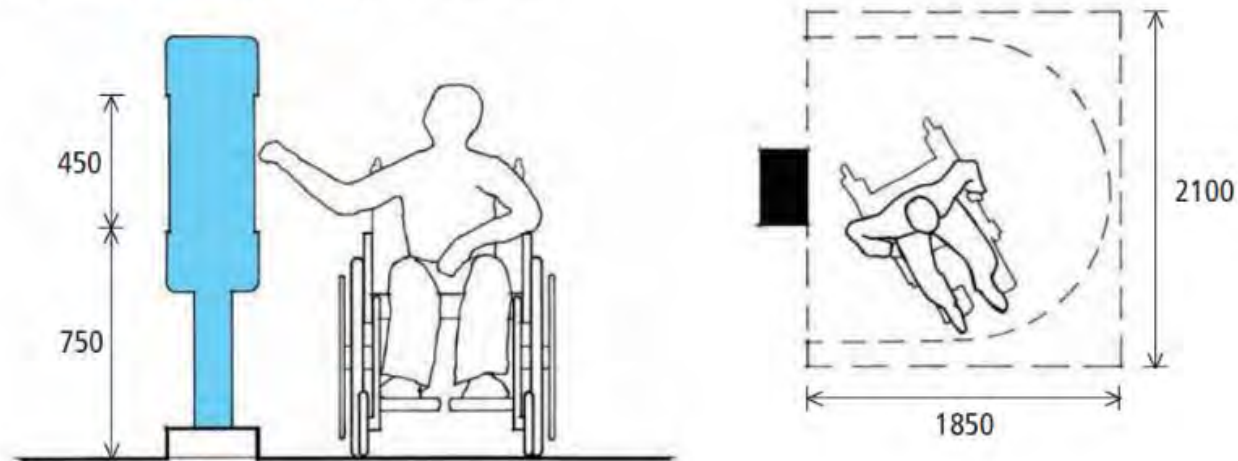
15.3. EV charging standards for Oxfordshire

Standard area	Background	National regulations and standards	Oxfordshire 'above and beyond' standard
Technical standards for charger hardware	• There are minimum standards set out in legislation by central govt on charger hardware. • National and European standards give minimum quality and safety standards for EV chargers • Any chargers funded by OLEV On-street Residential Charging Scheme (ORCS), or Workplace Charging Scheme must meet more detailed standards.	Charger hardware should meet all relevant regulations and standards; • The Alternative Fuels Infrastructure Regulations 2017, • Automated and Electric vehicles Act (2018), • IEC/EN 61851-1:2017 , • IEC/EN 62196-1:2014; • OCPP Open Charge Alliance Open Charge Point Protocol – OCPP 1.6 or higher; • ISO/IEC 14443-1:2018	• Free-standing charging equipment should allow full servicing and replacement without disturbance of the pavement or hardstanding surface; no civil work should be required • Charger units should be modular in design: in the event of equipment failure the design should allow a module or section to be replaced, rather than a discrete component or the entire unit. • Charger design should make the most efficient use of available space per installation: where feasible all free-standing chargers should be double units capable of charging two vehicles simultaneously to their full rated power output. • Equipment with an independent power supply should be fitted with auto-resetting RCDs: Standard RCDs will need to be manually reset in the cabinet, should any vehicle cause a trip. Auto resetting RCDs could reduce maintenance visits just to reset RCDs. • Exemptions to the above standards may be made for specific sites where planning restrictions apply.
Technical Standards for Installation	• National and European standards give minimum quality and safety standards for EV charger installations. • Evidence from local and national projects indicates that where chargers are installed, additional cable	Installations of chargers and related electrical supply equipment must meet all relevant regulations and standards for installation; • BS 7671:2018 (+A1:2020) Requirements for Electrical Installations (IET Wiring Regulations); • IET Code of Practice for Electric Vehicle	• Installation of chargers should be designed to minimise the requirement for disruption should additional chargers be required in the future. • Where chargers with a dedicated power supply are installed, cable routes to supply support future installations should be considered to future-proof installations for additional chargers as demand increases.

	ducting to support further EV chargers is useful in reducing disruption caused by additional future installations.	Charging Equipment Installation 4th Edition; • IEC 62955:2018; • IEC 61008-1:2010+AMD1:2012+AMD2:2013 CSV, • BS EN 61009-1:2012+A12:2016, • ENA ER G12 Issue 4 ; • BS 8300: 2018 Design of an accessible and inclusive built environment.	• Exemptions to the above standards may be made for specific sites where planning restrictions apply.
Technical Standards for Back Office and User interface	• National law demands open access to all public chargers without need for subscription. • Research shows that users find multiple subscriptions to EV charger networks, with multiple RFID cards and apps unappealing. • Some CPOs claim to meet open access using apps which can be downloaded; however, this is unappealing to customers – Roaming across multiple networks or credit/debit card access is preferred • Roaming access currently limited in UK, although Automated and Electric vehicles act gives govt. powers to require this if market does not develop.	All chargers must be operated a Charge Point Management System or 'back office' which meets all national relevant regulations and standards; • The Alternative Fuels Infrastructure Regulations 2017, • Automated and Electric vehicles Act (2018) • OCPP Open Charge Alliance Open Charge Point Protocol – OCPP 1.6 or higher;	Payment options for customers should include: • Provides users with instant access via credit/debit card payment • Permits users to 'roam' across charger networks
Management & Maintenance of	• There are no current national standards for the	All EVCPS and associated electrical supply equipment must be subject to an ongoing routine	• All chargers must be operated and maintained by a competent contractor. A competent

Page 349

| EV charging Networks | overall management of EV charging networks

• National standards for the maintenance and inspection of electrical equipment, including EV chargers are detailed in the British Standards and the IET wiring regulations (18th edition) | and responsive maintenance plan which meets all relevant standards & regulations. This must include periodic electrical safety inspection

• Under BS:7671 'condition reporting', electrical equipment must be tested periodically. The period of inspections is subject to review of the previous inspection and test results to determine the rate of degradation, if any, of the electrical equipment,

• Testing of EV charging must be carried out in accordance with the IET wiring regulations (18th edition) and at least annually for untethered chargers and 6-monthly for tethered chargers.

• All operatives carrying out maintenance and testing of on-street EVCPs and associated electrical or other equipment must be competent to carry out works in the highway and hold relevant training and certification, including NRWSA training certification, HERS registration and with an Electrotechnical Certification Card (ECS). | contractor should hold as a minimum:
• Proof of membership of an Electricians' Association.
• Proof of public liability insurance.
• Proof that staff are trained to install and maintain electric vehicle chargers.
• Proof that the contractor is approved to install and maintain the chargers by the manufacturer.
• Proof that the contractor holds the relevant licences to operate the charger CPMS or back-office.
• The routine and responsive maintenance plan must include an emergency response plan with appropriate response times and action procedures to remove risk to life, person or property.

• The routine and responsive maintenance plan must include SLAs which define a minimum of 3 levels of fault severity, with appropriate response and fault rectification times for each (see Table 8 for best practice routine and responsive maintenance SLAs).

• The CPO must have appropriate measures in place for asset renewal or removal at the end the life of the EVCP. |

Table 8 - Recommended Best Practice Maintenance SLAs

Service	Action	Response and Remedy Time
Annual/Biannual inspection	Including physical inspection of the charger unit, feeder pillar, their wiring, weather seals, circuit protection devices and earth continuity to British Standard BS7671. Visual check for sticker and signage issues. Report from inspection to include description of the units checked including serial number, full address, date of installation and last test and pass or fail status with itemised fail list if the unit has failed.	Annual, within 15 Working Days of anniversary.
Remote monitoring	Remote monitoring service for identification of faults to be linked with ticketing system for equipment faults and error reporting.	Seven (7) days per week, fifty-two (52) weeks a year, twenty-four (24) hour remote monitoring is essential.
Remote reboot and restart facilities	Remote reboot and restart facilities to be used where appropriate for issues reported by the remote monitoring system, charger engineers, the Council or Customers.	Seven (7) days per week, fifty-two (52) weeks a year, twenty-four (24) hour availability is essential.
Attend equipment & resolve severity one incident. *Definition: Requires emergency isolation to prevent risk to life, person, or property.*	Investigate, call the emergency services and make safe. Carry out emergency isolation and rectification works.	Call emergency services immediately after identification of severity one incident. Attend and complete isolation within one (1) hour from notification. Once isolated and made safe, incident is moved to Severity Two
Attend equipment & resolve severity two incident. *Definition: Requires action to make the charger/s operational: i.e. component failure*	Investigate and carry out operational rectification works.	Incident rectified and charger/s operational within twenty-four (24) hours from notification.
Attend equipment & resolve severity three incident. *Definition: Requires cosmetic action: i.e. graffiti, soiling etc.*	Carry out cosmetic rectification works.	Incident rectified within five (5) days from notification.
Customer and Council issue telephone and/or app-based helpline. *Definition: First line response for customer issues whilst customer is at Charger*	Answer calls from the customer and guide them through possible remedies that do not require an engineer at site (e.g. trapped plug or other error). Includes remote reboot and restart facilities.	Seven (7) days per week, fifty-two weeks a year, twenty-four (24) hour helpline is essential

16. Annex 4: Geospatial Analysis

16.1. Spatial analysis of residential properties in Oxfordshire with low probability of a driveway

Figure 14 - Oxfordshire hotspots for properties with low probability of a driveway. Source: Energeo 2020 & EMU 2018. Higher colour intensity indicates higher density of occurrenceto Figure 19 illustrate hotspots for on-street parking in Oxfordshire indicated by the number of properties with low probability of a driveway on which a vehicle can be parked. Properties with low probability of a driveway were defined as those with less than or equal to 3 metres
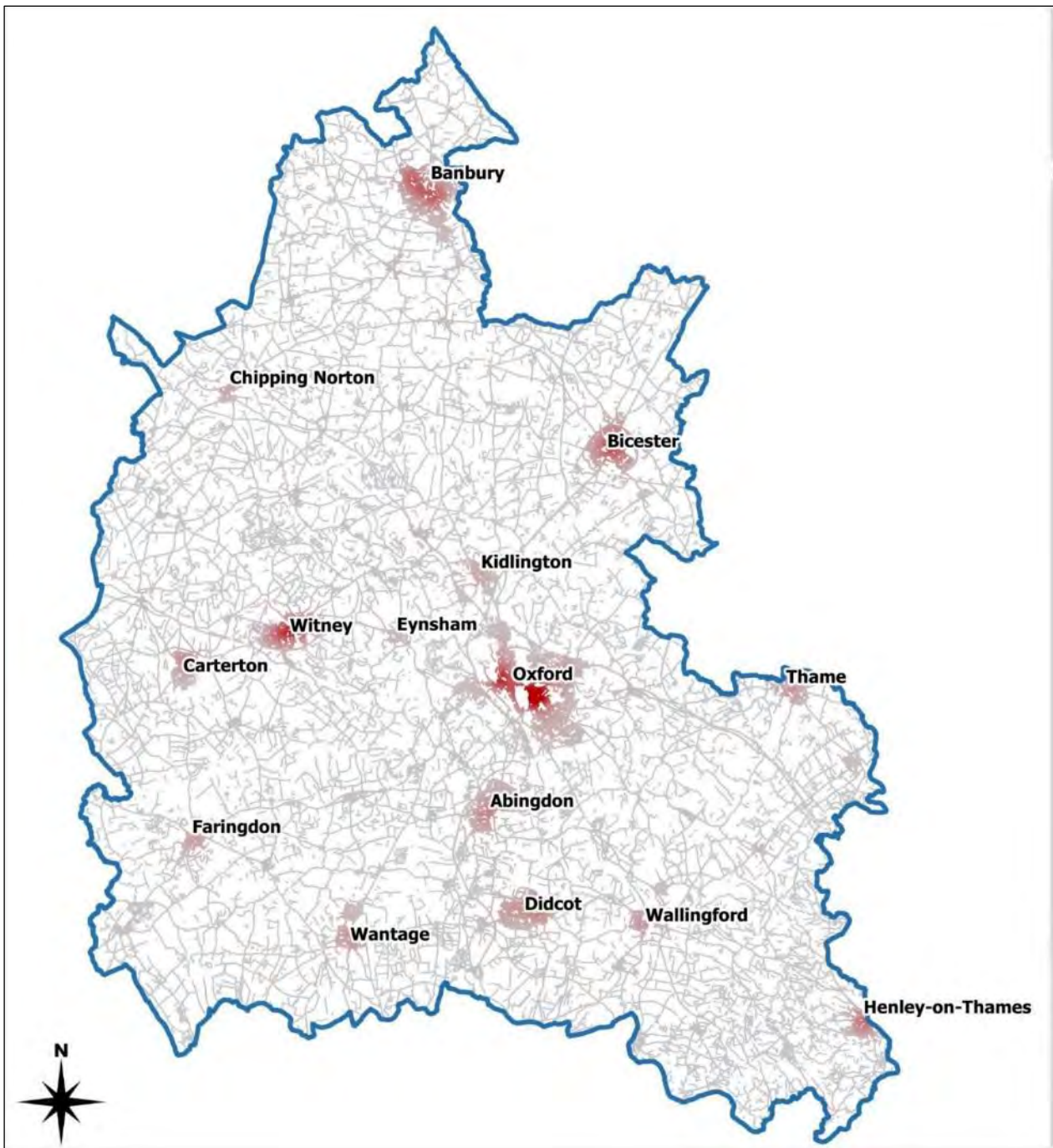

Figure 13 - Oxfordshire hotspots for properties with low probability of a driveway. Source: Energeo 2020 & EMU 2018. Higher colour intensity indicates higher density of occurrence

distance between the front elevation of the property and the nearest edge of the public highway, inclusive of the pedestrian footway where this is present.

Figure 14 - Cherwell District hotspots for properties with low probability of a driveway. Higher colour intensity indicates higher density of occurrence.

Figure 15 - Oxford City hotspots for properties with low probability of a driveway. Higher colour intensity indicates higher density of occurrence.

Figure 16 - South Oxfordshire hotspots for properties with low probability of a driveway. Higher colour intensity indicates higher density of occurrence.
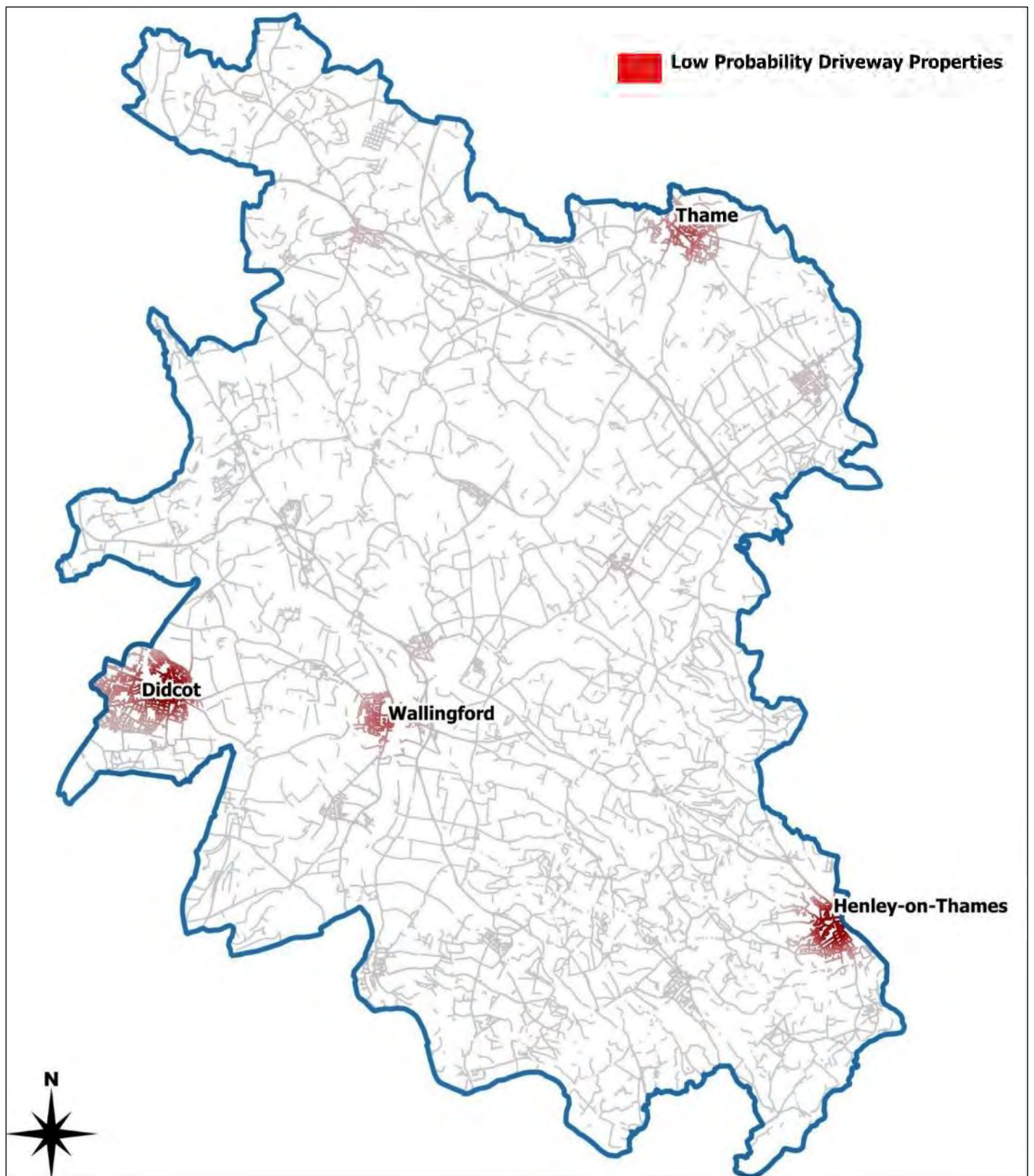
Figure 17 - Vale of White Horse hotspots for properties with low probability of a driveway. Higher colour intensity indicates higher density of occurrence
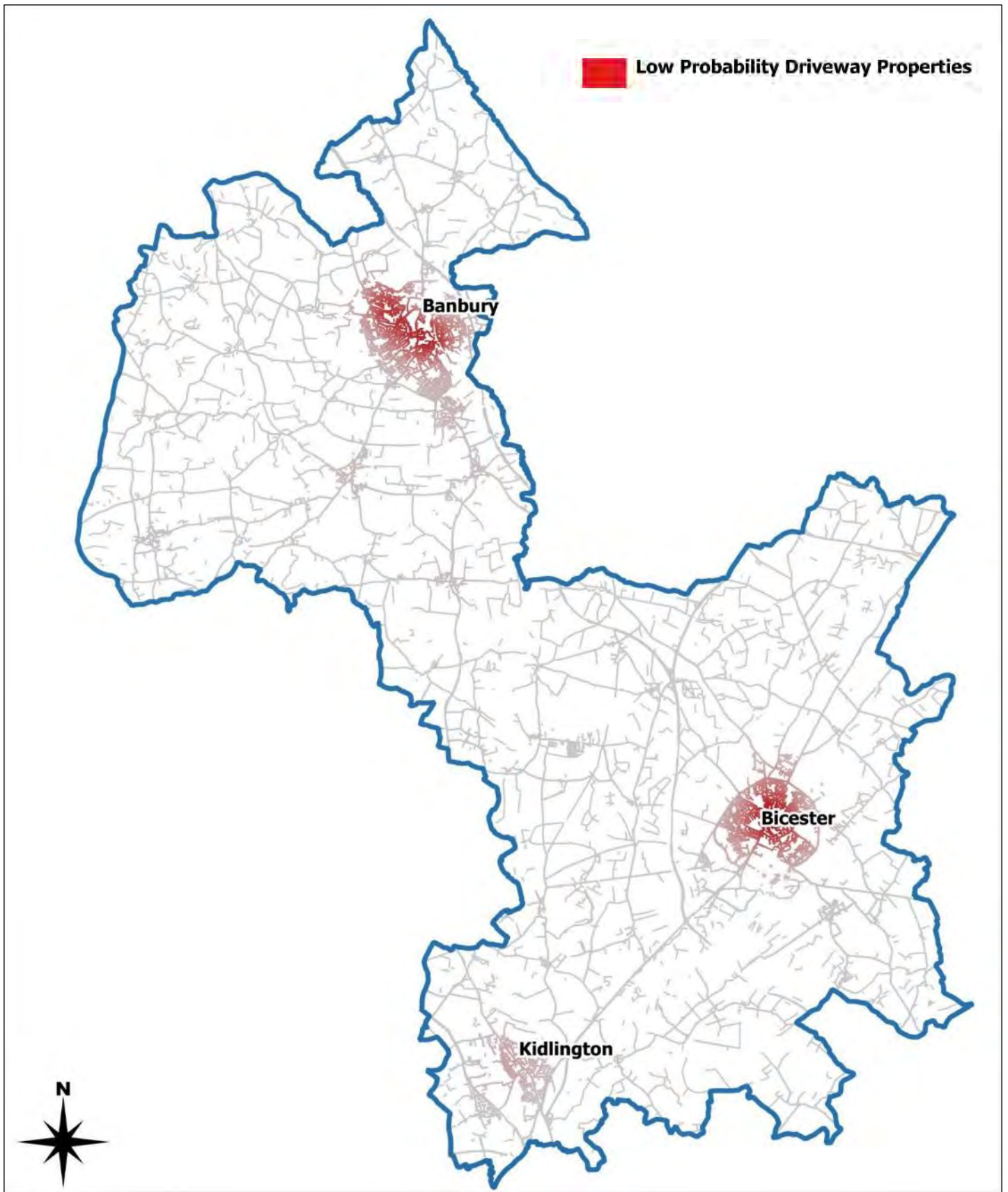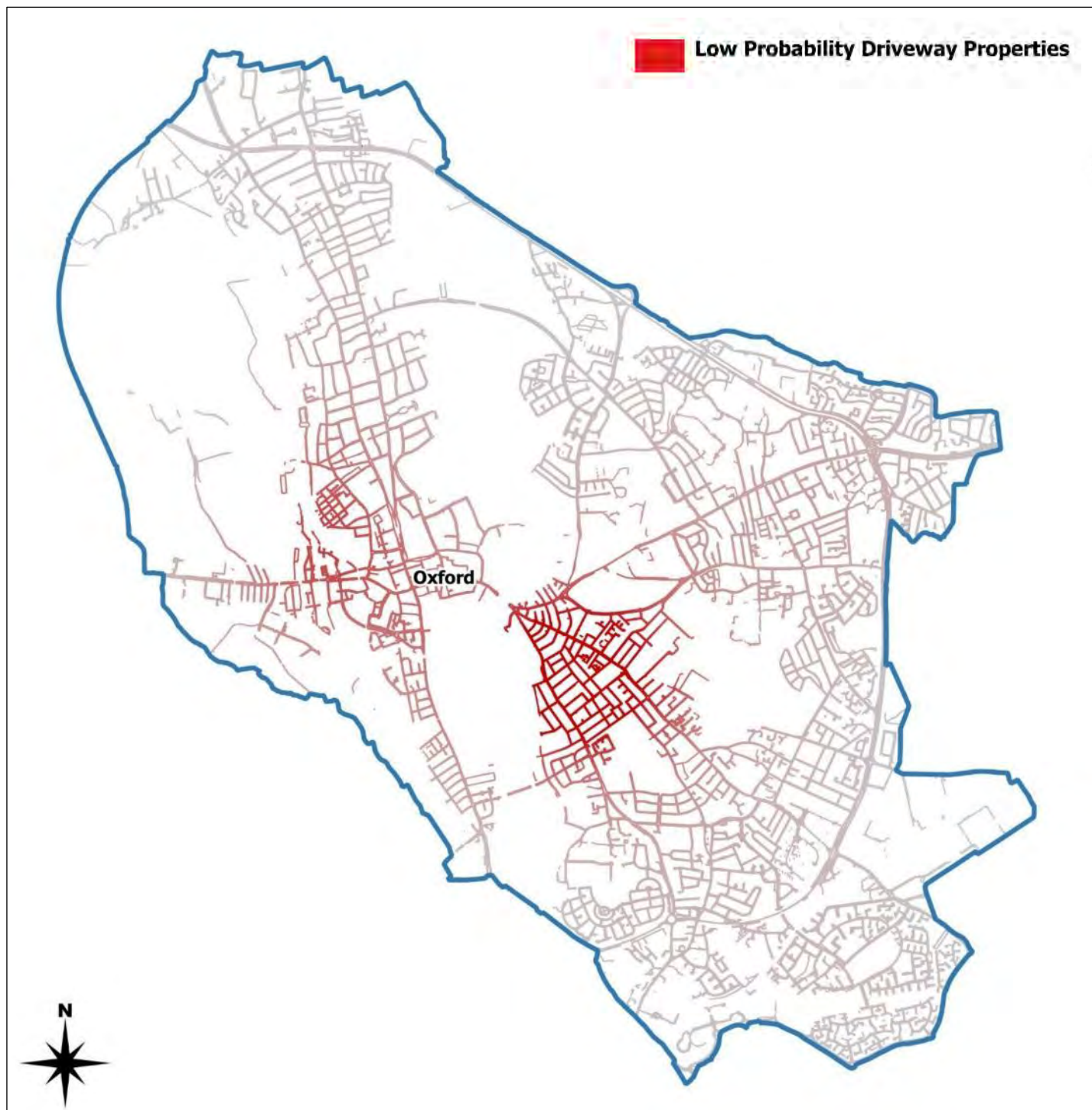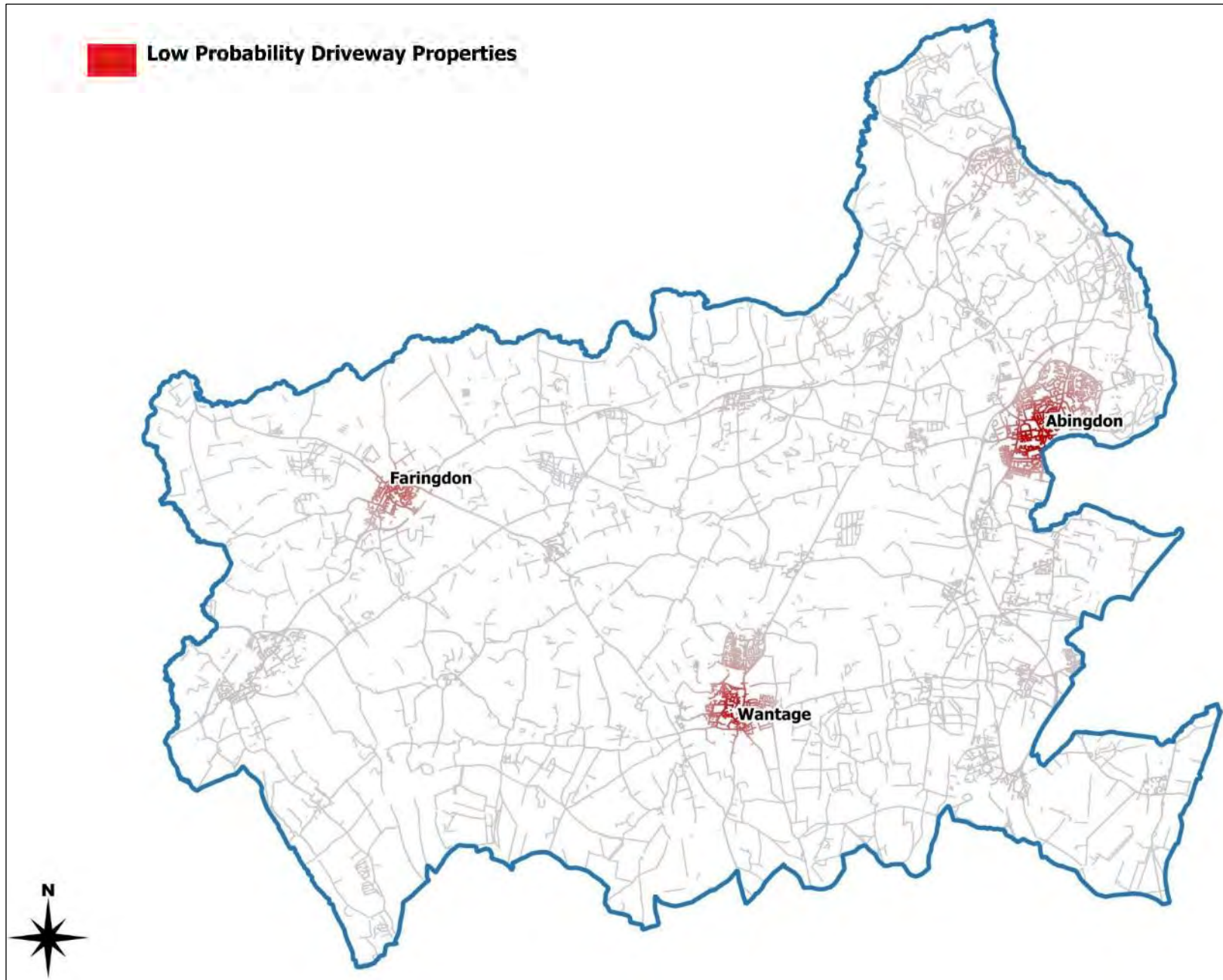
Figure 18 - West Oxfordshire hotspots for properties with low probability of a driveway. Higher colour intensity indicates higher density of occurrence
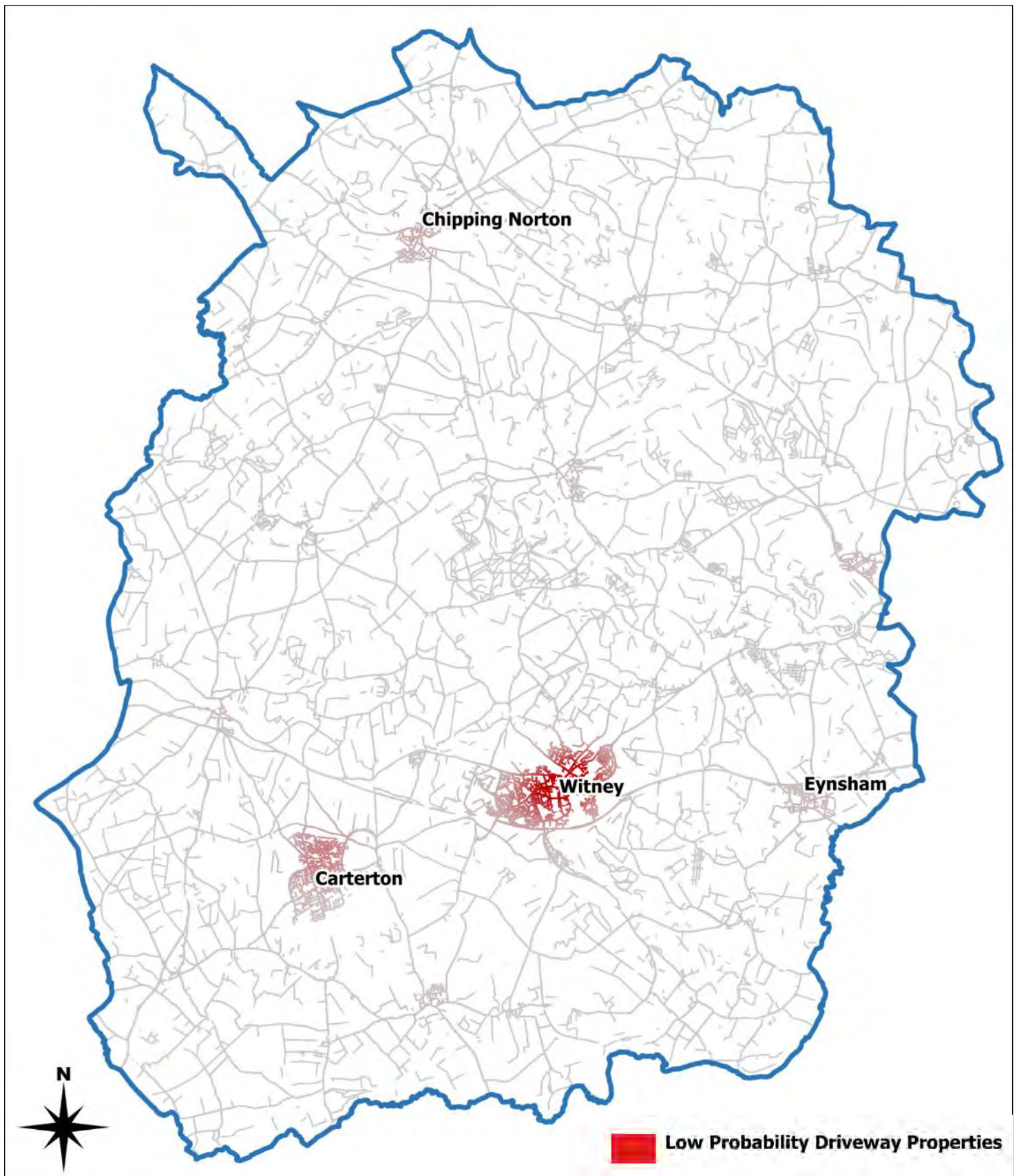
16.2. Spatial analysis of predicted early mass EV adoption in Oxfordshire

Figure 19 to Figure 25 illustrate hotspots for early mass adoption of EVs in Oxfordshire. Households likely to be early mass adopters were defined as households in categories 1-10,15-16,18,22-24,26&29, located proximate to an existing ULEV registration.

Figure 19 - Oxfordshire hotspots for predicted early mass EV adoption. Sources: Energeo 2020, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.

Figure 20 - Cherwell hotspots for predicted early mass EV adoption. Sources: Energeo 2020, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.
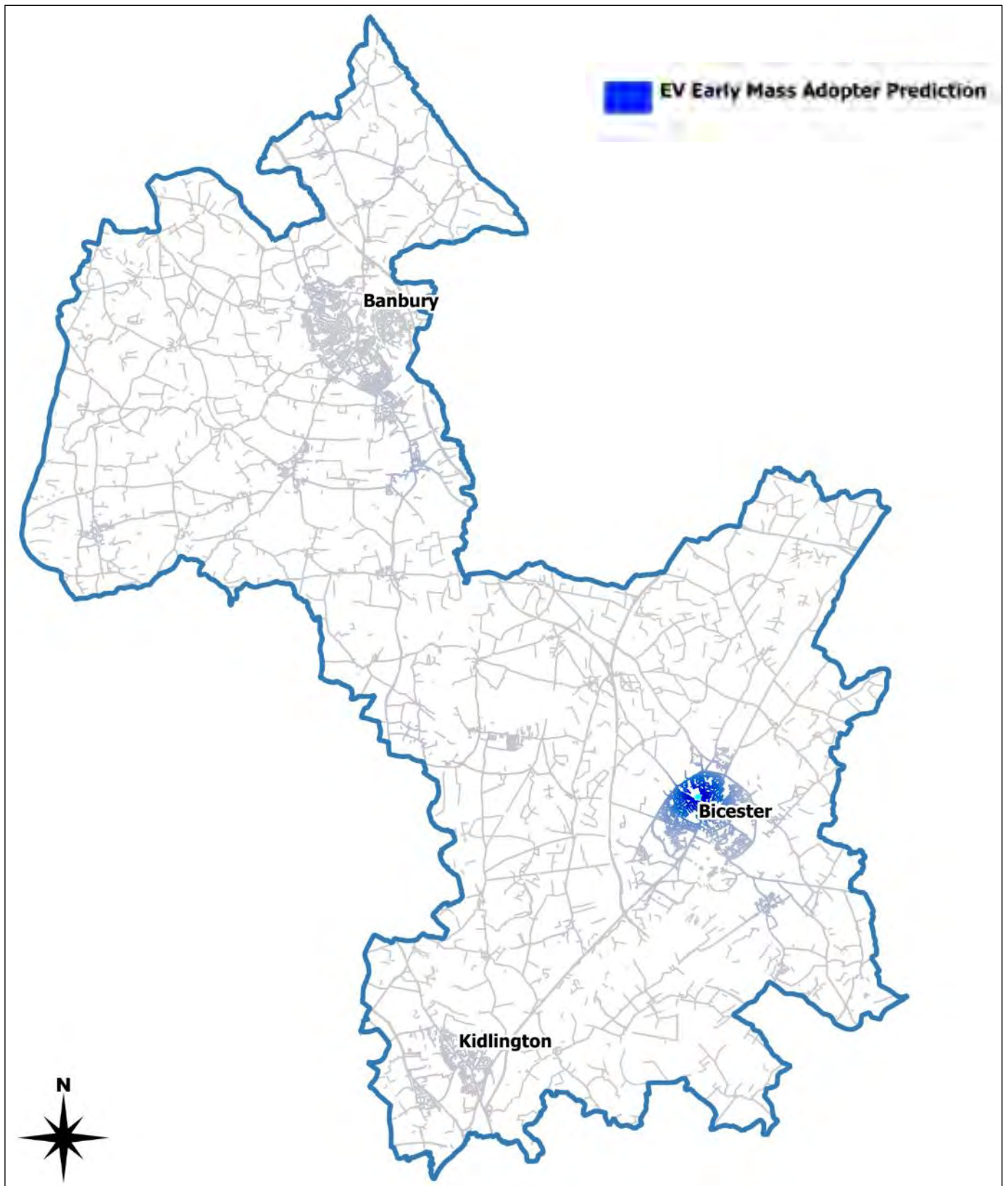
Figure 21 - Oxford hotspots for predicted early mass EV adoption. Sources: Energeo 2020, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.
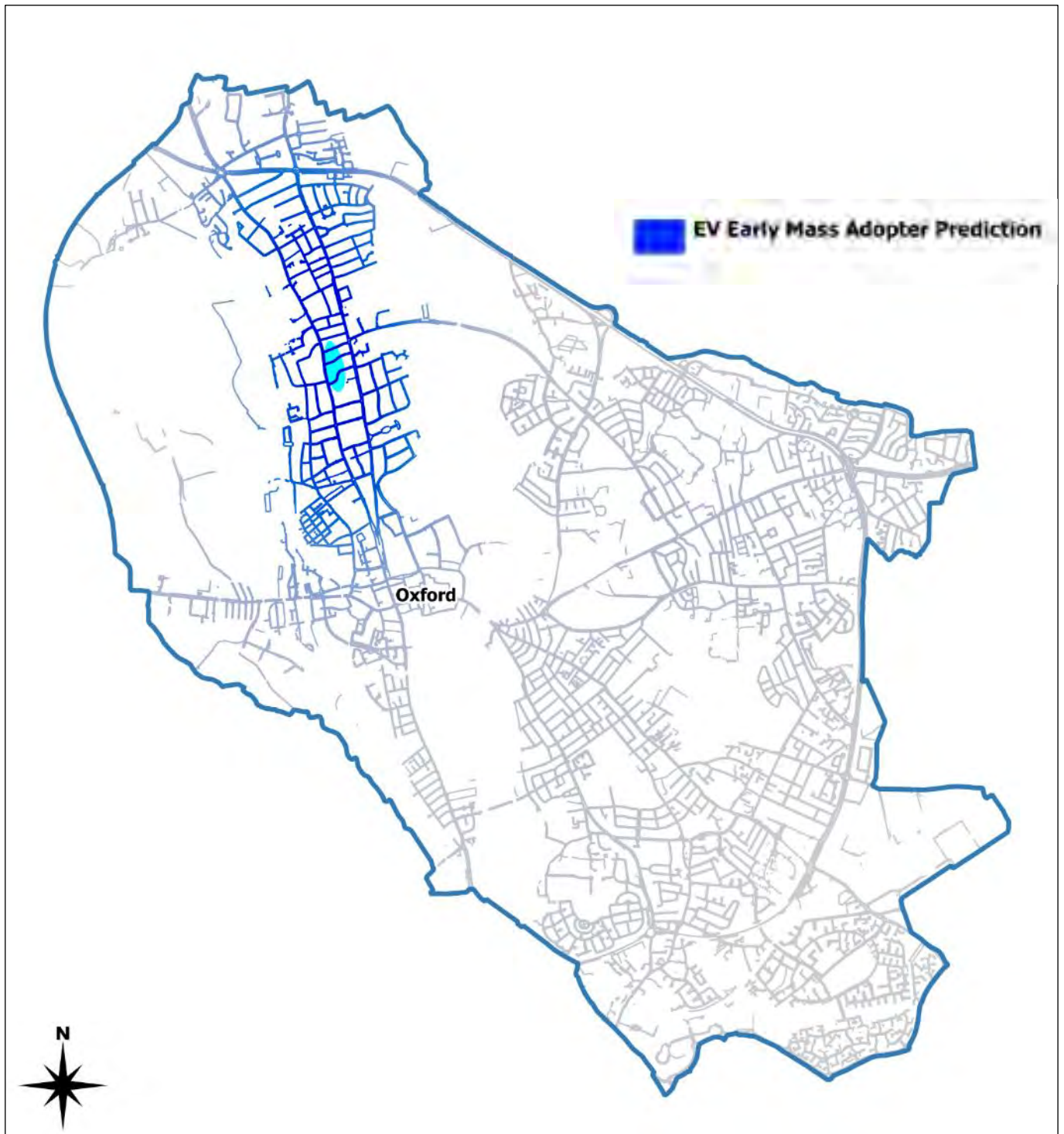
Figure 22 - South Oxfordshire hotspots for predicted early mass EV adoption. Sources: Energeo 2020, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.
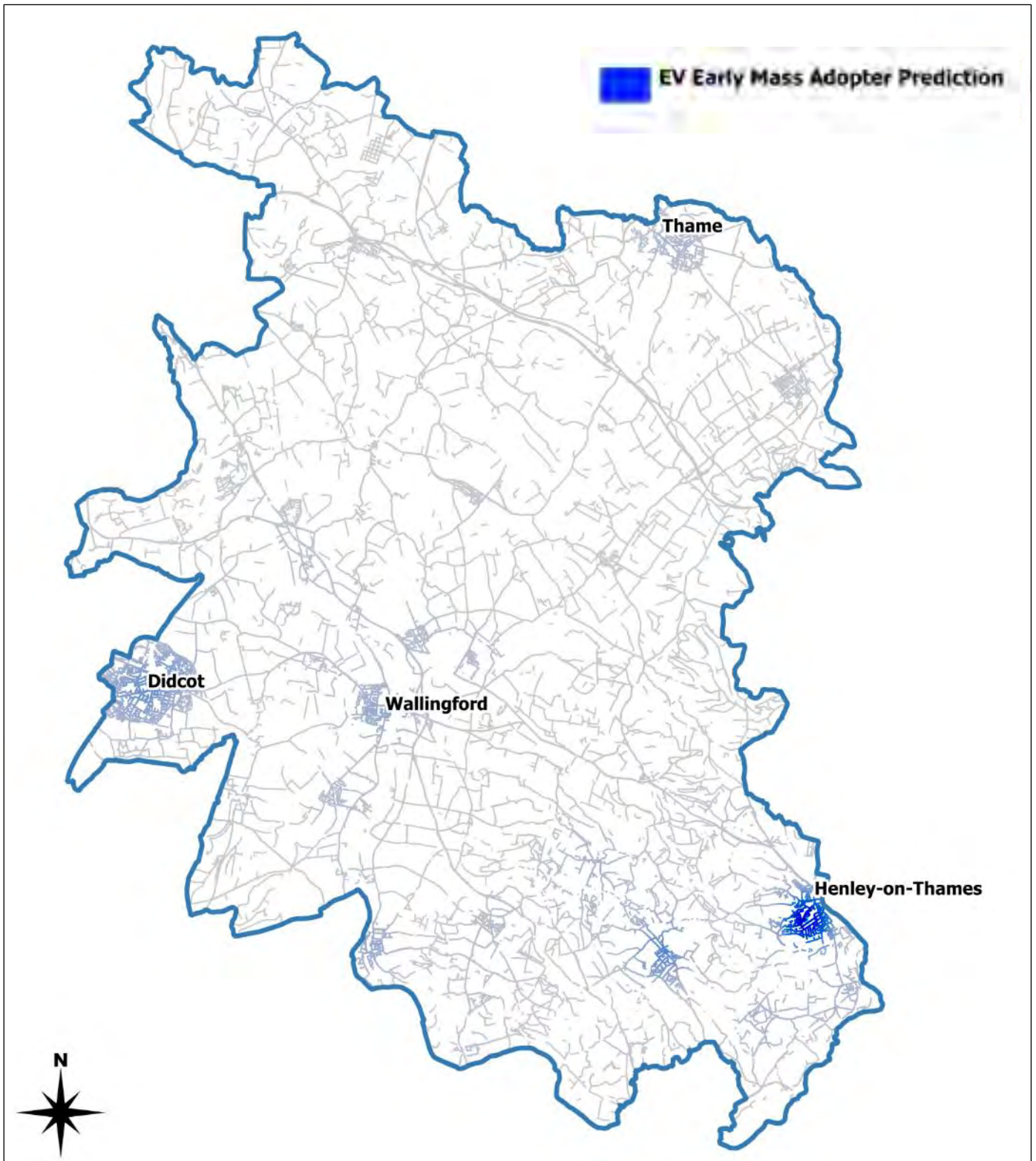
Figure 23 - Vale of White Horse hotspots for predicted early mass EV adoption. Sources: Energeo 2020, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.
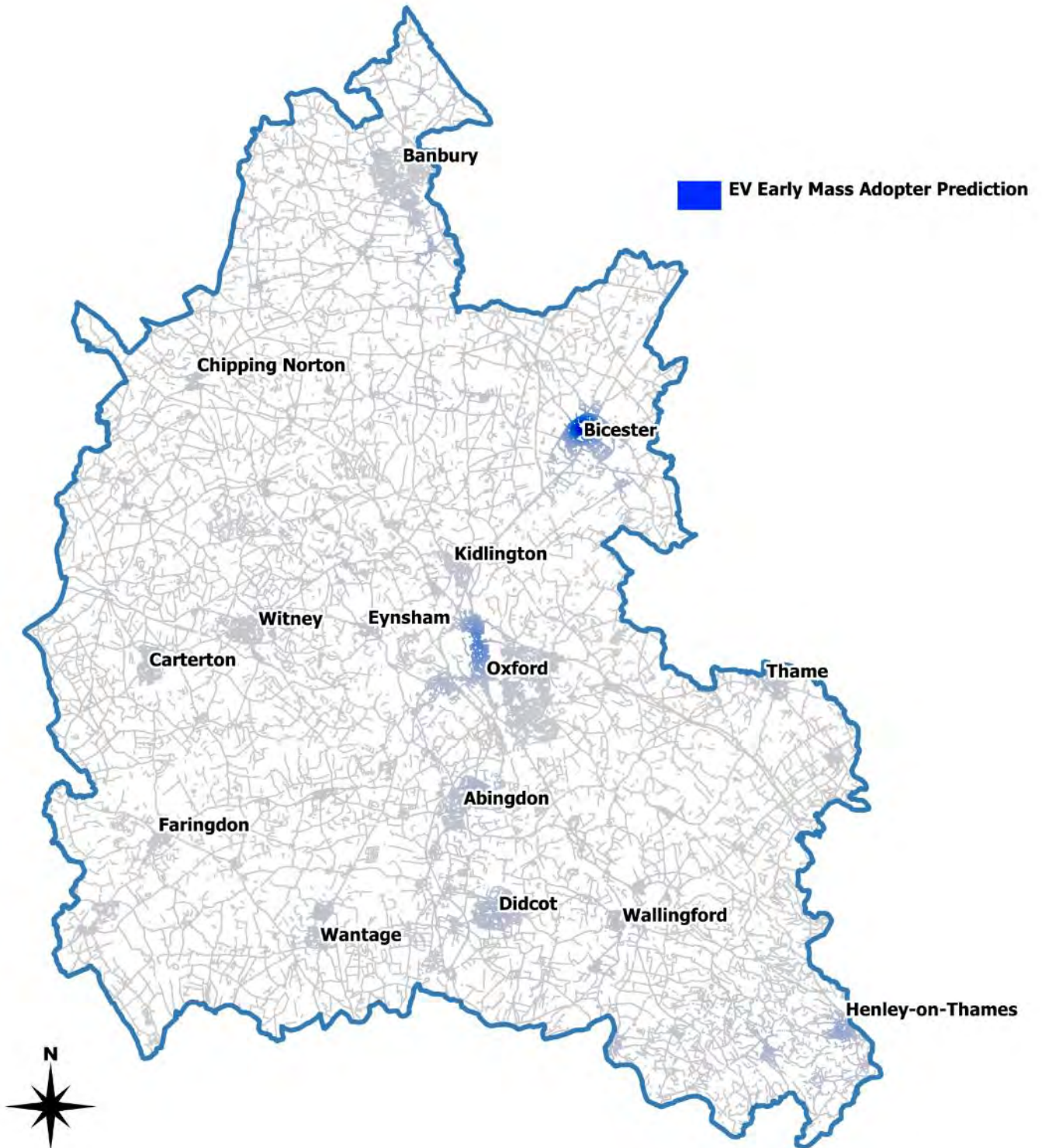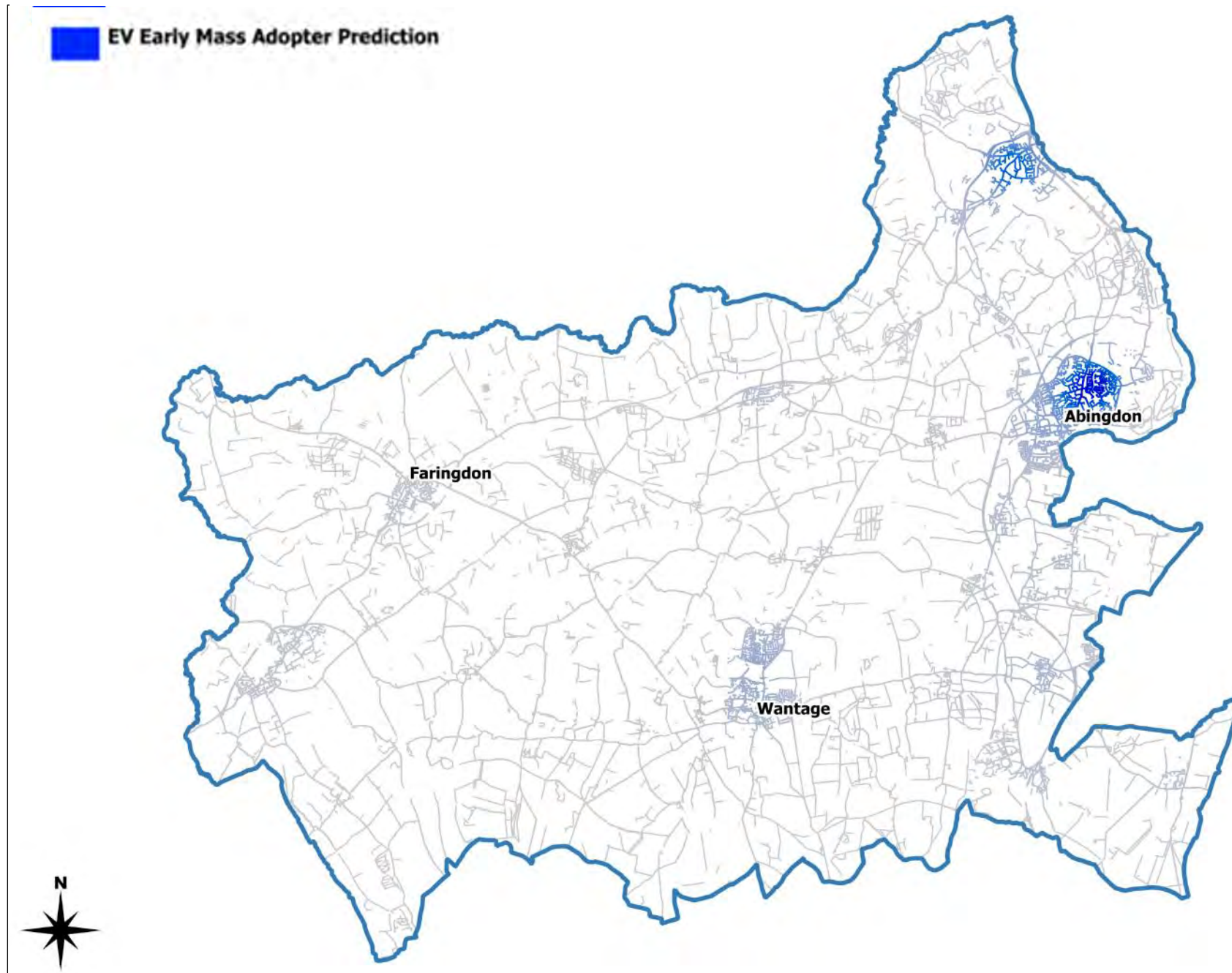
Figure 24 - West Oxfordshire hotspots for predicted early mass EV adoption. Sources: Energeo 2020, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.
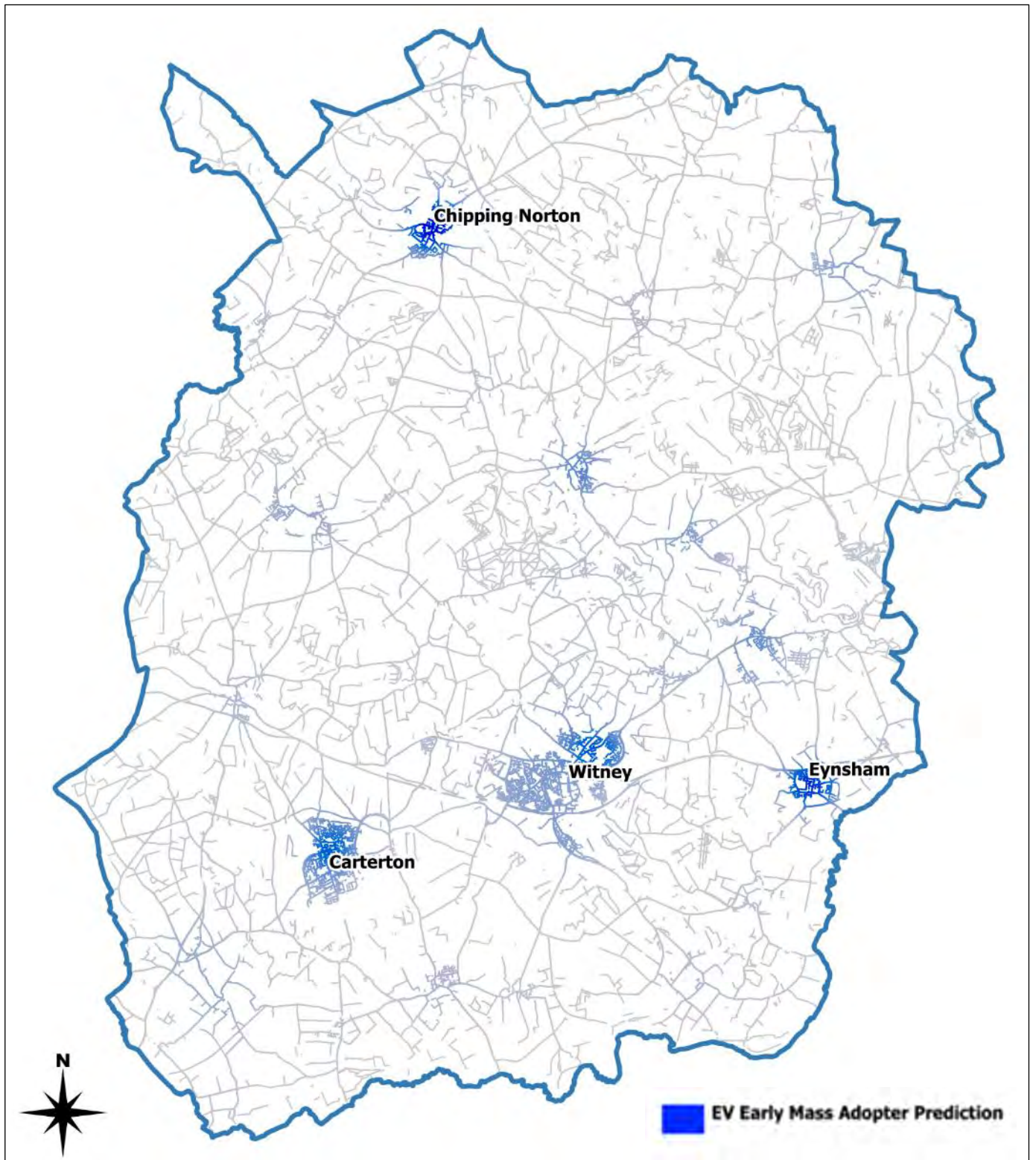
16.3. Co-incidence of low driveway probability households with early mass adoption

Figure 26 to Figure 31 illustrate the co-incidence of hotspots for low driveway probability households and early mass adoption predictions of EVs in Oxfordshire. Where the two types of hotspot overlap the colour purple in the figures indicates areas for early action to support potential EV drivers without access to home charging.

Figure 25 - Oxfordshire hotspots for predicted early mass EV adoption & low driveway probability. Sources: Energeo 2020, EMU 2018, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.
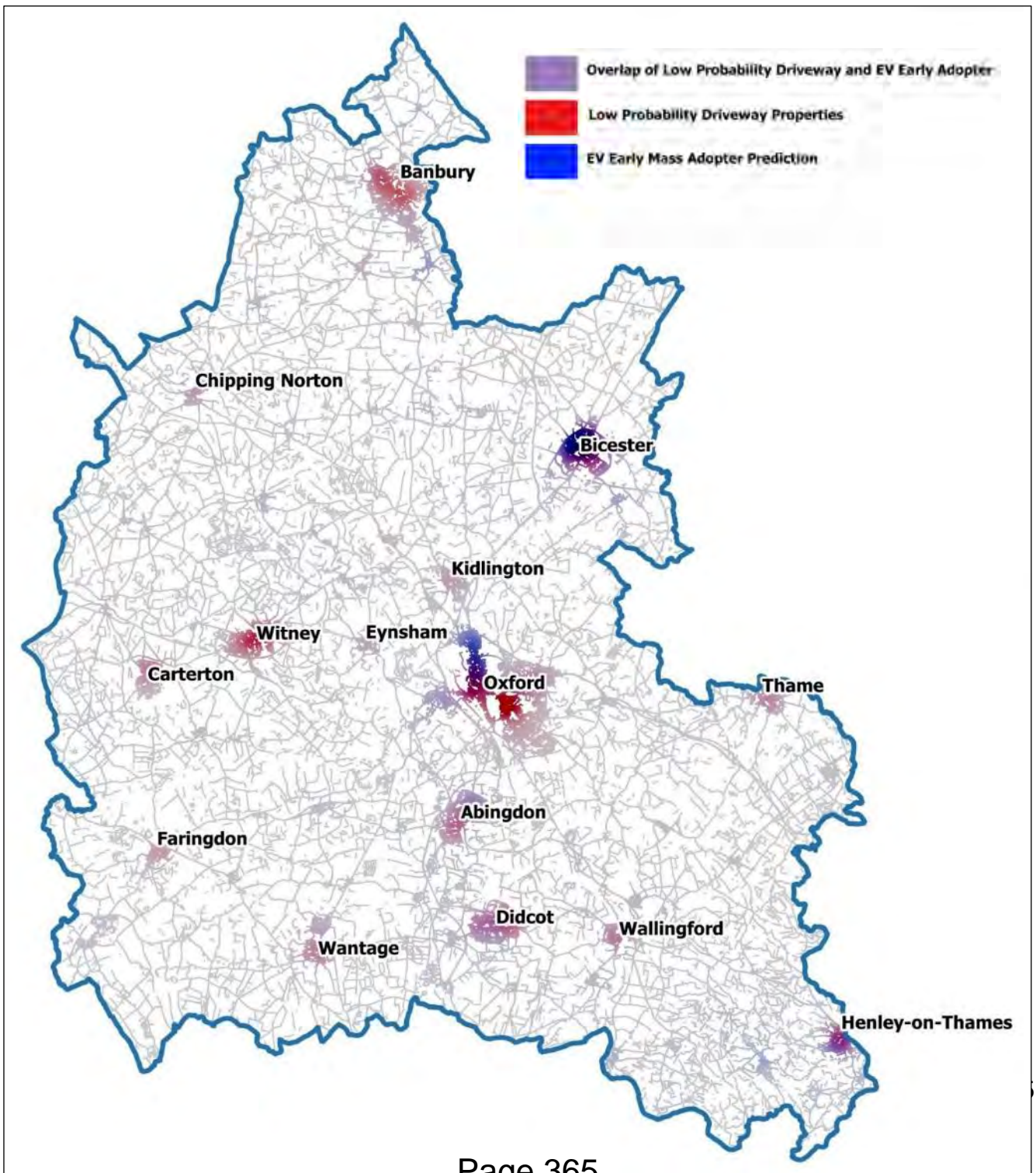
Figure 26 - Cherwell hotspots for predicted early mass EV adoption & low driveway probability. Sources: Energeo 2020, EMU 2018, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.
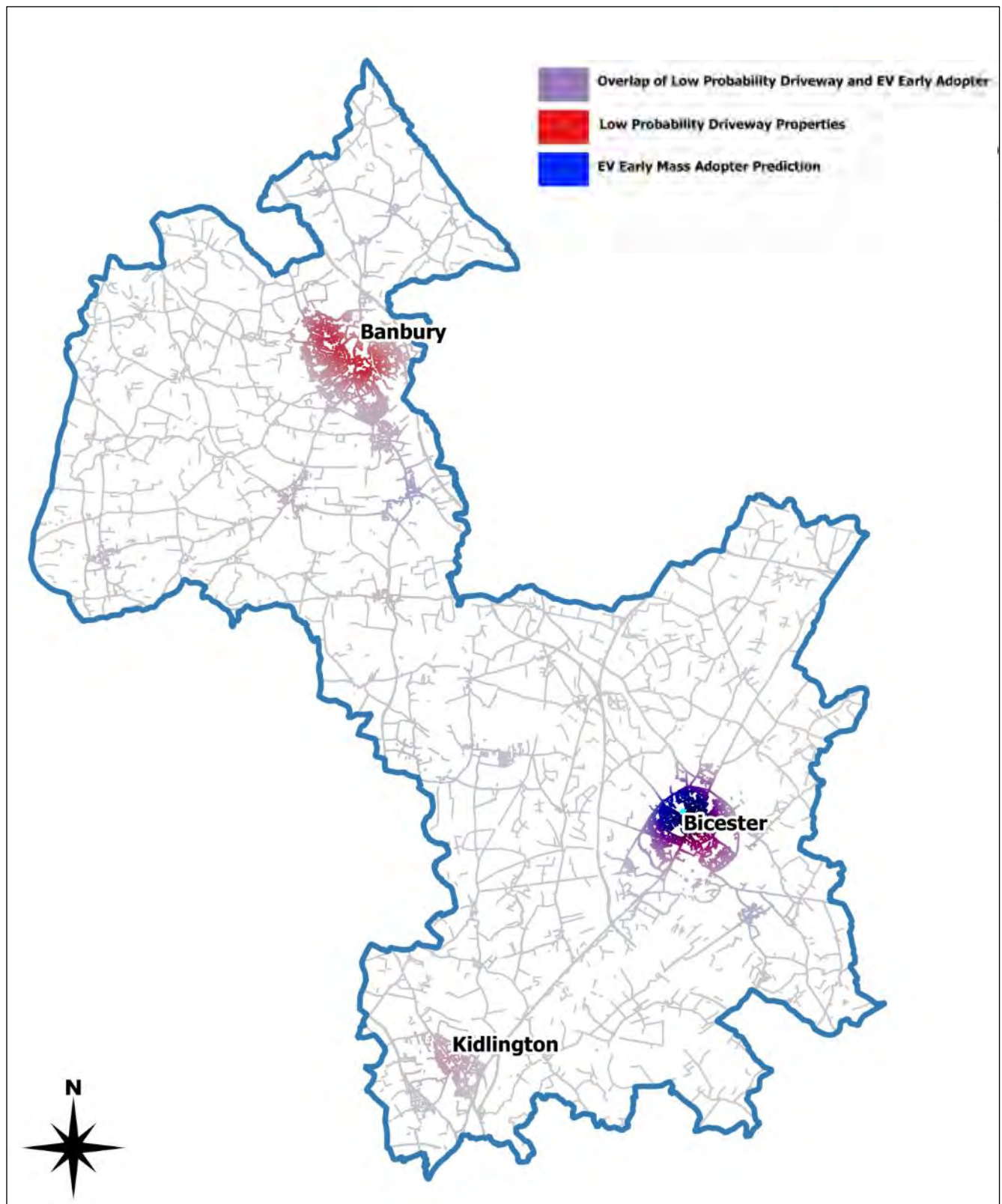
Figure 27 – Oxford hotspots for predicted early mass EV adoption & low driveway probability. Sources: Energeo 2020, EMU 2018, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.
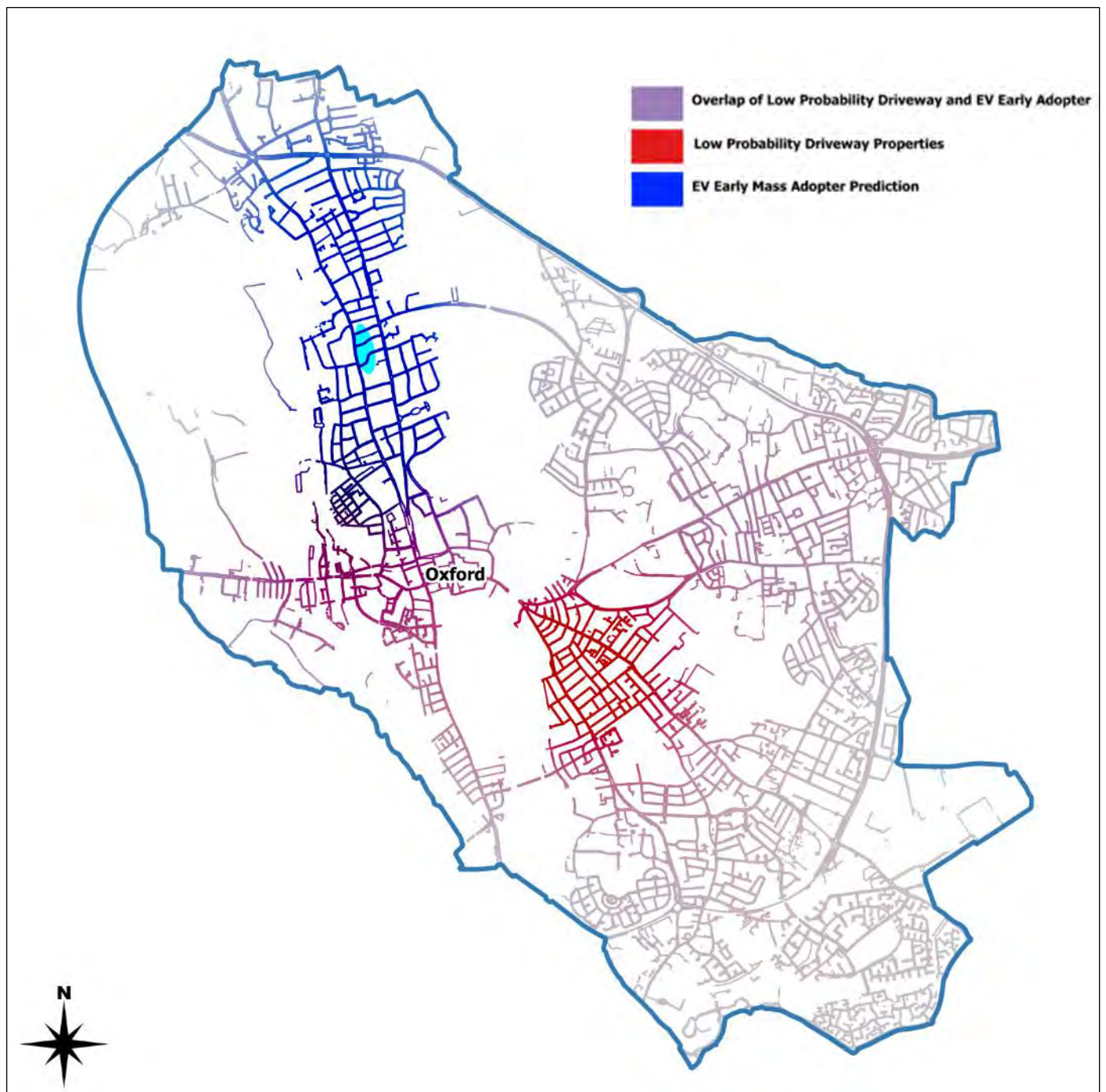
Figure 28 - South Oxfordshire hotspots for predicted early mass EV adoption & low driveway probability. Sources: Energeo 2020, EMU 2018, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.
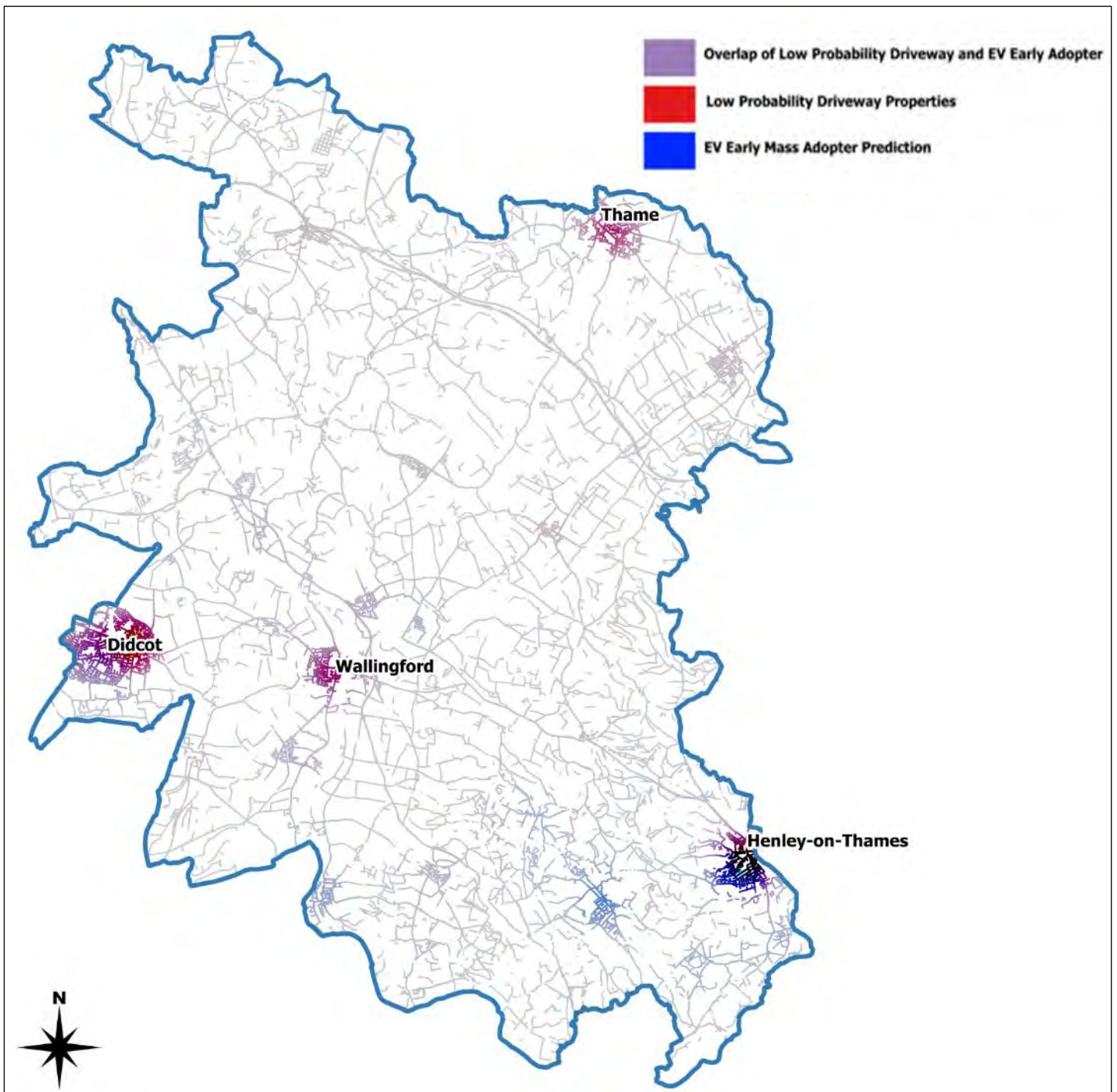
Figure 29 - Vale of White Horse hotspots for predicted early mass EV adoption & low driveway probability. Sources: Energeo 2020, EMU 2018, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.
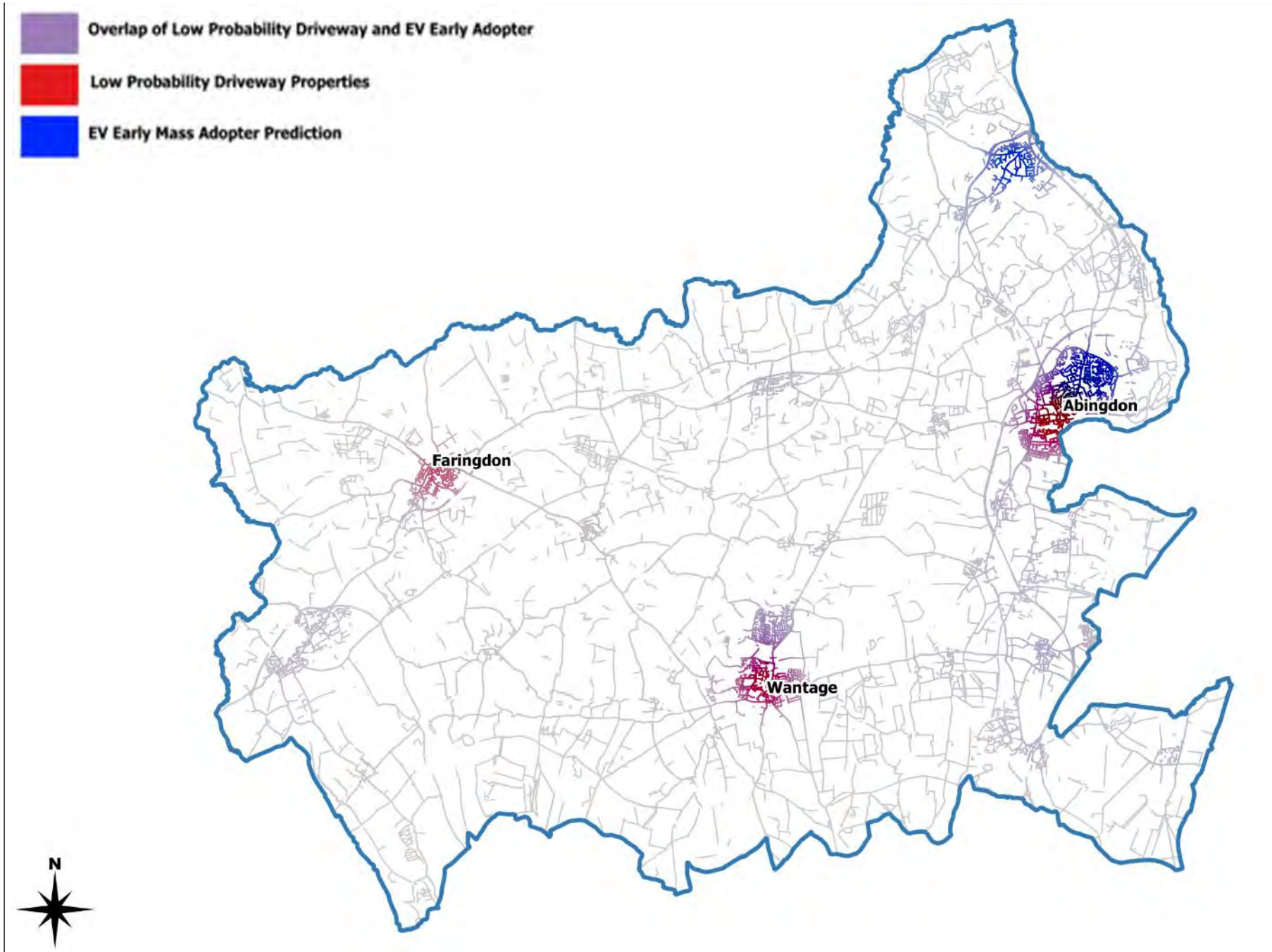
Figure 30 - West Oxfordshire hotspots for predicted early mass EV adoption & low driveway probability. Sources: Energeo 2020, EMU 2018, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.
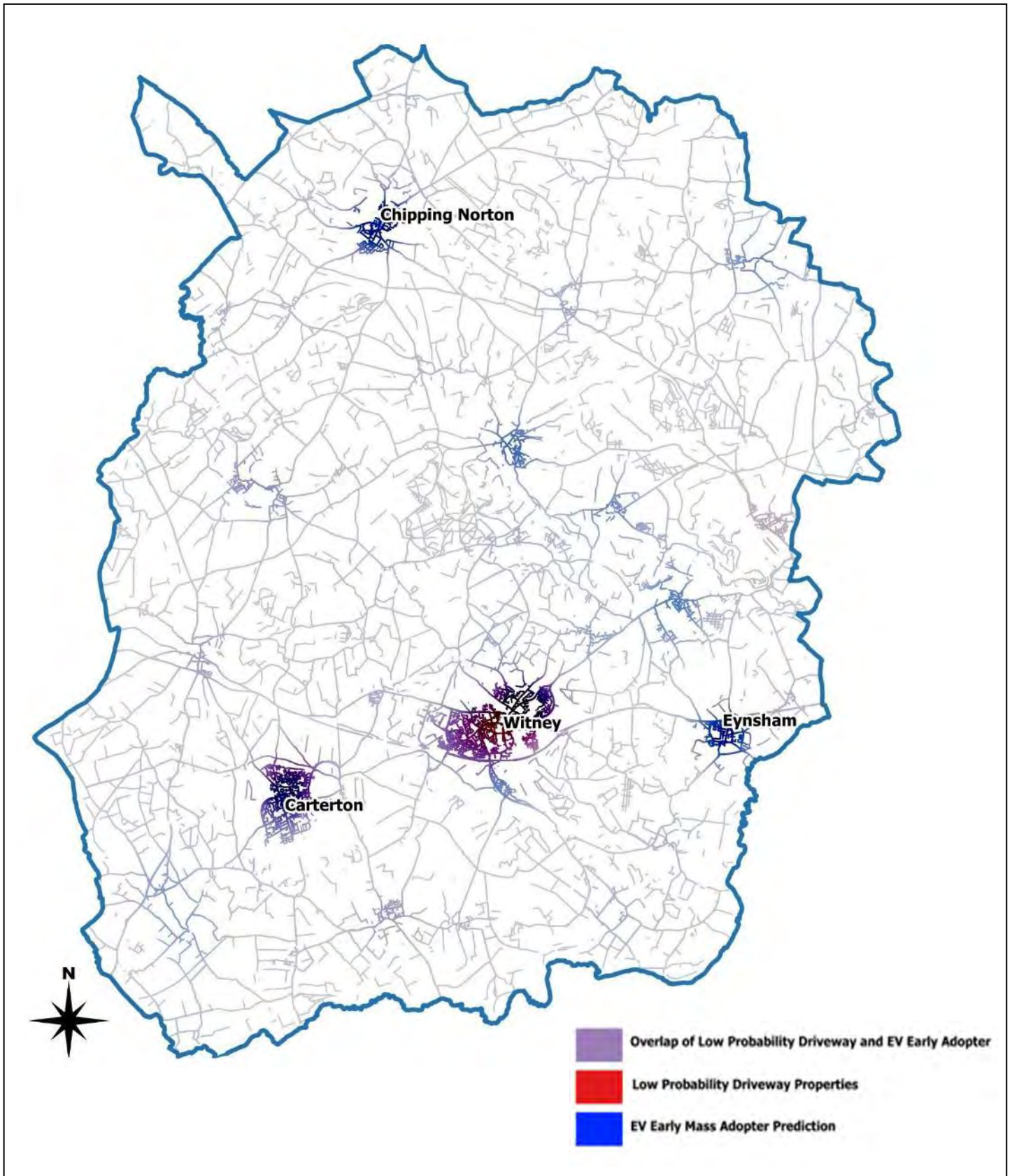
References

i   Oxfordshire Local Industrial Strategy

ii   The UK National Infrastructure Strategy, HM Treasury, 2020

iii   DfT, 2019

iv   2018 UK Greenhouse Gas Emissions, BEIS, 2019

v   Air Quality Annual Status Report 2019, Oxford City Council, 2020

vi   Connecting Oxfordshire

vii   Oxfordshire Energy Strategy

viii   Part 3, Road to Zero Strategy (2018), DfT

ix   DfT, 2020

x   *The image is licensed under Creative Commons ShareAlike International license 4.0. It is attributed to Sivapriya M. Bhagavathy, Constance Crozier and Malcolm McCulloch, University of Oxford and was developed for an internal report of the Park and Charge project.*

xi   National Travel Survey Table NTS0908 DfT (2015)

          xiiElectric Vehicle Charging in Residential and Non-Residential Buildings, DfT 2019

          xiii Directive 2014/94/EU of the European Parliament and of the Council 22/10/2014

xiv   https://epg.eng.ox.ac.uk/our-research/park-and-charge/

xv   Plugging the gap: An assessment of future demand for Britain's electric vehicle public charging network

xvi   On-Street Households: The next EV Challenge and Opportunity. Field Dynamics. 2020

xvii   Section 9, National Planning Policy Framework (Revised) (Feb 2019), MHCLG

xviii The Town and Country Planning (General Permitted Development) Order 2015, Schedule 2, Part 2

xix   The Town and Country Planning (General Permitted Development) Order 2015, Schedule 2, Part 12

xx   X-Last EV Charging Bollard, Oxford

xxi   EV charging points to installed at 10 major shopping hubs, Edie.net

xxii   Supermarkets analysis, Zap-Map

xxiii Thousands of free EV charge points to be installed at Tesco sites, Fleet News

xxiv EV charging at Greene King Pubs, The Independent

xxv   Connecting Oxford Brochure (2020) Connecting Oxford Brochure (2020)

xxvi   European Alternative Fuels Observatory (2018). Electric vehicle charging infrastructure

xxvii   https://www.zap-map.com/statistics/

xxviii   The Road to Zero (2018)

xxix   On-street Residential Chargepoint Scheme guidance for local authorities

xxx   Workplace Charging Scheme: guidance for applicants, chargepoint installers and manufacturers

xxxi   https://www.zap-map.com/zap-map-user-survey-reveals-top-10-ev-charging-networks/

xxxii   REA/Zap-Map finds 21% of public EV charging network users experience issues, Fleet News, 2020

xxxiii   https://www.tsu.ox.ac.uk/pubs/2019-GULO-Phase-1-Final-Report.pdf

xxxiv https://assets.ctfassets.net/ulfvrpf1itxm/3gNS3F5NPiiU2W7tA62QqH/f6269e4852bb147bc7e29709e2383989/EV_d river_survey_report_2020_EN.pdf

xxxv   My Electric Avenue

xxxvi   Upgrading our Energy system: Smart Systems and Flexibility Plan (July 2017), BEIS

xxxvii   Oxfordshire Energy Strategy (Nov 2018) OxLEP

xxxviii   Part 3, Road to Zero Strategy (2018), DfT

xxxix   Electric Nation, Transport Scotland, 2018

xl   Driving and accelerating the adoption of electric vehicles in the UK, DfT, 2020

xli   Part 3, Road to Zero Strategy (2018), DfT

	WEST OXFORDSHIRE DISTRICT COUNCIL
Name and date of Committee	**Cabinet: Wednesday 24 March 2021**
Report Number	**Agenda Item No. 13**
Subject	**Countywide Domestic Abuse Support Service**
Wards affected	ALL
Accountable member	Cllr Merilyn Davies Cabinet Member for Communities Email: merilyn.davies@westoxon.gov.uk
Accountable officer	Heather McCulloch Community Wellbeing Manager Tel: 01993 861562 Email: heather.mcculloch@westoxon.gov.uk
Summary/Purpose	To consider continuation funding for 2 years for the co-commissioned countywide Domestic Abuse support service contract managed by Oxfordshire County Council
Annexes	Annex A - Oxfordshire Domestic Abuse Referral process Annex B - Oxfordshire Domestic Abuse Pathway
Recommendations	(a) That the report be noted; and (b) That approval be given for contributions to the Countywide Domestic Abuse contract to continue for a further two years
Corporate priorities	The continuation of the Domestic Abuse contract will provide the support residents need to live safely and will achieve progress in the policy priorities outlined in the Council Plan 2020-24.
Key Decision	Yes
Exempt	No
Consultees/ Consultation	None

1. BACKGROUND

1.1. At a Cabinet meeting on 18th October 2017 funding of up to £35k per year for three years commencing in April 2018, was approved, towards a countywide contract to deliver domestic abuse services in Oxfordshire

1.2. The background to this decision is that in 2014 Oxfordshire County Council (OCC) agreed a programme of savings that included reducing the budget for domestic abuse services from £337,000 to £200,000 from April 2015. Given the challenge this would cause, OCC agreed to continue funding the current level of service until a detailed review of domestic abuse was completed. This review was completed in October 2016 and recommended bringing together the disparate services being delivered across the County to ensure that services were joined up and easily accessible, as domestic abuse is present in all areas of the County

1.3. As part of this joined up approach, the review recommended that the various funding streams being spent on domestic abuse services should be brought together to enable the co-commissioning of a range of services to meet local need, while reducing complexity and allowing for the increasing volume of need. This approach would also, importantly, bring consistency in quality of approach across the county

1.4. The Council had made no contribution to Domestic Abuse services prior to April 2018 whereas other District Councils had funded their own outreach worker posts

1.5. Initially there had been some challenges in terms of letting a contract for the work but eventually a three year contract with the options to extend for 2 years, was awarded to the Oxfordshire Domestic Abuse Service (ODAS) delivered by A2 Dominion.

1.6. The original three year contract period comes to an end on the 31st March 2021. OCC has agreed to extend the contract for a further 2 years.

2. MAIN POINTS

2.1. The UK government's definition of domestic abuse is "any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, physical, sexual, financial and emotional."

2.2. Key facts:

- One in four women and one in six men will suffer domestic abuse at some time in their lives.
- Almost one in three women aged 16-59 will experience domestic abuse in her lifetime
- Two women a week are killed by a current or former partner in England and Wales alone
- In the year ending March 2019, 1.6 million women experienced domestic abuse
- 62% of children in households where domestic violence is happening are also directly harmed
- 85% of those experiencing domestic violence sought help from professionals an average of five times before they received effective help to stop the abuse

2.3. The countywide contract provides an Access and information service including Helpline, Outreach and IDVA services including 1:1 counselling, Refuge accommodation; Complex needs service for those with multiple issues, and specialist support groups for victims of domestic abuse. An advantage of a countywide contract which is co-commissioned is that the service in each area is delivered to an agreed standard consistently. It also provides

economies of scale around recruitment, training and the management of overheads and coverage for sickness and leave.

3. DESCRIPTION OF THE SERVICE AND PERFORMANCE TO DATE

Access service

3.1. The Access service provides a single point of access for victims, friends and family and professionals seeking advice and support – eg Helpline. It is also has a pathway co-ordination function and staff provide limited ongoing support to meet the needs of 'Standard risk' victims from Oxfordshire.

Number of victims accessing the service			
Oxfordshire	West Oxfordshire	Oxfordshire	West Oxfordshire
Year 2	Year 2	Year 3 (to end Qtr 3)	Year 3 (to end Qtr 3)
1892	95	1330	97
Countywide • Higher proportion of women than men accessing the service - 87% women in year 2 and 91% women in year 3 • Largest proportion of presentations where known are in the age group - 25 to 49 year olds – 598 (32%) year 2 and 748 (56%) year 3 (3 quarters reporting to date) • Self-referral is the most likely way people into the Access/helpline service with 901(48%) referring in Year 2 and 723 (54%) in Year 3 (3 quarters reporting to date) selecting this route			

Outreach and IDVA (Independent Domestic Violence Advisor)

3.2. Outreach and IDVA floating support is available to people who are 16+ living in Oxfordshire who have been assessed as Medium or High risk.

Number of new victims referred into the service			
Oxfordshire	West Oxfordshire	Oxfordshire	West Oxfordshire
Year 2	Year 2	Year 3 (to end Qtr 3)	Year 3 to end Qtr 3)
313	61	186	28

Outreach as a comparison with other districts		
	Year 2 (to May 2019-April 2020)	Year 3 (May 2020-Jan 2021)
Cherwell	41	32
City	87	57
South	68	34
Vale	56	35
West	61	28
Countywide • The majority of new victims referred into the service are women and white British • The largest proportion of new victims referred is between the ages of 25 and 44.		

Refuge

3.3. This Service will provide accommodation based support to women and their children who have experienced or are at risk of Domestic abuse where there are no other options to keep them safe. Refuge support will include support with safety planning to address immediate safety concerns and help to address housing needs and to develop a plan for moving on from the service into settled accommodation as soon as possible.

Quarter	2019-20 Q1	2019-20 Q2	2019-20 Q3	2019-20 Q4	2020-21 Q1	2020-21 Q2	2020-21 Q3
Bed nights available	1440	1456	1456	1456	1440	1472	1472
Nights used	1175	1297	1204	1026	1066	1063	778
Percentage used	81.60%	89.08%	82.69%	70.47%	74.03%	72.21%	52.85%

Countywide
- Experienced some difficulties during Q2 to fill all the units available due in part to Covid.

Complex Needs

3.4. The Complex Needs Service provides specialist support to victims of Domestic abuse who are additionally vulnerable through "complex needs" by bringing together both Domestic abuse and mental health expertise into one service.

Number of New victims referred into service			
Oxfordshire	West Oxfordshire	Oxfordshire	West Oxfordshire
Year 2	Year 2	Year 3 (to end Qtr 3)	Year 3 (to end Qtr 3)
135	12	160	5

Complex needs as a comparison with other districts	
	Year 2 (to May 2019-April 2020)
Cherwell	22
City	67
South	19
Vale	15
West	12
Total	**135**

- Calculation changed mid-way through Year 3 so trend data not available

Resettlement support

3.5. The Community Outreach team provide a resettlement support service which is available for Service Users who require further support to settle into their accommodation when they move on from the accommodation based support services. This is provided where appropriate for a maximum of three months.

4. FINANCIAL IMPLICATIONS

4.1. The annual cost of the contract to the Council is £35k. For the past 3 years the Council has allocated £10k directly and the remaining £25k has been allocated from the Police and Crime Commissioners (PCC) funding allocated to West Oxfordshire Community Safety Partnership (CSP). A budget of £10,000 is in the base budget for 2021/22.

4.2. The contribution requested from the Council is fixed and will not fluctuate if funding from other contributors changes. It is expected that the following organisations will contribute to the countywide contract in 2021/22:

- o Oxford City Council
- o Cherwell District Council
- o South Oxfordshire District Council
- o Office of the Police & Crime Commissioner (OPCC)
- o Oxfordshire County Council

4.3. Domestic Abuse is considered to be a high priority for action by the Community Safety Partnership and they are requesting to commit £25,000 in 2021/22 to this contract extension. The aspiration would be for a further £25k to be allocated from the PCC funding allocated to the West Oxfordshire CSP in 2022/23. However, it should be noted that at the time of writing this report there is no confirmation of CSP funding for 2021/22 or 2022/23. There is also no guarantee that PCC funding will be allocated via District Councils in Oxfordshire in future years beyond 2021/22.

4.4. The financial implication therefore, is that the Council will contribute additional funding of £10k per year to domestic abuse services, but if PCC funding is denied in 2021/22 or PCC funds are distributed in a different way in 2022/23, the Council may need to contribute the full £35k for the following two years

4.5. Any agreement to allocate funding to the extension of the contract would be subject to clear monitoring information showing how many people in West Oxfordshire are accessing services local to them and feedback from users on the effectiveness of the service. OCC have confirmed that this information will be provided

5. LEGAL IMPLICATIONS

5.1. None.

6. RISK ASSESSMENT

6.1. The main risk to the Council is that the Community Safety Partnership will be unable to allocate a sum of £25,000 in 2021/22 or 2022/23.

6.2. The Council has funding in the budget of £10,000 for 2021/22 but there is no confirmation of funding for 2022/23

6.3. Should Members decide not to support the continuation of the contract at the requested level this would result in residents facing an increased risk to their safety. This would put additional strain on other services including where individuals might seek alternative support.

7. EQUALITIES IMPACT

7.1. Responsibility falls to Oxfordshire County Council as the lead commissioner.

8. ALTERNATIVE OPTIONS

8.1. The Council could decide not to extend the funding for a further 2 years which would result in the service not being available for residents in West Oxfordshire

9. BACKGROUND PAPERS

9.1. The following documents have been identified by the author of the report in accordance with section 100D.5(a) of the Local Government Act 1972 and are listed in accordance with section 100 D.1(a) for inspection by members of the public:

- Oxfordshire Domestic Abuse services report to Cabinet dated 18th October 2017 and associated minutes

9.2. These documents will be available for inspection at the Council Offices at Witney during normal office hours for a period of up to four years from the date of the meeting. Please contact the author of the report.

Oxfordshire Domestic Abuse Services

Appendix 1 Referral Process

SINGLE POINT OF ACCESS
Telephone / email / website options

- Average 20-30 minute assessments
- Assess risk
- Identify services to meet need
- Refer or signpost
- Pathway Coordination

Victims of all genders

Friends and family

Professionals

Police disclosure

Non-housing and Non-Specialist Domestic Abuse Services

For example:
Advocacy
BAMER Community Support
Disability Support
Family Centres
Floating Support (generic)
Health signposting
LGBT+ Support
Mediation
Men's Support Services
Mental Health signposting
Older People Support
Safeguarding referrals
Solicitors
Substance Misuse signposting
VCS Support

Specialist Domestic Abuse Accommodation Based Services

Oxfordshire Refuge Service

Thames Valley BAMER Refuge

Refuge other areas

Places of Safety (Dispersed Housing)
Support incl in Med/High

Housing options / LHA

Young People Supported Housing Pathway

Homelessness application — Duty accepted

Target Hardening

Temporary Accommodation

Specialist Domestic Abuse Community Based Services

Risk	Type of Service		
All	Domestic Abuse websites Written information		
Standard	Short term telephone / Face to face support Up to 4 hours		
Medium / High	Outreach / IDVA YIDVA / BAMER Worker		
Complex Needs	Oxon & Bucks Complex Needs Service		
Resettlement	Outreach / IDVA YIDVA / BAMER Worker		
Perpetrators	Thames Valley Perpetrator Programme Oxon		
	Voluntary & Community Sector Funded Specialist Domestic Abuse Support Services		

3.5 FTEs

Groups and Programmes

Glossary:
BAMER: Black, Asian, Minority Ethnic and Refugee
IDVA: Independent Domestic Violence Advisor
LGBT+: Lesbian, Gay, Bisexual, Transgender
VCS: Voluntary and Community Sector
YIDVA: Young Person's Independent Domestic Violence Advisor

Key:
Part of contract
Access
Community based support
Accommodation based support

Annex B Domestic Abuse Pathway

Oxfordshire Domestic Abuse Services

Appendix 2 Domestic Abuse Pathway

OXFORDSHIRE DOMESTIC ABUSE PATHWAYS August 2017

Awareness Raising
- Community
- Schools / FE Colleges
- GP Surgeries
- Family & Children
- Work
- Health Visitors
- Adult Social Care
- Voluntary & Community Sector
- Agencies

Information, campaigns, literature, websites

Domestic Abuse Champions network (raise awareness, identify and signpost victims, children and perpetrators)

Core service professionals trained in domestic abuse (supporting victims within their role)

Community members (supporting victims where appropriate)

Access to information and support

National helplines, websites and support

Commissioned services for victims

Access service
- Single point of access
- Pathway coordination function
- Short term support, standard risk

Risk reduction & risk management

Short term interventions (under 6 months)

Community based support
- Outreach, medium risk
- IDVA, high risk
- Complex needs service
- Resettlement

Accommodation based services
- Oxfordshire refuge
- Oxfordshire dispersed

Target hardening services

Children Multi Agency Safeguarding Hub (child protection, CAF, TAC, MARAMP)

Adult Safeguarding

Intervention programmes for victims and children

Statutory perpetrator programmes

Non-statutory perpetrator interventions

Victim hubs/victim services

Police disclosure / Criminal justice processes

Recovery/behaviour changing interventions

Community & family support / Social networks

Specialist & non-specialist counselling

Independant living skills and support (generic floating support)

Parenting courses

Recovery programmes

PREVENTION
Promote healthy relationships
Equality and respectful behaviour
Address cultural differences
Wherever possible manage out risk

79

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank