

Tuesday, 29 November 2022

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## FINANCE AND MANAGEMENT OVERVIEW AND SCRUTINY COMMITTEE

You are summoned to a meeting of the Finance and Management Overview and Scrutiny Committee which will be held in the Committee Room 1, Council Offices Woodgreen, Witney OX28 1NB on **Wednesday, 7 December 2022 at 2.00 pm.**



Giles Hughes  
Chief Executive

To: Members of the Finance and Management Overview and Scrutiny Committee

Councillors: Alaa Al-Yousuf (Chair), Alaric Smith (Vice-Chair), Hugo Ashton, Michael Brooker, Nathalie Chapple, Andrew Coles, Julian Cooper, Suzi Coul, Gill Hill, Mark Johnson, Richard Langridge, Charlie Maynard, Michele Mead, Ruth Smith and Alex Wilson

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 5 - 8)**  
To approve the minutes of the meeting held on 28 September 2022.
2. **Apologies for Absence**  
To receive any apologies for absence.
3. **Declarations of Interest**  
To receive any declarations from Members of the Committee on any items to be considered at the meeting.
4. **Participation of the Public**  
To receive any submissions from members of the public, in accordance with the Council's Rules of Procedure, anyone who lives in the district or who pays council tax or business rates to the Council is eligible to read a statement or express an opinion at this meeting. You can register to speak by sending your written submission of no more than 750 words to [democratic.services@westoxon.gov.uk](mailto:democratic.services@westoxon.gov.uk), by no later than 10.00am on the working day before the meeting.
5. **2023/24 First Draft Budget and Medium Term Financial Strategy**  
Purpose:  
To provide an update on the developing budget for 2022/23  
  
Report to follow  
  
Recommendation:  
That the report be noted and the Committee submits comments to Cabinet as it wishes.
6. **Treasury Management Update**  
Purpose:  
To advise members of the treasury and management activity and the performance of internal and external funds for the period 1st April 22 – 30th Sept 22.  
  
Report to follow  
  
Recommendation:  
That Treasury Management and the performance of internal and external Pooled funds' activity for the period 1st April 22 – 30th Sept 22 are noted.
7. **2021/22 Treasury Outturn**  
Purpose:  
To advise members of Treasury Management activity and the performance of internal and external funds for 2021/22.  
  
Report to follow  
  
Recommendation  
That Treasury Management activity and the performance of internal and external funds

for 2021/22 are noted.

8. **West Oxfordshire Council Plan 2023 - 2027** (Pages 9 - 30)

Purpose:

The Council's new corporate plan for 2023-27 (The Council Plan) is being developed in order to succeed the previous plan that covered the period 2020-24. In May 2022 there was a change of administration at the District Council and in July 2022 it was agreed that in light of the changing context in which the Council Plan 2020 – 24 was developed (not least by the impacts of the Covid-19 pandemic) that a review of the Council Plan would be appropriate. The West Oxfordshire Council Plan 2023 - 2027 presents five new strategic priorities for the District which reflect the wide ranging issues and challenges requiring focus and attention over the immediate and longer term. This report provides an opportunity for the Overview & Scrutiny Committees to comment on a draft of the Plan so that their views and insights can be taken into account in developing the final version of the Plan. The final version of the Council Plan will be presented to Cabinet 11 January 2023 and then Full Council in early 2023 for adoption.

Recommendation:

To provide comments on the Draft West Oxfordshire Council Plan 2023 - 27

9. **Service Performance and Finance Performance Reports 2022-23 Quarter Two** (Pages 31 - 54)

Purpose:

These reports provides details of the Council's financial and operational performance at the end of 2022-23 Quarter Two (Q2)

Recommendation:

That the 2022/23 Q2 service and financial performance be noted

10. **Committee Work Programme** (Pages 55 - 72)

Purpose:

To provide the Committee with an updated Work Programme for 2021/2022.

Recommendation:

That the Committee notes the work programme and provides comment where needed.

11. **Cabinet Work Programme** (Pages 73 - 84)

Purpose:

To give the Committee the opportunity to comment on the Cabinet Work Programme published on November 2022.

Recommendation:

That the Committee decides whether to express a view to the Cabinet on relevant issues in its Work Programme.

12. **Exclusion of the Publish and Press**

Exclusion of the Publish and Press

If the Chair 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 the Committee 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.

The Chair 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.

13. **Waste Service Review - Briefing on Waste Collection Options Appraisal**

Purpose:

Waste Service Review – Verbal briefing from the Assistant Director (Commercial Development), on Waste Collection Options Appraisal.

Recommendation:

The Committee to note the briefing and ask questions.

(END)

## WEST OXFORDSHIRE DISTRICT COUNCIL

Minutes of the meeting of the  
**Finance and Management Overview and Scrutiny Committee**  
Held in the Council Chamber at 2.00 pm on **Wednesday, 28 September 2022**

### PRESENT

Councillors: Alaa Al-Yousuf (Chair), Alaric Smith (Vice-Chair), Hugo Ashton (to item 22), Andrew Coles, Julian Cooper, Suzi Coul (to item 20) Gill Hill, Mark Johnson, Richard Langridge, Charlie Maynard, Michele Mead and Ruth Smith.

Also present: Councillor Dan Levy (Cabinet Member for Finance).

Officers: Elizabeth Griffiths (Chief Finance Officer), Phil Martin (Group Manager, Business Services) Ciaran Okane (Senior Procurement Officer) Michelle Clifford (Business Manager - Customer Experience & Resources ) Lisa Cresswell (Customer Services Manager) Alicia Oldman (Customer Services) and Janet Eustace (Democratic Services).

#### **12 Minutes of Previous Meeting**

The minutes of the meeting held on 29 June 2022 were approved and signed by the Chair as a correct record.

#### **13 Apologies for Absence**

Apologies for absence were received from Councillors Michael Brooker and Alex Wilson.

#### **14 Chairs announcements**

There were none.

#### **15 Declarations of Interest**

No declarations of interest were received.

#### **16 Participation of the Public**

There was no participation of the public.

#### **17. New Procurement and Contract Management Strategy**

Ciaran Okane (Senior Procurement Officer) presented an updated draft Procurement and Contract Management Strategy for comment and consideration by the Committee. He explained that the updated document had Social Value and the Climate Change agenda embedded within it.

In discussion Councillors sought assurances that the strategy would maximise competition, would not be overly bureaucratic and would provide value for money. Mr Okane explained that there were separate Contract Procedural Rules which were available on the web site and that the Internal Commissioning Board sought to minimise red tape. He confirmed that contracts would be listed on the Contracts Register which is posted on the website.

Councillor Ruth Smith welcomed the emphasis on Social Value and Climate Change but asked whether it was possible to go further and include apprenticeships and links to the living wage. Mr Okane undertook to make these changes before submitting the Strategy to Cabinet.

**Resolved** to note the updated Procurement and Contract Management Strategy and recommend it for approval by Cabinet.

## 18 Treasury Management Update

Elizabeth Griffiths (Chief Finance Officer) advised Members of the latest position with regard to the re-tendering of the Treasury Management Advisors Contract. She explained that the proposed specification provided for a Basic Level of Treasury Management Service as well as an enhanced Level of Service. Partner Councils would be free to choose the level that they required but she advised that as the S151 Officer for West Oxfordshire District Council she recommended that an enhanced level was needed to provide a more proactive approach to Treasury Management.

In discussion, Councillors commented that the financial benefit of the enhanced service was not clear and questioned whether the Council's fund was sufficiently large to justify the higher costs of an enhanced service. It was suggested that there may be suitably qualified people in the area who could provide free financial advice.

The Chair emphasised that the Council's Treasury Team had to make decisions in real time. They needed the best advice available and the ability to react swiftly. A small forum of advisors could be helpful but would slow down decision making.

In response to a question about what happens in other Councils, the Chief Finance Officer explained that the contract was currently shared with Cotswold District Council who have similar concerns. She would bring another paper to the Committee once there was an indication of the possible costs of both levels of service.

**Resolved** that the Committee note the latest position with regard to the re-tendering of the Treasury Management Advisors.

## 19 Greenwich Leisure Limited Response to Energy Crisis

The Chief Finance Officer presented an update on how Greenwich Leisure Limited (GLL) is responding to the energy crisis.

She explained that business had been slow to pick up post pandemic but that GLL was now being hit by a dramatic increase in utility costs of £750,000 from 2019 actuals to 2023 projections. The Council's contractual position was strong with the risk resting with GLL but in reality they were unlikely to be able to pay the sums owed unless business recovered. She was pressing GLL to come forward with innovative ideas to maximise footfall and increase income. She also noted that the roof on the Chipping Norton Leisure Centre needed major repairs with the cost of this falling to the Council.

Councillors expressed concerns that GLL had become complacent relying on local government contracts. They reported having received complaints about the dirty conditions of changing rooms and there was concern that staffing shortages were adding to the problems. Privately owned gyms with smaller, and therefore much lower cost facilities were able to offer much more attractive prices, particularly to youngsters. Councillors asked whether GLL was solvent. The Chief Finance Officer said they had told the Council that they were. She would make more detailed enquiries but that the company was not obliged to share details of its finances, outside of the West

Oxfordshire Leisure Centres, that weren't already in the public domain.

Councillor Johnson queried the 281% uplift in utility costs which compared with a national figure of 133%. The Chief Finance Officer said it was likely to do with the period reviewed but that she would ask GLL for the underlying calculation.

There was a discussion about the viability of the open air pool at Woodstock and Councillor Cooper asked that officers check the freehold ownership of the facility.

The Chief Finance Officer expressed concerns that there was no resource for strategic support for Leisure in Publica and that she was discussing this with the Chief Executive and the Cabinet.

**Resolved** that the Committee noted an update on how Greenwich Leisure Limited (GLL) are responding to the energy crisis.

Councillor Coul left the meeting at 3.12pm

## 20 Service Performance Report - Quarter I

Michelle Clifford (Business Manager - Customer Experience & Resources) introduced Lisa Cresswell (Customer Services Manager) who provided details about the Customer Service Quarter I figures. She explained that the graph showed average figures for time taken to respond the calls, time on calls and after call work. It was agreed that the tables should be given headings to make explain what they showed.

In response to queries from Councillors, Ms Cresswell explained that a period of high staff turnover had resulted in slower response times and temps had been brought in to answer questions concerning the government's announcements about extra fuel payments. A support officer had been recruited to consider how advisors could operate more efficiently. Nine advisors worked in West Oxfordshire with twelve covering the wider area. This helped to build resilience. Advisors were very well trained and quickly picked up on local issues.

Monday mornings and lunchtimes were pinch points but the team were looking to find solutions to this. The system currently in use does not tell the caller their position in the queue nor record calls. The emphasis was on encouraging people to make more use of the web site but it was noted that there were people who preferred to visit the Town Centre Shop or to ring in. Emergency Out of Hours Cover is provided by a contractor backed up by On Call Duty Officers. It was recognised that the Live Chat function needed improvement.

The Chair thanked the Customer Services team for attending the meeting and asked that they convey the Committee thanks to the Advisors for the excellent service they provide.

The Committee considered other aspects of the Service Performance Report. It was noted that aged debt continued to fall. The Chair queried whether the Committee should receive more details about the performance of the Planning department and there was discussion about which of the Scrutiny Committees should receive this information.

Trade Waste was an area where a backlog had built up but this was now being actively addressed. It was confirmed that the Ukrainian families in the district were not included on the Housing List. Those that were moving on from staying with hosts were looking to move to the Private Rented sector.

**Resolved** to note the 2022/23 Q1 service performance report.

21 **Committee Work Programme**

The Chair asked for comments the Scrutiny Work Programme for 2020/2021.

Councillor Cooper suggested that there be a report on the possibility of residents moving from paying rates in 10 instalments to 12. The Chief Finance Officer said that this facility was already available so a report was not required.

It was noted that the Waste Contract was due for renewal towards the end of 2023. Work had already started on this and a paper would be coming forward in March 2023.

**Resolved** to note the Scrutiny work programme.

Councillor Ashton left the meeting at 4.05 pm

22 **Cabinet Work Programme**

The Chair invited comments on the Cabinet Work Programme published September 2022.

The Chief Finance Officer confirmed that work was progressing on the review options for Hensington Road, Woodstock and she hoped that a report would come forward to Cabinet by December. She said that the paper on Commercial Investment in Solar VP had not come to the Committee as it was primarily an update on the project which was in very early stages and did not contain any business case for the committee to consider.


Councillor Coles welcomed the disposals of the play areas to Witney Town Council.

**Resolved** to note the Cabinet work programme.

The Meeting ended at 4.10pm

CHAIR



 <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>Finance and Management Overview and Scrutiny Committee</b> <b>7 December 2022</b></p>
<p>Report Number</p>	<p><b>Agenda Item No. 8</b></p>
<p>Subject</p>	<p><b>West Oxfordshire Council Plan 2023 - 2027</b></p>
<p>Wards affected</p>	<p>All</p>
<p>Finance and Management Accountable member / Group Manager Lead</p>	<p>Councillor Alaa Al-Yousuf, Chair of Financial Management Overview and Scrutiny Committee Email: <a href="mailto:alaa.al-yousuf@westoxon.gov.uk">alaa.al-yousuf@westoxon.gov.uk</a>  Group Manager Lead: Phil Martin, <a href="mailto:phil.martin@publicagroup.uk">phil.martin@publicagroup.uk</a></p>
<p>Accountable Officer</p>	<p>Giles Hughes, Chief Executive Officer Email: <a href="mailto:giles.hughes@westoxon.gov.uk">giles.hughes@westoxon.gov.uk</a></p>
<p>Summary/Purpose</p>	<p>The Council's new corporate plan for 2023-27 (The Council Plan) is being developed in order to succeed the previous plan that covered the period 2020-24. In May 2022 there was a change of administration at the District Council and in July 2022 it was agreed that in light of the changing context in which the Council Plan 2020 – 24 was developed (not least by the impacts of the Covid-19 pandemic) that a review of the Council Plan would be appropriate. The West Oxfordshire Council Plan 2023 - 2027 presents five new strategic priorities for the District which reflect the wide ranging issues and challenges requiring focus and attention over the immediate and longer term. This report provides an opportunity for the Overview &amp; Scrutiny Committees to comment on a draft of the Plan so that their views and insights can be taken into account in developing the final version of the Plan. The final version of the Council Plan will be presented to Cabinet 11 January 2023 and then Full Council in early 2023 for adoption.</p>
<p>Annexes</p>	<p>Annex I – Draft West Oxfordshire Council Plan 2023 - 27</p>
<p>Recommendation</p>	<p>To provide comments on the Draft West Oxfordshire Council Plan 2023 - 27</p>
<p>Corporate priorities</p>	<p>The Draft West Oxfordshire Council Plan 2023 – 27 presents a set of five new priorities for West Oxfordshire, reflecting the issues of strategic importance to the District during the time period of the Council Plan and beyond.</p>
<p>Key Decision</p>	<p>Yes</p>
<p>Exempt</p>	<p>No</p>
<p>Consultees / Consultation</p>	<p>The Draft West Oxfordshire Council Plan 2023 – 27 was informed by the 'Your Voice Counts' programme of consultation, comprising: a digital consultation</p>

	open to all (24 August 22 to 5 October 22) which received over 4000 visitors and generated over 400 responses, a Town and Parish Council and Village Meeting Summit and a Stakeholder Event with attendance from a range of organisations active in West Oxfordshire from across the environment, social and economic sectors.
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## 1. BACKGROUND

- 1.1. In May 2022 following the local elections a new administration was voted into power at West Oxfordshire District Council (made up of a cross party coalition, the West Oxfordshire Alliance). An early set of priorities highlighted particular issues they seek to address during their tenure.
- 1.2. The current adopted Council Plan 2020 – 2024 sets out 6 priorities established by Council under the former administration: climate action; heathy towns and villages; a vibrant district economy; strong local communities; meeting the housing needs of our changing population and modern council services and sustainable finance.
- 1.3. In July 2022 Cabinet agreed to revisit these priorities with a view to revising the Council Plan which was considered timely given the new administration, and that the context in which priorities of the Council Plan 2020 - 24 were developed had changed (not least by impacts of the Covid-19 pandemic).
- 1.4. The review provided an opportunity for engagement with a wide range of stakeholders, including the general public, to test that the priorities in the Council Plan correctly reflect the challenges facing the District today. In order to do so, the ‘Your Voice Counts’ programme of engagement was designed to capture contributions from a wide range of stakeholders to inform both the Council Plan and Local Plan reviews. Inputs were invited from the general public via the digital platform ‘CommonPlace’ (receiving over 4000 visitors who submitted more than 400 contributions), and two in person events with Town and Parish Councils and stakeholder groups representing the environment, economic and social sectors.
- 1.5. The outputs of the ‘Your Voice Count’s programme of engagement have been analysed to ensure that the priorities in the revised Council Plan correctly reflect the challenges facing the District today and will address the issues that matter the most to those that live and work here.
- 1.6. The Council Plan will be underpinned by an Action Plan, to be reviewed annually, setting out actions to be taken by the Council to deliver the priorities in the Council Plan. These will include projects to be carried out by the Council and through working collaboratively with partner organisations. The stakeholder engagement event, held as part of the ‘Your Voice Counts’ consultation, provided an opportunity for a range of organisations active in the District with remits that relate to West Oxfordshire’s environment, economy and/or the community to share their local insight and expertise, identify where common interests lie and the potential for working jointly to deliver the priorities in the revised Council Plan.

These will be detailed in the Action Plan where there is a commitment from partners to work with the Council on specific projects.

- 1.7. An up to date Council Plan will helpfully provide a corporate policy framework against which other areas of Council activity will sit, for example the review of the Local Plan (as the spatial strategy for the development of the District) and the allocation of £1,000,000 UK Shared Prosperity Fund and £716,216 Rural England Prosperity Fund monies to projects in the District.

## 2. MAIN POINTS

- 2.1. The draft Council Plan sets out a vision for the District that is 'Shaping West Oxfordshire as a District which offers a fulfilling and meaningful quality of life for our residents with opportunities for all to flourish, a thriving a prosperous place for entrepreneurs and businesses, where local people and visitors can enjoy the beauty and heritage of our landscape, built and natural environment.'

- 2.2. Five high level strategic priorities underpin the delivery of the vision above:

Putting Residents First

*Putting Residents, Young and Old, at the Heart of What We Do*

A Good Quality of Life for All

*The Council will be a hive of activity to help build and support thriving towns and villages that provide residents with a high quality of life by supporting a vibrant local economy, homes that meet people's needs, excellent health and wellbeing and ensuring equal access to opportunity for all.*

A Better Environment for People and Wildlife

*The Council will be a progressive custodian of our environmental resources, supporting a healthy natural landscape which is rich in wildlife and habitats that are enjoyed by and benefit all.*

Responding to the Ecological and Climate Emergency

*The Council will be a community leader in responding to the challenges of climate change, including rapidly reducing greenhouse gas emissions and preparing the District and its communities for the impacts of climate change to ensure a fair transition for all to a future that will be defined by climate change.*

Working Together for West Oxfordshire

*The Council recognises that to deliver on our aspirations and the priorities in this Council Plan for West Oxfordshire, working collaboratively with others will be essential.*

- 2.3. In addition to the vision and priorities above, a portrait of West Oxfordshire is included within the Council Plan to provide contextual data on a range of themes against which the priorities sit. This has been drawn from a wide range of sources including the latest Census 2021 data

release and the recently published Oxfordshire Joint Strategic Needs Assessment (October 2022).

- 2.4. As part of the development process for the new Plan, the Council's Overview & Scrutiny Committees are now given the opportunity to comment on the draft document. In particular, insight from Overview and Scrutiny Committee Members is welcomed to test that the scope and framing of the proposed priority policy themes correctly reflects the range of strategic issues facing the District and how the Council, either working internally or with partners, can take action to address these.

### **3. NEXT STEPS AND TIMETABLE**

- 3.1. Following consideration of the draft Council Plan by the Scrutiny Committees, a report presenting the resolutions arising from these meetings will be presented to Cabinet alongside the Council Plan in January 2023. Where appropriate the draft Council Plan will be finalised in response to these resolutions ahead of presentation to Full Council for adoption in early 2023.

- 3.2. On adoption of the revised Council Plan, an Action Plan will be developed specifying actions to be taken including detail on the role of the Council in this, required partner inputs, resources required and anticipated outputs with defined 'measures of success' to enable the Council to demonstrate that the Council Plan priorities are being delivered.

### **4. LEGAL IMPLICATIONS**

- 4.1. There are no legal implications arising directly from this Report.

### **5. RISK ASSESSMENT**

- 5.1. The purpose of the Council Plan is to direct effort towards priority issues and this should help ensure that resources are focussed on delivering what is most important to the Council. Any significant actions will be subject to the Council's corporate risk management approach and will, therefore, be tested in terms of risk likelihood, potential impact and identification of mitigation steps.

### **6. EQUALITIES IMPACT**

- 6.1. The pursuit of a revised Council Plan should have a positive effect in terms of its equalities impact. It will be appropriate to complete an informed Equalities Impact Assessment as the work is further specified following development of priorities in the Council Plan and plans for delivery are outlined in the supporting Action Plan.

### **7. CLIMATE CHANGE IMPLICATIONS**

- 7.1. None arising directly from this report. Addressing the climate and ecological crisis has been identified as a priority in the Council Plan and actions towards addressing the climate and ecological crisis will be detailed in the Action Plan which will follow the adoption of the Council Plan.

### **8. ALTERNATIVE OPTIONS**

- 8.1. Not relevant

**9. BACKGROUND PAPERS**

**9.1.** None.

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# West Oxfordshire Council Plan 2023-2027



*Our commitment to you*

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WEST OXFORDSHIRE  
DISTRICT COUNCIL

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## Introduction from the Leader

West Oxfordshire Council Plan 2023-2027 reflects the key aims of a listening Council which has a drive to be aspirational, innovative and bold so that we can fulfil our ambition for the District. The Council Plan presents five priorities that seek to shape our approach to addressing a range of strategic issues facing West Oxfordshire in the time frame of this Council Plan and beyond.

At the heart of producing this Council Plan is a motivation by the Council to support those who chose to live in the District to enjoy an excellent quality of life with equal access to opportunity for all and in so doing address the challenges of maintaining and growing a vibrant economy, tackling the climate emergency, while delivering housing and infrastructure that meets people's diverse needs and encourages community cohesion. All of this needs to be within a healthy environment – where wildlife thrives, air and water are clean and support that wildlife, and that will enable us to adapt to climate change and the more extreme weather conditions that will result from this. The five priorities for the West Oxfordshire Council Plan 2023-2027 are:-

1. Putting Residents First
2. A Good Quality of Life for All
3. A Better Environment for People and Wildlife
4. Responding to the Climate and Ecological Emergency
5. Working Together for West Oxfordshire

In writing these priorities, the Council recognises that whilst our District is relatively prosperous, with much to celebrate by way of beautiful countryside and attractive towns and villages, inequalities remain within our communities. These inequalities were amplified by the Covid-19 pandemic and continue as we face the immediate cost of living crisis. In addition to this, climate change poses a challenge to ensure that as well as doing our utmost to reduce our own impacts, we prepare for the impact this will have on our communities and that our communities are supported to adapt equally. We do not want climate change to further exacerbate inequalities.

We are an outward facing Council and it is in this spirit that the Council Plan has been produced. We would like to thank the many individuals and organisations who contributed hundreds of responses to the 'Your Voice Counts' consultation which led to the creation of this Council Plan. We cannot make progress on addressing these challenges facing West Oxfordshire as a Council standing alone, so we welcome continued partnership working with other organisations in every part of the District. This Council Plan sets the framework for this activity. Following the adoption of the Council Plan, an annual Action Plan for West Oxfordshire will be produced giving details of projects to be undertaken that will address the Council Plan priorities. It will be produced annually to give us the flexibility to respond to changing local circumstances and shifting or changing national policy demands. These will be accompanied by clear measures of success that will be reported on annually to demonstrate that progress is being made.

The publication of this Council Plan is the start of a process and we look forward to taking steps to address the complex issues and challenges facing West Oxfordshire so that all residents can enjoy a good quality of life in an environment which has been protected, restored and enhanced for future generations to enjoy.





# West Oxfordshire Portrait



Total population: 114,200 in 2021



Approximately 48,000 households<sup>1</sup> in 2021



Population increase of 9% since 2011



Over 65s: 24,700 or 21.6% in 2021



Under 24s: 30,300 or 26.5% Of which, 9.7% or 11,100 are between 15 and 24



## Carbon Emissions

The average resident carbon footprint is approximately 11.3 tonnes of carbon dioxide per year<sup>2</sup>.

Target: Approximately 2.3 tonnes of carbon dioxide per person globally by 2030<sup>3</sup>



## Air Quality

In 2021, the two air quality monitoring areas recorded nitrogen oxide levels 3.5 times above the safe annual limit set by the World Health Organisation<sup>4</sup>

WHO target: Annual mean of 10ug/m3 of nitrogen oxide<sup>5</sup>



## Biodiversity

28% of sites of special scientific interest are in a 'favourable' condition<sup>6</sup>.

## Our environment



## Energy Use

45% of homes in West Oxfordshire have a low energy performance rating of D or below<sup>8</sup>.



## Renewables

Renewable energy installations in 2021 produced 77,443 MWh of electricity<sup>11</sup>, equivalent to 15% of the district's electricity demand<sup>12</sup>.



## Land Use

Woodland covers 9% of land in West Oxfordshire<sup>7</sup>.



## Waste

57% of waste was recycled in the district in 2021<sup>9</sup>. Above national average of 44%<sup>10</sup>



## Food

Witney Food Bank reports a 57% increase in usage in 2022 compared to 2021<sup>13</sup>.



## Health

Life expectancy in West Oxfordshire is above the national average: 84.8 years for females and 81.5 years for males<sup>14</sup>.



## Wellbeing

On average, people in West Oxfordshire rate their life satisfaction as 7.27 out of 10<sup>15</sup>, but 19% report being lonely some or most of the time<sup>16</sup>.

Below national average satisfaction of 7.39 Lower levels of loneliness than national average of 22%



## Housing

House prices in 2021 were on average 11.4 times higher than average earnings<sup>17</sup>. Higher than national average of 9.1 times earnings



## Local Economy

Median earnings are above the national average at £629.40/week<sup>20</sup>. Above national average of £587.40

## Our communities



## Employment

The unemployment rate for 16-64 year olds is 2.3%<sup>21</sup>. This is better than the national average of 5.1% unemployment



## Education

96.6% of those under 18 are in education or training<sup>18</sup>, 580 apprenticeships started in the 2021/22 academic year to date<sup>19</sup>.



## Safety

In 2021, there were 1,080 victims of domestic abuse



## Democratic Voice

38.5% of residents voted in the most recent local elections<sup>22</sup>



## Equality

18% of children under 16 in West Oxfordshire live in poverty<sup>23</sup> 7.3% of households were fuel poor in 2020<sup>24</sup>. Both lower than national averages of 27% and 13.2% respectively.

1. <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationandhouseholdestimatesenglandandwalescensus2021>  
 2. <https://www.carbonplace.la/> includes: Electricity, gas, other heating, car driving, van driving, flights, public transport, food and drink, consumable goods, recreation and services  
 3. <https://www.oxfam.org/en/press-releases/carbon-emissions-richest-1-set-be-30-times-15degc-limit-2030>  
 4. <https://www.westoxon.gov.uk/media/suehy0b0/west-oxfordshire-air-quality-annual-report-2022.pdf>  
 5. [https://www.who.int/news-room/fact-sheets/detail/ambient-\(outdoor\)-air-quality-and-health#:~:text=The%20current%20WHO%20guideline%20value,effects%20of%20gaseous%20nitrogen%20dioxide](https://www.who.int/news-room/fact-sheets/detail/ambient-(outdoor)-air-quality-and-health#:~:text=The%20current%20WHO%20guideline%20value,effects%20of%20gaseous%20nitrogen%20dioxide)  
 6. <https://www.westoxon.gov.uk/media/wqdxefn/annual-monitoring-report-2020-2021.pdf>  
 7. <https://static1.squarespace.com/static/5d7b4826120f1052b0c512ad/t/6166b109879be543a2375139/1634119952830/Our-Land-Our-Future+%28FINAL%29.pdf> OxTrees and Local Insight  
 8. <https://www.ons.gov.uk/economy/environmentalaccounts/articles/carbon dioxide emissions and woodland coverage here you live/2021-10-21>  
 9. Local Insight: <https://epc.opendatacommunities.org>  
 10. <https://www.letsrecycle.com/councils/league-tables/2020-21-overall-performance-2/>  
 11. <https://www.gov.uk/government/statistics/regional-renewable-statistics>  
 12. <https://www.gov.uk/government/statistics/total-final-energy-consumption-at-regional-and-local-authority-level-2005-to-2020> 43,700toe = 508,231 MWh

13. <https://www.trusselltrust.org/news-and-blog/latest-stats/end-year-stats/2021-22>: 4,664 (2,015 to children); 2020-21: 4,201 (1,754 to children). And Witney Food Bank.  
 14. JSNA Population Chapter - 2022  
 15. <https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/bulletins/measuringnationalwellbeing/april2020tomarch2021> Annual Population Survey - question 'Overall, how satisfied are you with your life nowadays?' with 0 being 'not at all satisfied' and 10 being 'completely satisfied'  
 16. JSNA 2022: Answering question 'How often do you feel lonely' with 'always/often' or 'some of the time' between Nov 20 and Nov 21  
 17. ONS 2022: <https://www.ons.gov.uk/peoplepopulationandcommunity/housing/bulletins/housingaffordabilityinenglandandwales/2021>  
 18. Oxfordshire County Council  
 19. <https://explore-education-statistics.service.gov.uk/data-tables/apprenticeships-and-traineeships#subjectTabs-createTable>  
 20. [https://www.nomisweb.co.uk/home/release\\_group.asp?g=6](https://www.nomisweb.co.uk/home/release_group.asp?g=6)  
 21. [https://insight.oxfordshire.gov.uk/cms/system/files/documents/JSNA2022\\_Full\\_Oct22.pdf](https://insight.oxfordshire.gov.uk/cms/system/files/documents/JSNA2022_Full_Oct22.pdf)  
 22. <https://www.westoxon.gov.uk/media/3ps3fbb/summary-of-results-district-council-elections-2022.pdf>  
 23. <https://endchildpoverty.org.uk/> Uses March 2022 dataset from UK Gov (before housing costs) + latest local area housing costs to estimate poverty rate after housing <https://www.gov.uk/government/statistics/children-in-low-income-families-local-area-statistics-2014-to-2021>  
 24. <https://www.gov.uk/government/collections/fuel-poverty-statistics>

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## OUR VISION FOR WEST OXFORDSHIRE

Shaping West Oxfordshire as a District which offers a fulfilling and meaningful quality of life for our residents with opportunities for all to flourish, a thriving and prosperous place for entrepreneurs and businesses, where local people and visitors can enjoy the beauty and heritage of our landscape, built and natural environment.

### YOU SAID:

‘Tackling the big issues around providing housing for all, local jobs, dealing with inequalities, the climate and ecological crisis, lack of key infrastructure such as medical facilities, public transport, care homes, schools, parks, nature reserves, community centres and sports areas to name but a few need to be prioritised. Sustainable development is about helping to support and grow existing and new communities...’

Photo taken by local resident Chris Marshall



Photo taken by local resident Josie Lovick



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# Priority I – Putting Residents First

## Putting Residents, Young and Old, at the Heart of What We Do

- The Council will listen and act in the best interests of residents by:
  - Being an outward facing, accessible and open Council, improving our use of technology to increase understanding and access to what we do, how we work and the decisions we take.
  - Providing easy to use platforms for public consultations that are effective, accessible and timely so that the voice of residents can be heard in planning and other Council decisions.
  - Positively engaging with and listening to locally elected representatives on Town and Parish Councils.
  - Actively seeking the voice of the seldom heard, including those of young people, to understand their particular needs and ensure that the Council is taking decisions that meet these needs.
- The Council will act with outstanding levels of transparency and accountability, with high standards of governance and trustworthiness.
- The Council will actively manage Council budgets, delivering good levels of service through the wise and efficient use of funds available as well as enabling those budgets to grow so that the Council can take action towards the priorities of this Council Plan.
- The Council will seek to attract inward investment in our towns, villages and rural areas so that they can flourish and be sustained with new jobs and housing and infrastructure that are designed to meet the needs and aspirations of our residents.



## You said:

‘The Council should always be open to us, the citizens of the area, more interaction and opinions from the electorate will always improve the service provided to us.’

‘Where the Council has a statutory duty it must focus on delivery in a cost effective and transparent manner. Where the Council has ‘powers to act’ it should do so in a way that balances local opinion with national and local guidance/policies. Where the Council has neither powers nor duties it should still seek to engage and facilitate on issues but without undue influence.’

‘Good communications are very important to reflect the Council’s ideas and actions. This should be coupled with taking others along in decision making reviews – to effect change bring the community with you.’

‘I think it is personally hugely important for people within our community, especially those who struggle for physical/mental/emotional reasons, to find their voice + feel above all their concerns are listened to and validated.’



## Priority 2 – A Good Quality of Life for All

The Council will be a hive of activity to help build and support thriving towns and villages that provide residents with a high quality of life by supporting a vibrant local economy, homes that meet people's needs, excellent health and wellbeing and ensuring equal access to opportunity for all.

### Focus for Action in West Oxfordshire:-

- Ensure the timely provision of built, blue and green infrastructure which meets the needs of existing and incoming residents and that encourages physical and mental well-being, community cohesion and delivers a high quality of life.
- Explore the scope for alternative means of delivering the range of homes in the District that meet the diverse needs of our communities, such as investment in tenures and sizes of homes that the market does not currently deliver enough of.
- Work with partners to support a vibrant local economy which gives residents the opportunity to prosper and fulfil their ambitions through secure jobs and exciting careers, entrepreneurship and developing new skills to participate in and contribute to the local economy.
- Support the retention of existing and development of new services and facilities that contribute to the local economy, community wellbeing and cohesion.
- Work with Oxfordshire County Council and others to increase the opportunity for residents to travel around and beyond the District on foot or by bike, or on public transport, to reduce car dependence and benefit from the health and economic benefits of doing so.



## You said:

‘The huge economic and environmental challenges we all face mean we need to involve as many people and organisations as possible in order to find solutions. All decisions need to be open to scrutiny, challenge & constant review.’

‘Thriving communities are the beating heart of West Oxfordshire & this was demonstrated strongly through the pandemic. We need this vibrancy to continue & the District Council has a major role to play in supporting this. Accessibility is another important issue, especially in rural areas. Public transport needs to be supported & enhanced together with extensions to safe walking & cycling routes & the promotion of active travel.’

‘The Council’s primary focus should be on strengthening and supporting communities, community spaces, skills & public spaces. Moving towards a ‘donut’ economy, one which prioritises wellbeing whether or not it is economically growing is key. Economic growth & business growth shouldn’t be a key priority, or if it must be a priority, social & environmental wellbeing should have equal weighting in decisions.’

‘To maintain our communities, we need housing affordable for key workers including teachers, health & care workers ... those who work in shops, leisure centres & the hospitality sector, now & in the future. All options including local authority build & self build must be considered.’



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## Priority 3 – A Better Environment for People and Wildlife

The Council will be a progressive custodian of our environmental resources, supporting a healthy natural landscape which is rich in wildlife and habitats that are enjoyed by and benefit all.

### Focus for Action in West Oxfordshire:-

- Work with others to ensure that land, air and water support biodiverse habitats, reduce pollution and bring about nature recovery to the District, putting it at the forefront of local decision making.
- Recognise and support the vital role of farming in natural ecosystem conservation and economic resilience, and the role that environmentally sustainable farming can play in achieving this.
- Help people to connect with nature by improving understanding of and public access to greenspaces and the countryside.
- Be an active participant in the Oxfordshire Local Nature Partnership and contribute to the production of the Local Nature Recovery Strategy to establish priorities and map proposals for action to drive nature's recovery and provide wider environmental benefits specific to West Oxfordshire.
- Work with others to facilitate environmentally sensitive flood management of our river catchments.





## You said:

‘Nature recovery is vitally important but not well understood by most people. Local councils, communities, landowners and others have an important role to play to engage with the public as part of nature recovery planning.’

‘Although it is easy to get distracted by more ‘immediate’ issues such as Covid-19, the state of the environment is just as urgent, if not more so, despite its perception. As such, solutions to resolve climate change and loss of biodiversity should always remain top of the agenda despite any concurrent issues.’

‘Most of West Oxfordshire’s countryside is intensively farmed and inaccessible to the public, with few significant open access areas. Efforts should be made to extend the few commons that exist (for example at North Leigh) to create more opportunities for public access to the countryside.’

‘The protection and restoration of ecosystems and biodiversity within towns and villages and in the wider landscape is essential. The ongoing pollution of rivers and other waterways is a disgrace that needs tackling. We need far more resilience in our water system in the face of the rapidly changing environment.’

‘High value agricultural land does need protection, but the agricultural system needs a radical overhaul if we want to tackle climate change, biodiversity loss and pollution.’



## Priority 4 – Responding to the Climate and Ecological Emergency

The Council will be a community leader in responding to the challenges of climate change, including rapidly reducing greenhouse gas emissions and preparing the District and its communities for the impacts of climate change to ensure a fair transition for all to a future that will be defined by climate change.

### Focus for Action in West Oxfordshire:-

- Drive down carbon emissions from Council operations including leisure, waste and street cleansing and running of the Council's estate, and in so doing lead by example to inspire others to take action to collectively reduce the overall carbon emissions of the District.
- Encourage the use of natural processes to sequester carbon and combat the risks arising from climate change at a river catchment scale, such as restoration of meadows and trees to reduce flooding.
- Work with partner organisations and residents to facilitate the retrofit of carbon reduction measures in homes and businesses and pursue a drive to net zero carbon buildings in new developments through planning policy.
- Encourage renewable energy generation at appropriate sites in the District, improving local energy and economic resilience and supporting the community benefits that this resilience will bring.
- Work with Oxfordshire County Council to deliver on our joint commitment to active travel, including through improved walking and cycling infrastructure and public transport.



## You said:

‘...local communities and local government have a key role to play to enable individuals to take effective action on smart retrofitting covering insulation, energy generation, storage and timely energy use. Many people want to do the right thing but need support and advice to do it.’

(I most value living in West Oxfordshire because) it is a friendly, well-linked community with a sense of environmental awareness and a desire to improve opportunities for people and nature.’

(One change that would improve West Oxfordshire) would be a Local Authority that was more pro-active in promoting ... more infrastructure to encourage active travel.’

‘There are a number of co-benefits to things like that retrofit that should be factored into council decision making and long-term thinking should be prioritised, particularly where projects don’t seem profitable in the short term but have long term social and environmental benefits.’



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## Priority 5 – Working Together for West Oxfordshire

The Council recognises that to deliver on our aspirations and the priorities in this Council Plan for West Oxfordshire, working collaboratively with others will be essential. We therefore pledge to:

### Focus for Action in West Oxfordshire:-

- Target available Council grant budgets to proposals by others that will deliver on Council priorities.
- Work with existing businesses and new start-ups to access support available to enable their success.
- Support Town and Parish Councils to represent their communities energetically and take action on issues important to their locality.
- Support the Voluntary and Community Sector to continue to undertake activity which serves the needs of residents including established organisations and more informal groups working to address particular needs such as access to food, youth support and cultural provision.
- Make a dedicated effort to further understand and meet the needs of our young people, including children, teenagers and young adults leaving school, entering the world of work and/or seeking to set up home in the District.
- Look to invest in the building of homes that meet the diverse housing needs of our residents at all stages of their lives, including for those seeking to downsize or affordable social housing.

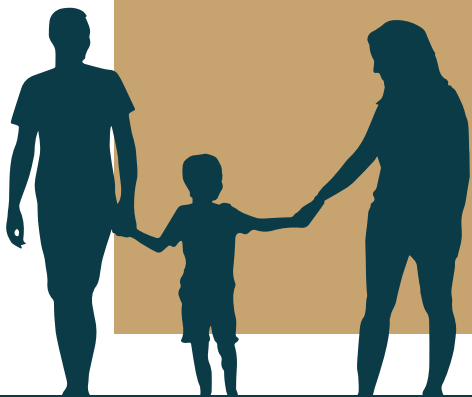


## You said:

‘The cost of living crisis is affecting all families so working closely with them to ensure that safe, healthy, nurturing environments are being created for young children to ensure the best start for them (should be a priority)’

‘Engage and consult with your Parish Councils as these are the people who face the challenges first-hand.’

‘I think it is very important that the Council works with other organisations in the District, without being biased in any one particular direction. The villages are as important, if not more so being on the fringe of and in the Cotswold’s as the urban areas, and their voice needs to be heard, particularly on environmental, planning and rural issues.’






Your Voice Counts



WEST OXFORDSHIRE  
DISTRICT COUNCIL

# 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>Finance and Management Overview and Scrutiny Committee: Wednesday 7 December 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 Quarter Two</b></p>
<p>Wards affected</p>	<p>All</p>
<p>Accountable member</p>	<p>All relevant Cabinet Members</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 Two (Q2)</p>
<p>Annexes</p>	<p>Annex A – Service Dashboards</p>
<p>Recommendation</p>	<p>That the 2022/23 Q2 service performance be noted</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>
<p>Exempt</p>	<p>No</p>

## 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. Following consultation with stakeholders, a final draft will be presented to Cabinet on 11 January 2023 before adoption at Full Council on 18 January 2023.
- 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. At the end of Q2, the Council Tax collection rate was similar to previous levels (except 2020-21) but could be impacted as we move through the year. The Council has completed the roll out of the mandatory £150 Council Tax rebate, and the window for applying for the discretionary scheme closed on 2 October 2022. The discretionary scheme is aimed at those who need help most, including people on benefits, people living in shared accommodation and people on a low income that were not eligible for the mandatory scheme. At the end of September 2022, the Council had paid out £4,720,800 to 31,472 households. Looking further ahead, the Council has reviewed and consulted on the Council Tax Support scheme for the next financial year so that more households can be helped to pay their council tax. The proposals were presented to Cabinet in November 2022, and approved for recommendation to Council;
  - ii. The Business Rates collection rate has improved on the previous two years but has not returned to pre-Covid levels. The collection rate was depressed over the previous two years due to the impact of Covid-19. The Government is continuing to support certain businesses with extended retail relief of 50% during this financial year. As part of the Covid Additional Relief Fund (CARF), the Council distributed a total of £1,720,503 to 834 businesses that were not eligible for the extended retail relief but have been affected by Covid-19. These businesses have had 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 September 2022 there were 164 sponsor properties registered. The number of new sponsors and guests signing up for the Homes for Ukraine scheme remains relatively low. However, the need to re-match guests to new sponsors continues to rise as relationships break down or the sponsor does not wish to continue in the Homes for Ukraine scheme after six months. A dedicated Ukraine



Housing Support Officer has been recruited and started in October to help with the re-matching, emergency accommodation and move-on advice.

- iv. Affordable housing completions are ahead of the year to date target. The 63 affordable homes completed during the quarter included the completion of Blenheim Court, Carterton scheme that received Growth Deal funding and will offer residents homes at social rent. 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.

## **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. Following on from the Your Voice Counts consultation which comprised a consultation using the CommonPlace digital platform (running from 24 August to 20 October 2022), a Summit for Town and Parish Councils and Parish Meetings and a Stakeholder Event, five strategic priorities have been identified which will form the emerging West Oxfordshire Council Plan 2023 – 2027:
  - Putting Residents First
  - A Good Quality of Life for All
  - A Better Environment for People and Wildlife
  - Responding to the Climate and Ecological Emergency
  - Working Together for West Oxfordshire
- 2.2. The emerging West Oxfordshire Council Plan 2023 – 27 is due to be received by the three Council Scrutiny Committees on 24 November 2022, 7 and 8 December 2022. A final draft will be presented to Cabinet on 11 January 2023 before adoption at Full Council on 18 January 2023.

## **3. SERVICE PERFORMANCE SUMMARY**

- 3.1. Overall, performance at the end of Q2 appears mixed. The improvements in benefits performance have been maintained, and the council tax collection rate is where we would expect it to be. Business rates collection rate has improved compared to the previous year but is not back to pre-Covid levels. A shortage of staff in customer services and the waste crew has affected some areas of service delivery such as longer average wait times and missed bins.
- 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 increased competition for some staff in particular for qualified professional staff such as planners. 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 has reviewed the Council Tax Support scheme in preparation for the next financial year, and the potential options for supporting more households on low income.

- 3.4. There are a number of improvement programmes in progress across services including Planning and Revenues and Benefits, and the Waste service, as well as specific actions to return performance to previous levels. Much of the work is 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 Q2 was relatively high at two minutes and 51 seconds, however, performance remains within the three minute standard considered good for local authorities (GovMetric). There was a shortage of staff for the whole of the quarter which included vacant posts and staff on phased return as well as staff undertaking User Acceptance Testing (UAT) in preparation for Salesforce 2.0 'go live' in September 2022, and training. Initial feedback from the advisors on Salesforce 2.0 was positive and should lead to some process efficiency gains.
- Throughout the quarter, advisors supported the roll out of the mandatory and discretionary council tax rebate schemes which also increased footfall into Council offices at Welch Way, as well as responding to waste container delivery queries. Calls relating to council tax bills, the annual electoral canvass (to ensure the electoral register is accurate) and the opening of the expanded council tax rebate scheme in mid-August 2022 combined with some staff sickness and planned annual leave increased the average call wait times during parts of August.
- Advisors continued to support the annual electoral canvass over a 4 week period into September 2022. There was a second spike in call wait times following the mail out of further annual canvass letters.

Resolution: Recruitment to three vacant posts is progressing and improvements in capacity is expected by Q4. However, turnover of staff results in the loss of experience which increases the overall impact on capacity and service delivery.

The service is focusing 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 next step is to promote the process at the next Publica senior managers meeting.

As part of the Channel Choice project, the Customer Experience Improvement programme, and the Revenues and Benefits project, processes in services are being streamlined, and the availability of online services is being increased with further integration of forms to the back office systems which is expected to reduce call length time and the need for customer contact.

#### 3.6. Revenues and Benefits

- Business rates collection rate at the end of Q2 improved by around seven percentage points compared to the same period of the previous year but has not yet returned to pre-Covid levels. The collection rate was depressed over the previous two years due to the

impact of Covid-19. The Covid Additional Relief Fund (CARF) may have contributed to the improved collection rate as the businesses in receipt of the fund have had their business rates accounts credited. Although the grant relates to 2021-22, the timing of the receipt has meant that some businesses will have used it to offset the current year's account. As we move through the year, the cost of living crisis is expected to impact on businesses as the economy slows down.

- At the end of Q2, the Benefits service has maintained the significant improvements it made since the end of 2021-22 in processing Council Tax Support new claims and changes. The number of CTS new claims is rising due to the cost of living crisis which will also lead to an increase in CTS changes, and therefore, higher workloads.
- The average processing time for Housing Benefit changes has begun to return to more normal levels (Actual: 7.4 days, Target: 4 days) but has not improved as much as Council Tax Scheme processing times. In general, HB is more complex to process than CTS although some changes can be auto-processed contributing to shorter average processing times. However, the number of HB new claims and changes have fallen as claimants transfer to Universal Credit and the opportunity to make gains through auto processing has reduced.

Resolution: The reduction in HB changes some of which used to be auto processed such as the tax credits around August time, is making it harder to achieve the target. The next sets of expected changes to HB claims are pension credit up ratings and new year rent increases from landlords which will be applied during Q4 and should help to bring the average processing days closer to target.

The administration of Housing Benefit is just one aspect of the service and this indicator is part of a larger suite of indicators for the service. Targets for both Council Tax new claims and changes, and % of HB overpayments due to LA error or delay have been achieved or exceeded this quarter. Currently the service is focussing on new CTS claims as the number is rising due to the cost of living crisis.

3.7. The service dashboards that are relevant to the work of this Committee are attached at **Annex A.**

#### **4. LEGAL IMPLICATIONS**

4.1. None

#### **5. RISK ASSESSMENT**

5.1. None

#### **6. ALTERNATIVE OPTIONS**

6.1. None

#### **7. BACKGROUND PAPERS**

7.1. None

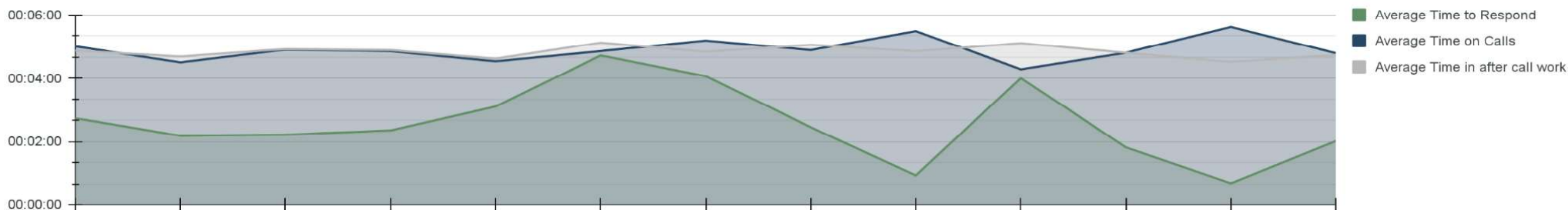
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Satisfied

# Customer Services Quarter 2

Average time to respond, call and CSA's in after call work in Qtr 2 2022



Number of calls over time in Qtr 2 2022



- Support CT rebate mandatory & discretionary scheme
- Support CT rebate mandatory & discretionary scheme
- 1200 CT first reminders
- Two staff dedicated to UAT of Salesforce 2.0.
- Two staff dedicated to UAT of Salesforce 2.0.
- 3093 letters sent re £150 energy rebate
- Annual Electoral Canvass 37000 letters and CT reminders 2500 & CT rebate expanded discretionary rebate scheme opens
- Continuation of previous week
- Bank holiday Monday - 4 day week. 14000 Annual canvass letters sent out mid-week
- Support the Annual Electoral Canvass
- Salesforce 2.0 training for all
- Day of morning - 4 day week; Salesforce 2.0 training for all
- Cisco upgrade issues

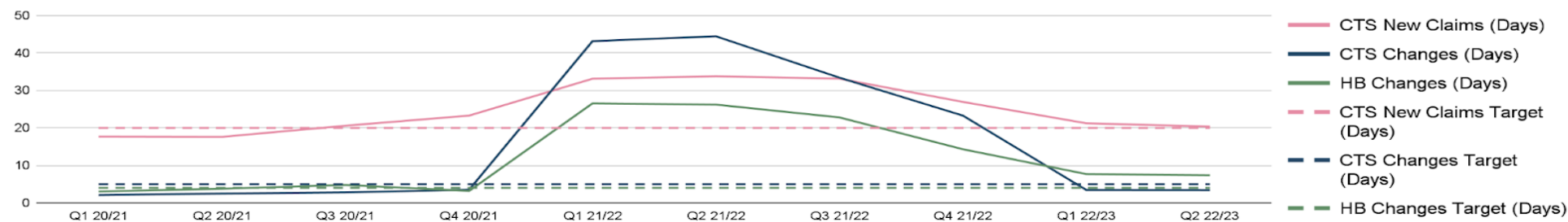
Service delivery can be affected by a range of factors both within the service and in other services. For example, shortage of staff, new systems, how the Council communicates with residents/clients. Call volumes are usually lower during Q2, and were around 14% lower than Q1. However, there were lower levels of staffing throughout the quarter due to a combination of reasons including vacant posts. Two advisors were allocated solely to do UAT for 2 weeks, and all advisors received training in preparation for the implementation of Salesforce 2.0. Further reductions in capacity due to sickness and planned annual leave combined with higher workloads related to CT bills, CT rebate expanded discretionary scheme and the annual electoral canvass

contributed to longer average wait time during parts of August. Advisors continued to support queries on the annual electoral canvass over 4 weeks culminating in a second spike in average call wait time in the week beginning 5 September following the despatch of additional letters. The service is in the process of recruiting to 3 vacant posts and expects to return to full capacity during Q4. However, the new recruits will require training up by the more experienced staff. 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

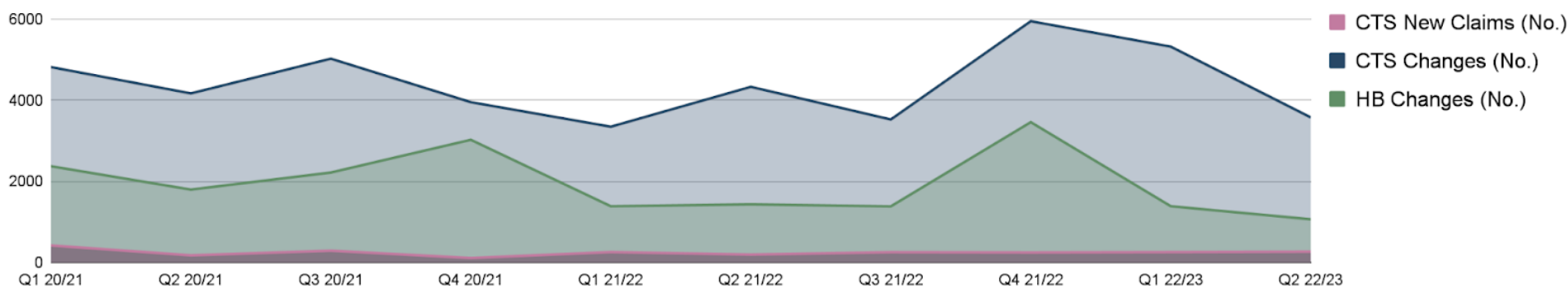
with customers/residents on resources in the customer services team throughout the year. As part of the Channel Choice project, the Customer Experience Improvement programme, and the Revenues and Benefits project, processes in services are being streamlined, and the availability of online services is being increased with further integration of forms to the back office systems which is expected to reduce call length time 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 share staff, based on a 60%-40% split respectively. The arrangement helps to improve resilience in the service.

# Revenues and Benefits Quarter 2

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

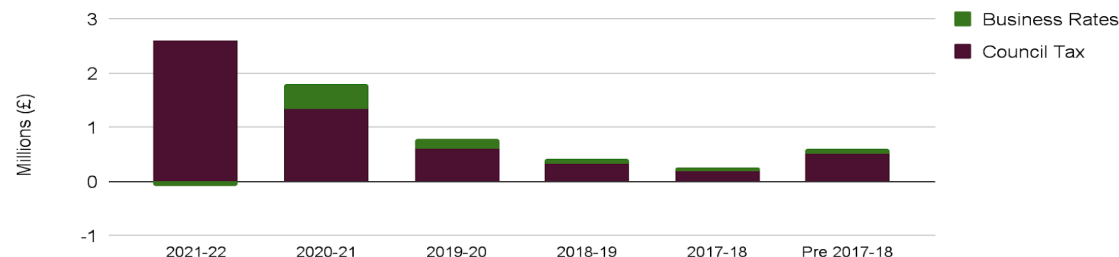


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22/23 Collection Rates

	Council Tax		Business Rates	
	Actual	Target	Actual	Target
	QTR	26.2%	30%	23.2%
YTD	58.9%	53%	59.0%	57%

Council Tax & Business Rates Aged Debt



Qtrly Aged Debt

<b>% Change Council Tax</b>	<b>-8.3%</b>
<b>% Change Bus. Rates</b>	<b>-34.8%</b>

Significant improvements have been made in benefit processing times since the end of 2021-22. The number of CTS new claims has started to increase due to a rise in Universal Credit claims as the cost of living crisis takes hold. The small backlog of claims created due to year end processing has been cleared. At the end of Q2, both council tax and business rates collection rates appear healthy, although business rates collection rate is not back to pre-Covid levels. Both collection rates are likely to have been helped by the CT rebate and the Covid Additional Relief Fund (CARF). CARF payments have now ended; the Council distributed £1,720,503 to 834 businesses that were not eligible for extended retail relief but had been affected by Covid. These businesses had their business rates accounts for 2021-22 credited. The timing of the receipt has meant that some 2021-22 accounts are in credit and are therefore due a refund or the credit may be transferred to 2022-23. Business rates outstanding debt for 2021-22 is expected to fluctuate until the end of 2022-23 due to the impact of CARF. 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 £509,000 and business rates by around £425,000 since the previous quarter. Note: The quarterly collection rates targets were adjusted during Covid (not the annual target) and now require reprofiling.

# WODC FINANCIAL PERFORMANCE SUMMARY



Service Area	£k			Variance (under) / over
	Original Budget	Profiled Budget	Actual Exp.	
Democratic and Committee Services	1,058	608	667	59
Environmental & Regulatory Services	507	221	219	(3)
Environmental Services	7,106	2,374	2,567	193
Finance, Human Resources & Procurement	922	513	500	(13)
ICT, Change & Customer Services	1,924	1,711	1,665	(46)
Land, Legal & Property	903	461	514	54
Leisure & Communities	661	(308)	(312)	(4)
Planning & Strategic Housing	1,528	509	597	87
Revenues & Housing Support	1,049	580	636	55
Investment Property and Retained Services	(2,218)	(1,111)	(987)	124
<b>Total cost of services</b>	<b>13,440</b>	<b>5,559</b>	<b>6,065</b>	<b>507</b>
<b>Plus:</b>				
Investment income receipts	(1,140)	(569)	(579)	(10)
<b>Cost of services before financing:</b>	<b>12,300</b>	<b>4,990</b>	<b>5,486</b>	<b>497</b>

## AGED DEBT SUMMARY

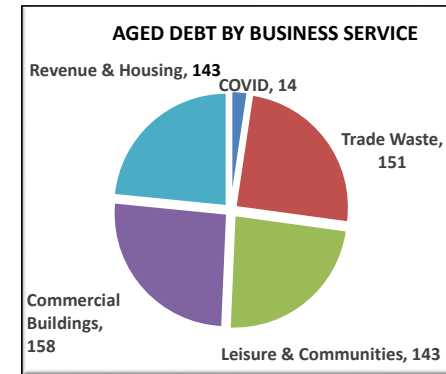
	Sep-22	Jun-22	Mar-22	Movement vs. prior period		
Invoices	1,180	1,140	1,241	-40	4%	↑
£k	609	625	718	16	-3%	↓

### Aged Debt Summary:

-There has been a small increase in the number of overdue invoices compared to the previous quarter. However, the total outstanding balances have reduced and both figures are positive in comparison with the same period in 2021/22.

- There are £1.5m of invoices not included in this report as they fall due at the beginning of Q3. The twice yearly and quarterly billing cycles for services such as Trade Waste and Investment Property cause an inevitable spike in outstanding invoices in Q3. To mitigate the impact of this spike the Accounts Receivable Team along with the Credit Controller have been proactively trying to move customers to direct debit.

- The process for identifying potentially irrecoverable debts is currently under review and will be updated with a best practice approach, once defined.

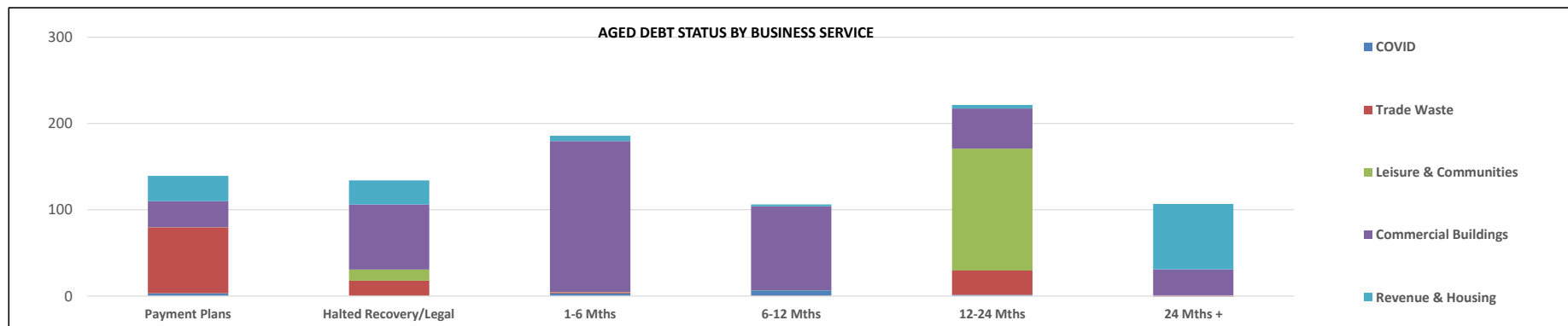


### Overall Summary:

Q2 results are consistent with the position reported in Q1, showing an overall overspend compared to budget. What is apparent is the pressure on fee generating services i.e. Development Control, Building Control and Land Charges, where there has been a lack of demand in the first half of the year.

The forecast for year end is that it is unlikely there will be any significant improvement in Building Control or Land Charge. Development Control may recover due to significant applications that were expected to come forward in Q2 being delayed until later in the year due to recent economic activity rather than being shelved. Revised expectations on income from fees and charges is part of the 2023/24 budget setting process currently underway, as well as the impact of inflation on our revenue budget which is expected to increase in the second half of the year.

The MTFs has been updated to incorporate inflationary increase in salaries and contract costs and revised expectations on income, not only in fees and charges but also from some of our contractual



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WEST OXFORDSHIRE  
DISTRICT COUNCIL

## WEST OXFORDSHIRE DISTRICT COUNCIL

Name and date of Committee	<b>Finance and Management Overview and Scrutiny Committee: Wednesday 7 December 2023</b>
Report Number	<b>Agenda Item No. 9</b>
Subject	<b>Financial Performance Report 2022/23 Quarter Two</b>
Wards affected	All
Accountable member	Cllr Dan Levy Cabinet Member for Finance Email: dan.levy@westoxon.gov.uk
Accountable officer	Elizabeth Griffiths, Chief Finance Officer and Deputy Chief Executive Tel: (01993) 861188 Email: Elizabeth.Griffith@westoxon.gov.uk
Purpose	To provide details of the Council's financial and operational performance at the end of Quarter 2 2022/23
Recommendation	That the Q2 2022/23 financial performance be noted
Annexes	Annex A – Detailed Revenue budget comparison Annex B – Capital spend against budget
Corporate priorities	Climate Action: Leading the way in protecting and enhancing the environment by taking action locally on climate change and biodiversity Healthy Towns and Villages: Facilitating healthy lifestyles and better wellbeing for everyone A Vibrant District Economy: Securing future economic success through supporting existing local businesses and attracting new businesses to deliver the economic ambitions of the Local Industrial Strategy Strong Local Communities: Supporting and building prosperous and inclusive local communities Meeting the Housing Needs of our Changing Population: Securing the provision of market and affordable housing of a high quality for a wide range of householders making their home in West Oxfordshire Modern Council Services and Sustainable Finance: Delivering excellent modern services whilst ensuring the financial sustainability of the Council
Key Decision	No
Exempt	No

## FINANCIAL PERFORMANCE SUMMARY

### WEST OXFORDSHIRE DISTRICT COUNCIL - Budget Monitoring

Revenue Budget Monitoring 2022/23 - Quarter 2, 1st April 2022 to 30th September 2022

	Q2 position		
Original Budget 2022/23	Profiled Budget	Actual Exp	Variance (under) / over spend
£	£	£	£

#### Service Area

Democratic and Committee Services	1,058,971	608,062	667,738	59,676
Environmental & Regulatory Services	507,109	221,455	218,582	(2,873)
Environmental Services	7,106,814	2,374,196	2,566,918	192,722
Finance, Human Resources & Procurement	922,288	512,587	499,975	(12,612)
ICT, Change & Customer Services	1,924,570	1,710,966	1,664,857	(46,109)
Land, Legal & Property	903,130	460,660	514,300	53,640
Leisure & Communities	661,071	(308,229)	(312,129)	(3,900)
Planning & Strategic Housing	1,528,061	509,283	596,681	87,398
Revenues & Housing Support	1,049,459	580,361	635,776	55,416
Investment Property and Retained Services	(2,218,585)	(1,110,705)	(986,628)	124,076
<b>Total cost of services</b>	<b>13,442,888</b>	<b>5,930,735</b>	<b>6,403,215</b>	<b>507,433</b>
<b>Plus:</b>				
Investment income receipts	(1,139,501)	(569,751)	(579,660)	(9,909)
<b>Cost of services before financing:</b>	<b>12,303,387</b>	<b>5,360,984</b>	<b>5,823,555</b>	<b>497,524</b>

## Summary

Q2 results are consistent with the position reported in Q1, showing an overall overspend compared to budget. What is apparent is the pressure on some fee generating services i.e. Development Control, Building Control and Land Charges, where there has been a lack of demand in the first half of the year. The forecast for year end is that it is unlikely there will be any real improvement in Building Control or Land Charges, but Development Control may recover due to significant applications that were expected to come forward in Q2 being delayed until later in the year as a reaction to recent economic uncertainty, rather than being shelved.

The impact of inflation on our revenue budget is expected to increase in the second half of the year and that heavy toll on our finances is reflected in the 2023/24 budget being drafted with inflationary increases in salaries and contract costs but also revised expectations on income from not only fees and charges but some of our contractual counterparties. Even though the final position is not yet finalised due to the Local Government Funding Settlement being unknown until December, it shows a significantly worsened position than the forecast done in February. West Oxfordshire District Council has sufficient reserves to see it through the short term, but a prudent approach is more important now than ever to reduce spending and ensure that the Council is able to return to financial sustainability.

## Significant Variances

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

### 1.1. Car Parking

The Q2 income shortfall against budget in parking is £83,000 of which £53,000 relates to on street parking. On Street enforcement reverts to the County Council on 1<sup>st</sup> April 2023 and the 2023/24 budget has been updated to recognise the loss of budgeted income of £169,000. A review of the Parking Service moving forward is ongoing and the hope is that increased focus on off street parking will result in increased revenues.

### 1.2. Land Charges

As reported in Q1 the service has been heavily impacted by the huge rise in free unofficial Personal Searches which make up 70% of searches in the year. Current economic uncertainty, the rise in interest rates and inflation along with forecasts of a significant drop in house prices into 2023 are likely to lead to a reduced demand for this service. In addition, LLC 1 (statutory) searches will be transferring to HM Land Registry from 1<sup>st</sup> April with a forecast £14,000 per year loss of income to the Council. Total compensation of £40,000 will be payable to the Council which will be drawn down in equal instalments over the 23/24 - 25/26 financial years. The budget for 2023/24 has been reviewed in this context.

### 1.3. Development Management

Planning Fee income is £126,000 below target at the end of the quarter, a drop of 30% on the equivalent period last year. The income budget for 2022/23 was increased by £100,000 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 Q3.

### 1.4. Trade Waste

Income is £8,000 above target, a £58,000 improvement on the same period last year and tipping charges payable to the County Council are £20,000 underspent. Trade Waste is invoiced twice a year in April & September and our Credit Controller is working proactively to ensure that invoices

are settled as they become due. This service is under review as part of the ESIP project, outcomes for which are due to be reported in December 2022.

#### 1.5. Green Waste

The Green Waste service is £55,000 overspent at the end of Q2 which is the forecast position for year end, a £15,000 improvement on Q1 reporting. This is due to additional licence income being received during the late summer period.

##### Recycling

At the end of Q1 an overspend of £17,000 was reported against the Suez contract, this overspend has risen to £36,000 at the end of Q2. Monthly costs have not accelerated as fast as originally feared and inflationary increases have not yet substantially impacted the revenue budget. 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.

#### 1.6. Bank Charges

We have contracted with an external consultant to undertake a comprehensive review of our card transaction charges with a report expected in November likely to include a recommendation to change our current supplier in order to save at least £50,000 per annum on current costs.

#### 1.7. Building Control

Income is £27,000 below target at the end of Q2, a £15,000 decline on the same period last year. The Service has struggled to recover from Covid, competition from the Private Sector and the general state of the economy.

#### 1.8. Democratic Services

Members Allowances are currently £23,000 overspent, the budget for which is being reviewed for 2023/24.

### New Initiatives

Cabinet has been progressing priority projects around their new priorities with the following funds being committed from the £750k allocated earlier in the year and projects underway

Council Priorities initiatives	Electric Vehicles £	Env & Community £	Youth Initiatives £	Cost of Living £	Bus Develop £	Residual £	Total £
	75,000	100,000	100,000	200,000	100,000	175,000	750,000
<b>Committed:</b>							
WODC Magazine		(17,000)					(17,000)
Water Day		(5,000)					(5,000)
Christmas Market					(4,500)		(4,500)
Playing Field Strategy Delivery			(50,000)				(50,000)
2 x sweepers (ordered)	(75,000)						(75,000)
Market Town Officer					(35,358)	(35,358)	(70,716)
Climate Change Manager		(52,142)				(52,142)	(104,283)
Awareness raising comms				(1,000)			(1,000)
Additional VCS grants				(39,000)			(39,000)
Warm places project worker				(28,000)			(28,000)
Pavement license support					(1,700)		(1,700)
	0	25,858	50,000	132,000	58,442	87,500	<b>353,800</b>

## Q2 budget monitoring – variance to budget

## Annex A

Q2 position		
Profiled Budget	Actual Exp	Variance (under) / over spend
£	£	£

### Democratic Services

DRM001-Democratic Representation and Mgmt	97,800	97,734	(66)
DRM002-Support To Elected Bodies	191,298	219,500	28,202
ELE001-Registration of Electors	39,159	73,431	34,272
ELE002-District Elections	52,850	51,827	(1,023)
ELE004-Parliamentary Elections	0	0	0
ELE005-Parish Elections	7,046	7,046	0
ELE006-County Elections	0	0	0
ELE007-European Elections	0	0	0
ELE008-Police & Crime Commissioner Elections	0	0	0
SUP001-Administration	219,909	218,200	(1,709)

### Total - Democratic Services

<b>608,062</b>	<b>667,738</b>	<b>59,676</b>
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DRM002 - Members allowances are currently £23k overspent against budget. This budget will be reviewed in the 23/24 budget setting process.

ELE001 - £32k overspend on postage relating to the annual canvass.

Q2 position		
Profiled Budget	Actual Exp	Variance (under) / over spend
£	£	£

### Environmental & Regulatory Services

BUC001-Building Control - Fee Earning Work	(43,549)	(17,332)	26,216
BUC002-Building Control - Non Fee Earning Work	1,566	1,566	0
EMP001-Emergency Planning	6,755	3,255	(3,500)
ESM001-Environment - Service Mgmt & Supp Serv	47,824	47,824	0
PSH002-Private Sector Housing-Condition of Dwellings	1,500	0	(1,500)
REG001-Environmental Health General	0	0	0
REG002-Licensing	(16,361)	(32,010)	(15,649)
REG009-Environmental Protection	86,804	87,273	469
REG010-Noise Control	0	0	0
REG011-Authorised Process	(12,000)	(9,331)	2,669
REG016-Food Safety	66,970	63,812	(3,158)
REG021-Statutory Burials	2,500	1,805	(695)
TAC309-Other Trading Services - Markets	4,800	9,185	4,385

### Total - Environmental & Regulatory Services

<b>221,455</b>	<b>218,582</b>	<b>(2,873)</b>
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BUC001 - Fee income is £27k below target in Q2 which represents a decline of £30k when compared to the same period in 2021/22, this budget will be reviewed in the 23/24 budget setting process.

REG002 - Licensing income is ahead of the forecast budget position for FY22/23 e.g. Taxi Licensing (£6k), Street Trading (£3k) and Premises/Events (£3k).

Q2 position		
Profiled Budget	Actual Exp	Variance (under) / over spend
£	£	£

**Finance, Human Resources & Procurement**

SUP003-Human Resources	80,887	76,505	(4,382)
HLD302-Miscellaneous Cash	0	(616)	(616)
HLD305 - Temporary Staff			
HLD308-Vehicle Tracking	0	0	0
HLD313-Lease Cars	0	0	0
SUP009-Accountancy	164,544	162,179	(2,364)
SUP010-Internal Audit	138,293	144,054	5,761
SUP011-Creditors	20,378	18,306	(2,071)
SUP012-Debtors	28,383	21,643	(6,740)
SUP013-Payroll	27,293	25,093	(2,200)
SUP019-Health & Safety	16,011	16,011	0
SUP020-Training & Development	13,911	13,911	0
SUP033-Central Purchasing	18,216	18,216	0
SUP035-Insurances	4,672	4,672	0

**Total - Finance, Human Resources & Procurement**

**512,587      499,975      (12,612)**

Q2 position		
Profiled Budget	Actual Exp	Variance (under) / over spend
£	£	£

**ICT, Change & Customer Services**

SUP002-Consultation, Policy & Research	76,535	75,460	(1,074)
HLD301-ICT Purchases	371,034	370,211	(822)
SUP005-ICT	889,829	865,717	(24,112)
SUP006-Telephones	13,500	4,658	(8,842)
SUP008-Reception/Customer Services	235,068	232,554	(2,514)
SUP014-Cashiers	0	(457)	(457)
SUP041-Business Solutions	5,634	5,634	0
TMR002-Street Furniture & Equipment	(7,343)	(8,966)	(1,623)
TOU002-Tourist/Visitor Information Centre	58,442	52,348	(6,094)

**Total - ICT, Change & Customer Services**

**1,642,699      1,597,161      (45,538)**

SUP005 - £24k underspend for support & maintenance costs. It is forecast that there will be no underspend at year end due to anticipated inflationary increases.

Q2 position		
Profiled Budget	Actual Exp	Variance (under) / over spend
£	£	£

**Land, Legal & Property**

ADB301-3 Welch Way (Town Centre Shop)	14,771	15,130	359
ADB302-Guildhall	6,314	10,058	3,744
ADB303-Woodgreen	127,561	133,384	5,823
ADB304-Elmfield	103,767	108,782	5,015
ADB305-Corporate Buildings	202,469	197,952	(4,516)
ADB306-Depot	(26,235)	(21,825)	4,410
LLC001-Local Land Charges	(78,015)	(44,731)	33,283
SUP004-Legal	124,646	129,365	4,719
TAC303-Swain Court & Newman Court Ind Est Witney	(14,618)	(13,815)	802

**Total - Land, Legal & Property**

**460,660      514,300      53,640**

LLC001 - There has been a steady rise in Personal Searches (unpaid non-official searches) over the last three years, causing the underachievement of income (currently 72% of budget at the end of Q2). There have been 444 Official searches and 1,059 Personal searches in the year to date.

Q2 position		
Profiled Budget	Actual Exp	Variance (under) / over spend
£	£	£

**Leisure & Communities**

CCR001-Community Safety (Crime Reduction)	45,174	48,255	3,081
CCR002-Building Safer Communities	(1,843)	3,245	5,088
CCT001-CCTV	43,225	54,422	11,197
CSM001-Cultural Strategy	41,152	41,657	506
CUL001-Arts Development	27,211	20,595	(6,616)
ECD001-Economic Development	43,610	40,224	(3,386)
OPS003-Countryside	0	0	0
REC001-Sports Development	(38,153)	(35,593)	2,560
REC002-Recreational Facilities Development	25,981	25,881	(100)
REC003-Play	45,579	35,347	(10,233)
REC301-Village Halls	6,929	6,929	0
REC302-Contract Management	(837,035)	(849,919)	(12,884)
SUP016-Finance - Performance Review	51,814	51,814	0
TOU001-Tourism Strategy and Promotion	83,847	90,733	6,886

**Total - Leisure & Communities**

**(462,511)      (466,412)      (3,901)**

CCT001 - £11k unbudgeted professional fees expenditure camera reviews and surveys

REC003 - there is an ongoing programme of works throughout this financial year to repair a number of Play Areas in the District. An additional £50k was included in the 22/23 budget for this exercise and any ongoing requirement will be reviewed in the 23/24 budget setting process.

REC302 - £13k underspend against Equipment Purchase

Q2 position		
Profiled Budget	Actual Exp	Variance (under) / over spend
£	£	£

**Environmental Services**

CCC001-Climate Change	85,693	88,045	2,352
COR301-Policy Initiatives - Shopmobility	10,815	10,868	54
CPK001-Car Parks - Off Street	101,439	129,791	28,352
CPK011-On Street Civil Parking Enforcement	1,030	50,066	49,036
ENI002-Grounds Maintenance	203,935	216,046	12,111
ENI303-Landscape Maintenance	37,687	44,965	7,279
FLD001-Flood Defence and Land Drainage	65,483	63,762	(1,721)
REG004-Dog Warden	27,660	37,573	9,913
REG005-Public Health Sewerage	(13)	(13)	0
REG018-Pest Control	9,464	6,470	(2,994)
REG019-Public Conveniences	60,248	54,905	(5,343)
REG023-Environmental Strategy	39,930	37,953	(1,977)
RYC001-Recycling	1,476,290	1,559,435	83,145
RYC002-Green Waste	(859,684)	(804,365)	55,318
STC011 - Abandoned Vehicles	0	(138)	(138)
STC004-Environmental Cleansing	542,076	544,818	2,743
TRW001-Trade Waste	(343,282)	(373,856)	(30,574)
TRW002-Clinical Waste	(550)	(190)	360
WST001-Household Waste	915,702	887,763	(27,939)
WST004-Bulky Household Waste	15,275	11,051	(4,223)
WST301-Env. Services Depot, Downs Rd, Witney	(15,000)	1,969	16,969

**Total - Environmental Services**

**2,374,196    2,566,918    192,722**

CPK001 - Excess parking charges income (Off Street) is £30k behind target, consistent with the reported figure for Q1 where actual income is 25% of budget

CPK011 - Income from on street PCNs has shown slight improvement during Q2, but is £49k behind target and represents only 36% of budget.

ENI002 - Parish/town council grounds maintenance invoices are behind budget by £12k.

RYC001 - Suez disposal costs have risen to an average of £82k per month against a budget of £76k resulting in a £36k overspend in Q2. With ongoing inflationary pressures the overspend at year end is expected to be £100k. Bin purchases are £21k over budget and £22k has been spent on the options appraisal for the design phase of the Waste Review



RYC002 - £32k underachievement of income for annual Garden Licences and £23k costs for printing and posting annual licences which historically has been funded through excess licence fees

TRW001 - there is a £20k underspend for tipping charges, and an £8k overachievement of income. Trade Waste is billed twice a year in April & September. Our Credit Controller is continuing to work with customers to prevent outstanding invoices becoming aged debt.

WST001 - there is a £23k underspend against Bin purchases and a £7k underspend on the Ubico contract  
WST301 - £17k overspend for reactive maintenance and repairs

Q2 position		
Profiled Budget	Actual Exp	Variance (under) / over spend
£	£	£

**Retained Services**

COR002-Chief Executive	144,797	145,029	232
COR003-Corporate Policy Making	34,280	34,280	0
COR004-Public Relations	6,045	5,918	(127)
COR005-Corporate Finance	223,412	214,254	(9,157)
COR006-Treasury Management	2,850	2,500	(350)
COR007-External Audit Fees	30,000	39,000	9,000
COR008-Bank Charges	34,600	111,673	77,073
COR302-Publica Group	446	(2,432)	(2,878)
FIE341-Town Centre Properties	(285,578)	(282,636)	2,942
FIE342-Miscellaneous Properties	(418,460)	(415,169)	3,291
FIE343-Talisman	(573,206)	(531,161)	42,045
FIE344-Des Roches Square	(248,800)	(258,124)	(9,324)
FIE345-Gables at Elmfield	(21,558)	(20,350)	1,208
NDC001-Non Distributed Costs	309,550	316,077	6,527
TAC304-Witney Industrial Estate	(83,960)	(80,785)	3,175
TAC305-Carterton Industrial Estate	(250,975)	(252,117)	(1,142)
TAC306-Greystones Industrial Estate	(10,740)	(13,981)	(3,241)
TAC308-Other Trading Services - Fairs	(3,406)	1,395	4,802

**Total - Retained Services**

**(1,110,705) (986,628) 124,076**

Bank Charges - There has been a significant increase in bank charges for credit & debit card transactions over the last 12 months. As reported in Q1 discussions are being undertaken with other suppliers to establish if we need to take this forward to a tendering exercise.

FIE343 - Unit 1 Talisman has been vacant since last year but a new tenancy has now been agreed.

Q2 position		
Profiled Budget	Actual Exp	Variance (under) / over spend
£	£	£

#### Revenues & Housing Support

HBP001-Rent Allowances	184,540	188,075	3,536
HBP003-Local Housing Allowance	0	44	44
HBP005-Benefit Fraud Investigation	2,739	2,781	42
HOM001-Homelessness	139,650	132,099	(7,551)
HOM002-Homelessness Grants	5,000	5,876	876
HOM003-Rent In Advance Scheme	0	0	0
HOM004-Refugees	0	6,546	6,546
HOM005-Homelessness Hostel Accommodation	0	9,593	9,593
LTC001-Council Tax Collection	190,495	216,128	25,633
LTC002-Council Tax Support Administration	3,318	3,624	306
LTC011-NNDR Collection	62,096	55,807	(6,289)
PSH001-Private Sector Housing Grants	23,726	23,948	222
PSH004-Home Improvement Service	(31,202)	(13,956)	17,246

#### Total - Revenues & Housing Support

<b>580,361</b>	<b>630,564</b>	<b>50,203</b>
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LTC001 - £26k overspend in postage charges relating to the 22/23 annual billing cycle. This overspend will continue to year end.

Q2 position		
Profiled Budget	Actual Exp	Variance (under) / over spend
£	£	£

#### Planning & Strategic Housing

DEV001-Development Control - Applications	(173,120)	(52,627)	120,493
DEV002-Development Control - Appeals	39,635	43,635	4,000
DEV003-Development Control - Enforcement	81,002	81,002	0
ECD301-WOSP - West Oxon Strategic Partnership	4,500	0	(4,500)
ENA001-Housing Enabling	56,134	51,034	(5,100)
ENI301-Landscape Initiatives	26,406	26,406	0
HLD315-Growth Board Project (Planning)	70,317	65,923	(4,394)
PLP001-Planning Policy	289,596	281,890	(7,705)
PLP003-Implementation	(480)	(480)	0
PLP004-Conservation	50,430	50,455	25
PSM001-Planning Service Mgmt & Support Serv	64,865	49,444	(15,421)

#### Total - Planning & Strategic Housing

<b>509,283</b>	<b>596,681</b>	<b>87,398</b>
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DEV001 - Planning Application income has proven volatile during Q1 & Q2 from a high of £113k in May to a low of £57k in July. At the end of Q2 application income is £126k below target but it is hoped that major planning applications will come forward before year end to bring income back into line with budget.



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Project	2022/23 Budget	2022/23 Q2 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	147,681	Borrowing*	a
Welch Way building renovation project	51,197	927	Borrowing*	
Electric vehicle recharging points	200,000	0	Borrowing*	
Investment Strategy for Recovery	22,599,538	0	Borrowing*	
CCTV - Upgrading	300,000	0	Capital Receipts	
Shop Mobility - Replacement stock	10,000	0	Capital Receipts	
Cottsway - Blenheim Court Growth Deal	170,500	0	External Contribution	b
Cottsway - Lavender Place Growth Deal	99,000	99,000	External Contribution	
Affordable Housing in Witney	1,761,875	0	External Contribution/S106	
Improvement Grants (DFG)	807,750	387,364	Grant	
Carterton Leisure Centre PSDS Project	1,300,000	0	Grant	
Deployment of High Speed Broadband	1,230,366	2,170	Reserves	c
IT Provision - Systems & Strategy	100,000	31,386	Revenue Contribution	
Council Buildings Maintenance Programme	200,000	0	Revenue Contribution	
IT Equipment - PCs, Copiers etc	40,000	9,069	Revenue Contribution	
Community Grants Fund	200,000	76,646	Revenue Contribution	
Madley Park playing Fields Project	6,165	682	S106	
Play Parks	100,000	0	S106	
EVCP Woolgate	167,000	0	S106	
Chipping Norton Creative	28,297	12,354	S106	
Carterton Connects Creative (Swinbrook s106)	44,500		S106	
Raleigh Crescent Play Area (s. 106)	75,000		S106	
Developer Capital Contributions		514,890	S106	
<b>Total</b>	<b>30,596,188</b>	<b>1,304,060</b>		

\*Borrowing may refer to Internal or External borrowing

a. £347,000 of replacement vehicles have not yet been delivered but are expected by the end of the financial year. In light of the longer lead time, Ubico are reviewing timescales for vehicle replacement.

b. The final payment for this scheme was made to Cottsway in October 2022

c. The final payment to Gigaclear for this scheme was paid in October 2022

 <b>WEST OXFORDSHIRE DISTRICT COUNCIL</b>	<b>WEST OXFORDSHIRE DISTRICT COUNCIL</b>
Name and date of Committee	<b>Finance and Management Overview and Scrutiny Committee 7 December 2022</b>
Report Number	<b>Agenda Item No. 10</b>
Subject	<b>Scrutiny Work Programme 2022/23</b>
Wards affected	All
<b>Finance and Management Accountable member / Group Manager Lead</b>	<b>Councillor Alaa Al-Yousuf, Chair of Finance and Management Overview and Scrutiny Committee Email: <a href="mailto:alaa.al-yousuf@westoxon.gov.uk">alaa.al-yousuf@westoxon.gov.uk</a>  Group Manager Lead: Phil Martin, <a href="mailto:phil.martin@publicagroup.uk">phil.martin@publicagroup.uk</a></b>
<b>Economic and Social Accountable member / Group Manager Lead</b>	<b>Councillor Andrew Beaney, Chair Economic and Social Overview and Scrutiny Committee Email: <a href="mailto:Andrew.beaney@westoxon.gov.uk">Andrew.beaney@westoxon.gov.uk</a> Group Manager Lead : Jon Dearing, <a href="mailto:jon.dearing@publicagroup.uk">jon.dearing@publicagroup.uk</a></b>
<b>Climate and Environment Accountable member / Group Manager Lead</b>	<b>Councillor Norman MacRae, Chair Climate and Environment Overview and Scrutiny Committee Email: <a href="mailto:norman.macrae@westoxon.gov.uk">norman.macrae@westoxon.gov.uk</a>  Group Manager Lead: Bill Oddy, <a href="mailto:bill.oddy@publicagroup.uk">bill.oddy@publicagroup.uk</a></b>
Accountable Officer	Andrew Brown, Business Manager - Democratic Services Email: <a href="mailto:Andrew.brown@publicagroup.uk">Andrew.brown@publicagroup.uk</a>
Summary/Purpose	To provide the Committees with an update on the Scrutiny Work Programme 2022/23.
Annexes	<a href="#">Annex I</a> - Work Programme for 2022/23
Recommendation	That the Committee notes the Scrutiny Work Programme.
Corporate priorities	To enable the Committee to review the Scrutiny Work Programme and support the Council's priorities to protect the environment whilst supporting the local economy, to meet the current and future needs of residents and to provide efficient and value for money services, whilst delivering quality front line services.
Key Decision	No
Exempt	No
Consultees / Consultation	None

## **1. BACKGROUND**

- 1.1. At the meetings of the Scrutiny Committees in May and June 2022 the committees gave consideration to the development of their work programmes for the year. These work programmes have been brought together in a single document to provide visibility of the work of Scrutiny across the three committees.

## **2. MAIN POINTS**

- 2.1. Committees are asked to consider the work programme, along with the Cabinet work programme, and decide if there are any items that they wish to prioritise or deprioritise.
- 2.2. When an item is considered by a committee, the Committee can decide whether to submit recommendations to Cabinet.
- 2.3. The Scrutiny Work Programme is intended to provide clarity to the organisation and the public about the priorities of the committees and when different items will be considered but it does need to be a flexible document that enables Scrutiny to respond to new or emerging issues and priorities during the year. As such, committees will be able to review their work programme at each meeting, The inclusion of a standing agenda item for Members' questions also provides the opportunity to raise relevant issues.

## **3. FINANCIAL IMPLICATIONS**

- 3.1. There are no financial implications arising directly from this report. Requests from Scrutiny for reports to be produced for consideration at meetings will place demands on officer capacity. Committees are urged to be mindful of the limitations of the organisation and to prioritise effectively, having regard to the advice of supporting officers.

## **4. LEGAL IMPLICATIONS**

- 4.1. None

## **5. RISK ASSESSMENT**

- 5.1. Not applicable.

## **6. CLIMATE CHANGE IMPLICATIONS**

- 6.1. Whilst there may be climate change implications arising from specific items within the Work Programme, there are none arising directly from this report.

## **7. ALTERNATIVES/OPTIONS**

- 7.1. In accordance with the Constitution of the Council, Committee has the power to investigate any matters it considers relevant to its work area, and to make recommendations to the Council, Cabinet or any other Committee or Sub-Committee of the Council as it sees fit.
- 7.2. The agreement of a Scrutiny Work Programme, which is regularly reviewed, is considered to be good governance practice and promotes openness and transparency.

## **8. BACKGROUND PAPERS**

- 8.1. None



WP	Title	Format	Cabinet Member / Lead Officer	When	Scrutiny Aim and Comments
1	Waste Service Review – Briefing on Waste Collection Options Appraisal (60 mins)	Presentation Report sent before meeting to Councillors	Councillor Levy / Elizabeth Griffiths / Bill Oddy / Scott Williams	Before Cabinet	Scrutiny to receive information on the Waste Collection Options Appraisal review <b>Scrutiny aim:</b> Receive information and ask questions
2	2023/24 First Draft Budget and Medium Term financial Strategy	Cabinet Report	Councillor Levy / Elizabeth Griffiths	14 December 2022	<b>Scrutiny aim:</b> To note and comment
3	Treasury Management Update	Report	Elizabeth Griffiths / Phil Martin	December	<b>Scrutiny aim:</b> Task and finish group – advice from Arlington Close. Criteria for contract due in December. Comments or Clarity
4	West Oxfordshire Council Plan 2023 - 2027	Report	Astrid Harvey / Councillor Alaa Al-Yousuf / Phil Martin	December	<b>Scrutiny aim:</b> To note views and insights
5	Service Performance Report – Quarter 2	Quarterly Report	Councillor Levy / Elizabeth Griffiths / Bill Oddy	Quarterly	<b>Scrutiny aim:</b> Report for comments or clarity

Financial Management OS I February 2023

WP	Title	Format	Cabinet Member / Lead Officer	When	Scrutiny Aim and Comments
1	Waste Service Review (120 mins)	Report	Councillor Arciszewska / Scott Williams	January 2023	To give the Committee the opportunity to scrutinise and comment on the waste service review.  <b>Scrutiny aim: To scrutinise and comment on the report to Cabinet and Council</b>
2	2023/24 Budget and Medium Term financial Strategy	Cabinet Report	Councillor Levy / Elizabeth Griffiths	14 December 2022	<b>Scrutiny aim:</b>
3	Service Performance Report – Quarter 3	Quarterly Report	Councillor Levy / Elizabeth Griffiths / Bill Oddy	Quarterly	<b>Scrutiny aim:</b> Report for comments or clarity

Financial Management OS 12 April 2023

WP	Title	Format	Cabinet Member / Lead Officer	When	Scrutiny Aim and Comments
					Scrutiny aim:
	Service Performance Report – Quarter 4	Quarterly Report	Councillor Levy / Elizabeth Griffiths / Bill Oddy	Quarterly	Scrutiny aim: Report for comments or clarity

WP	Title	Format	Cabinet Member / Lead Officer	When	Scrutiny Aim and Comments
I	Treasury Management	Report	Elizabeth Griffiths / Phil Martin	When Required	Scrutiny aim:

Financial Management suggestions for future workstreams 2023

WP	Title	Format	Cabinet Member / Lead Officer	When	Scrutiny Aim and Comments
					Scrutiny aim:

**Financial Management Regular Reports:**

Regular Reports	Further Information	Comments	Lead Officer / Cabinet Member
Service Performance Report – Quarter 1	To give the Committee the opportunity to comment on the quarterly Performance Monitoring Report.		Elizabeth Griffiths / Councillor Levy Bill Oddy or Frank Wilson on hand for questions.
Service Performance Report – Quarter 2	To give the Committee the opportunity to comment on the quarterly Performance Monitoring Report.		Elizabeth Griffiths / Councillor Levy Bill Oddy or Frank Wilson on hand for questions.
Service Performance Report – Quarter 3	To give the Committee the opportunity to comment on the quarterly Performance Monitoring Report.		Elizabeth Griffiths / Councillor Levy Bill Oddy or Frank Wilson on hand for questions.
Service Performance Report – Quarter 4	To give the Committee the opportunity to comment on the quarterly Performance Monitoring Report.		Elizabeth Griffiths / Councillor Levy Bill Oddy or Frank Wilson on hand for questions.

Climate and Environment OS 8 December 2022

WP	Title	Format	Cabinet Member / Lead Officer	When	Comments
1	Ubico Business Plan (40 mins)	Presentation	Councillor Arciszewska / Beth Broughton	December 2022	Consultation on the Draft Ubico Business Plan <b>Scrutiny aim: Provide feedback and ask questions</b>
2	Waste Service Review – Briefing on Waste Collection Options Appraisal (60 mins)	Presentation	Councillor Arciszewska / Scott Williams	December 2022	Scrutiny to receive information on the Waste Collection Options Appraisal review <b>Scrutiny aim: Receive information and ask questions</b>
3	Air Quality Update (30 mins)	Verbal Update	Councillor Prosser / Phil Measures	December 2022	Phil Measure to provide a verbal update <b>Scrutiny aim: Receive information and ask questions</b>
4	Carbon Action Plan – update on one project (30 mins)	Verbal update and supporting documentation	Councillor Prosser / Hannah Kenyon	Every committee update on one project	Project - xxxxxx <b>Scrutiny aim: xxxxxx</b>
5	Service Performance Report – Quarter 2 (20 mins)	Quarterly Report	Councillor Levy / Elizabeth Griffiths / Bill Oddy	Quarterly	Report for comments or clarity <b>Scrutiny aim: Receive information and ask questions</b>

Further meeting dates: 25 January 2023

WP	Title	Format	Cabinet Member / Lead Officer	When	Comments
I	Waste Service Review (120 mins)	Report	Councillor Arciszewska / Scott Williams	January 2023	To give the Committee the opportunity to scrutinise and comment on the waste service review.  <b>Scrutiny aim: To scrutinise and comment on the report to Cabinet and Council</b>

Further meeting dates: 23 March 2023

WP	Title	Format	Cabinet Member / Lead Officer	When	Comments
I	Service Performance Report – Quarter 3	Quarterly Report	Councillor Levy / Elizabeth Griffiths / Bill Oddy	Quarterly	Report for comments or clarity <b>Scrutiny aim:</b>

Climate and Environment suggestions for future workstreams 2023

WP	Title	Format	Cabinet Member / Lead Officer	When	Comments
I	Governments initiative of zero recycle cost for residents	Verbal update	Councillor MacRae / Scott Williams	When there is news to share. Initiate began 2019 but is behind due to the pandemic, review 2022	Verbal update due from Scott Williams when there is news to share. See link for current details: <a href="https://www.gov.uk/government/news/government-sets-out-plans-to-overhaul-waste-system">https://www.gov.uk/government/news/government-sets-out-plans-to-overhaul-waste-system</a> <b>Scrutiny aim:</b>

**Climate and Environment Regular Reports:**

Regular Reports	Further Information	Comments	Lead Officer / Cabinet Member
Service Performance Report – Quarter 1	To give the Committee the opportunity to comment on the quarterly Performance Monitoring Report.		Elizabeth Griffiths / Councillor Levy Bill Oddy or Frank Wilson on hand for questions.
Service Performance Report – Quarter 2	To give the Committee the opportunity to comment on the quarterly Performance Monitoring Report.		Elizabeth Griffiths / Councillor Levy Bill Oddy or Frank Wilson on hand for questions.
Service Performance Report – Quarter 3	To give the Committee the opportunity to comment on the quarterly Performance Monitoring Report.		Elizabeth Griffiths / Councillor Levy Bill Oddy or Frank Wilson on hand for questions.
Service Performance Report – Quarter 4	To give the Committee the opportunity to comment on the quarterly Performance Monitoring Report.		Elizabeth Griffiths / Councillor Levy Bill Oddy or Frank Wilson on hand for questions.



WP	Title	Format	Cabinet Member / Lead Officer	When	Scrutiny Aim and Comments
1	Refugee Update	Update	Phil Martin / Paula Massey	Verbal update – timescale requested by the Committee	To keep the committee up to date on the work being carried out to support the refugees. <b>Scrutiny aim:</b> Note update
2	Greenwich Leisure Limited (GLL)	Annual Update	Councillor Aitman / Stuart Wilson Reps from GLL to attend	Annual	Members provided 7 questions up front to GLL <b>Scrutiny aim:</b> Note update
3	West Oxfordshire Council Plan 2023 – 27'	Report	Astrid Harvey / Jon Dearing	Annual	<b>Scrutiny aim:</b> to provide Comments back to Cabinet on the report
4	Service Performance Report – Quarter 1	Quarterly Report	Councillor Levy / Elizabeth Griffiths / Bill Oddy	Quarterly	Report for comments or clarity – 45 mins <b>Scrutiny aim:</b> Note and comment

Item 5 - Questions to GLL

No.	Question	Raised by	Answer from GLL
1.	Can I again raise a question regarding disability access particularly to the Windrush Leisure Centre? Hoist equipment out of use / changing bed broken.	Councillor Jill Bull	GLL recognises the importance of this disability access equipment and apologise for its failure to provide a full service. It is extremely difficult in the current economic and employment environment to arrange repairs and replacements in a timely manner for specialist equipment. I am pleased to report that the access hoist is working and has been in consistent use since it was repaired however GLL has faced challenges with its contractors to bring the changing bed back in use. Having received assurance that this would be completed in September this

			has not been possible and a new bed is now promised for delivery later this month. Whilst repairs are awaited there is a customer notice on GLL's website and ongoing communication with users
2.	After having meetings with them previously it was agreed that communication would be better and if equipment was out of use we would be informed so as not to disappoint service users on arrival at the centre.	Councillor Jill Bull	GLL is committed to developing strong and effective communication with all users through a variety of platforms. Where we have issues we let people know via our website and by signs in the centre and of course verbally when they are at the centre. We will continue to utilise social media opportunities including the West Oxfordshire District Council platforms to increase communication with members of the public on communicating key information including the promotion of activities.
3.	Regarding the new system of booking on line - this is not accessible to all and needs to be looked at again.	Councillor Jill Bull	Whilst GLL encourages users to book via its Website and App the option for customers to attend the centre or call and book remains available. Customers can ring GLL's contact centre to make bookings on 02034578700. Please encourage any customers who require specific support to contact Matt Simmons (phone number provided via Leisure Client Team).
4.	It would be helpful to have a status update on the Carterton football playing fields which have been out of action for a while	Councillor Charlie Maynard	GLL's Partnership Manager met with Cllr Maynard to discuss the football pitches. Investment has been committed by GLL and a winter programme has been scheduled as per the meeting. As always Matt Simmons remains available as the point of contact for issues with these pitches.
5.	What is the trend on visitor numbers?	Councillor Rosie Pearson	The return of older users and corporate members has been lower than anticipated as we recover from the covid pandemic. Visitor numbers are currently down by 21% compared to 2019, this decrease is mainly in the area of Health and Fitness with swimming lessons for example being fully recovered and exceeding 2019 levels. GLL is working hard to recover the overall position back to pre-pandemic levels but this has been made additionally challenging with the cost of living crisis we are all currently facing. GLL is in active dialogue with the

			Council, developing new initiatives and products to encourage residents to return to using the centres.
6.	Is there information on how visitors travel to the leisure centres, and whether this could be made easier?	Councillor Rosie Pearson	GLL plots the membership catchment for each of its centres. Current data does not show how customers travel however the distance and location of user populations suggests that the majority travel by car or bus. GLL has committed to survey users to establish their modes of transport, once completed this will inform travel plans for the centres.
7	Do the leisure centres have a role in our response to the cost of living and energy crisis?	Councillor Rosie Pearson	GLL is rolling out nationally a ‘Warm Spaces’ initiative in many of its centres. This will provide a free of charge warm place where residents can come and meet a friendly face at advertised across the week. To deliver this initiative GLL has formed a partnership with Age UK and Brakes Catering, with Age UK supporting with volunteers and Brakes providing catering supplies. Additionally in Chipping Norton GLL is working in partnership with the Chippy Larder to provide an extended service with volunteer support and refreshments from the Larder along with the delivery of a “Cost of living support event”. Warm Spaces will be available this month in Carterton and Chipping Norton.

Economic Overview and Scrutiny 23 February 2023

WP	Title	Format	Cabinet Member / Lead Officer	When	Scrutiny Aim and Comments
1	Upgrade to WO public space CCTV provision & monitoring arrangements	Verbal update – timescale requested by the Committee	Councillor Saul / Andy Barge	Verbal update – timescale requested by the Committee	Contact Andy Barge beginning of November, remind that its an update on timescales – Max 4 slides, ten minutes, 10 minutes for questions. <b>Scrutiny aim:</b>
2	Parking Strategy	Update	Councillor Arciszewska / Maria Wheatley	Cabinet in January 2023	Contact Maria 4 weeks before Committee, ask if it's a report or presentation – 30 mins <b>Scrutiny aim:</b>
					<b>Scrutiny aim:</b>
					<b>Scrutiny aim:</b>

Economic Overview and Scrutiny 25 May 2023

WP	Title	Format	Cabinet Member / Lead Officer	When	Scrutiny Aim and Comments
					<b>Scrutiny aim:</b>

Economic suggestions for future workstreams 2023

WP	Title	Format	Cabinet Member / Lead Officer	When	Comments
1	RAF Brize Norton	As required	Councillor Saul / Giles Hughes	AS REQUIRED	Business model for housing on site – last update given May 2022 <b>Scrutiny aim:</b>
2	Health Care Provision in Oxfordshire	Ongoing	Councillor Aitman / Andy Barge / Heather McCulloch	As required	<b>Scrutiny aim:</b> Health Care Provision in Oxfordshire
3	Local Police with status update	Verbal update	Chair		<b>Scrutiny aim:</b>
4	WODC Housing in for a briefing on WODC housing work, responsibilities, current status and future				<b>Scrutiny aim:</b>
5	Enforcement Update	Update	Kelly Murray		<b>Scrutiny aim:</b>
6	REEMA North Site, Carterton update (Jon Wooden, Deputy Head Estates)	Written Update	Councillor Saul / Giles Hughes Jon Wooden	When Required	Regular committee written update <b>Scrutiny aim:</b>
7	Food Strategy – Working Group	Brief or Scoping document	Councillor Aitman / Andy Barge / Heather McCulloch	Committee to be updated	This may not need to actually happen Completion by 23 February 2023

Regular Reports	Further Information	Comments	Lead Officer / Cabinet Member
Service Performance Report – Quarter 1	To give the Committee the opportunity to comment on the quarterly Performance Monitoring Report.		Elizabeth Griffiths / Councillor Levy  Bill Oddy or Frank Wilson on hand for questions.
Service Performance Report – Quarter 2	To give the Committee the opportunity to comment on the quarterly Performance Monitoring Report.		Elizabeth Griffiths / Councillor Levy  Bill Oddy or Frank Wilson on hand for questions.
Service Performance Report – Quarter 3	To give the Committee the opportunity to comment on the quarterly Performance Monitoring Report.		Elizabeth Griffiths / Councillor Levy  Bill Oddy or Frank Wilson on hand for questions.
Service Performance Report – Quarter 4	To give the Committee the opportunity to comment on the quarterly Performance Monitoring Report.		Elizabeth Griffiths / Councillor Levy  Bill Oddy or Frank Wilson on hand for questions.



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WEST OXFORDSHIRE  
DISTRICT COUNCIL

CABINET (EXECUTIVE) WORK PROGRAMME  
INCORPORATING NOTICE OF DECISIONS PROPOSED TO BE TAKEN IN PRIVATE SESSION AND NOTICE  
OF INTENTION TO MAKE A KEY DECISION  
1 DECEMBER 2022 – 31 MARCH 2023

By virtue of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, local authorities are required to publish a notice setting out the key executive decisions that will be taken at least 28 days before such decisions are to be taken. The Regulations also require notice to be given of any matter where it is proposed that the public will be excluded during consideration of the matter.

This Forward Plan incorporates both of these requirements. In the interests of transparency, it also aims to include details of those items to be debated by the Cabinet that relate to either policy/budget formulation, matters which will be subject to a recommendation to the Council, and other matters due to be considered by the Cabinet. This programme covers a period of four months, and will be updated on a monthly basis. The timings of items may be subject to change.

It should be noted that although a date not less than 28 clear days after the date of this notice is given in each case, it is possible that matters may be rescheduled to a date which is different from that given provided, in the cases of key decisions and matters to be considered in private, that the 28 day notice has been given. In this regard, please note that agendas and reports for meetings of the Cabinet are made available on the Council's website at [www.westoxon.gov.uk/meetings](http://www.westoxon.gov.uk/meetings) five working days in advance of the meeting in question. Please also note that the agendas for meetings of the Cabinet will also incorporate a necessary further notice which is required to be given in relation to matters likely to be considered with the public excluded.

There are circumstances where a key decision can be taken, or a matter may be considered in private, even though the 28 clear days' notice has not been given. If that happens, notice of the matter and the reasons will be published on the council's website, and available from the Council Offices, Woodgreen, Witney, Oxon, OX28 1NB.

**Key Decisions**

The Regulations define a key decision as an executive decision which is likely –

- (a) to result in the relevant local authority incurring expenditure which is, or the making of savings which are, significant having regard to the relevant local authority's budget for the service or function to which the decision relates; or
- (b) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the area of the authority".

The Council has decided that a cost or saving of an amount greater than £50,000 is necessary to constitute expenditure or savings which are significant for the purposes of this definition.

Please note that if a matter is approved by the Council following a recommendation from the Cabinet, that decision will not be a key decision.

**Matters To Be Considered in Private**

The great majority of matters considered by the Council's Cabinet are considered in 'open session' when the public have the right to attend.

However, some matters are considered with the public excluded. The public may only be excluded if a resolution is passed to exclude them. The grounds for exclusion are limited to situations where confidential or exempt information may be disclosed to the public if present and, in most cases involving exempt information, where in all

Agenda Item 11

the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information. The definitions of these are set out in the Council's Constitution.

**Documents and Queries**

Copies of, or extracts from, documents listed in the programme and any which subsequently become available are (subject to any prohibition or restriction on their disclosure), obtainable from the following, and this contact information may also be used for any queries.

Democratic Services - Email: [democratic.services@westoxon.gov.uk](mailto:democratic.services@westoxon.gov.uk) Tel: 01993 861111

West Oxfordshire District Council: Cabinet Members 2022/23

Name of Councillor	Title and Areas of Responsibility
Andy Graham (Leader)	<b>Leader of the Council:</b> Policy Framework; Corporate Plan; Executive functions; Strategic Partnerships; Representation on Regional and National Bodies; Oxfordshire Partnership Board; Future Oxfordshire Partnership; Oxfordshire Local Enterprise Partnership; Oxfordshire Leaders; Publica & Ubico; Democratic Services; Communications; Legal Services; Emergency Planning; Data Protection; FOI; and Counter Fraud.
Duncan Enright (Deputy Leader)	<b>Economic Development:</b> Inward investment; Business Development; Visitor Economy; and Town and Village regeneration.
Dan Levy	<b>Finance:</b> Finance & Management; Council Tax and Benefits; Efficiency Agenda; Performance management of the Council; Asset management; Investment Strategy; and South West Audit Partnership.
Carl Rylett	<b>Planning and Sustainable Development:</b> Local Plan; Government planning policies and guidance; Conservation and Design; Design and Historic Environment; Landscape and Biodiversity; Strategic Housing; Development Management; and Ensuring planning policies meet 2030 requirement.
Mathew Parkinson	<b>Customer Delivery:</b> Parish and Town Empowerment; Equality and Diversity; Customer Services; ICT and services; Councillor Development; and Broadband.
Joy Aitman	<b>Stronger Healthy Communities:</b> Community; Community Revenue Grants; Voluntary sector engagement; Sports and Leisure facilities; Health and Safety; Public art; Facilities Grants; Community and Public Health; Healthy Communities; Health Improvement Board; Accountable Member for Refugee Resettlement Programme; and Young People.
Geoff Saul	<b>Housing and Social Welfare:</b> Housing Allocations; Homelessness; Provision of affordable homes; Sheltered Housing Accommodation; Safeguarding – Community Safety Partnership; Crime and Disorder; Neighbourhood Policing; Scrutiny of Police and Crime Commissioner; and Assets of Community Value.
Lidia Arciszewska	<b>Environment:</b> Energy Advice; Flood alleviation and sewage; Environmental and Regulatory; Environmental Partnership; Waste collection and recycling; Street Scene (cleansing, litter and grounds maintenance); Car parking; Air Quality; and Land, food, farming.
Andrew Prosser	<b>Climate Change:</b> Renewable energy and retrofit investment; Biodiversity across the District; Carbon neutral by 2030; Fossil fuel dependence reduction; Local, national and county wide liaison on climate; Internal liaison on Climate Change; and EV Charging Rollout.

For further information about the above and all members of the Council please see [www.westoxon.gov.uk/councillors](http://www.westoxon.gov.uk/councillors)

Item for Decision	Key Decision (Yes / No)	Likely to be Considered in Private (Yes / No)	Decision – Maker	Date of Decision	Cabinet Member	Lead Officer	Consultation	Background Documents
Council Tax Support Scheme proposals for 2023/2024	Yes	Open	Cabinet Council	16 Nov 2022 18 Jan 2023	Cabinet Member for Finance - Cllr Dan Levy	Business Manager Environmental, Welfare and Revenues - Mandy Fathers		
Rural England Prosperity Fund	No	Open	Cabinet	16 Nov 2022	Leader of the Council - Cllr Andy Graham	Will Barton		
Response to Oxford City Council Local Plan 2040 Preferred Options Consultation	Yes	Open	Cabinet	16 Nov 2022	Cabinet Member for Planning and Sustainable Development - Carl Rylett	Planning Policy Manager - Chris Hargraves		
West Oxfordshire Playing Pitch Strategy	No	Open	Cabinet	16 Nov 2022	Cabinet Member for Stronger Healthy Communities - Cllr Joy Aitman	Business Manager Contracts - Scott Williams		
Community Facilities Grants – 2nd Round 2022/23	Yes	Open	Cabinet	16 Nov 2022	Cabinet Member for Stronger Healthy Communities - Cllr Joy Aitman	Business Manager Contracts - Scott Williams		

Decarbonisation of Carterton Leisure Centre	Yes	Fully exempt	Cabinet	16 Nov 2022	Cabinet Member for Climate Change - Cllr Andrew Prosser	Business Manager Assets & Council Priorities - Andrew Turner		
Performance Monitoring Q2	No	Open	Cabinet	14 Dec 2022	Councillor Dan Levy, Cabinet Member for Finance	Chief Finance Officer / Deputy Chief Executive - Elizabeth Griffiths		
2023/24 First Draft Budget and Medium Term Financial Strategy	Yes	Open	Cabinet	14 Dec 2022	Cabinet Member for Finance - Cllr Dan Levy	Chief Finance Officer / Deputy Chief Executive - Elizabeth Griffiths		
Counter Fraud and Anti-Corruption Policy	No	Open	Cabinet	14 Dec 2022	Cabinet Member for Finance - Cllr Dan Levy	Head of Counter Fraud and Enforcement Unit - Emma Cathcart		
Proposal for a new locally led pan-regional partnership for the Oxford to Cambridge region	Yes	Open	Cabinet	14 Dec 2022	Leader of the Council - Cllr Andy Graham	Chief Executive & Head of Paid Service - Giles Hughes		

West Oxfordshire Infrastructure Funding Statement (2021/22)	Yes	Open	Cabinet	14 Dec 2022	Cabinet Member for Planning and Sustainable Development - Carl Rylett	Chris Hargraves		
Pavement License Fee Reimbursement	No	Open	Cabinet	14 Dec 2022	Deputy Leader - Economic Development - Cllr Duncan Enright	Assistant Director - Residents' Services - Jon Dearing		
West Eynsham Strategic Development Area (SDA) Masterplan	No	Open	Cabinet	14 Dec 2022	Cabinet Member for Planning and Sustainable Development - Carl Rylett	Chris Hargraves		
Approval of Council Tax base and 2023/24 Budget Update	Yes	Open	Cabinet Council	11 Jan 2023 18 Jan 2023	Cabinet Member for Finance - Cllr Dan Levy	Chief Finance Officer / Deputy Chief Executive - Elizabeth Griffiths		
Revised Council Plan	Yes	Open	Cabinet Council	11 Jan 2023 18 Jan 2023	Leader of the Council - Cllr Andy Graham	Chief Executive & Head of Paid Service - Giles Hughes	Scrutiny	

Review of Grant Schemes	Yes	Open	Cabinet	11 Jan 2023	Cabinet Member for Stronger Healthy Communities - Cllr Joy Aitman	Assistant Director - Communities - Andy Barge		
Flood Management Service Review	No	Open	Cabinet	11 Jan 2023	Cabinet Member for Environment - Cllr Lidia Arciszewska	Assistant Director - Business Services - Phil Martin		
Proposed Refurbishment and new Audio Visual for Council Chambers	Yes	Open	Council	11 Jan 2023	Cabinet Member for Customer Delivery - Cllr Mathew Parkinson	Assistant Director - Business Services - Phil Martin		
Review of Car Parks	No	Open	Cabinet	11 Jan 2023	Cabinet Member for Environment - Cllr Lidia Arciszewska	Maria Wheatley		
Transfer of Playing Pitches in Witney Town Council	No	Open	Cabinet	11 Jan 2023	Cabinet Member for Stronger Healthy Communities - Cllr Joy Aitman	Assets Manager - Jasmine McWilliams		



Waste Service Review and Redesign	Yes	Open	Cabinet Council	8 Feb 2023 15 Feb 2023	Cabinet Member for Environment - Cllr Lidia Arciszewska  Leader of the Council - Cllr Andy Graham	Business Manager Contracts - Scott Williams		
Final Budget Recommendations	Yes	Open	Cabinet Council	8 Feb 2023 15 Feb 2023	Cabinet Member for Finance - Cllr Dan Levy	Chief Finance Officer / Deputy Chief Executive - Elizabeth Griffiths		
Q3 Performance Report	No	Open	Cabinet	8 Feb 2023	Cabinet Member for Finance - Cllr Dan Levy	Chief Finance Officer / Deputy Chief Executive - Elizabeth Griffiths		
Homelessness Prevention Grant 2023/24	Yes	Open	Cabinet	8 Feb 2023	Cabinet Member for Housing and Social Welfare - Cllr Geoff Saul	Business Manager Housing - Caroline Clissold		
Equality, Diversity & Inclusion Policy	No	Open	Cabinet	8 Feb 2023	Councillor Mathew Parkinson, Cabinet Member for Customer Delivery	Assistant Director - Organisational Effectiveness		

Affordable Housing Delivery Options	No	Open	Cabinet	8 Feb 2023	Cabinet Member for Housing and Social Welfare - Cllr Geoff Saul	Business Manager Housing - Caroline Clissold		
Approval of upgrade to WODC public space CCTV provision and monitoring arrangements	Yes	Open	Cabinet	8 Feb 2023	Councillor Geoff Saul, Cabinet Member for Housing and Social Welfare	Assistant Director - Communities - Andy Barge		
West Oxfordshire Annual Monitoring Report 2021/2022	Yes	Open	Cabinet	8 Feb 2023	Cabinet Member for Planning and Sustainable Development - Carl Rylett	Chris Hargraves		
Proposed Property Acquisition under the Council's Investment Strategy	Yes	Fully exempt	Cabinet	8 Feb 2023	Cabinet Member for Finance - Cllr Dan Levy	Chief Executive & Head of Paid Service - Giles Hughes		
<b>Key Decisions Delegated to Officers</b>								
Allocate funding from the Project Contingency Earmarked Reserve to fund ad hoc services	Yes	Open	Chief Executive & Head of Paid Service - Giles Hughes	31 Dec 2022	Cabinet Member for Finance - Cllr Dan Levy	Chief Finance Officer / Deputy Chief Executive - Elizabeth Griffiths		

Final terms of the acquisition recovery and investment strategy proposal	Yes	Open	Chief Executive & Head of Paid Service - Giles Hughes	30 Sep 2023	Deputy Leader - Economic Development - Cllr Duncan Enright	Chief Executive & Head of Paid Service - Giles Hughes		
Standing delegation: Settlement of Legal Claims The Head of Legal Services has delegated authority in the Council's Constitution to settle or compromise any proceedings as they deem appropriate and expedient for the Council's interests.	Yes	Open	Legal Services Manager - Susan Gargett	29 Sep 2022	Leader of the Council - Cllr Andy Graham, Cabinet Member for Finance - Cllr Dan Levy	Legal Services Manager - Susan Gargett		
<b>Other business for Council Meetings</b>								
Recommendations from the Constitution Working Group	Yes	Open	Council Council Council	19 Oct 2022 18 Jan 2023 26 Apr 2023		Monitoring Officer - Susan Sale		

Appointment of Independent Persons	Yes	Open	Council	18 Jan 2023	Councillor Luci Ashbourne, Chair of Standards Sub-Committee	Monitoring Officer - Susan Sale		
Programme of Meetings for 2023/24	No	Open	Council	18 Jan 2023	Leader of the Council - Cllr Andy Graham	Business Manager Democratic Services - Andrew Brown		