

# Public Document Pack



Tuesday, 6 September 2022

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## CABINET

You are summoned to a meeting of the Cabinet which will be held in the Charlbury Community Centre, Enstone Road, Charlbury OX7 3PQ on **Wednesday, 14 September 2022 at 2.00 pm.**



Giles Hughes  
Chief Executive

To: Members of the Cabinet

Councillors: Andy Graham (Leader), Duncan Enright (Deputy Leader), Joy Aitman, Lidia Arciszewska, Dan Levy, Mathew Parkinson, Andrew Prosser, Carl Rylett and Geoff Saul

Recording of Proceedings – The law allows the public proceedings of Council, Cabinet, and Committee Meetings to be recorded, which includes filming as well as audio-recording. Photography is also permitted. By participating in this meeting, you are consenting to be filmed.

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

# AGENDA

1. **Minutes of Previous Meeting** (Pages 7 - 12)  
To approve the minutes of the meeting held on 17 August 2022.
2. **Apologies for Absence**
3. **Declarations of Interest**  
To receive any declarations from Members of the Cabinet on any items to be considered at the meeting
4. **Participation of the Public**  
Members of the public may ask a question at a meeting of Cabinet for up to three minutes on any item of business for decision at the meeting or on any issue that affects the district or its people. Members of the public wishing to speak at a Cabinet meeting must notify [democratic.services@westoxon.gov.uk](mailto:democratic.services@westoxon.gov.uk), including their name and the agenda item or topic they wish to speak on, by 2.00pm two clear working days before the meeting (e.g. for a Wednesday meeting, the deadline would be 2.00pm on the Friday before). If the topic of the question is not within the remit of the Council, advice will be provided on where best to direct the question. The relevant Cabinet Member will either respond verbally at the meeting or provide a written response which will be included in the minutes of the meeting.
5. **Receipt of Announcements**  
Purpose:  
To receive any announcements from the Leader of the Council or Members of the Cabinet.
6. **Hackney Carriage Fare Review** (Pages 13 - 26)  
Purpose:  
The authority is responsible to undertake a review of Hackney Carriage Fares. In light of the substantial increase in the cost of fuel and general living costs a request has been submitted by the trade to review the current hackney carriage table of fares.  
A decision is therefore sought for approval to commence the public consultation on the proposed increase of the hackney carriage table of fares with a view to increasing the maximum fares that hackney carriages can charge as set out in this report.  
Recommendations:  
That Cabinet resolves to
  - a) Agree the proposed increase to the hackney carriage table of fares is advertised as a public notice in accordance with the requirements of Section 65, of the Local Government (Miscellaneous Provisions) Act 1976; and
  - b) Agree subject to there being no objections received in accordance with the statutory provisions within 14 days of publication of the notice, the proposed fare increase will take effect from 5 October 2022. If objections are received within the 14 days, the matter will need to be considered further by Cabinet within two months of the first specified date.

7. **Implementation of Local Connection Criteria and Fee Regime for the Self-Build Register**  
(Pages 27 - 32)

Purpose:

To seek approval to introduce local connection and financial capability criteria for entry onto the Self and Custom Build Register.

To seek approval to Introduce a fee for new applicants to join the Council's Self and Custom Build Register.

Recommendations:

That Cabinet resolves to:

- a) approve the introduction of a local connection and financial capability criteria for entry on to the Council's Self & Custom Build Register be agreed; and
- b) approve a review of the Register and the creation of Part 1 and Part 2 of the register. With Part 1 being formed of those who meet local connection criteria set and Part 2 to be formed of those who conform with all criteria except the local connection test; and
- c) approve that the fee structure set out within Section 5 of this report for new applicant to join the register is adopted from 1<sup>st</sup> April 2023 and that this fee can be monitored and varied if necessary with the agreement of the Cabinet Member;

8. **Review of Monitoring Officer Arrangements** (Pages 33 - 44)

Purpose

For Cabinet to consider the Chief Executive's review of the Council's monitoring officer arrangements, the retained officer structure, and key temporary roles critical to the delivery of the Council's emerging priorities.

Recommendation

That Cabinet resolves to:

- a) Support the recruitment of a full time Director of Governance & Development to act as the Council's Monitoring Officer.
- b) Request that the Performance and Appointments Committee be requested to consider the terms and conditions for the Director of Governance & Development and any consequential amendments to those of the retained officer structure.
- c) Support the conversion of the following temporary roles into permanent roles into permanent roles in light of the central role they will play in delivering the Shared Prosperity Fund and the Council's emerging priorities:
  - Market Towns Officer
  - Climate Change Manager
- d) Review other temporary roles relevant to West Oxfordshire through the 23/24 budget process to consider permanent contracts for those roles that are needed on an ongoing basis.
- e) Give consideration to extending the temporary contract for the Biodiversity/Countryside Land Management Officer role to allow this role to be considered through the 23/24 budget process.
- f) Note that the funding for the roles set out above be in the first instance be financed from the New Initiatives Funding Reserve previously approved by Council pending any permanent funding being approved in the 2023/24 budget process.

9. **Performance Monitoring Report Q1 - 2022/23 (Pages 45 - 58)**

Purpose

This report provides details of the Council's operational performance at the end of 2022-23 Quarter One (Q1)

Recommendation

That Cabinet resolves to note the 2022/23 Q1 service performance

10. **Financial Performance Q1 2022/23 (Pages 59 - 72)**

Purpose:

This report provides details of the Council's financial and operational performance at the end of 2022-23 Quarter One (Q1)

Recommendation

That Cabinet resolves to note the 2022/23 Q1 finance performance

11. **Exclusion of Public and Press**

If Cabinet wishes to exclude the press and the public from the meeting during consideration of any of the items on the exempt from publication part of the agenda, it will be necessary for Cabinet to pass a resolution in accordance with the provisions of Paragraph 4(2)(b) of the Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2012 on the grounds that their presence could involve the likely disclosure of exempt information as described in specific paragraphs of Schedule 12A of the Local Government Act 1972.

Cabinet may maintain the exemption if and so long as, in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

12. **Write Off of Unpaid Business Rates in Excess of £5,000 (Pages 73 - 76)**

Purpose:

To seek approval for the writing off of debts in excess of £5,000.

Recommendation:

That Cabinet approves:

- a) The write off of £5,170.74

13. **New Lease at Unit 1 Talisman Business Centre, Bicester (Pages 77 - 84)**

Purpose:

To seek approval for the Council to grant a lease of Unit 1 Talisman Business Centre, Bicester on the terms contained in this report and to fund the recommended works on the unit

Recommendations:

That Cabinet resolves to

- (a) approve the granting of a lease of Unit 1 Talisman Business Centre, Bicester on the terms contained in this report;
- (b) approve the funding of works recommended within the report from the £165,000 dilapidations payment from the previous tenant and £154,000 from the Investment and Incentive Fund, with the tenant to carry out the works as a preference as detailed in the report;

- (c) approve delegated authority be given to the Group Manager for Property and Regeneration in consultation with the Head of Legal Services and the Deputy Chief Executive to approve the final terms of the lease.

14. **S13A Discretionary Council Tax Discount Appeal Application (Pages 85 - 88)**

Purpose:

To consider a S13A Discretionary Council Tax discount appeal application.

Recommendations:

That Cabinet resolves to:

- (a) Consider the appeal for Council Tax Section 13A Discretionary discount submitted under Section 13A of the Local Government Finance Act 1992; and,
- (b) Approve the award of a Council Tax discount under S13A of the Local Government Finance Act 1992 as detailed in paragraph 2.9 of this report

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## WEST OXFORDSHIRE DISTRICT COUNCIL

Minutes of the meeting of the

### **Cabinet**

Held in the Council Chamber at 2.00 pm on **Wednesday, 17 August 2022**

### PRESENT

Councillors: Joy Aitman (Cabinet Member for Stronger, Healthy Communities), Lidia Arciszewska (Cabinet Member for Environment), Dan Levy (Cabinet Member for Finance), Mathew Parkinson (Cabinet Member for Customer Delivery), Andrew Prosser (Cabinet Member for Climate Change), Carl Rylett (Cabinet Member for Planning and Sustainable Development), Geoff Saul (Cabinet Member for Housing and Social Welfare).

Also present Councillors: Alaa Al-Yousuf, Colin Dingwall, Ted Fenton, Gill Hill, Norman MacRae MBE and Michelle Mead.

Officers: Andrew Brown (Business Manager, Democratic Service), Elizabeth Griffiths (Chief Finance Officer, Deputy Chief Executive and Section 151 Officer), Susan Sale (Monitoring Officer), Heather McCulloch (Community Wellbeing Manager), Michelle Ouzman and Janet Eustace (Democratic Services).

#### **46. Election of Chair for the meeting**

The Monitoring Officer opened the meeting and asked for nominations for a Councillor to Chair this meeting.

Proposed by Councillor Parkinson, seconded by Councillor Prosser that Councillor Dan Levy (Cabinet member for Finance) chair this meeting.

#### **47. Minutes of Previous Meeting**

The minutes of the meeting held on Wednesday 17 July were approved and signed by the Chair.

#### **48. Apologies for Absence**

Councillors: Andy Graham and Duncan Enright.

#### **49. Declarations of Interest**

There were none.

#### **50. Participation of the Public**

The Monitoring Officer read a question which had been submitted by Sharone Parnes:

'Does the Leader of the District Council think that the collapse of the 2050 local plan will mean that Oxfordshire is going to lose at least £30 million of infrastructure funding this year - which would obviously raise concerns related to development policy - and, as the growth Deal was conditional on a joint 2050 plan, does the Leader expect there is likely to be a 'clawback' of the previous £120 million awarded to Oxfordshire; and will the £60 million for affordable housing be clawed back along with the £5million for producing the plan?'

The Chair advised that a written reply would be provided and appended to the Minutes of the Meeting.

## **51. Receipt of Announcements**

The Chair announced that Councillor Andy Graham, Leader of the Council, would be taking some time out of his role on the Council for personal medical reasons. Councillor Graham was looking forward to returning to his role as Leader and the Council wished him well with his recovery. Councillor Duncan Enright, who is the Deputy Leader, will take on the role of Leader of Council from Monday 22<sup>nd</sup> August until Councillor Graham returns which is expected to be in a few weeks' time.

The Chair announced details of Cabinet on Tour. Cabinet meetings will be held in towns across the district:

- 14 September - Charlbury.
- 16 November – Chipping Norton.
- 11 January – Woodstock.
- 22 March – Carterton.
- 19 April – Eynsham.

All the meetings will start at 2.00pm and will be open for residents to attend without pre-booking. Each meeting will have a specific agenda item for public participation where residents can raise topics important to them.

Councillor MacRae asked about the parking arrangements at the various venues.

## **52. Revised Draft Developer Contributions Supplementary Planning Document (SPD)**

Councillor Rylett, Cabinet Member for Strategic Planning, introduced this item.

Councillor Rylett explained that the Council was in the process of preparing a Supplementary Planning Document (SPD) on the topic of developer contributions which would clarify the amount the developers will be expected to pay. The SPD was aimed at a broad audience and subject to the agreement of Members, would be published for a further six weeks of public consultation. After consideration of the responses, Members would be asked to formally adopt the SPD.

In answer to a question from Councillor Al-Yousef, Councillor Rylett confirmed the document contained no new policies. Councillor Al-Yousef also expressed concerns that the cost of new infrastructure was passed on to those purchasing houses undermining the Council's efforts to provide affordable homes. He asked that future drafts of the document acknowledge this.

Councillor Saul, Cabinet Member for Housing and Community Safety, reminded the meeting that strict tests were applied to s106 payments which were set at a level such as to ensure the feasibility of any new development.

**Resolved** that Cabinet:



- a) Note the content of the report including the consultation summary report;
- b) Agree that the revised draft Developer Contributions Supplementary Planning Document (SPD) is published for a six-week period of public consultation; and
- c) Authorise the Planning Policy Manager to make any minor factual/typographical amendments to the revised draft SPD, in liaison with the relevant Cabinet Member, prior to the public consultation taking place.

**53. West Oxfordshire Local Plan 2041 - Initial Issues and Scoping Consultation**

The Chair introduced this item. The Council was updating its Local Plan and was seeking early views from local residents and businesses on potential areas of focus. The new Plan would cover the 20-year period 2021 – 2041 for adoption by 2024. The consultation would have a strong digital focus to reach as broad and diverse an audience as possible and a wide range of stakeholders would be encouraged to participate.

Councillor Rylett added that the Plan would recognise the priorities of the new administration in particular tackling the climate and ecological emergency and promoting healthy, safe, strong and inclusive communities.

Councillor Mead asked about the cost of producing the new Plan and whether any of the data which had already been gathered would be reused. She also asked how the Council would consult those who do not have access to social media and whether businesses would be consulted. Councillor Al-Yousuf asked whether the Plan would be based on evidence rather than political decisions. He warned of the need to avoid a hiatus where no Plan is in place.

The Chair said that existing data would be used where valid and that the existing Plan would continue until the new Plan had been adopted. He undertook to provide details of the cost of producing a new Plan and the cost abandoning the joint 2050 Plan. He confirmed that more traditional methods of consultation would be in place for those not using social media.

Councillor Fenton asked why the start date for the Plan predated the adoption. Councillor Rylett thought that this was because Plans normally cover a 20 year period but would be ask Officers to confirm.

**Resolved** by Cabinet that:

- a) note the intention to review the West Oxfordshire Local Plan commencing with an initial Issues and Scoping Consultation
- b) agree to a programme of engagement that would help to inform the scope of the West Oxfordshire Local Plan alongside the West Oxfordshire Council Plan.

**54. Domestic Abuse Contract Renewal**

Councillor Geoff Saul, Cabinet Member for Housing and Community Safety, introduced this item.

The existing Oxfordshire Domestic Abuse Services (ODAS) contract comes to an end in March 2023. Oxfordshire County Council is planning to advertise the tender with a view to it being awarded in December 2022 for an April 2023 start. Oxfordshire County Council is seeking ongoing funding from West Oxfordshire District Council but there are some issues around the funding formula with WODC currently contributing a disproportionately large sum. It was proposed to offer a contribution of £23,650 towards the new contract.

Councillor MacRae welcomed the continuation of the service but queried whether more emphasis could be given to support of men and gay and transgender people. Councillor Mead also supported the service and asked whether it could be referred to the Future Oxfordshire Partnership. It was confirmed by the Chief Finance Officer that funding would be allocated in the budget setting process.

**Resolved by Cabinet that:**

- a) note the duty the Domestic Abuse Act 2021 places on local authorities in England to provide accommodation based support to victims of domestic abuse and their children in refuges and other safe accommodation; and
- b) agree funding towards the Oxfordshire Domestic Abuse contract to start on 1st April 2023.

#### **55. New Council Initiatives Funding Allocations**

The Chair introduced this item. The priorities for resources from the New Initiatives Fund include the de-carbonisation of the Council's vehicle fleet. An additional £75,000 was proposed to purchase two new road sweepers for Chipping Norton and Woodstock. Other emerging priorities include:

- Helping the most vulnerable residents with the cost of living crisis
- Community based environmental schemes
- Youth initiatives
- Business support to towns and villages.

Councillor MacRae asked what the lead time would be for the purchase of the new sweepers; whether they would be able to cope with the terrain in Chipping Norton; whether Woodstock and Chipping Norton might share a vehicle and details of where the sweepers were on which days.


Councillor Arciszewska, Cabinet Member for Environment, said that the vehicles were in use 5 days a week and that officers had advised that the two existing vehicles needed replacing. She said she would ask officers to respond to the other matters raised.

**Resolved by Cabinet that:**

- a) confirm its approach to allocating funds from the new reserve approved by Council in July 2022 and any delegated arrangements;**
- b) approve an allocation of £75,000 from the reserve for the purchase of the two electric sweepers in 2022/23;**
- c) ask officers to investigate a longer term plan to decarbonise the vehicle fleet used by the Council and its partners and report back later in the year.**

**The meeting ended at 2.45 pm**

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 <p><b>WEST OXFORDSHIRE DISTRICT COUNCIL</b></p>	<p><b>WEST OXFORDSHIRE DISTRICT COUNCIL</b></p>
<p>Name and date of Committee</p>	<p><b>CABINET – 14 SEPTEMBER 2022</b></p>
<p>Report Number</p>	<p><b>AGENDA ITEM No 6</b></p>
<p>Subject</p>	<p><b>HACKNEY CARRIAGE FARE REVIEW</b></p>
<p>Wards affected</p>	<p>All</p>
<p>Accountable member</p>	<p>CLlr Lidia Arciszewska – Cabinet Member for Environment Email: <a href="mailto:Lidia.Arciszewska@westoxon.gov.uk">Lidia.Arciszewska@westoxon.gov.uk</a></p>
<p>Accountable officer</p>	<p>Alison Gardner, Licensing Team Leader Email: <a href="mailto:alison.gardner@publicgroup.uk">alison.gardner@publicgroup.uk</a></p>
<p>Summary/Purpose</p>	<p>The authority is responsible to undertake a review of Hackney Carriage Fares. In light of the substantial increase in the cost of fuel and general living costs a request has been submitted by the trade to review the current hackney carriage table of fares.</p> <p>A decision is therefore sought for approval to commence the public consultation on the proposed increase of the hackney carriage table of fares with a view to increasing the maximum fares that hackney carriages can charge as set out in this report.</p>
<p>Annexes</p>	<p>Annex A – Fare increase proposal from trade Annex B – Current and proposed table of fares Annex C – Comparison between current and proposed fares</p>
<p>Recommendation(s)</p>	<p>That Cabinet resolves to</p> <ol style="list-style-type: none"> <li>a) <i>Agree the proposed increase to the hackney carriage table of fares is advertised as a public notice in accordance with the requirements of Section 65, of the Local Government (Miscellaneous Provisions) Act 1976; and</i></li> <li>b) <i>Agree subject to there being no objections received in accordance with the statutory provisions within 14 days of publication of the notice, the proposed fare increase will take effect from 5<sup>th</sup> October 2022. If objections are received within the 14 days, the matter will</i></li> </ol>

	<i>need to be considered further by Cabinet within two months of the first specified date.</i>
Corporate priorities	Hackney Carriage vehicles play an active part in our community and provide vital transport links for many groups such as the vulnerable, elderly and tourists as well as supporting many areas such as economic growth, tourism and the night time economy.
Key Decision	No
Exempt	No
Consultees/ Consultation	This report seeks agreement for a public consultation in accordance with the requirements of Section 65, of the Local Government (Miscellaneous Provisions) Act 1976  Leader of the Council, Chief Executive, Chief Finance Officer, Head of Legal Services, Monitoring Officer, Cabinet Member for Environment.

## BACKGROUND

- 1.1. Local Authorities have a statutory power to set the maximum fares that licensed hackney carriages can charge for a journey under Section 65 of the Local Government (Miscellaneous Provisions) Act 1976, local authorities have the power to “fix the rates or fares within the district as well for time as distance and all other charges in connection with the hire of a vehicle or within the arrangements for the hire of that vehicle, to be paid in respect of the hire of hackney carriages by means of a table (hereinafter in this section referred to as a “table of fares”) made or varied in accordance with the provisions of this section.
- 1.2. The current maximum fares that were set in 2016 is the maximum fare that hackney carriages licensed by the district can charge. Since the time those fares were set they have not been reviewed or amended. The licensed trade have requested these fares are revised to reflect the increase in fuel costs and the general cost of living since these fares were last reviewed.

## 2. MAIN POINTS

- 2.1. Since the last fare increase the cost of living, inflation and fuel prices have all increased, and as such the current hackney carriage maximum tariffs no longer meet the licence holders’ costs. The process of setting a fare increase is complex and a balance needs to be struck between the legitimate aims of the taxi trade to maintain profitability in the face of increasing costs.
- 2.2. Hackney carriage drivers are not required to charge the maximum fare. This means that hackney carriage drivers are within their rights to negotiate the fare down provided that the final agreed fare is no more than the maximum set.
- 2.3. Following the proposal which has been signed by more than 10% of the licensed trade which is attached in **Annex A**, a revised table of fares has been developed to reflect the request from the trade. The proposed changes to the fares are shown in red in **Annex B**.
- 2.4. Introducing these changes to the tariff would incur a small cost to the licence holder to have their meter calibrated with the new rate. The calibration certificate would be submitted to the Licensing Team.
- 2.5. Any changes to the current table of fares must be subject to a statutory consultation process. This consultation process is unusual in that if no objection to a table of fares or variation is duly made within the consultation period specified in the published notice the table of fares or variation shall come into operation on the date of the expiration of the period specified in the notice. Therefore, should the Cabinet decide to consult on the proposed revised table of fares those revisions will come into force providing no objections to the change are received without any further decisions being required of the Cabinet. If objections are received and not withdrawn, the Cabinet will be asked to consider those objections and decide whether to change the table of fares or not.
- 2.6. The consultation period must not be less than 14 days and must be published in a local newspaper setting out the variation and specifying a period and means of objecting.
- 2.7. There are currently 105 licensed Hackney Carriage Vehicles within the district.
- 2.8. The comparison with the other Oxfordshire/Bordering authorities for an average two mile journey on tariff I can be seen in the table below

Local Authority	Two mile journey on tariff 1	Date of last review	National Ranking (349 Councils)	
Cherwell	£5.56	2012	303	Under review – proposed rate £6.45
Cotswold	£6.30	2019	184	Under review – proposed rate £7.10
Oxford	£7.60	2014	33	
South and Vale	£6.90	2014	87	Under review – proposed rate £8.10
West Oxfordshire	£6.20	2014	216	

- 2.9. The proposal is to increase the fare for distance, waiting time, timings for hiring and the soiling charge with all other charges remaining the same. A copy of the existing table of fares which also highlights the proposed increase/change in red is attached at **Annex B**.

### 3. FINANCIAL IMPLICATIONS

- 3.1. There are no direct financial implications for the Council arising from this report.
- 3.2. All drivers would be required to have their meters calibrated with the new rate and submit a calibration certificate to the Licensing Team. This would be undertaken at their own cost.

### 4. LEGAL IMPLICATIONS

- 4.1. The legal authority for the Council to fix fares for hackney carriages is provided by Section 65 of the Local Government (Miscellaneous Provisions) Act 1976. When a Council makes or varies a table of fares, it must publish in one local newspaper a notice setting out the table of fares, or variations to the table, specifying the period (not less than 14 days) within which, objections to the table or variations can be made. A copy of the proposed tariff must be available at the Council's offices for the public to inspect, free of charge, at all reasonable hours. If there are no objections, the table, or variation, will come into effect on the expiration date of the period specified in the notice.

### 5. RISK ASSESSMENT

- 5.1. If the Council decides not to approve the recommended increase in fares, licence holders will be unable to recover their costs and earn a proper living, which could result in the Council being legally challenged which could adversely affect the Council's reputation.
- 5.2. There is not a direct right of appeal against the fares set by a Local Authority, however any party that is dissatisfied by the fares could seek a Judicial Review of the Council's decision.

### 6. EQUALITIES IMPACT

- 6.1. Not directly applicable to this decision.



**7. CLIMATE AND ECOLOGICAL EMERGENCIES IMPLICATIONS**

- 7.1. There are no direct climate and ecological implications from revising the taxi fares.

**8. ALTERNATIVE OPTIONS**

The Council can decide not to increase hackney carriage fares as part of this review although this option is not considered desirable as it would result in an owner-driver not being able to fully recover the costs which will be incurred by them to operate and maintain their hackney carriage to a high standard.

**9. BACKGROUND PAPERS**

- 9.1. None

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## TAXI FARE RATE RISE

We would like to propose a taxi fare rate rise.

There has not been a rate rise since 2014.

Inflation is predicted to be above 8% this year.

The bank of England's own calculator has 2014 to 2021 @ 11.6%.

From the figures and calculations above we need about 20% to get us back to where we were in 2014 let alone where things stand now in 2022.

The price of motoring has risen above inflation with fuel prices rising from around £1.40 a litre to edging ever near to £2.00 a litre.

The cost of buying a new or used vehicle has also risen sharply above inflation.

The cost of labour has risen, with the minimum wage up from @ £6.50ph to @ £9.50ph an increase of 46% and this is why from our proposals you will see a hike in our waiting time.

VAT is still at 20% with no sign of returning to a lower level, so we feel that a 20% rise is the absolute minimum we need to support our businesses.

We did look at the rate 2 start beginning at 8pm but there was some opposition to this, so, after discussion the rate 2 start was bought forward to 10.30pm and this found unified agreement.

The soiling charge speaks for itself as no one ever wants to charge it!

Nevertheless, in trying to keep almost everyone happy is impossible, but what we have proposed has the support of the majority of the trade. (See support document)

So, therefore, the changes we propose are as follows: -(see proposed tariff sheet)

1. A running mile will go up to £2.40 a mile from £2.00 @ 20% rise.
2. Flag fall will rise from £2.40 to £5.00 but will include the first mile - so a 1-mile fare will rise from £4.20 to £5.00 meaning an increase of 19%. A 2-mile journey fare will rise from £6.20 to £7.20 increasing by just over 16%. A 10 - mile journey will go from £22.20 to £26.40 an increase of 19.8%.
3. Waiting time proposal. To change from 20p for a period of 45 seconds to a new tariff of 20p for 30 seconds giving an increase in waiting time from £16 ph to £24 ph equating to a 50% rise.
4. The soiling charge to rise from £60 to £100 a rise of 66%.
5. Rate 2 to start at 10.30pm down from 11pm.

Kind regards,  
From the majority of the WODC licensed taxi trade.

## Proposed Taxi Fare Table rev 2

The fares charged are calculated by the use of the meter in this vehicle. The scale of charges shows the **maximum** charge which may be made for journeys within the boundary of West Oxfordshire District Council. Fares outside this boundary should be agreed with the driver in advance.

### TAXICAB FARES FOR DISTANCE

For the first mile or uncompleted portion thereof	£5.00
For each subsequent 12th of a mile or uncompleted part thereof	20p

### WAITING TIME

For each period of 30 seconds or part thereof	20p
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### EXTRAS

For hirings begun between <b>10.30pm and 7.am</b> on any day, and at any time on Sundays and Public Holidays.	<b>Additional 50% of the above fare</b>
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Soiling charge	£100.00
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### Minibus or 6 seater

For hirings begun at any time of the day with more than 4 passengers	<b>Additional 50% of the above fare</b>
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### CHRISTMAS AND NEW YEAR

**NB** Christmas period is defined as between 7 pm on 24 December and 7.00 am on 27 December

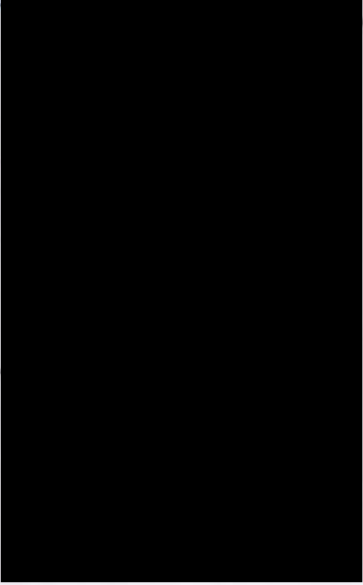
**Double Tariff**

### NEW YEAR

**NB** New Year is defined as between 7.00pm On 31 December and 7.00am on 2 January

**Double Tariff**

The following support the proposed Taxi fare rate rise Rev 2

Name	plate number/badge number	comments
MOHAMMAD-ZAHEDI	0/8	
① JOHN YAU	145	
② ANN WEBB	151	
③ DAVID SOUF	150	
A ④ Semulu	46	
A ⑤ HART	137	
⑥ J. WILFELDMAN	41	
⑦ TONY HICKMAN LIVEYS LTD	040	
⑧ CABS 4 U SUE HUGHES		
⑨ MARK ONE MARK GRIFFITHS		
10 ACE TAXI'S DAN CARR		
11- HORN TAXI'S MAYLEY WINGS		

The following support the proposed Taxi fare rate rise Rev 2

Name	plate number/badge number	comments
Hayley WITTS	038 H+R TAXIS	
Ray Costley	090 H+R TAXIS	
LITON MIAH	60 LITON	
AZIZ	046 AZIZ	
SHAHZAD KHAN	013 Plate No.	
ARSHAD MEHMOOD	167 Plate No	
MR. ZARFET	064 plate no	
Wasim Abdullah	103	
<del>Noor ul Haq</del>	Plate No 17	
Noor ul		
VINOD	plate=121	
Mukath Mah	112 badge num	
BICI	104 plat	
ALTAF AH	077 plat	

## TAXICAB FARES FOR DISTANCE

For the first $\frac{1}{10}$ of a mile or uncompleted portion thereof	£2.40	For the first mile or uncompleted portion thereof	Change from $\frac{1}{10}$ mile to first mile £5.00
For each subsequent $\frac{1}{10}$ of a mile or uncompleted part thereof	20p	For each subsequent $\frac{1}{12}$ of a mile or uncompleted part thereof	Change from $\frac{1}{10}$ to $\frac{1}{12}$ mile 20p (no change)

## WAITING TIME

For each period of <b>45 seconds</b> or part thereof	20p	For each period of <b>30 seconds</b> or part thereof	Change from 45 to 30 seconds 20p (no change)
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## EXTRAS

For hirings begun between 11:00pm and 7:00am on any day and at any time on Sunday and Public Holidays	Additional 50% of the above fare	For hirings begun between <b>10:30pm and 7:00am</b> on any day and at any time on Sunday and Public Holidays	Change timings from 2300 to 2230 hours
Soiling Charge	£60.00	Soiling Charge	£100.00
Minibus or six seater – for hirings begun at any time of the day with more than four passenger	Additional 50% of the above fare	Minibus or six seater – for hirings begun at any time of the day with more than four passenger	No change

## CHRISTMAS

<i>N.B. Christmas period is defined as between 7:00pm on 24th December and 7:00am on 27th December</i>	Double Tariff	<i>N.B. Christmas period is defined as between 7:00pm on 24<sup>th</sup> December and 7:00am on 27<sup>th</sup> December</i>	No change
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## NEW YEAR

<i>N.B. New Year is defined as between 7:00pm on 31<sup>st</sup> December and 7:00am on 2<sup>nd</sup> January</i>	Double Tariff	<i>N.B. New Year is defined as between 7:00pm on 31<sup>st</sup> December and 7:00am on 2<sup>nd</sup> January</i>	No change
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<b>CURRENT TABLE OF FARES</b>	
<b>TAXICAB FARES FOR DISTANCE</b>	
For the first 1/10 <sup>th</sup> of a mile or uncompleted portion thereof	£2.40
For each subsequent 1/10 <sup>th</sup> mile or part thereof	£0.20

<b>WAITING TIME</b>	
For each period of <b>45 seconds</b> or part thereof	£0.20

<b>EXTRAS</b>	
For hirings begun between 11:00pm and 7:00am on any day and at any time on Sunday and Public Holidays	Additional 50% of the above fare
Soiling Charge	£60.00
Minibus or six seater – for hirings begun at any time of the day with more than four passenger	Additional 50% of the above fare

<b>CHRISTMAS</b>	
<i>N.B. Christmas period is defined as between 7:00pm on 24<sup>th</sup> December and 7:00am on 27<sup>th</sup> December</i>	Double Tariff

<b>NEW YEAR</b>	
<i>N.B. New Year is defined as between 7:00pm on 31<sup>st</sup> December and 7:00am on 2<sup>nd</sup> January</i>	Double Tariff

<b>PROPOSAL</b>	
<b>TAXICAB FARES FOR DISTANCE</b>	
For the mile or uncompleted portion thereof	£5.00
For each subsequent 1/12 <sup>th</sup> mile or uncompleted part thereof	£0.20

<b>WAITING TIME</b>	
For each period of <b>30 seconds</b> or part thereof	£0.20


<b>EXTRAS</b>	
For hirings begun between 22:30pm and 7:00am on any day and at any time on Sunday and Public Holidays	Additional 50% of the above fare
Soiling Charge	£100.00

Minibus or six seater – for hirings begun at any time of the day with more than four passenger	Additional 50% of the above fare
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<b>CHRISTMAS</b>	
<i>N.B. Christmas period is defined as between 7:00pm on 24<sup>th</sup> December and 7:00am on 27<sup>th</sup> December</i>	Double Tariff

<b>NEW YEAR</b>	
<i>N.B. New Year is defined as between 7:00pm on 31<sup>st</sup> December and 7:00am on 2<sup>nd</sup> January</i>	Double Tariff

	<b>CURRENT</b>	<b>PROPOSAL</b>	<b>INCREASE</b>
<b>First Mile</b>	£4.20	£5.00	£0.80
<b>Running Mile</b>	£2.00	£2.40	£0.40
<b>2 Mile Journey</b>	£6.20	£7.40	£1.20

 <p><b>WEST OXFORDSHIRE DISTRICT COUNCIL</b></p>	<p><b>WEST OXFORDSHIRE DISTRICT COUNCIL</b></p>
<p>Name and date of Committee</p>	<p><b>CABINET – 14 SEPTEMBER 2022</b></p>
<p>Report Number</p>	<p><b>AGENDA ITEM NO 7</b></p>
<p>Subject</p>	<p><b>IMPLEMENTATION OF LOCAL CONNECTION CRITERIA AND FEE REGIME FOR THE SELF-BUILD REGISTER</b></p>
<p>Wards affected</p>	<p>ALL</p>
<p>Accountable member</p>	<p>Cllr Rylett</p>
<p>Accountable officer</p>	<p>Murry Burnett</p>
<p>Summary/Purpose</p>	<p>To seek approval to introduce local connection and financial capability criteria for entry onto the Self and Custom Build Register.</p> <p>To seek approval to Introduce a fee for new applicants to join the Council's Self and Custom Build Register.</p>
<p>Annexes</p>	<p>Not applicable</p>
<p>Recommendation/s</p>	<p>a) <i>That Cabinet approves the introduction of a local connection and financial capability criteria for entry on to the Council's Self &amp; Custom Build Register be agreed;</i></p> <p>b) <i>That Cabinet approves a review of the Register and the creation of Part 1 and Part 2 of the register. With Part 1 being formed of those who meet local connection criteria set and Part 2 to be formed of those who conform with all criteria except the local connection test;</i></p> <p>c) <i>That the fee structure set out within Section 5 of this report for new applicant to join the register is adopted from 1<sup>st</sup> April 2023 and that this fee can be monitored and varied if necessary with the agreement of the Cabinet Member;</i></p>
<p>Corporate priorities</p>	<p>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 house holders making their home in West Oxfordshire</p>
<p>Key Decision</p>	<p>NO</p>
<p>Exempt</p>	<p>NO</p>
<p>Consultees/ Consultation</p>	<p>List any consultees or organizations that has taken place.</p>

## **1. BACKGROUND**

- 1.1 The Government has introduced legislation to increase the capacity and diversity of the housebuilding industry to build more high quality new homes faster. It believes expanding the self-build and custom-build sector will make an important contribution to this.
- 1.2 Self-build and custom-build housing offers the opportunity for residents to be involved in the design and construction of their own homes. The legislation is intended to expand the self-build and custom build sector, help increase the supply of housing, enable more people to get onto the property ladder (through the delivery of lower cost housing), and provide a greater mix and variety of homes. However, a recognised barrier to self-build is the lack of available developable building plots.
- 1.3 The Self-Build and Custom Housebuilding Act (2015), introduced a duty on all local planning authorities (LPA's), to 'keep a register of individuals and associations of individuals who wish to acquire serviced plots of land to bring forward self-build and custom housebuilding projects. This was designed to add weight to the Right to Build agenda. The deadline for compliance was 1st April 2016. This was met by West Oxfordshire District Council (WODC).
- 1.4 These initial regulations allowed any UK or EEA applicants, over the age of 18 and wishing to develop a plot for their sole residence, to register with any number of local authorities.
- 1.5 The Council has a duty to have regard to the Self-build Register when carrying out its planning and other functions and the register is a material consideration when determining planning applications.

## **2 THE SELF BUILD AND CUSTOM HOUSEBUILDING (REGISTER) REGULATIONS 2016**

- 2.1 The Self-build and Custom Housebuilding (Register) Regulations 2016 came into force on 31st October 2016, and amended the Self-build and Custom housebuilding Act 2015. These Regulations provide detail about how to implement the requirements of the Housing and Planning Act 2016 (which also came into force on the 31st October 2016), and requires LPAs to grant planning permissions to match the demand on registers within three years of the year in which those people joined the register.
- 2.2 In simple terms, the Housing and Planning Act (2016) establishes a 1 to 1 relationship between the number of households on the Self-Build and Custom Housebuilding Register and the number of serviced- plots to be provided by LPA's.
- 2.3 Demand for self and custom build plots is determined as the number of applications approved onto the register. Legislation requires the council to provide serviced plots with planning permission to meet this number.
- 2.4 In order to ensure that a register provides a realistic indication of local demand, the Regulations enable councils to determine locally set eligibility criteria for future entry onto the register by introducing a local connection test. If such conditions are introduced the register can be split into two parts: Part 1, for those applicants who meet the locally set eligibility criteria; and Part 2 for those who meet the national eligibility criteria but do not meet the local eligibility criteria. Any locally set criteria cannot be applied retrospectively to existing registered applicants.

2.5 Following the introduction of locally set criteria, it will only be necessary for the Council to provide 'suitable development permissions' (planning permission or planning permission in principle for a serviced plot of land) to meet the demand from applicants on Part 1 of the Register (plus existing applicants at the time of introduction) within three years of the conclusion of each base period. The Council would still need to 'have regard' to the number of people on Part 2 in carrying out planning and other functions.

### 3.0 LOCAL CONNECTION TEST

3.1 Given the challenges of identifying enough land for development, it is considered appropriate for WODC to introduce a local connection test for its Self-build Register which will limit entry to Part 1 of the register to those that have 'sufficient connection with the authority's area'. The Regulations do not specify how the local connection test should be applied.

3.2 As the regulations do not specify how the local connection test should be applied, it is suggested that the Council applies a local connection test either similar to that applied by the Council's Housing Allocation Scheme (HomeseekerPlus) if applied to the Self-build and Custom Housebuilding Register these would require applicants to demonstrate compliance with one of the following:

- **Normal residence**  
Persons who have had, or whose partner had, at the time of applying to the Self-Build Register their only or principal home in West Oxfordshire District Council for a continuous period of six of the last twelve months, or three of the last five years.
- **Employment**  
Persons who have had, or whose partner had, at the time of applying to the Self-Build Register their principal place of work in West Oxfordshire District Council for a period of 6 months.
- **Family Connection**  
Persons who have had, or whose partner had, at the time of applying to the Self-Build Register immediate family members (parents, adult siblings, non-dependent children) living in West Oxfordshire District Council for a continuous period of 5 years.

### 4 FINANCIAL CAPABILITY TEST

4.1 The new regulations enable an LPA to require applicants seeking to join the register, to demonstrate that they will have sufficient funds/resources to purchase land (this is not finance to construct the house) for their own self-build or custom building project. At present there is no requirement for applicants on the Register to demonstrate that they have the resources to bring forward a project.

4.2 To ensure that the Register provides robust evidence on which the Council can base decisions, it is proposed to introduce the following eligibility criteria.

- Stating their overall budget to secure a plot
- Stating the source of the funds

## **5 INTRODUCING FEES**

5.1 The Self-build and Custom Housebuilding (Time for Compliance and Fees) Regulations 2016 enable relevant authorities to charge a fee for entry to the register and a fee for remaining on it. The fees must be set on a cost recovery basis reflecting reasonable costs incurred by the Council in relation to its duty to operate and maintain the register in accordance with the Act.

5.2 Based on an approximation of time required to:

- determine the applications (taking in to account the additional local connection test), and
- maintain correspondence and deal with any queries/disputes that may arise.

It is considered appropriate to charge £25 for entry onto Part 1 of the Register and £10 for entry onto Part 2. The level of fees will ensure administrative costs are recovered whilst not acting as a deterrent to those who are truly interested in joining the Register. The fees also reflect the different amounts of staff time likely to be needed to deal with the two types of entry requirements.

5.3 It is proposed that this fee is monitored for its effectiveness in supporting the processing of applications, communications with applicants and that it is not detrimental in reflecting genuine interest in self / custom build housing in the district.

5.4 It is therefore requested that if monitoring indicates that the level of fee is found to be inappropriate that it may be varied with the agreement of the responsible Cabinet Member and without need for a further full report to the Cabinet.

5.5 It is proposed that the fee is introduced on 1<sup>st</sup> April 2023 following upgrading of the monitoring software used to manage the self and custom build register.

## **6 ASSOCIATION OF INDIVIDUALS**

6.1 If a group (association) submits an application, the local connection test, and entry fee would apply to each household within that group. Should any individual in the association fail to pass the local connection test then subject to each individual meeting the national eligibility criteria, the association would be added to part 2 of the register.

## **7. RETROSPECTIVE IMPLEMENTATION**

7.1 It is not possible to implement the above criteria retrospectively. Any existing and future applicants up to the date of the introduction of the locally-set criteria will be able to remain on the Register and must be included in the calculation of the number of individual self and custom build planning permissions required to meet District needs.

## **8. ALTERNATIVE OPTIONS**

8.1 As highlighted already in this paper the proposal for the introduction of a local connection test, a financial capability test and the introduction of a fee for applicants seeking to join the register are options that Regulations now allow councils to consider. They are not a requirement.

8.2 As such it is recognised that the Council may decide it wishes to retain the existing register in its current form and not introduce any of the proposals contained within this report.

8.3 If additional criteria and the introduction of a fee are not introduced there will be a number of implications for the Council:

- The Council may be providing serviced land for individuals who have insufficient connection with the District i.e. the Council may be providing serviced plots for people who do not have an identified local need for such plots with West Oxfordshire District Council; and
- The Council will not be able to recoup reasonable costs in terms of the management of the Register and the subsequent delivery of serviced plots.

## 9. FINANCIAL IMPLICATIONS

9.1 There are no financial implications associated with this paper other than the ability to charge a fee for entry to the Register will help to cover administrative and new software costs.

## 10. LEGAL IMPLICATIONS

10.1 Section 1 of the Self-build and Custom Housebuilding Act 2015 places a duty on relevant authorities (defined in that section) to keep and publicise a register of individuals and associations of individuals who are seeking to acquire a serviced plot of land in the authority's area in order to build houses for those individuals to occupy as their homes.

10.2 The ability to introduce a local connection test and charge a fee is discretionary but recommended for the reasons set out in the report.

10.3 The duty to provide sufficient development permissions to meet demand for self-build and custom housebuilding introduced by the 2016 Regulations is mandatory.

## 11. REASONS FOR RECOMMENDATIONS

11.1 It is therefore recommended:

- (a) *That Cabinet approves the introduction of a local connection test and financial capability as additional eligibility criteria for being entered on Part 1 of West Oxfordshire District Council's Self-Build and Custom House-Building Register.*

Reason: So that the Council can ensure which individuals on the Register are able to fulfil the ability to build and that they have suitable connections with the District.

- 11.2 (b) *That Cabinet approves a review of the Register and the creation of a Part and Part 2 of the Register. With Part 1 being formed of those who meet the criteria set to be entered on Part 1 of the Register, and Part 2 to be formed of those who conform with all criteria except the local connection test.*

Reason: To ensure that the Self Build Register provides an accurate reflection of local demand for self-build and custom housebuilding which complies with the Self-Build/Custom Build Regulations.

- 11.3 (c) *Agree to the fee structure set out within Section 5 of this report for new applicants joining the register.*

Reason: In order to meet the reasonable costs of processing the evidence to support the application to the Register and the costs of administering the Register and monitoring compliance with the provision of serviced plots.

## **12 RISK ASSESSMENT**

12.1 There is no risk to data or decision associated with this report.

## **13 EQUALITIES IMPACT (IF REQUIRED)**

13.1 Equality impact not required for this report.

## **14 CLIMATE CHANGE IMPLICATIONS (IF REQUIRED)**

14.1 There are no implications in relation to climate change.

## **15 OPTIONS**

15.1 No alternative options that have been considered for this report.

## **16 BACKGROUND PAPERS**

16.1 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:

- None



 <p><b>WEST OXFORDSHIRE DISTRICT COUNCIL</b></p>	<p><b>WEST OXFORDSHIRE DISTRICT COUNCIL</b></p>
Name and date	<b>CABINET - WEDNESDAY 14 SEPTEMBER 2022</b>
Report Number	<b>AGENDA ITEM NO 8</b>
Subject	<b>REVIEW OF MONITORING OFFICER ARRANGEMENTS AND OFFICER STRUCTURE</b>
Wards affected	All
Accountable member	Councillor Andy Graham, Leader; Email: andy.graham@westoxon.gov.uk
Accountable officer	Giles Hughes, Chief Executive Email: giles.hughes@westoxon.gov.uk
Summary/Purpose	For Cabinet to consider the Chief Executive’s review of the Council’s monitoring officer arrangements, the retained officer structure, and key temporary roles critical to the delivery of the Council’s emerging priorities.
Annexes	Annex I – JD Director Governance and Development (Monitoring Officer)
Recommendations	<p>That Cabinet resolves to:</p> <ol style="list-style-type: none"> <li>a) Support the recruitment of a full time Director of Governance &amp; Development to act as the Council’s Monitoring Officer.</li> <li>b) Request that the Performance and Appointments Committee consider the terms and conditions for the Director of Governance &amp; Development and any consequential amendments to those of the retained officer structure.</li> <li>c) Support the conversion of the following temporary roles into permanent roles in light of the central role they will play in delivering the Shared Prosperity Fund and the Council’s emerging priorities: <ul style="list-style-type: none"> <li>• Market Towns Officer</li> <li>• Climate Change Manager</li> </ul> </li> <li>d) Note that other temporary roles relevant to West Oxfordshire be reviewed through the 23/24 budget process to consider permanent contracts for those roles that are needed on an ongoing basis</li> <li>e) Give consideration to extending the temporary contract for the Biodiversity/Countryside Land Mgmt. Officer role to allow this role to be considered through the 23/24 budget process.</li> </ol>

	f) That the funding for the roles set out above be in the first instance be financed from the New Initiatives Funding Reserve previously approved by Council pending any permanent funding being approved in the 2023/24 budget process.
	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	Leader, Deputy Chief Executive, Monitoring Officer and Head of Legal Services

## 1. BACKGROUND

- 1.1 Cabinet in July 2022 considered a report covering the reviews of the Council's legal services, and the interim monitoring officer arrangement and retained officer structure. Cabinet resolved to:
- a) Note the decision of Cotswold District Council on their commissioning review of legal services.
  - b) Agree, subject to Cotswold District Council agreeing to remain party to the shared Cotswold/Forest of Dean/West Oxfordshire legal service, to support the formalisation of the shared service under a Collaboration Agreement and Section 101 agreements, and a review of the shared service for economy, efficiency and effectiveness.
  - c) Authorise the Chief Executive to undertake a review of the current interim monitoring officer arrangement and the retained officer structure, including interrelationships with the shared legal service and Publica, with recommendations from the review reported to Cabinet and Council as appropriate.
- 1.2 This report addresses the Council's monitoring officer arrangements, the retained officer structure, and key temporary roles critical to the delivery of the Council's emerging priorities.

### **Monitoring Officer and Retained Officer Structure**

- 1.3 The West Oxfordshire Management Team consists of the Chief Executive (Head of Paid Service), the Deputy Chief Executive/ Chief Finance Officer (Section 151 Officer), the Publica Lead Executive Director for West Oxfordshire, the interim Monitoring Officer, and the interim Head of Legal Services. The Council directly employs the Chief Executive and the Deputy Chief Executive/ Chief Finance Officer. The interim Head of Legal Services is a shared role and is part of the shared legal service for West Oxfordshire, Cotswold and Forest of Dean.
- 1.4 In February 2022 West Oxfordshire District Council resolved to designate Susan Sale as the Council's Monitoring Officer on an interim 12 month basis with effect from 1st March 2022. Susan Sale is also the Head of Law and Governance at Oxford City Council and is also designated as the Monitoring Officer for that authority. The arrangement is that Susan remains an employee of Oxford City Council whilst being seconded to West Oxfordshire District Council for the interim period, and she dedicates 2 days a week to the West Oxfordshire role. The agreement also includes executive support.
- 1.5 The law requires the Monitoring Officer to be an Officer of the Council, but not necessarily an employee, giving rise to lawful opportunity for shared Monitoring Officer arrangements.
- 1.6 Under section 5 of the Local Government and Housing Act 1989 the Council is required to appoint one of its officers to act as Monitoring Officer. The Monitoring officer is responsible to report to the council :
- Any contravention of law or any code of conduct or practice made or approved by or under legislation
  - Any maladministration or injustice
  - Any matter which is likely to give rise to any contravention or maladministration
- 1.7 Additional responsibilities were delegated to the Monitoring officer under the Local Government Act 2000 and the Localism Act 2011 with regard to the operation of the Constitution and the promotion of ethical governance within the district and parish councils.

- 1.8 A significant element of the work of the Monitoring Officer is with issues relating to towns and parishes. Across West Oxfordshire there are 406 town and parish councillors in comparison to 49 district councillors.
- 1.9 The Council's Performance and Appointments Committee has the role of considering the terms and conditions of the Council's statutory roles. Decisions on appointments/designations to the statutory roles are made by Council.

### **Emerging Priorities and Key Roles on Temporary Contracts**

- 1.10 In October 2020 Council approved a Recovery Plan to set out the Council's approach to recovery from the impacts of Covid-19 in terms of both its leadership role working with West Oxfordshire's communities and the Council's own functioning. This Recovery Plan reflected the priorities in the Council Plan and identified funding for the following temporary roles:
- Market Towns Officer (2 yrs) – currently in place
  - Economic Development Assistant (2 yrs) - currently in place
  - Specialist Business Case Developer (2 yrs) – unable to recruit so vacant
  - Climate Change Manager extension (2 yrs) – currently recruiting
  - Carbon Action Plan Officer (2 yrs) – currently in place as Climate Change Officer
  - Biodiversity/Countryside Land Mgmt. Officer (2 yrs) – currently in place
  - Development Mgmt. Sustainability Specialist (1 yr) – role completed
  - Active Lives Role (1 yr) – recovery funding completed
- 1.11 These roles cover a number of important areas relevant to both the existing Council Plan, and to the emerging new Local Plan and to the emerging new Council Plan. The potential areas of focus for the new Local Plan and the new Council Plan include:
1. Tackling the climate and ecological emergency
  2. Healthy, safe, strong and inclusive communities
  3. A rich natural and built environment
  4. Attractive, accessible and thriving places
  5. Meeting the housing needs of all
  6. A vibrant, resilient and diverse local economy
- 1.12 The Council has been allocated £1 million from the UK Shared Prosperity Fund for local investment by March 2025. An investment plan has been prepared and this was approved by Cabinet in July 2022 and submitted to Government. This plan identifies a role for the Market Towns Officer and Climate Change Manager positions in helping support this new activity.
- 1.13 Both West Oxfordshire District Council and Publica aim to be good employers and to invest in people. The use of temporary contracts can create recruitment and retention issues in areas which are clear priorities for the Council. The roles above currently filled are all employed by Publica Group but focus on delivering for West Oxfordshire. The current contract expiry dates vary from early in 2023 to later in that year. It should be noted that after 2 years staff on temporary contracts gain rights in regards to notice periods and redundancy.
- 1.14 There are a number of other temporary contracts in Publica focussed on West Oxfordshire which have been largely funded through external sources such as the Homelessness Prevention Grant, Contain Outbreak Management Fund, and Afghan resettlement funding.

## **2 MAIN POINTS Monitoring Officer and Retained Officer Structure**

- 2.1 The current interim Monitoring Officer appointment was agreed to allow a wider consideration of the options for the role long term. The current arrangement has been operating now for 5 months, and it is now an appropriate time to review the arrangement.
- 2.2 Experience over the last 5 months has showed that a 2 day a week arrangement has not provided enough capacity to address the backlog of code of conduct complaints that had previously built up, to take forward the ongoing review of the Council's Constitution, and to contribute to the wider work of the Council. There are also concerns that the 2 day a week arrangement does not provide sufficient availability to tackle urgent queries or issues.
- 2.3 The Monitoring Officer has appointed two Deputy Monitoring Officers, which does provide an element of resilience, but has not overcome the capacity issues in practice.
- 2.4 Cotswold District have recently moved from a part time interim monitoring officer for 3 days a week to a full time Director of Governance & Development (Monitoring Officer) role. This is a broader role with additional responsibilities beyond the statutory monitoring officer functions to help Cotswold District Council achieve its priorities.
- 2.5 There are the following options to consider:
- Seek to extend the current arrangement with Oxford City for the monitoring officer role on a part time basis
  - Explore other part time arrangements with other Councils/ organisations
  - Directly employ a part time monitoring officer
  - Directly employ a full time officer, with a broader role, similar to the approach adopted by Cotswold District Council
- 2.6 It is recommended that the Council should recruit and appoint a full time officer with a broader role on a similar basis to that adopted by Cotswold District Council. The role would be the Council's designated Monitoring Officer but would have wider responsibilities focussed on helping the Council achieve its priorities in partnership with Publica and Ubico colleagues. The role would work particularly closely with colleagues in Legal Services, Electoral Services and in Democratic Services. A full time role would ensure appropriate availability through the week.
- 2.7 The recruitment of a full time role will require additional funding. The direct employment of a part time monitoring officer would be the lowest cost option but this would not address capacity and availability issues.
- 2.8 Monitoring officer roles require candidates with specialist knowledge, extensive experience and a wide range of competencies. Recruitment can sometimes be a challenge. Recent experience at Cotswold District Council has shown that a full time role can be successfully recruited to.

### **Key Roles on Temporary Contracts**

- 2.9 As noted earlier in this report the use of temporary contracts can create recruitment and retention issues. Two key priority areas stand out that are potentially affected, and these are tackling the climate and ecological emergency and ensuring a vibrant, resilient and diverse local economy. The loss of the roles covered by temporary contracts would severely affect the Council's ability to make progress in these areas.
- 2.10 In recognition of their importance to delivering on the Council's priorities and the UK Shared Prosperity Fund consideration needs to be given to making the Market Towns Officer and Climate Change Manager roles permanent.
- 2.11 There may be some scope for external funding to support this activity and this should be investigated as part of the 23/24 budget process.

- 2.12 As stated earlier in this report there are a number of other temporary contracts in Publica focussed on West Oxfordshire. The scope to move to permanent contracts for those roles that are required on an ongoing basis should be considered as part of the 23/24 budget process. The contract for one key role, the Biodiversity/Countryside Land Mgmt. Officer, expires in February 2022. In order to allow for the review of this role as part of the 23/24 budget process consideration should be given to extending this temporary contract for a limited period.

### **3 FINANCIAL IMPLICATIONS**

- 3.1 The current monitoring officer arrangement costs £72,109 for the interim 12 month period.
- 3.2 The employment of a full time Director of Governance & Development will require a greater level of funding. By comparison the Director of Governance & Development (Monitoring Officer) role at Cotswold District was advertised at a salary of £85,000, to which need to be added on costs. The terms and conditions for the new role need to be considered by the Performance and Appointments Committee alongside any consequential amendments to those of the other statutory retained roles in the Council's Management Team.
- 3.3 There are relatively limited financial implications from the extension of temporary contracts this year. But this will create a pressure for future years which will need to be considered as part of the 2023/24 budget process, and the scope for external funding will need to be investigated.
- 3.4 The New Initiatives Funding Reserve was set up in part to deal with matters such as this and it is recommended that any financial implications be funded from this reserve pending any final decisions made in the 2023/24 revenue budget.

### **4 LEGAL IMPLICATIONS**

- 4.1 As set out the Council is required to appoint one of its officers to act as Monitoring Officer.

### **5 RISK ASSESSMENT**

- 5.1 The nature of the monitoring officer role is such that it needs to be responsive to issues as they arise. Therefore there is a risk that if a significant number of issues arise in a short time period that the capacity in the monitoring officer role may be overwhelmed. A full time role will help manage this risk. One of the other mitigations to manage this risk is for the monitoring officer to appointment deputy monitoring officers, and the current monitoring officer's approach is to have two.
- 5.2 The extensive use of temporary contracts for staff working on key policy areas creates a significant recruitment and retention risk for the Council.

### **6 EQUALITIES IMPACT**

- 6.1. No negative effect on different service users, customers or staff is expected from the implementation of the recommendations in this report.

### **7 CLIMATE CHANGE IMPLICATIONS**

- 7.1 The Climate Change Manager, Climate Change Officer and Biodiversity/Countryside Land Mgmt. Officer roles are critical to the Council's response to the climate and ecological emergency.

### **8 ALTERNATIVE OPTIONS**

- 8.1 As outlined in the report there are the following alternative options for the monitoring officer role:

- Seek to extend the current arrangement with Oxford City for the monitoring officer role on a part time basis
- Explore other part time arrangements with other Councils/ organisations
- Directly employ a part time monitoring officer

8.2 A decision could be made not to support the extension of the temporary roles outlined in paragraph 2.10. This would not help manage the recruitment and retention risks for these roles and the loss of the roles would compromise the Council's ability to make progress on a number of important priority areas.

## **9 BACKGROUND PAPERS**

9.2 The following documents are of relevance to this report:

- Cabinet Report - Review of Legal Services, Interim Monitoring Officer Arrangement and Retained Officer Structure – July 2022
- Council Report - Covid-19: West Oxfordshire Recovery Plan – October 2020

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## Annex 1 – JD Director Governance and Development (Monitoring Officer)

<b>Job title:</b>	Director – Governance and Development (Monitoring Officer)	<b>Location:</b>	Witney
<b>Reports to:</b>	Chief Executive	<b>Working hours:</b>	37 per week
<b>Job number:</b>		<b>Salary</b>	tbc
<b>Supervises:</b>			
<b>Purpose:</b>	<p>The Director is responsible for the corporate management of a range of Council services providing strategic policy direction and leadership. They support the Cabinet and Management Team, to achieve the aims and desired outcomes of the Council, West Oxfordshire communities and partners.</p> <p>Together with the Chief Executive and Deputy Chief Executive the Director provides a strategic link between the desired outcomes of the Council and the strategic and operational management within the Council’s service delivery companies, particularly Public Group Support Ltd and Ubico Ltd. These statutory officers are responsible for monitoring the performance of the two Council owned companies and advising the Council accordingly.</p> <p>This role also fulfils the statutory role of the Monitoring Officer for the Council.</p>		
<b>Key responsibilities:</b>	<ul style="list-style-type: none"> <li>• Work jointly with Chief Executive and Deputy Chief Executive as a member of the Management Team to achieve the Council’s priorities and goals;</li> <li>• Develop effective partnerships and collaborative working in order to achieve the Council’s vision;</li> <li>• Develop an innovative and commercial approach across the Council and within your specific service areas;</li> <li>• Champion continuous improvement and transformation of your services using systems thinking or other evidence based principles around customer/client purpose;</li> <li>• Take joint responsibility as part of the management team for delivering the whole Council budget and savings/revenue generation targets.</li> </ul> <p><b>This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.</b></p> <p><b>Specific service areas</b> which are the responsibility/oversight for this post are:</p> <ul style="list-style-type: none"> <li>• Legal services</li> <li>• Democratic Services</li> <li>• Member development</li> <li>• Supporting the Elections team and processes</li> </ul> <p>As <b>Director – Governance and Development</b>, the post holder will be responsible for ensuring that:</p>		

## Annex 1 – JD Director Governance and Development (Monitoring Officer)

- 1) The Council has effective corporate governance arrangements in place through the leadership and management of a range of corporate services. The post holder will discharge the statutory duties of the Monitoring Officer, and if appropriately qualified, support the Head of Legal Services & Deputy Monitoring Officer(s) with the provision of legal advice. This will ensure that the Council fulfils its lawful obligations, statutory duties, and performs its functions and activities in accordance with the law and the principles of good governance.
- 2) There is an effective, robust and ongoing process and programme of elected member training and development in place to ensure members are best placed to serve the council. This will include taking a 'lead officer' role working closely with the Head of Legal Services & Deputy Monitoring Officer(s), Business Manager Democratic Services, Cabinet and Committee Chairs, to ensure effective measures are put in place.

### **General Accountabilities**

- Provide advice and recommendations to the Management Team and elected Members on significant policy decisions or complex and contentious matters within the post holder's service areas and areas of expertise;
- Along with the Chief Executive and Deputy Chief Executive, take direct ownership for the delivery of a number of specific Corporate Plan priorities;
- Develop relationships both internally and externally to maximise opportunities for collaboration and integration;
- Contribute to the corporate management of the strategic risks facing the council;
- Represent the council at regional/national level within your services areas and areas of expertise;
- Promote and exemplify robust decision making which is open, inclusive, flexible and responsive;
- Embed a culture that places customers first, adopts a can-do approach and focuses on good outcomes in our communities;
- Provide timely and appropriate legal advice and establishing legal frameworks and procedures to regulate its decision making and ensuring that the Council and its Officers act lawfully and that the Council has an ethical framework so as to maintain high standards of conduct.
- Ensure the provision of efficient and effective management and administration of the decision making process of the Council, key partnerships and Committees and other meetings as required. Monitor and provide advice on the Constitution and Standing Orders and ensure that the Council operates its decision making in accordance with these and relevant legislation.
- Provide the Council, Cabinet, Committees, Members and Officers with support and advice on democratic, governance and legal matters.

## Annex 1 – JD Director Governance and Development (Monitoring Officer)

- Provide and lead effective scrutiny of the Council and its partners, providing guidance, advice and research for members in fulfilling the scrutiny function.

### **Statutory responsibilities of this post:**

This post has the statutory responsibility as Monitoring Officer, as defined by the Council's constitution to:

- Act as the Monitoring Officer in accordance with Section 5 of the Local Government Housing Act 1989 and the Constitution


In addition the post holder will:

- May be required to act as one of the Council's Deputy Returning Officers, as determined by the Chief Executive
- Act as the Senior Information Risk Owner for the Council (SIRO)
- Be the strategic legal advisor to Cabinet, Council and Management Team
- Ensure effective performance management arrangements are in place within Legal and Democratic Services to achieve the Council's corporate aims and compliance with statutory and locally agreed performance indicators.
- Lead the development, delivery and on-going review and communication of legal and democratic processes, aligned with the Vision, Aims and Priorities of the Council as set out in the Council Plan.
- Ensure that services are designed to deliver the Council's Vision, Values and Priorities as set out in the Council Plan with the community of the West Oxfordshire District placed firmly at the centre of this Vision.
- Facilitate and enable related transformational change across the organisation through timely and relevant activities and interventions.
- Work to add value to, and be a valued member of the team, and to be valued by customers
- The post holder is responsible to maintain a safe working environment and ensure as reasonably practicable that safe working practices are adopted by employees within this work environment
- Work in compliance with the Codes of Conduct, Regulations and policies
- Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information.

## Annex 1 – JD Director Governance and Development (Monitoring Officer)

<p><b>Essential requirements, qualifications, skills and abilities:</b></p>	<p><b>Qualifications</b></p> <p>In addition to the qualifications, knowledge, and skills required for roles at this level, this role requires:</p> <ul style="list-style-type: none"> <li>• Postgraduate degree in a related discipline or equivalent relevant experience;</li> <li>• Evidence of post qualification personal and professional continued development;</li> </ul>
	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Substantial experience of providing strategic legal/governance advice to a large and diverse organisation.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Good level of IT skills - MS Office</li> <li>• Communicates effectively at all levels (excellent verbal and written skills)</li> <li>• Achieves results through others</li> <li>• Is customer focussed, responsive, and co-operative with customers</li> <li>• Is proactive and self-motivated</li> <li>• Prioritises and meets tight deadlines</li> <li>• Is flexible</li> <li>• Works together with employees, colleagues and customers to resolve problems and implement change initiatives</li> <li>• Ability to maintain confidentiality in accordance with Data Protection</li> </ul>
<p><b>Desirable requirements qualifications, skills and abilities:</b></p>	<ul style="list-style-type: none"> <li>• Qualification to practice as a Solicitor or Barrister</li> <li>• Experience of working within the local government/public sector environment</li> </ul>
<p><b>Special conditions:</b></p>	<ul style="list-style-type: none"> <li>• There may be a requirement to work at other locations to meet the needs of the business.</li> <li>• Expected to work reasonable additional hours in line with the needs of the service</li> <li>• You will need use of a car for work purposes.</li> </ul>

# Agenda Item 9

 <p><b>WEST OXFORDSHIRE DISTRICT COUNCIL</b></p>	<p><b>WEST OXFORDSHIRE DISTRICT COUNCIL</b></p>
<p>Name and date of Committee</p>	<p><b>CABINET – 14 SEPTEMBER 2022</b></p>
<p>Report Number</p>	<p><b>AGENDA ITEM NO 9</b></p>
<p>Subject</p>	<p><b>SERVICE PERFORMANCE REPORT 2022-23 Q1</b></p>
<p>Wards affected</p>	<p>All</p>
<p>Accountable member</p>	<p>Cllr Dan Levy, Cabinet Member for Finance Email: <a href="mailto:dan.levy@westoxon.gov.uk">dan.levy@westoxon.gov.uk</a></p>
<p>Accountable officer</p>	<p>Giles Hughes, Chief Executive Tel: (01993) 861658 Email: <a href="mailto:giles.hughes@westoxon.gov.uk">giles.hughes@westoxon.gov.uk</a>  Elizabeth Griffiths, Deputy Chief Executive &amp; Chief Finance Officer Tel: (01993) 861188 Email: <a href="mailto:elizabeth.griffiths@westoxon.gov.uk">elizabeth.griffiths@westoxon.gov.uk</a></p>
<p>Summary/Purpose</p>	<p>This report provides details of the Council’s operational performance at the end of 2022-23 Quarter One (Q1)</p>
<p>Annexes</p>	<p>Annex A – Service Dashboards Annex B – Detailed Revenue Budget Comparison Annex C – Capital expenditure in the quarter</p>
<p>Recommendation</p>	<p>That Cabinet resolves to note the 2022/23 Q1 service performance</p>
<p>Corporate priorities</p>	<p>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</p>
<p>Key Decision</p>	<p>No</p>

Exempt	No
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## I. BACKGROUND

- I.1. The Council monitors service performance each quarter and a report on progress towards achieving the aim and priorities set out in the Corporate Plan is produced at the end of Q2 and Q4. On 13 July 2022, Cabinet agreed to revise the Council Plan and develop an Action Plan that will set out how the priorities in the Council Plan will be delivered.
- I.2. A high level Commissioning Framework was approved by Cabinet in October 2020 which sets out the relationship between Publica and the Council and their respective responsibilities. Publica must ensure that it provides the necessary information, including a range of performance indicators, 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.
- I.3. The Council's Chief Executive has received a report on service performance and has assessed it in line with the high level Commissioning Statement. Particular attention has been drawn to the following:
  - i. The rising energy prices and higher cost of living is affecting householders, in particular those on low incomes. Although the Q1 council tax collection rate is not dissimilar to the previous year, it may be impacted by the cost of living crisis as we move through the year. In April 2022, the Council started to administer the £150 council tax rebate for homeowners in bands A-D, and those more vulnerable residents in Council Tax bands E to H. The rebate is not being applied to households' council tax accounts. At the end of June 2022, over 90% of those eligible for the mandatory scheme had received their payments. The Council paid out £3,979,700 to 29,797 households. In addition, the Council has set up a discretionary scheme to help those households who are not eligible for the mandatory scheme. Looking further ahead, the Council is already reviewing the Council Tax Support scheme for the next financial year and has completed modelling on further options for supporting residents;
  - ii. The Council's business rates collection figure (in year) is looking healthy at eight percentage points up on Q1 of the previous year. The collection rate was depressed over the previous two years due to the impact of Covid-19 on businesses. The Government will continue to support certain businesses with extended retail relief at 50% during this financial year. During Q1, £1,955,728 of the £2.27m of Covid Additional Relief Fund (CARF) was distributed to 922 businesses that were not eligible for the extended retail relief but have been affected by Covid-19. These businesses will have their accounts credited which will help to reduce the debt owed;
  - iii. In addition to supporting the Syrian and Afghan Resettlement programmes, the Council is supporting the 'Homes for Ukraine' scheme in which people in the UK are sponsoring/hosting a Ukrainian individual or family. At 30 June 2022 there were 156 sponsor properties registered, 133 of which have received their property inspection. The number of new sponsors signing up for the Homes for Ukraine scheme remains relatively low. Although there were no homeless presentations at the end of June 2022, the need for re-matching guests to new sponsors is increasing. A growing national concern is that many sponsors believed they were only 'signing up' for a six-month period and will require guests to find alternative accommodation after this time;

- iv. Affordable housing completions are well ahead of the target at the end of Q1. The ninety-five affordable homes completed included 17 for social rent at Lavender Place, Bampton which were provided by Cottsway in partnership with Oxfordshire Growth Deal and the Council. The forecast for the rest of the year is positive, with higher delivery forecasted for the first three quarters of the year. We understand that developers are still facing challenges in the procurement and supply chain, however there have been no reported adverse effects on the programmed delivery of affordable housing;
- v. Planning performance is continuing to show improvement. The service's improvement programme is making good progress with a range of projects focussed on improving the quality of applications submitted, improving the way the service communicates with customers, and improving the monitoring of workflows using case management tools to help manage resources. In addition, the planning process (validation to determination) has been reviewed by the Planning Advisory Service (PAS) and their report on the findings and recommendations for improvement has been received. The next step is to obtain high level endorsement from the Council and for those five recommendations to be implemented.

## **2. COUNCIL PRIORITIES**

- 2.1. Cabinet agreed on 13 July 2022 to revise the Council Plan and develop an Action Plan that will set out how the priorities in the Council Plan will be delivered. A programme of engagement was also agreed which will inform the development on these two documents that will involve three core activities to run through August and September 2022: A public digital consultation, a stakeholder event and an event for Town and Parish Council. A draft Council Plan will be brought to Full Council on 19 October 2022.

## **3. SERVICE PERFORMANCE SUMMARY**

- 3.1. Overall, performance at the end of Q1 appears positive with improvements continuing to be made in some key services such as benefits and planning.
- 3.2. During 2021-22, workloads were high in some services due to the impact of Covid-19 and a shortage of staff. As the nation emerged from the pandemic, the employment market became buoyant with competitive in particular for qualified professional staff. The retention of staff in some services such as customer services, planning, and the waste crew is expected to remain a challenge.
- 3.3. As we progress through the year, some services including revenues and benefits, and housing support are anticipating that the cost of living crisis could impact on workloads and performance. The Council is reviewing the Council Tax Support scheme in preparation for the next financial year, and the potential options for supporting households on low income.
- 3.4. There are a number of improvement programmes in progress across services focussed on improving the way services communicate with customers, increasing automation and self-serve options for customers, and improving the monitoring of workflows using case management tools to help services to actively manage resources.



## Key points by service area themes

### 3.5. Customer services

- The average call wait time in Q1 was relatively high at two minutes and 54 seconds due to high customer contact combined with a shortage of staff. Performance, however, remains within the three minute standard considered good for local authorities (GovMetric). The service supported the roll out of the mandatory £150 council tax /energy rebate to households and the discretionary scheme via a number of channels including telephone, email/electronic and in-person. Advisors provided advice to residents/customers, completed online forms and set up direct debits. Those households which were not on direct debit were required to provide the appropriate documentation which resulted in a higher number of in-person visits to Council offices. Additional resources were allocated to responding to emails. In addition, staff shortage has also contributed to longer average wait times, in particular during the week of the Jubilee bank holidays. Turnover of staff which also includes staff taking opportunities to progress in the organisation impacts on capacity due to the loss of experience.

Resolution: To address the loss of expertise, the training programme has been improved so that new starters complete the core training within a shorter period than previously.

Over the next few weeks, the service will focus on managing demand through improved engagement with other services and fully assessing and understanding the impact of other services' communications with customers/residents on resources in the customer services team throughout the year. This will help to ensure that customer services staff are fully briefed and resources are better managed to meet potential demand. The Channel Choice project, a longer term project, has commenced, and the processes in services with high call volumes are being reviewed to reduce the need for customer contact;

### 3.6. Development Management

- Planning determination times for 'Minor' and 'Other' applications are continuing to improve and exceeded the target of 80% in both May (Actual: 87%) and June (Actual: 89%). The team reached full capacity at the end of 2021/22 including the two additional posts which has had a positive impact on planning determination times.
- The recruitment to vacant posts has allowed the team to revert to their intended structure, and caseloads are manageable for this team which is comprised of some less experienced officers. These officers are receiving training as well as support from the more experienced officers.
- There are currently two planning enforcement post vacancies; this work is being covered by the planning case officers as additional work and is not included in the average caseload metrics. After being fully staffed for one quarter, two case officers will be leaving the organisation shortly. Staff retention is expected to remain a challenge due to the national shortage of qualified planners and more employment choice.
- The average caseload targets were set in the context of increasing numbers of applications coming into the service in line with the national trend. These targets need to be reviewed as the number of applications has begun to slow, although still higher than the pre-Covid (2019-20) year. The proposal is that the caseload targets should be replaced with a range (recommended minimum and maximum) which would reflect current workloads which flex

over time. The service will undertake benchmarking with other similar authorities to inform the recommended range.

### 3.7. Housing

- The number of people contacting the Council as homeless or threatened with homelessness increased in the last six months of 2021-22 due to the ending of Covid related financial incentives and the new Government request to accommodate all rough sleepers under Protect and Vaccinate directive in December 2021. Numbers approaching as homeless continue to remain high into Q1 2022-23 as the effects of the pandemic continue to be felt, and the cost of living crisis contributing to resident's difficulties in sustaining tenancies.

The Housing Team has refocused more resources on the Prevention approach with the recruitment of specialist Complex Needs officers and also moving people on from emergency accommodation as quickly as possible. Specialist Temporary Accommodation officers are able to offer dedicated support and bespoke solutions for helping clients move on successfully from emergency accommodation.

The availability of social housing stock remains low, partially due to prevention measures being put in place to assist those affected by the financial implications of Covid and the increasing cost of living. These measures are aimed at working with households to enable them to remain in their own home, with reducing rent arrears or covering the costs of increased bills. Private Rented Sector is less accessible due to affordability.

The Eviction ban was lifted on 1 October 2021 so households approaching for assistance with their housing continue to rise as well as domestic abuse cases coming through for re-housing. Particular attention is now also being paid to the Homes for Ukraine scheme and providing advice and assistance to Ukrainian families who will need to source their own accommodation as the scheme moves through the initial six month period.

- Through the Council's policies and partnership working, 95 affordable homes (67 affordable rent, 17 social rent and 11 shared ownership) reached practical completion in Q1 against a target of 69. The 17 for social rent in Bampton were provided by Cottsway in partnership with Oxfordshire Growth Deal and the Council. Both Cottsway's all-affordable housing scheme at Upavon Way, Carterton, and Blenheim's Hanborough Gate scheme completed delivery of the final units. Twenty-seven affordable homes of the 57 forecasted for the year, were completed at East Carterton (Cottsway).

### 3.8. Revenues and Benefits

- Business rates collection rate achieved its target in Q1, and is around eight percentage points higher than the same period of the previous year. The collection rate was depressed over the previous two years due to the impact of Covid-19 on businesses. Although, the collection rate was looking positive at the end of Q1, we can expect the cost of living crisis to impact on businesses as the economy slows down.
- Processing times for Council Tax Support new claims and changes are close to or on target at 21 days (Target: 20 days) and 3.4 days (Target: 5 days) respectively. The usual small backlog of cases at the end of Q4 arising from end of year processing and the closing down of the system is expected to be cleared by early September. Further improvements are expected in the next quarter;

- The average processing time for Housing Benefit changes has not improved as much as Council Tax Scheme processing times as HB is more complex to process. However, it has begun to return to more normal levels (Actual: 7.7 days, Target: 4 days). Performance in the previous year was affected by a combination of factors including high workloads related to both Covid-19 and the implementation of the new benefits system when the average processing time exceeded 20 days for the majority of the year before improving to just over 14 days at year end.

During the quarter both the Revenues and Benefits teams together with some additional temporary staff were supporting the roll out of the £150 council tax rebate. There is further work over the next few weeks to administer the discretionary scheme.

Resolution: Workloads in the service are being managed and additional temporary staff were brought in to support the Council Tax rebate roll out. The OpenPortal which provides a facility for clients to self-serve was officially launched in January 2022, and is improving the customer journey, and has started to reduce the number of phone calls. Further work is being undertaken by the Customer Experience Improvement Team to ensure that the right systems are in place as well as improving the way the Council communicates with customers, for example via the websites, forms and letters.

### 3.9. Waste and environment

- The combined recycling for Q1 was 59.7%, not dissimilar to Q1 of the previous year but lower than 2019-20 the pre-Covid year (60.9%). Since emerging from the pandemic, all household waste streams (tonnages) have fallen. However, residual waste tonnages were 6.5% higher than in the same period of 2019-20 but taking into account the increase in households in the District, residual waste per household has fallen back to pre-Covid levels.
- The number of missed bins per 100,000 scheduled collections has improved over the last 12 months. The number of missed bins per 100,000 reduced from 250 a year ago to 142 this quarter, still relatively high but improving. The implementation of in-cab technology in September 2021 has contributed to the improvement, although the full impact has not yet been demonstrated due to both staffing and vehicle issues. In Q1, performance was affected by a shortage of staff caused by high turnover and an inability to secure agency staff in a buoyant employment market; and more frequent vehicle breakdowns as the vehicles move towards end of life. Service delivery in Q1 was also impacted by a change to a waste round which was not clearly communicated to crew members.

Resolution: There are plans in place to set up a recruitment pool of agency staff who are multi-skilled to both improve resilience and address the shortage of staff. Further work is being undertaken with crews to improve operations including embedding the use of in-cab technology so that the benefits can be fully realised, as well as improving the working culture.

### 3.10. The service dashboards are attached at **Annex A**.

#### **4. LOCAL GOVERNMENT OMBUDSMAN REVIEW 2021-22**

- 4.1. The latest Annual Review Letter for West Oxfordshire District Council sets out the complaints that were made against the Council in 2021/22, as well as the outcome of those complaints
- 4.2. In total, the LGO received seven complaints/enquiries about this Council, which related to Benefits and Tax (three) and Housing (two), Corporate Services (one) and Planning and Development (one). In the previous year, the LGO received 11 complaints/enquiries, six of which related to Planning and Development.
- 4.3. During the first wave of the Covid-19 outbreak, the LGO temporarily paused its casework for three months to allow authorities to concentrate efforts on vital frontline services during the first wave of the Covid-19 outbreak. This will have reduced the number of complaints the LGO received and decided in the previous year.
- 4.4. Nine decisions were made by the LGO in 2021/22; two complaints were closed after initial enquiries; four complaints were referred back to the Council for a local resolution, and three complaints were investigated in detail. Of the three complaints that were investigated in detail by the LGO, one was upheld.
- 4.5. The upheld case was related to Benefits and Tax. The Council was found to be at fault because it issued the complainant with a council tax bill and failed to notify them of their right of appeal to the Valuation Tribunal. The Council agreed to reissue the bill with the relevant appeal information and to update its website and council tax bill letter so it provides information about council tax liability appeals.

#### **5. LEGAL IMPLICATIONS**

- 5.1. None

#### **6. RISK ASSESSMENT**

- 6.1. None

#### **7. ALTERNATIVE OPTIONS**

- 7.1. None

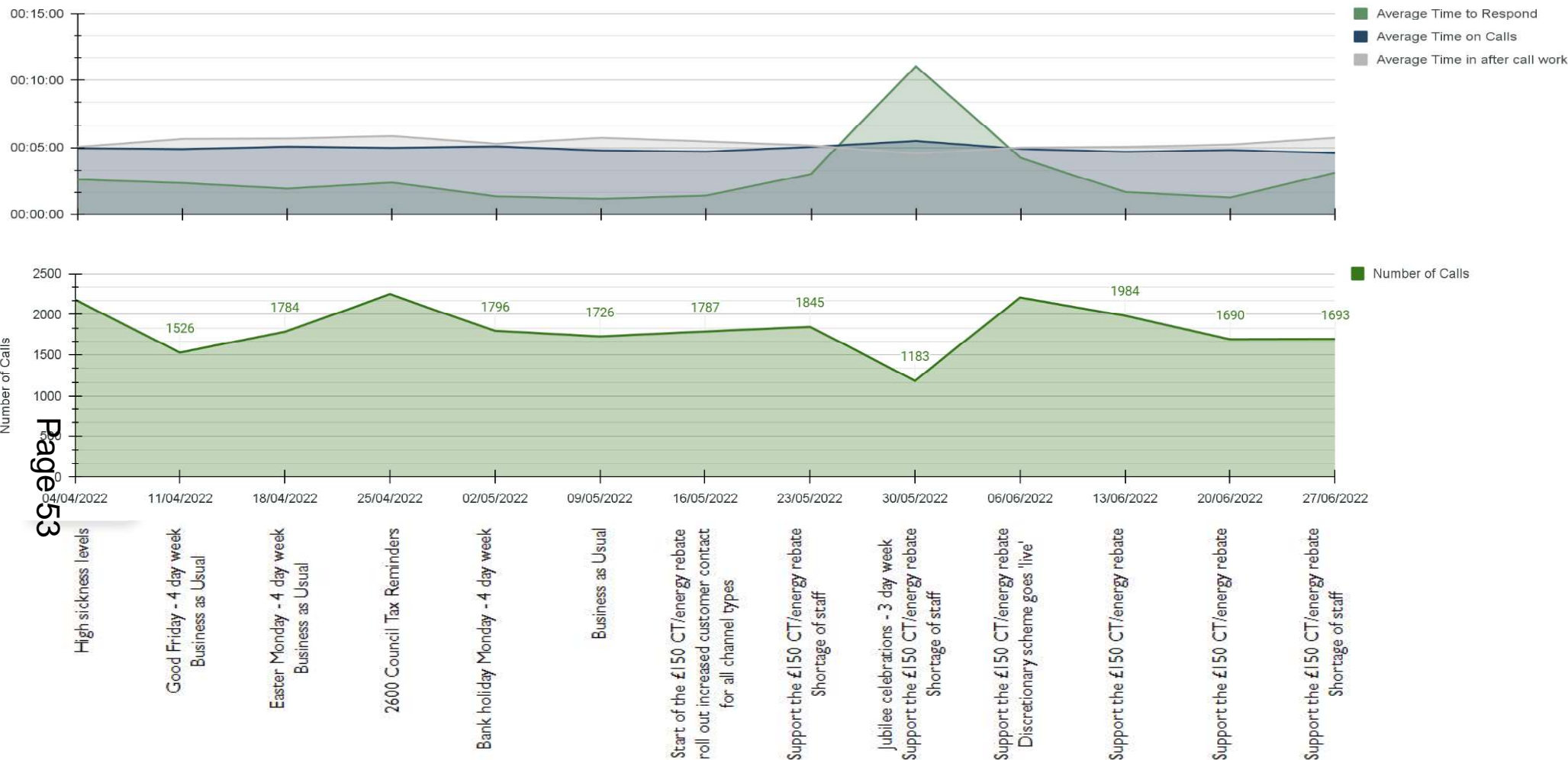
#### **8. BACKGROUND PAPERS**

- 8.1. None



Satisfied

# Customer Services Quarter I



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Service delivery can be affected by a range of factors both within the service and in other services. For example, shortage of staff, new systems, how the Council communicates with residents /clients.

Call volumes spiked during the week of 25 April following the mail out of 2600 council tax reminders.

The roll out of the £150 council tax /energy rebate to households commenced in mid-May contributing to an increase in customer contact via all channels over a number of weeks and especially during the roll out of the discretionary scheme during the week of 6 June. Advisors provided advice to residents and customers on

the scheme, completed online forms and set up direct debits. Those households which were not on direct debit were required to provide the appropriate documentation which resulted in a higher number of F2F visits to Council offices. Additional resources were allocated to responding to emails.

The average time to respond spiked in the week of 30 May due to a shortage of staff. Call volumes appear lower for that week due to the Jubilee bank holidays (3 day week).

Over the next few weeks, the service is focusing on managing demand through improved engagement with other services; and better understanding the impact of other

services' communications with customers/residents on resources in the customer services team throughout the year.

As part of the Channel Choice project and the Customer Experience Improvement programme, processes in services that have high call volumes are being reviewed and streamlined where possible to reduce call volumes and the need for customer contact

Note: The response time, on call time, and after call time data include data for West Oxfordshire specific staff and shared staff, based on a 60% - 40% split respectively. This arrangement helps to improve resilience in the service.

# Development Management Quarter I

Average Planner Caseload

38  
TARGET 50

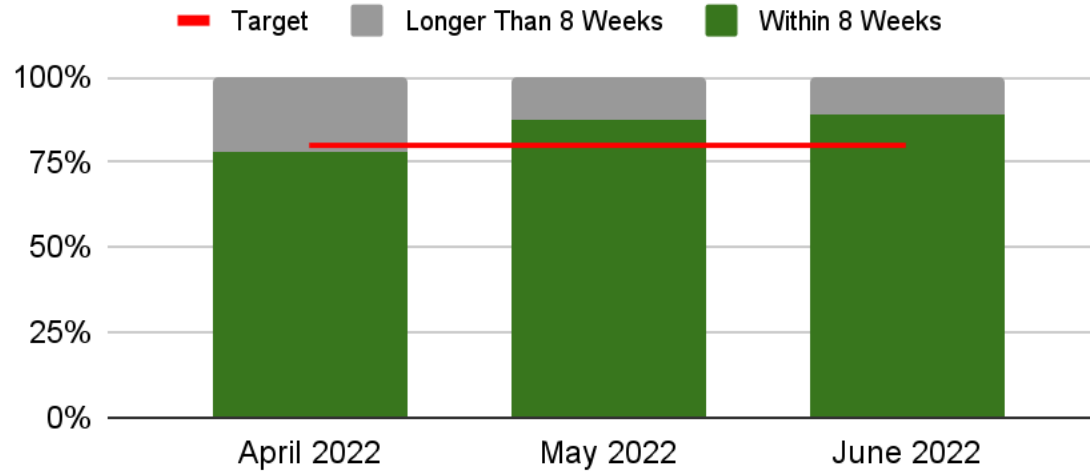
Average Senior Planner Caseload

21  
TARGET 35

Average Principal Planner Caseload

12  
TARGET 20

Planning Decisions (PS1/PS2) made within 8 weeks or agreed time (Excludes applications for discharge of conditions, pre application advice and general enquiries)



Average Cases closed per Planner in Quarter

51  
TARGET 50

Average Cases closed per Senior Planner in Quarter

14  
TARGET 40

Average Cases closed per Principal Planner in Quarter

18  
TARGET 25

Average days from receipt to validation

7  
TARGET 7

Customer Satisfaction



n/a

The central bar chart shows planning determination performance is improving and exceeded its target in May and June 2022. The team reached full capacity at the end of 2021/22 with all vacant posts filled which has meant that caseloads have become manageable. There are currently two planning enforcement post vacancies; this work is being covered by the planning case officers as additional work. After being fully staffed for one quarter, two case officers will be leaving the organisation shortly. Staff retention is expected to remain a challenge due to the national shortage of qualified planners and more employment choice.

The average caseload targets were set in the context of increasing numbers of applications coming into the service in line with the national trend. These targets need to be reviewed as the number of applications has begun to slow, although still higher than the pre-Covid (2019-20) year. The proposal is that the caseload targets should be replaced with a range (recommended minimum and maximum) which would reflect current workloads which flex over time. The service will undertake benchmarking with other similar authorities to inform the recommended range.

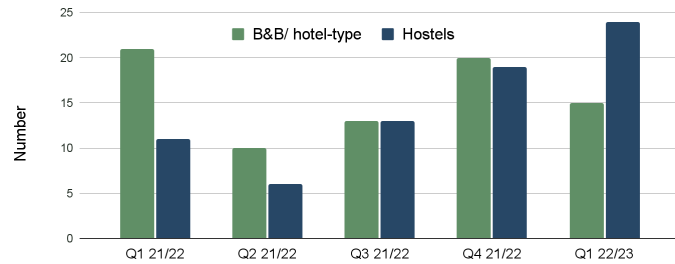
No customer satisfaction surveys were completed this quarter due to customer service advisors prioritising customer queries



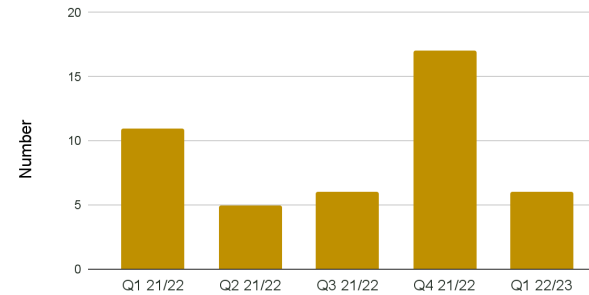
# Housing Quarter I

The Number of households in Emergency Accommodation (B&B/hotel type; and hostels owned and managed by the Council) at the end of each quarter

\*\* 22 bed spaces available in hostels

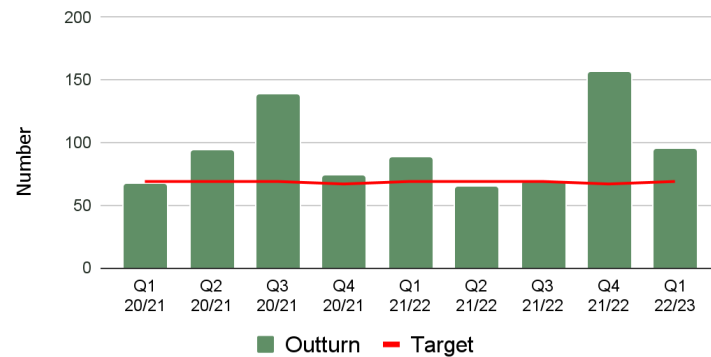


The number of successful 'move ons' from Emergency Accommodation to long term accommodation



The number of affordable homes reaching practical completion

\*practical completion is when the property is ready for occupation; Target is from Local Plan



Numbers approaching the Council as homeless continue to remain high as the effects of the pandemic continue to be felt, and the cost of living crisis contributing to difficulties in sustaining tenancies.

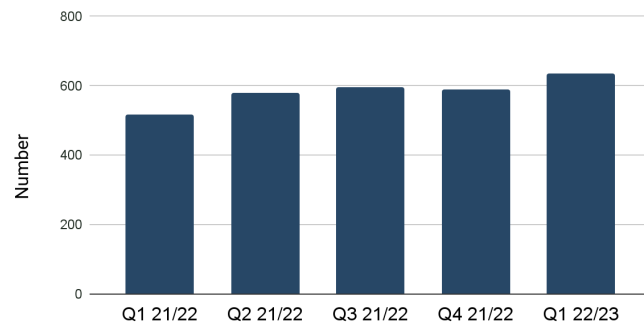
The Housing Team has refocused more resources on the Prevention approach with the recruitment of specialist Complex Needs officers. In addition, Specialist Temporary Accommodation officers are able to offer dedicated support for helping clients move on successfully from emergency accommodation.

The availability of social housing stock remains low, partially due to prevention measures in place to assist those affected by the financial implications of Covid and the increasing cost of living. Private Rented Sector is less accessible due to affordability.

Households approaching for assistance with their housing due to affordability and debt continue to rise as well as domestic abuse cases coming through for re-housing. Particular attention is drawn to the Homes for Ukraine scheme and providing advice and assistance to Ukrainian families who will need to source their own accommodation as the scheme moves through the initial 6 month period. Ninety-five affordable homes (67 affordable rent, 17 social rent and 11 shared ownership) reached practical completion, well ahead of the target of 69. The annual target is based on the current 2018 local plan, which was informed by the 2014 Strategic Housing Market Assessment and more recent evidence. It identifies a need for 274 affordable homes per year. Delivery in recent years has been strong, however it has fluctuated in previous years and is anticipated to do so in the future.

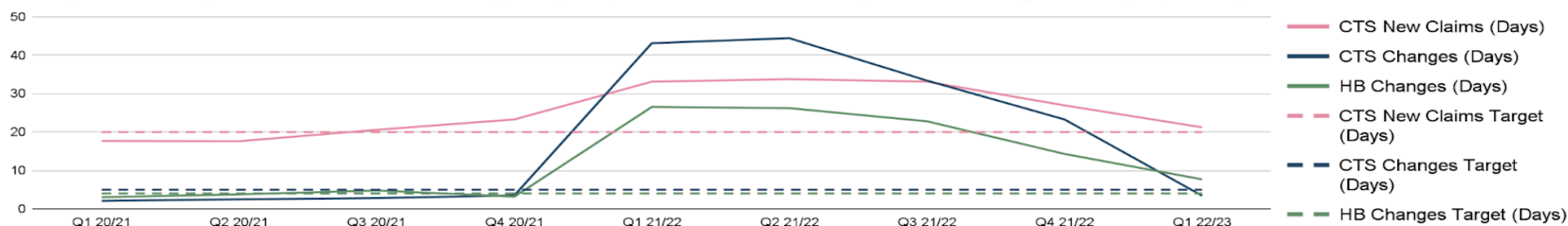
In addition, a range of proactive work is being undertaken to reduce the number of LTE properties in the District. During Q1, 216 properties were removed from the LTE list, although 263 were added. A three month rolling action plan is in place to reduce the number of LTE properties. The current focus is on contacting householders whose properties are about to slip into LTE status or a higher levy

The number of Long Term Empty Properties (6 months plus) in the District

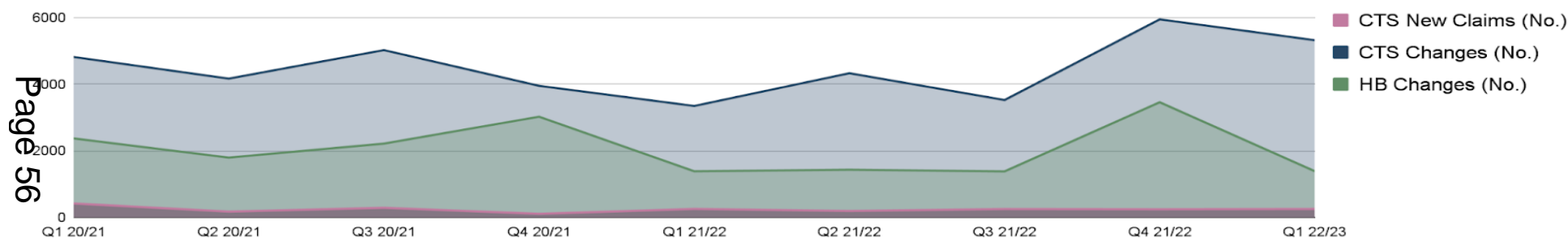


# Revenues and Benefits Quarter I

Average Processing Times For Council Tax Support (CTS) New Claims and Changes and Housing Benefit (HB) Changes



Number of Council Tax Support (CTS) New Claims and Changes and Housing Benefit (HB) Changes Assessed

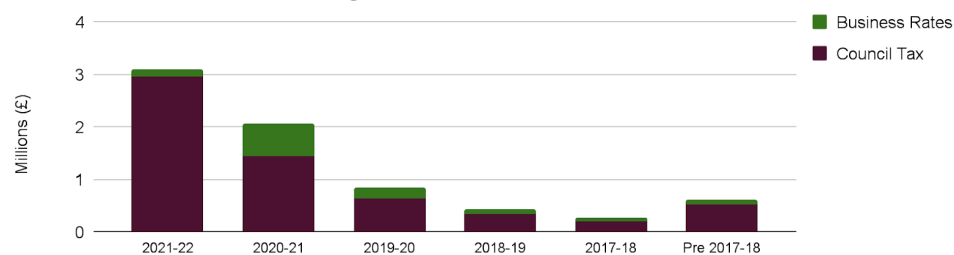


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## 22/23 Collection Rates

	Council Tax		Business Rates	
	Actual	Target	Actual	Target
QTR	32.6%	23%	35.8%	25%
YTD	32.6%	23%	35.8%	25%

Council Tax & Business Rates Aged Debt



## Qtrly Aged Debt

% Change Council Tax	-10.7%
% Change Bus. Rates	-63.1%

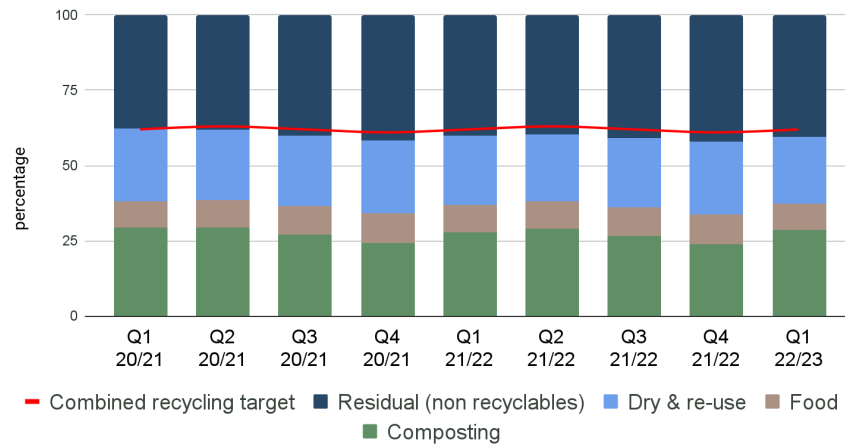
Significant improvements have been made in benefit processing times. The number of CTS changes is increasing due to a rise in Universal Credit claims attributable to both the natural transfer from legacy benefits and potentially the cost of living crisis. Both council tax and business rates collection rates appear healthy, in particular business rates collection rate is up eight percentage points on Q1 of the previous year. The collection rates were depressed over the previous two years due to the impact of Covid-19 on households and businesses, and the pause in recovery action. By the end of Q1, over 90% of eligible households had received the £150 council tax rebate to help with the rising cost of living, and £1,955,728 of the £2.27m of Covid Additional Relief Fund (CARF) was distributed to 922 businesses that were not eligible for the extended retail relief. These businesses will have their business rates accounts credited which will help to reduce the debt owed. Although the grant relates to the previous year, the timing of the receipt may mean it is used to offset the current year's account. There is a dedicated team in place for the recovery of rates who are up to date on cases; and reduced previous years' council tax debt by around £733,000 and business rates by around £2.09m or 63% since the previous quarter. Business rates outstanding debt is expected to fluctuate until around December 2022 due to the impact of CARF.



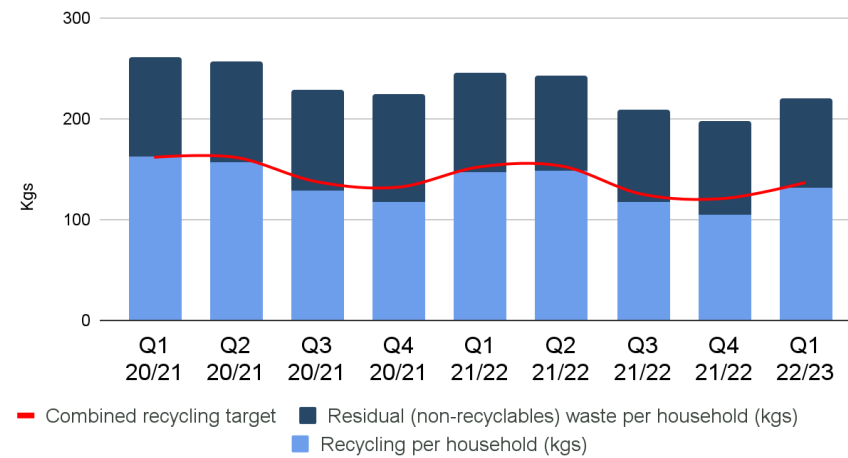


# Waste and Environment Quarter I

### (Cumulative) Household waste collected composition



### Household waste collected per household



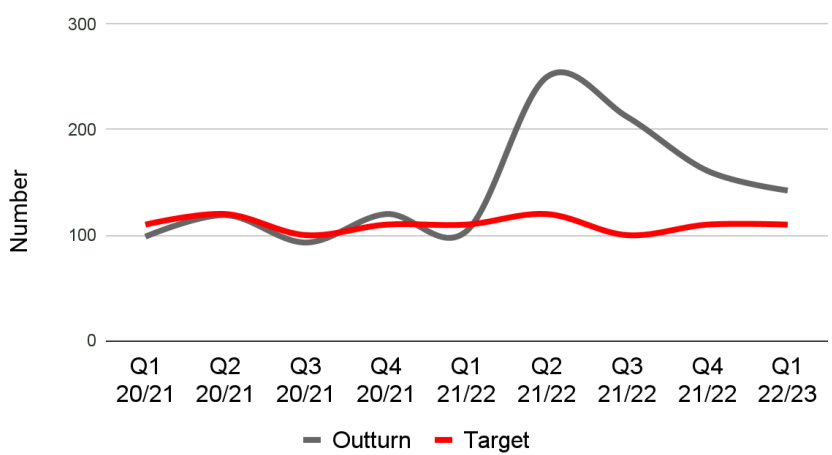
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The combined recycling for Q1 was 59.7%, not dissimilar to Q1 of the previous year but lower than 2019-20 the pre-Covid year (60.9%), largely due to higher residual waste tonnages. Since emerging from the pandemic, all household waste streams (tonnages) have fallen. Taking into account household growth in the District, residual waste per household has fallen back to pre-Covid levels.

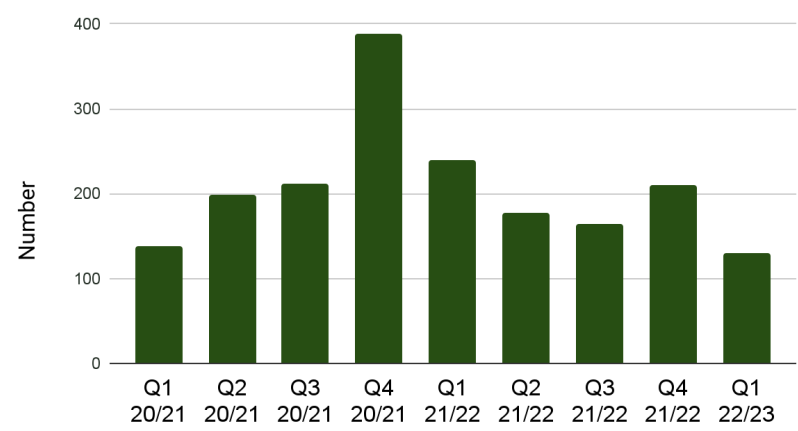
Missed bins performance has improved over the last year but appears to have plateaued slightly this quarter. In-cab technology is likely to have contributed to the improvement, although the full impact has not yet been demonstrated. There was a shortage of staff due to high turnover and an inability to secure agency staff due to a buoyant employment market as well as vehicle breakdowns. Improvement work is being undertaken with crews to improve operations and embed in-cab technology.

The number of fly tips peaked during the final national lockdown and have decreased which may reflect the lifting of restrictions. As part of the budget 2022/23, Cabinet agreed to additional resources to increase enforcement activities around fly tipping and improving our response to issues raised. Work is progressing on the recruitment in post


### Missed bins per 100,000 scheduled collections



### Number of flytips collected



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 <p><b>WEST OXFORDSHIRE DISTRICT COUNCIL</b></p>	<p><b>WEST OXFORDSHIRE DISTRICT COUNCIL</b></p>
<p>Name and date of Committee</p>	<p><b>CABINET – 14 SEPTEMBER 2022</b></p>
<p>Report Number</p>	<p><b>AGENDA ITEM NO 10</b></p>
<p>Subject</p>	<p><b>FINANCIAL PERFORMANCE REPORT 2022/23 QUARTER ONE</b></p>
<p>Wards affected</p>	<p>All</p>
<p>Accountable member</p>	<p>Cllr Dan Levy Cabinet Member for Finance Email: dan.levy@westoxon.gov.uk</p>
<p>Accountable officer</p>	<p>Elizabeth Griffiths, Chief Finance Officer and Deputy Chief Executive Tel: (01993) 861188 Email: Elizabeth.Griffith@westoxon.gov.uk</p>
<p>Annexes</p>	<p>Annex A – Detailed Revenue budget comparison Annex B – Capital spend against budget</p>
<p>Corporate priorities</p>	<p>Council approved its Council Plan 2020-24 in January 2020. The Plan sets out a Council vision that is “to support West Oxfordshire to be fit for the future through action across a set of priority themes:</p> <ol style="list-style-type: none"> <li>1. Climate Action</li> <li>2. Healthy Towns and Villages</li> <li>3. A Vibrant District Economy</li> <li>4. Strong Local Communities</li> <li>5. Meeting the Housing Needs of our Changing Population</li> <li>6. Modern Council Services and Sustainable Finance</li> </ol> <p>A new Council Plan is currently in consultation</p>
<p>Key Decision</p>	<p>No</p>
<p>Exempt</p>	<p>No</p>

## FINANCIAL PERFORMANCE SUMMARY

### WEST OXFORDSHIRE DISTRICT COUNCIL - Revenue Budget Monitoring

1st April 2022 - 30th June 2022

Service Area	Quarter 1			
	Original Budget 2022/23	Profiled Budget	Actual Exp	Variance (under) / over spend
	£	£	£	£
Democratic and Committee Services	1,058,971	367,418	377,390	9,972
Environmental & Regulatory Services	507,109	118,452	112,162	(6,290)
Environmental Services	7,106,814	632,353	809,456	177,103
Finance, Human Resources & Procurement	922,288	248,889	234,495	(14,393)
ICT, Change & Customer Services	1,924,570	761,781	753,246	(8,535)
Land, Legal & Property	903,130	344,447	366,458	22,011
Leisure & Communities	661,071	324,226	311,696	(12,530)
Planning & Strategic Housing	1,528,061	222,125	249,603	27,478
Revenues & Housing Support	1,049,459	146,011	148,621	2,609
Investment Property and Retained Services	(2,218,585)	(2,037,605)	(1,967,175)	70,430
<b>Total cost of services</b>	<b>13,442,888</b>	<b>1,128,096</b>	<b>1,395,950</b>	<b>267,854</b>
<b>Plus:</b>				
Investment income receipts	(1,139,501)	(119,301)	(122,723)	(3,422)
<b>Cost of services before financing:</b>	<b>12,303,387</b>	<b>1,008,795</b>	<b>1,273,227</b>	<b>264,432</b>

Q1 results show an overall overspend compared to budget. Performance in some areas is a continuation of that seen in 2021/22 i.e. Car Parking, Bank Charges and Land Charges, but other areas such as Green Waste and Development Management have experienced unexpected difficulties. While timing is expected to bring Development Management back above target in the year, Green Waste is forecast to be overspent at year end and other areas are expected to worsen.

As part of the budgeting process, the MTFs will be reforecast in October to incorporate inflationary increases in salaries and contract costs and revised expectations on income from not only fees and charges but some of our contractual counterparties. This is expected to show a significantly worsened position than the forecast done in February so while, as always, West Oxfordshire District Council has sufficient reserves to see it through the short to medium term, great care must be taken now more than ever to avoid unnecessary spending and ensure that long term stability is maintained.

The overspend in Q1 is not due to general inflation which, in accounting terms, has not yet impacted the majority of our overhead costs. Our own utility bills form a very small percentage of our budget, (in our leisure centres the risk and uncertainty of increased costs sit with our leisure partner

GLL) and we expect Ubico to need to bill additional amounts this year to cover increased fuel costs. The current shortfall is driven by a reduction in income as users of services reduce their expenditure. This is expected to continue but to be compounded by a rise in overheads later in the year and beyond as the inflationary impacts catch up to our budget in salary increases and contract renewals.

## SIGNIFICANT VARIANCES

A full list of variances by cost centre is included in Annex A

### 1.1. Car Parking

The Q1 shortfall against budget in parking income of £43k is an average monthly income of £6,900. This is a 90% improvement compared to the same period last year but clearly still very short compared to expectation. A paper will be going forward to Members to discuss the transfer of On Street parking enforcement back to the County Council from 1<sup>st</sup> April 2023 and the implications for the Parking Service at West Oxfordshire.

### 1.2. Land Charges

The service was heavily impacted in 2021/22 by the huge rise in free unofficial Personal Searches which made up 70% of searches in the year. This trend has continued and the current financial year has started with an £18k under achievement of income in the first quarter. Current economic uncertainty with the predicted recession in Q4 and the rise in interest rates are likely to result in a gradual cooling of the Housing Market as people delay moving on as inflation and the cost of living crisis heightens. Budgets for 2023/24 will be reviewed against this backdrop.

### 1.3. Development Management

Planning Fee income is £34k below target at the end of the quarter with the average income per month falling 5% on the equivalent period last year. The income budget for 2022/23 was increased by £100k on the basis that we are expecting large scale applications to be received in the year - which the Head of Development Management is still confident are likely to come through in Q2 & Q3.

### 1.4. Trade Waste

Income is £32k below target, a £10k improvement on the same period last year. Some of this is offset by an underspend of £16k in tipping charges payable to the County Council. The Trade Waste service continues to be under pressure post Covid where we have been unable to increase our customer base to pre pandemic levels. The service is under review as part of the ESIP project.

### 1.5. Green Waste

The Green Waste service is £80k below target. Historically the cost of printing and sending out Green Waste licences has been covered by oversubscription, but this year, as uptake is below target the £34k cost of license production and distribution contributes to the general shortfall against budget. In previous years 98% of annual income has been collected by the end of August and on this basis the forecast for the year is that income will be around £45k below target and the total shortfall against budget is likely to be around £70k. The loss appears to have been caused by a reduction in the uptake of licenses.

## 1.6. Recycling

An additional £300k was added into the base budget 2022/23 for the increase in recycling handling charges from our supplier Suez. At the end of the quarter this budget is £17k overspent with monthly costs rising from £80k in April to £95k in June. If this handling charge continues at the June level with no further increase, there is forecast to be an overspend of £195k on this contract for the year, an expectation confirmed by the Service Manager. There is a lot of volatility in the recycling market in terms of material prices, fuel & labour costs. Our current contract with Suez expires in 2024 to tie in with the Waste Review.

## 1.7. Bank Charges

Bank Charges have been a cause for concern for some time and are £32k overspent at the end of the quarter. Last year we negotiated a better contract with Lloyds and will save around £39k over the course of the year. We are now looking at a tender for our card transaction processing with the potential of saving a further £50k per annum. The tender is currently at an early stage, but details will be reported to Members when they are more advanced.

## 1.8. Investment Property

Our Investment Property income is currently impacted by the vacant units at Talisman and Des Roches Square. Unit 1 Talisman was vacated in 2021/22 by Warburtons who paid £160k in dilapidations. This amount was based on expert assessment at the time and was based on the work required to bring the property back to the condition it was in when Warburtons took possession. The refurbishment work to ready it for a new tenant has been through a tender process and the dilapidations and additional refurbishment works necessary to re-let the unit in the current market have been costed at £285k. The Estates Team have found a tenant for Unit 1 who are willing to commit to a 10 year lease. A paper will be forthcoming for approval of the lease and the tenant.

Unit 1 Des Roches Square will also require some refurbishment before it can be re-let but at a much lower cost than Talisman. There are currently two tenants interested in moving in and the Estates Team are getting quotes for the works with the intention of getting the building re-let as soon as possible.

## 1.9. Proposed additional spend on Cyber Security

There is an increasing awareness of the threat posed by potentially debilitating cyber attacks in the wake of, not only neighbouring Councils being targeted, but recent attacks on NHS trusts. These attacks can cripple their targets for months with recovery a long and drawn out process and some data potentially lost forever. The financial cost of this is huge along with immeasurable reputational damage. These threats are being managed and countered successfully by our ICT team within Publica but the Councils have requested that they review their current resourcing and processes and ensure that any additional measures or resources that could be added are. This exercise has been carried out and additional funding has been requested for increased staff, training and solutions.

The ongoing cost of these measures is likely to be around £100k per annum and will be brought forward as a growth request within the budget proposals. The cost for this current year has been estimated at a maximum of £70k but this is likely to reduce if recruitment takes several months. This can be funded from earmarked reserves without requiring the current budget to be altered. If it is approved as a growth item later in the year as part of the budget process, it will be incorporated into the base budget for 2023/24.

Costs for this increased capacity are being shared across the Publica partner Councils and the figures above represent West Oxfordshire's share. While the cost for increasing cyber security are relatively high, the cost of not shoring up our defences could be much higher.

Detailed revenue budget comparison

Annex A

Q1 position		
Profiled Budget	Actual Exp	Variance (under) / over spend
£	£	£

**Democratic Services**

DRM001-Democratic Representation and Mgmt	84,450	84,439	(11)
DRM002-Support To Elected Bodies	97,648	103,242	5,594
ELE001-Registration of Electors	44,204	46,770	2,566
ELE002-District Elections	36,350	38,836	2,486
ELE005-Parish Elections	0	210	210
ELE008-Police & Crime Commissioner Elections	11,062	11,062	0
SUP001-Administration	93,704	92,831	(873)
<b>Total - Democratic Services</b>	<b>367,418</b>	<b>377,390</b>	<b>9,972</b>

Q1 position		
Profiled Budget	Actual Exp	Variance (under) / over spend
£	£	£

**Environmental & Regulatory Services**

BUC001-Building Control - Fee Earning Work	(21,774)	(22,163)	(389)
BUC002-Building Control - Non Fee Earning Work	783	783	(0)
EMP001-Emergency Planning	3,377	1,627	(1,750)
ESM001-Environment - Service Mgmt & Supp Serv	23,912	23,912	0
PSH002-Private Sector Housing-Condition of Dwellings	750	0	(750)
REG001-Environmental Health General	0	0	0
REG002-Licensing	4,818	5,610	792
REG009-Environmental Protection	43,403	44,078	675
REG011-Authorised Process	(12,000)	(9,331)	2,669
REG013-Pollution Control	34,198	29,434	(4,764)
REG016-Food Safety	33,485	31,325	(2,160)
REG021-Statutory Burials	1,250	(1,400)	(2,650)
TAC309-Other Trading Services - Markets	6,250	8,288	2,038
<b>Total - Environmental &amp; Regulatory Services</b>	<b>118,452</b>	<b>112,162</b>	<b>(6,290)</b>

## Detailed revenue budget comparison

## Annex A

	Q1 position		
	Profiled Budget	Actual Exp	Variance (under) / over spend
	£	£	£
<b>Finance, Human Resources &amp; Procurement</b>			
SUP003-Human Resources	40,443	37,948	(2,495)
HLD302-Miscellaneous Cash	0	(655)	(655)
HLD313-Lease Cars	0	0	0
SUP009-Accountancy	82,272	80,958	(1,314)
SUP010-Internal Audit	61,740	59,036	(2,704)
SUP011-Creditors	10,189	8,951	(1,239)
SUP012-Debtors	14,192	9,307	(4,885)
SUP013-Payroll	13,647	12,547	(1,101)
SUP019-Health & Safety	8,006	8,006	(1)
SUP020-Training & Development	6,956	6,956	(1)
SUP033-Central Purchasing	9,108	9,108	0
SUP035-Insurances	2,336	2,336	0
<b>Total - Finance, Human Resources &amp; Procurement</b>	<b>248,889</b>	<b>234,495</b>	<b>(14,393)</b>

	Q1 position		
	Profiled Budget	Actual Exp	Variance (under) / over spend
	£	£	£
<b>ICT, Change &amp; Customer Services</b>			
SUP002-Consultation, Policy & Research	38,268	37,731	(537)
HLD301-ICT Purchases	34,000	35,787	1,787
SUP005-ICT	491,995	490,551	(1,444)
SUP006-Telephones	2,500	(2,968)	(5,468)
SUP008-Reception/Customer Services	117,535	116,306	(1,229)
SUP014-Cashiers	0	(1,129)	(1,129)
TMR001 - Street Naming & Numbering	0	(571)	(571)
TMR002-Street Furniture & Equipment	(3,671)	(3,803)	(132)
TOU002-Tourist/Visitor Information Centre	26,021	26,208	187
<b>Total - ICT, Change &amp; Customer Services</b>	<b>761,781</b>	<b>753,246</b>	<b>(8,535)</b>



Detailed revenue budget comparison

Annex A

	Q1 position		
	Profiled Budget	Actual Exp	Variance (under) / over spend
	£	£	£
<b>Land, Legal &amp; Property</b>			
ADB301-3 Welch Way (Town Centre Shop)	15,352	11,030	(4,322)
ADB302-Guildhall	6,816	8,712	1,896
ADB303-Woodgreen	118,169	111,269	(6,900)
ADB304-Elmfield	93,434	86,794	(6,639)
ADB305-Corporate Buildings	109,869	112,743	2,874
ADB306-Depot	(19,959)	(15,774)	4,185
LLC001-Local Land Charges	(39,007)	(21,155)	17,852
SUP004-Legal	67,082	80,848	13,766
TAC303-Swain Court & Newman Court Ind Est Witney	(7,309)	(8,009)	(700)
<b>Total - Land, Legal &amp; Property</b>	<b>344,447</b>	<b>366,458</b>	<b>22,011</b>

ADB303 & ADB304 - the underspend relate to Electricity where we have not yet been invoiced under the new joint procurement contract headed by CBC

LLC001 - Land Charges income is £18k under target. In the first quarter income has averaged £11k per month compared to an average of £14k per month in Q1 of 2021/22

SUP004 - £18k relating to judicial review of West Eynsham plan

Detailed revenue budget comparison

Annex A

	Q1 position		
	Profiled Budget	Actual Exp	Variance (under) / over spend
	£	£	£
<b>Leisure &amp; Communities</b>			
CCR001-Community Safety (Crime Reduction)	30,087	24,336	(5,751)
CCR002-Building Safer Communities	1,079	5,679	4,600
CCR301 - Communities Revenue Grant	113,282	113,582	300
CCT001-CCTV	(1,387)	1,450	2,837
CSM001-Cultural Strategy	20,576	21,772	1,196
CUL001-Arts Development	13,606	16,831	3,225
ECD001-Economic Development	21,805	19,907	(1,898)
REC001-Sports Development	13,902	13,483	(419)
REC002-Recreational Facilities Development	12,991	12,941	(51)
REC003-Play	22,789	9,664	(13,125)
REC301-Village Halls	3,464	3,465	1
REC302-Contract Management	4,202	1,825	(2,377)
SUP016-Finance - Performance Review	25,907	25,907	(0)
TOU001-Tourism Strategy and Promotion	41,923	40,856	(1,067)
<b>Total - Leisure &amp; Communities</b>	<b>324,226</b>	<b>311,696</b>	<b>(12,530)</b>

REC003 - reactive repairs & maintenance is £13k below budget, expenditure will be incurred later in the year

## Detailed revenue budget comparison

## Annex A

	Q1 position		
	Profiled Budget	Actual Exp	Variance (under) / over spend
	£	£	£
<b>Environmental Services</b>			
CCC001-Climate Change	57,596	55,723	(1,873)
COR301-Policy Initiatives - Shopmobility	5,407	4,552	(855)
CPK001-Car Parks - Off Street	95,750	119,072	23,322
CPK011-On Street Civil Parking Enforcement	516	26,686	26,170
ENI002-Grounds Maintenance	114,468	118,235	3,767
ENI303-Landscape Maintenance	42,843	45,236	2,393
FLD001-Flood Defence and Land Drainage	32,741	28,723	(4,018)
REG004-Dog Warden	13,830	14,290	460
REG018-Pest Control	4,908	4,453	(455)
REG019-Public Conveniences	25,524	22,427	(3,097)
REG023-Environmental Strategy	19,965	18,957	(1,008)
RYC001-Recycling	738,145	764,726	26,581
RYC002-Green Waste	(1,074,522)	(994,325)	80,197
STC001 - Street Cleansing	11,574	7,843	(3,731)
STC004-Environmental Cleansing	260,910	265,340	4,430
STC011 - Abandoned Vehicles	0	(13)	(13)
TRW001-Trade Waste	(171,641)	(156,102)	15,539
TRW002-Clinical Waste	(275)	0	275
WST001-Household Waste	457,851	446,362	(11,489)
WST004-Bulky Household Waste	7,638	5,979	(1,659)
WST301-Env. Services Depot, Downs Rd, Witney	(10,875)	11,291	22,166
<b>Total - Environmental Services</b>	<b>632,353</b>	<b>809,456</b>	<b>177,103</b>

Car Parking - income is £43k below target with an average monthly income of £6.9k in Q1. This is an improvement from the same period last year when average monthly income was only £3.6k

RYC001 - Suez contract £17k overspent, forecast overspend for the year is £195k plus there has been a £13k overspend on recycling bins

RYC002 - Green Waste in Q1 is £80k below target. Historically the cost of printing annual licences and posting them to residents has been paid for through oversubscription but as income is below target, there is a £34k shortfall for the production and distribution of annual licences. The forecast for 2022/23 is that there will be a general overspend of £70k in Green Waste.

## Detailed revenue budget comparison

## Annex A

Environmental Services cont:

TRW001 - income is £32k below target which is a £10k improvement from Q1 2021/22. An underspend of £16k on Waste Tipping charges payable to OCC provides an offset to unachieved income

WST001 - there is an £11k underspend on equipment purchases i.e. waste containers

WST301 - £16K overspent repairs & maintenance, £6k overspend on rent

	Q1 position		
	Profiled Budget	Actual Exp	Variance (under) / over spend
	£	£	£
<b>Planning &amp; Strategic Housing</b>			
DEV001-Development Control - Applications	(86,560)	(53,330)	33,230
DEV002-Development Control - Appeals	19,817	23,818	4,001
DEV003-Development Control - Enforcement	40,501	40,501	(0)
ECD301-WOSP	2,250	0	(2,250)
ENA001-Housing Enabling	28,067	25,517	(2,550)
ENI301-Landscape Initiatives	13,203	13,203	(0)
HLD315-Growth Board Project (Planning)	35,158	30,737	(4,421)
PLP001-Planning Policy	115,681	120,478	4,797
PLP003-Implementation	(240)	(240)	0
PLP004-Conservation	25,215	24,860	(355)
PSM001-Planning Service Mgmt & Support	29,033	24,060	(4,973)
<b>Total - Planning &amp; Strategic Housing</b>	<b>222,125</b>	<b>249,603</b>	<b>27,478</b>

DEV001 - Planning Fee income is £34k below target at the end of Q1, a 5% drop compared to Q1 2021/22. The income budget was increased by £100,000 for 2022/23 on the basis of large scale applications coming forward in the year.

## Detailed revenue budget comparison

## Annex A

	Q1 position		
	Profiled Budget	Actual Exp	Variance (under) / over spend
	£	£	£
<b>Retained Services</b>			
COR002-Chief Executive	62,236	63,196	960
COR003-Corporate Policy Making	17,140	17,140	0
COR004-Public Relations	3,023	863	(2,160)
COR005-Corporate Finance	111,707	114,131	2,424
COR006-Treasury Management	6,675	1,000	(5,675)
COR007-External Audit Fees	14,250	14,250	0
COR008-Bank Charges	26,600	58,546	31,946
COR302-Publica Group	(127,300)	(118,756)	8,544
FIE341-Town Centre Properties	(266,688)	(264,867)	1,821
FIE342-Miscellaneous Properties	(341,705)	(349,679)	(7,974)
FIE343-Talisman	(541,043)	(506,309)	34,734
FIE344-Des Roches Square	(124,400)	(117,276)	7,124
FIE345-Gables at Elmfield	(10,217)	(11,432)	(1,216)
NDC001-Non Distributed Costs	127,775	127,788	13
TAC304-Witney Industrial Estate	(61,480)	(63,433)	(1,953)
TAC305-Carterton Industrial Estate	(89,166)	(83,762)	5,404
TAC306-Greystones Industrial Estate	(7,076)	(11,659)	(4,583)
TAC308-Other Trading Services - Fairs	(2,688)	(1,667)	1,021
<b>Total - Retained Services</b>	<b>(1,202,356)</b>	<b>(1,131,926)</b>	<b>70,430</b>

COR008 - Bank Charges have been a cause for concern for some time. Last year we negotiated a better contract with Lloyds and will save c£39k over the course of the year. We are now looking at a tender for our card transaction processing with the potential of saving a further £50k per annum. The tender is currently at an early stage, but details will be reported to Members when they are available

FIE343 - there are currently 3 vacant units at Talisman which is impacting on our rental income. The Estates team have been successful in finding a new tenant to take possession of Unit 1 once refurbishment works have been completed.

FIE344 - Unit 1 Des Roches Square is currently vacant but there are two interested parties holding negotiations with the Estates Team.

## Detailed revenue budget comparison

## Annex A

	Q1 position		
	Profiled Budget	Actual Exp	Variance (under) / over spend
	£	£	£
<b>Revenues &amp; Housing Support</b>			
HBP001-Rent Allowances	92,270	88,477	(3,793)
HBP003-Local Housing Allowance	0	34	34
HBP005-Benefit Fraud Investigation	1,369	1,390	21
HOM001-Homelessness	(171,777)	(168,034)	3,743
HOM002-Homelessness Grants	2,500	876	(1,624)
HOM003-Rent In Advance Scheme	0	0	0
HOM004-Refugees	6,546	6,546	0
HOM005-Homelessness Hostel Accommodation	0	1,987	1,987
HOM006 - The Old Court	60,888	62,372	1,484
LTC001-Council Tax Collection	123,347	128,456	5,109
LTC002-Council Tax Support Administration	1,659	1,903	244
LTC011-NNDR Collection	32,948	28,481	(4,467)
PSH001-Private Sector Housing Grants	11,863	12,110	247
PSH004-Home Improvement Service	(15,601)	(15,975)	(374)
<b>Total - Revenues &amp; Housing Support</b>	<b>146,011</b>	<b>148,621</b>	<b>2,609</b>

**Q1 Capital spend**

**Annex B**

Project	2022/23 Budget	2022/23 Q1 spend	Funded By
In-cab technology		5,633	Borrowing
Replacement dog and litter bins	25,000	16,258	Borrowing
Ubico Fleet - Replace Vehicle Hire Costs	1,080,000	40,640	Borrowing
Welch Way building renovation project	51,197	927	Borrowing
Electric vehicle recharging points	200,000		Borrowing
Investment Strategy for Recovery	22,599,538		Borrowing
CCTV - Upgrading	300,000		Capital Receipts
Shop Mobility - Replacement stock	10,000		Capital Receipts
Cottsway - Blenheim Court Growth Deal	170,500		External Contribution
Cottsway - Lavender Place Growth Deal	99,000		External Contribution
Affordable Housing in Witney	1,761,875		External Contribution/S106
Improvement Grants (DFG)	807,750	126,616	Grant
Carterton Leisure Centre PSDS Project	1,300,000		Grant
Deployment of High Speed Broadband	1,230,366		Reserves
IT Provision - Systems & Strategy	100,000	20,431	Revenue Contribution
Council Buildings Maintenance Programme	200,000		Revenue Contribution
IT Equipment - PCs, Copiers etc	40,000	9,069	Revenue Contribution
Community Grants Fund	200,000	51,390	Revenue Contribution
Madley Park playing Fields Project	6,165		S106
Play Parks	100,000		S106
EVCP Woolgate	167,000		S106
Chipping Norton Creative	28,297	10,000	S106
Carterton Connects Creative (Swinbrook s106)	44,500		S106
Raleigh Crescent Play Area (s. 106)	75,000		S106
Developer Capital Contributions		45,653	S106
	<b>30,596,188</b>	<b>326,617</b>	

"Borrowing" may refer to internal or external borrowing

- a. Purchase Orders to a value of £454,000 were raised in 2021/22 for a number of vehicles coming to the end of their useful life. Due to the exponential increase in production lead times, these vehicles have not yet been delivered. In light of the longer lead time, Ubico are reviewing timescales for vehicle replacement.
- b. The payments for these two affordable housing schemes have been made in August.
- c. The installation of High Speed broadband concluded in 2021/22, the Council is still awaiting an invoice from Gigaclear for the work undertaken.

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