

Tuesday, 29 August 2023

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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 Committee Room 1, Woodgreen, Witney OX28 1NB on **Wednesday, 6 September 2023 at 2.00 pm.**



Giles Hughes
Chief Executive

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

Councillors: Alaa Al-Yousuf (Chair), Charlie Maynard (Vice-Chair), Hugo Ashton, Julian Cooper, Michael Brooker, Jane Doughty, Phil Godfrey, Mark Johnson, Andrew Lyon, Michele Mead, David Melvin, Rosie Pearson, Elizabeth Poskitt, Ruth Smith and Alex Wilson

Recording of Proceedings – The law allows the public proceedings of Council, Executive, 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. **Apologies for Absence**
To receive any apologies for absence.
2. **Declarations of Interest**
To receive any declarations from Members of the Committee on any items to be considered at the meeting
3. **Minutes of Previous Meeting (Pages 5 - 10)**
To approve the minutes of the meeting held on 14 June 2023.
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, by no later than 10.00am on the working day before the meeting.
5. **Treasury Management Out-Turn Report 2022/23 (Pages 11 - 18)**
Purpose:
To advise members of treasury management activity and the performance of internal and external fund managers for 2022/23.

Recommendation:
That the Committee scrutinises the report and agrees any recommendations it wishes to make to the meeting of the Executive on 13 September 2023.
6. **Telephone Channel Access (Pages 19 - 24)**
Purpose:
The purpose of this report, in light of a continuous decline in demand, is to propose reduced telephone access hours to the public. This will allow focus to shift to digital channels, where demand is increasing.

Recommendations:
That the Committee scrutinises the report and agrees any recommendations it wishes to make to the meeting of the Executive on 13 September 2023.
7. **Finance Performance Report 2023/24 Quarter One (Pages 25 - 40)**
Purpose:
To provide details of the Council's Financial Performance Report at the end of Quarter 1, 2023/24.

Recommendation:
That the Committee scrutinises the report and agrees any recommendations it wishes to make to the meeting of the Executive on 13 September 2023.

8. **Service Performance Report 2023/24 Quarter One (Pages 41 - 48)**

Purpose:

To provide details of the Council's Service Performance Report at the end of Quarter 1, 2023/24.

Recommendation:

That the Committee scrutinises the report and agrees any recommendations it wishes to make to the meeting of the Executive on 13 September 2023.

9. **Enhancement Suggestions for the Effectiveness of Scrutiny**

Purpose:

To provide an opportunity for the Committee to express ideas on how the Committee can enhance its effectiveness.

Recommendations:

That Committee agrees any changes it wishes to make to enhance it's effectiveness.

10. **Executive Work Programme (Pages 49 - 58)**

Purpose:

To provide opportunity to review the Executive Work Programme.

Recommendation:

That the Committee notes the Executive Work Programme and agrees which future Executive decisions should be subject to pre-decision scrutiny.

11. **Committee Work Programme (Pages 59 - 70)**

Purpose:

To provide the Committee with an updated Work Programme for 2023/24.

Recommendation:

That the Committee notes and comments on the work programme.

(END)

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Public Document Pack Agenda Item 3

WEST OXFORDSHIRE DISTRICT COUNCIL

Minutes of the meeting of the **Finance and Management Overview and Scrutiny Committee**

Held in Committee Room 1, Woodgreen, Witney OX28 1NB at 2.00 pm on **Wednesday, 14 June 2023**

PRESENT

Councillors: Alaa Al-Yousuf (Chair), Julian Cooper, Hugo Ashton, Mark Johnson, Andrew Lyon, Michele Mead, David Melvin, Rosie Pearson, Ruth Smith, Phil Godfrey, Elizabeth Poskitt and Alex Wilson.

Officers: Elizabeth Griffiths (Chief Finance Officer, Deputy Chief Executive and Section 151 Officer), Phil Martin (Assistant Director – Business Services), Georgina Dyer (Chief Accountant), Will Barton (Business Development Officer), Max Thompson (Senior Democratic Services Officer), Maria Harper (Democratic Services Officer) and Anne Learmonth (Democratic Services Officer).

Other Councillors in attendance: Dan Levy and Duncan Enright.

55 Election of Chair

The Vice-Chair of the Council, Councillor Elizabeth Poskitt, opened the meeting, welcoming Members and Officers to the Finance and Management Overview and Scrutiny Committee meeting.

The Vice-Chair of the Council asked the Committee for nominations to the position of Chair of the Finance and Management Overview and Scrutiny Committee for the municipal year 2023/2024.

Councillor Michele Mead proposed that Councillor Alaa Al-Yousuf be elected Chair of the Finance and Management Overview and Scrutiny Committee for the municipal year 2023/2024. This was seconded by Councillor Julian Cooper and was put to a vote. The vote carried.

Committee **Resolved** to:

1. Elect Councillor Alaa Al-Yousuf as Chair of the Finance and Management Overview and Scrutiny Committee for the municipal year 2023/2024.

56 Election of Vice-Chair

The Chair of the Committee, Councillor Alaa Al-Yousuf, proposed from the Chair that Councillor Charlie Maynard be elected Vice-Chair of the Finance and Management Overview and Scrutiny Committee for the municipal year 2023/2024. This was seconded by Councillor Julian Cooper and was put to a vote. The vote carried.

Committee **Resolved** to:

1. Elect Councillor Charlie Maynard as Vice-Chair of the Finance and Management Overview and Scrutiny Committee for the municipal year 2023/2024.

57 Apologies for Absence

Apologies for Absence were received from Councillors Charlie Maynard, Michael Brooker and Jane Doughty.

Councillor Rosie Pearson arrived late to the meeting at 2.16pm.

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58 Declarations of Interest

There were no Declarations of Interest received by Members of the Committee.

59 Minutes of Previous Meeting

The minutes of the previous meeting, held on Wednesday 12 April 2023, were unanimously agreed by the Committee, and signed by the Chair as a true & accurate record.

60 Participation of the Public

There was no public participation at the meeting.

61 Decision - Decarbonisation of Carterton Leisure Centre

Claire Locke, Assistant Director for Property and Regeneration, joined the Committee virtually and delivered a briefing to the Committee regarding a decision taken under urgency rules relating to Carterton Leisure Centre.

The Council identified that an Investment Grade Proposal (IGP), is required to fully understand the requirements of decarbonising Carterton Leisure Centre. If the Council decided to proceed with or without grant funding, this advanced design proposal would still be required. A design and build contract was procured via a Framework and the Council has been working with Kier and their sub-contractor 'Hydrock', in preparing detailed modelling of the available options for replacement heating systems. The options considered were for space heating, swimming pool heating and hot water with the addition of Solar PV and battery storage to reduce the reliance on electricity from the grid.

The Chair invited the Committee to discuss the briefing and update received, which clarified the following points:

- Fees associated with the project;
- Planning permission required to undertake the work;
- Contractors procured to undertake the work;
- Elements associated with increased project costs;
- Impacts on service provision at the Leisure centre;
- Engineering works associated with the project;
- Improvement of a Council asset;
- Potential grant funding associated with the project;

The Chair proposed the Committee note the decision taken under urgency rules. This was seconded by Councillor Michele Mead, was put to a vote. The vote carried.

Committee **Resolved** to:

1. Note the decision taken under urgency rules regarding Carterton Leisure Centre;
2. Invite the Assistant Director to 6 December meeting to advise on progress made.

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62 Presentation on Commercial Waste

Stuart Rawlinson, Business Manager for Data, Resources and Growth, delivered a presentation to Committee relating to commercial waste, which included debt management and further work undertaken by his team.

The Chair invited the Committee to discuss the presentation, which clarified the following points:

- Reduction of historic aged debt levels;
- Partnership working with shareholders, e.g. Ubico;
- Additional service improvements;
- Collaboration with Customer Service departments;
- Processes of onboarding new customers;
- Reputation of trade waste services;
- Recovery from the Covid-19 pandemic;
- Trade waste collection not being a statutory service;
- Exclusion of fly-tipping collections;
- Compatibility of vehicles for trade waste;
- Returning to levels of profit;
- Identifying levels of resilience in the service;
- Services of commercial food waste collection.

The Chair proposed the Committee note the presentation received. This was seconded by Councillor Michele Mead, was put to a vote. The vote carried.

Committee **Resolved** to:

1. Note the presentation on commercial waste.

63 UK Shared Prosperity Fund

Will Barton, Business Development Officer, introduced and gave a high-level overview of the report, which updated the Committee regarding the delivery of the UK Shared Prosperity Fund, and Rural England Prosperity Fund, in West Oxfordshire.

The UK Shared Prosperity Fund (UKSPF) was launched in April 2022 and was part of the Government's Levelling Up and Regeneration agenda. The Fund provided £2.6 billion of new funding for local investment by March 2025, with all areas of the UK receiving an allocation. The primary goal of the UKSPF was to build pride in place and increase life chances across the UK. The Council had to submit an 'Investment Plan' in July 2022 setting out how the funds would be used in the district. The Plan identified the challenges the District faces and the opportunities to address these using the fund with interventions, outputs and outcomes from the list. The Investment Plan also set out the Council's governance structure which included a 'Local Partnership' comprising external stakeholders.

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The Chair invited the Committee to discuss the report presented, which clarified the following points:

- Collaboration with local, higher-education authorities, regional chambers of commerce and skilled working groups;
- Improvements to community infrastructure;
- Investment in small and medium sized businesses;
- Further opportunities for county-wide skill initiatives;
- Liaison with the Oxfordshire Local Enterprise Partnership (OxLEP);
- Skillset provision of military service leavers from RAF Brize Norton;
- Future, business support projects;
- Adaptation of green skills.

The Chair proposed the Committee note the updates received. This was seconded by Councillor Michele Mead and was put to a vote. The vote carried.

Committee **Resolved** to:

1. Note the updates provided regarding the UK Shared prosperity Fund and Rural England Prosperity Fund.

The Chair announced a short adjournment at 3.43pm for Members to take a comfort break. Committee reconvened at 3.49pm.

The Senior Democratic Services Officer, Max Thompson, advised the Committee upon its return that owing to technical issues, the live streaming of the meeting had ceased and the meeting was no longer able to be viewed on the Council's website. The Senior Democratic Services Officer advised that the approval for the ceasing of the live stream was made between the Assistant Director for Business Services and himself. The Chair of the Committee thanked the Senior Democratic Services Officer for updating the Committee.

64 Service Performance Report 2022/23 Quarter Four

Elizabeth Griffiths, Chief Finance Officer, Section 151 Officer and Deputy Chief Executive, introduced and gave an overview the report, which provided details of the Council's operational performance at the end of 2022-23 Quarter Four (Q4).

The Chief Finance Officer clarified subject points made in the report, in discussion with the Committee, which were as follows:

- Reduction of aged debt;
- Liaison with leisure providers and consultants;
- Adaptation of leisure provisions for community use;
- Recovery from the Covid-19 pandemic;
- Heavily increased utility costs;
- Contractual position with GLL regarding Finances;

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- Management fees for Leisure provision;
- Increased inflationary pressures of service contracts;
- Pressures faced within the Council's finance teams;
- Enforcement action on fly-tipping;
- Impacts on waste service provision.

The Chair proposed that the Committee note the Service Performance Report for 2022-23 Quarter Four (Q4). This was seconded by Councillor Michele Mead and was put to a vote. The vote carried.

Committee **Resolved** to:

- I. Note the Service Performance Report for 2022-23 Quarter Four (Q4).

Councillor Ruth Smith left the meeting at 4.08pm.

65 **Financial Performance Report 2022/23 Quarter 4**

Elizabeth Griffiths, Chief Finance Officer, Section 151 Officer and Deputy Chief Executive, introduced the report, which provided details of the Council's financial performance at the end of 2022-23 Quarter Four (Q4).

The Chair invited the Committee to discuss the report, which clarifies the following points:

- Staffing levels within the Council's finance department*;
- Budget overspending and underspending;
- Budget building process leading up to February Council;
- Future provisions for moving to paperless meetings;
- Year-end financial positions;
- Controlled debt recovery;
- Transfer of parking services.

*Councillor Alex Wilson proposed that the Committee recommend that the Executive explore the idea of the recruitment of a permanent Credit Controller to help strengthen staffing levels within the Council's finance team. This was seconded by Councillor Michele Mead and was put to a vote, The vote carried.

Committee **Resolved** to:

- I. Recommend that the Executive explore the idea of the recruitment of a permanent Credit Controller to help strengthen staffing levels within the Council's finance team.

The Chair proposed that the Committee note the Financial Performance Report for 2022-23 Quarter Four (Q4). This was seconded by Councillor Michele Mead, and was put to a vote. The vote carried.

Committee **Resolved** to:

- I. Note the Financial Performance Report for 2022-23 Quarter Four (Q4).

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66 Committee Work Programme

The Chair asked the Committee if there were any comments Members wished to make regarding the Committee Work Programme.

Councillor Mark Johnson queried the Leisure Centre Strategy report, due to come to Committee at the next meeting, as to what it would entail. The Chief Finance Officer stated that the report would focus on the financial aspects of the strategy.

Committee **Resolved** to:

- I. Note the Committee Work Programme.

67 Executive Work Programme

The Chair asked the Committee if there were any comments Members wished to make regarding the Executive Work Programme, of which none were received.


Committee **Resolved** to:

- I. Note the Executive Work Programme.

The Chair of the Committee paid tribute to the Chief Finance Officer, Elizabeth Griffiths, and thanked her for her hard work and service to West Oxfordshire District Council. The Chief Finance Officer would leave the Council ahead of the next meeting to take up post at another local authority. The Chair, on behalf of the Committee, wished the Chief Finance Officer well for the future.

The meeting closed at 4.56 pm.

CHAIR

 <p>WEST OXFORDSHIRE DISTRICT COUNCIL</p>	<p>WEST OXFORDSHIRE DISTRICT COUNCIL</p>
<p>Name and date of Committee</p>	<p>FINANCE AND MANAGEMENT OVERVIEW AND SCRUTINY COMMITTEE WEDNESDAY 6 SEPTEMBER 2023</p>
<p>Subject</p>	<p>2022/23 TREASURY OUTTURN</p>
<p>Wards affected</p>	<p>All</p>
<p>Accountable member</p>	<p>Cllr Levy Cabinet Member for Finance Email: dan.levy@westoxon.gov.uk</p>
<p>Accountable officer</p>	<p>James Howse, Interim Director of Finance Tel: (01993) 861210 Email: James.Howse@westoxon.gov.uk</p>
<p>Summary/Purpose</p>	<p>To advise members of treasury management activity and the performance of internal and external fund managers for 2022/23</p>
<p>Annexes</p>	
<p>Recommendations</p>	<p>That Treasury Management and the performance of internal and external funds for 2022/23 are noted.</p>
<p>Key Decision</p>	<p>NO</p>
<p>Exempt</p>	<p>NO</p>

I. BACKGROUND AND SUMMARY

- I.1. The overall performance of our investments in 2022/23 was mixed, returning interest of £1,319,547 or 4.09% against a revenue budget of £1,139,501 but suffering an unrealised capital loss of 9.16% or £1,269,757 in the 12 months to 31st March 2023.
- I.2. The capital value of our pooled funds has decreased by £1.269m as they continued to be affected by prevailing economic conditions in world markets, the war in Ukraine, bond and gilt markets and inflation. The pooled funds are intended to be long term investments where short term fluctuations in capital value are expected but some will provide capital appreciation over the long term.
- I.3. The war in Ukraine continued to keep global inflation above central bank targets and the UK economic outlook remained relatively weak with the chance of a mild recession. The economic backdrop during the January to March period continued to be characterised by high energy and commodity prices, high inflation, and the associated impact on household budgets and spending.
- I.4. The council has benefitted from a higher revenue return due to unprecedented increases in Base Rate in an attempt to bring inflation back down to 2.5%. As a consequence of this increase in base rates, bond returns and fixed interest returns have incurred unrealised capital losses of £1.269m. These funds are being monitored closely by Arlingclose and they continue to advise that the capital values will recover over the next 2-5 years as gilts and bond revenue return rates start to decline again.
- I.5. The Council took out a one month temporary loan of £5m in March 2023 to provide operational cashflow due to the lack of Council Tax and Business Rates income in February and March. In the second half of March the Council received unexpected income which was not included in the cashflow forecast, meaning that we could have met our liabilities without the loan. The additional income received is analysed in the table below.

Unforecast Income	£
Garden Waste prepayments	582,755
Investment Property rent in advance	371,626
Trade Waste prepayments	118,201
S106	219,367
ICT purchases recharged to partner Councils	193,010
Invoice payments received	958,151
Council Tax prepayments	543,346
Grants - Housing, BEIS, Ctax Fuel	799,395
	<u>3,785,851</u>

- 1.6. The Council complied with all Prudential Indicators for 2022/23 as set in the budget approved by full Council in February 2022.

2. ECONOMIC & FINANCIAL MARKETS BACKGROUND

- 2.1. Central Bank actions remained consistent with combatting inflation. The Bank of England, US Federal Reserve, and European Central Bank all increased interest rates over the period, even in the face of potential economic slowdowns in those regions.
- 2.2. Starting the financial year at 5.5%, the annual CPI measure of UK inflation rose strongly to hit 10.1% in July and then 11.1% in October. Inflation remained high in subsequent months but appeared to be past the peak, before unexpectedly rising again in February. Annual headline CPI registered 10.4% in February, up from 10.1% in January, with the largest upward contributions coming from food and housing. RPI followed a similar pattern during the year, hitting 14.2% in October. In February RPI measured 13.8%, up from 13.4% in the previous month.
- 2.3. The Bank of England increased the official Bank Rate to 4.25% during the financial year. From 0.75% in March 2022, the Monetary Policy Committee (MPC) pushed through rises at every subsequent meeting over the period, with hikes of 0.5% in December 2022 and February 2023 and then 0.25% in March, taking Bank Rate to 4.25%. March's rise was voted by a majority of 7-2, with two MPC members preferring to maintain Bank Rate at 4.0%. The Committee noted that inflationary pressures remain elevated with growth stronger than was expected in the February Monetary Policy Report. The February vote was also 7-2 in favour of a hike, and again with two members preferring to keep Bank Rate on hold.

3. INVESTMENT ACTIVITIES

- 3.1. A counterparty list recommended and reviewed by treasury management advisors Arlingclose was received monthly and the treasury team used this to evaluate options. At the end of the period any non-UK banks/institutions on its counterparty list were reduced to 35 days as a precautionary measure, brought about by uncertainty in the market. The treasury team, as with 2021/22, still held the majority of in-house balances in liquid Money Market Funds and Call Accounts, but throughout of the year were able to take advantage of short-term deposits with the UK Debt Management Office (DMO) achieving higher rates than the MMF's. This enabled continued cash support for the services the authority provides to the public and provided funding for the authority's capital programme, without the need to borrow.

3.2. Both the CIPFA and the CLG's Investment Guidance require the Authority to invest prudently and have regard to the security and liquidity of investments before seeking the optimum yield. This was maintained by following the Council's counterparty policy as set out in its Treasury Management Strategy Statement for 2022/23. Investments during the year included:

- Investments in AAA-rated Stable Net Asset Value Money Market Funds
- Call accounts and deposits with the UK Debt Management Office (DMO)
- Pooled funds (collective investment schemes) meeting the statutory criteria
- Real Estate Investment Trust (REIT)
- Housing Association Bond

Investment Background

3.3. The Authority holds significant invested funds, representing income received in advance of expenditure plus balances and reserves held. During 2022/23, the Authority investment balance ranged between £20.68 million and £47.38 million. These balances include £10.261m of external loans to Cottsway & Southill Solar, £15.283m in Pooled Funds and £17.588m in cash balances invested in the MMF and DMO. Cash balances fluctuate significantly due to the timing differences in collecting Council Tax, Business Rates, Fees & Charges and government funding and money going out for Precepts and paying the Council's bills.

3.4. Multiple years of funding the capital programme with internal borrowing have reduced cash reserves and the expectation is that there will be reduced levels of invested short term and overnight funds going forward and the Council will need to borrow to fund future capital programmes. New processes are in place to manage cashflow more effectively and reduce the need for large buffers of cash on hand. Managing working capital more effectively reduces our need to borrow and ensures we are earning the maximum amount of return from long term pooled funds.

Investment Returns

3.5. Interest earned in 2022/23 from investments held was £360,465 from short-term deposits and overnight deposits, and £959,082 from long term, Pooled Funds, Extended Loans and Bonds. See Table 2 below for more detail. The return on an average investment balance of £44.483m was 4.09%. The net surplus of £180,046 above budget for the year is made up of a £76,947 underachievement of interest income compared to budget from Pooled Funds and £240,464 overachievement of income compared to budget was made on Bank of England Debt Management Office (Central Government) Short term deposit and overnight deposits with Money Market Funds and Call Accounts.

3.6. In 2021/22 the decision was made to invest a further £4m in high yielding pooled funds using cash balances and the redemption of the Payden and Sterling fund which was

underperforming. In 2022/23 funds were added to the Aegon Fund and to the CCLA diversified funds at a level of £2m for each fund. Investments of £13.982m in Pooled Funds returned 3.67% in dividends and made an unrealised loss of 9.16% (£1.269m) on its capital value compared to £151,558 loss in 2021/22 (see table 1). The capital values as at 31st March 2023 stand at £12.375m, £1.614m lower than the original investments. The loss was due to the continuation of economic uncertainties that started in 2021/22 and the unprecedented market conditions occurring due to the high inflation and the fear of recession.

Externally Managed Funds

- 3.7. Nine years ago the authority decided to invest £12m over several pooled funds. Some of the original funds have been sold and then re-invested into new ones. The performance of each of the current Pooled Funds can be seen in the table 1 below.

Table 1 Current Pooled Funds

Fund Manager	Original Investment	Value 31st March 2022	Investment Changes in Year	Value 31 st March 2023	2022/23 Dividends Received	2022/23 Capital Gain/(Loss)	Capital Gain/(Loss) vs Original Investment
	£	£	£	£	£	£	£
Payden & Rygel (L)	2,000,000	2,022,253	-2,006,605	3	24,897	-15,644	-6,609
UBS (B/E)	2,000,000	1,753,180		1,466,810	96,242	-286,370	-533,190
Schroders (E)	1,000,000	936,380		886,450	66,692	-49,929	-113,550
Threadneedle UK (E)	1,000,000	1,047,851		1,053,841	36,965	5,990	53,841
CCLA Div (B/E)	1,000,000	1,033,970	2,000,000	2,771,963	83,776	-262,008	-228,037
M&G Strategic (B)	2,000,000	1,950,281		1,752,651	70,041	-197,630	-247,349
Royal London (L)	1,982,791	1,907,033		1,784,670	53,360	-122,363	-198,120
Aegon (L)	1,000,000	1,000,826	2,000,000	2,659,023	154,104	-341,804	-340,977
Total –current funds	11,982,791	11,651,774	1,993,395	12,375,411	586,077	-1,269,758	-1,613,991

(L = Liquidity; B= Bond; E= Equity)

Liquidity = transferable to cash within 2 days

Bond = effectively a loan

Equity = stocks & shares

- 3.8. These monies are invested in externally managed strategic pooled bond, equity, and multi-asset funds where short-term security and liquidity are lesser considerations when compared with short term cash deposits, and the objectives instead are regular revenue income and long-term price stability. In 2022/23, these funds generated a total dividend return of £586,077 (3.67%) - income that is used to support services in year, and a £1.269m (9.16%) of capital loss.

- 3.9. The funds were reviewed during 2021-22 with Arlingclose and it was decided to invest £2m more each into CCLA Diversified and Aegon at the start of 2022-23. Unfortunately, the funds did not appreciate in value as expected due to the ongoing uncertainty in global economics.
- 3.10. There is a statutory override in place until 31st March 2025 whereby any unrealised fair value gains or losses on pooled investment funds i.e. funds that have not been sold, do not have to be recognised in our General Fund. Instead, these fair value movements are taken into an unusable reserve account.
- 3.11. The investment income budget for 2022/23 was set at £1,139,501 in February 2022. Actual investment receipts exceeded budget by £180,046 with the overall level of return of 4.09% and with an average investment balance of £44.483m for the financial year. The overall performance is shown in the table below:

Table 2 Investment Performance 2022/23

Investment Performance: 1 st April 2022 to 31 st March 2023	Pooled Funds	In-House investments	Housing Association Bond	Housing REIT	External Loans	Total
Budget (£)	663,025	100,000	65,068	23,175	288,233	1,139,501
Budgeted return (%)	4.26	0.75	4.75	2.25	2.86	2.69
Average Balances (£)	15,283,365	17,588,840	1,250,000	1,000,000	10,261,781	44,483,986
Interest earned (£)	586,077	360,465	55,958	26,875	290,171	1,319,546
Over/(Under) Budget (£)	(76,948)	260,465	(9,110)	3,700	1,938	180,045
Gross rate of Return (%)	4.16%	2.05%	4.75%	2.69%	2.84%	4.09%

4. BORROWING STRATEGY AND ACTIVITY

- 4.1. As outlined in the Treasury Management Strategy, the Authority's chief objective when borrowing has been to strike a low risk balance between securing lower interest costs and achieving cost certainty over the period for which funds are required. Flexibility to renegotiate loans should the Authority's long-term plans change being a secondary objective. The Authority's borrowing strategy thus far has maintained borrowing and investments below their underlying levels, known as internal borrowing.
- 4.2 At 31st March 2023 the Authority held short term loans of £5m, an increase of £5m from 31st March 2022, to maintain sufficient operational cashflow to meet the Council's obligations. The loan was repaid in full in April 2023. Outstanding loans on 31st March are summarised in Table 3 below.

Table 3 Borrowing Position 2022/23

	31.03.2022 Balance £m	Net Movement £m	31.03.2023 Balance £m	Rate %
Local authorities (short-term)	-	5.0	5.013	4.40
Total borrowing	-	5.0	5.013	4.40

5. COMPLIANCE WITH PRUDENTIAL INDICATORS

- 5.1. The Council can confirm that it has complied with its Prudential Indicators for 2022/23, which was set in February 2022 as part of the Council's Treasury Management Strategy and Capital Strategy. In compliance with the requirements of the CIPFA Code of Practice this report provides members with a summary report of the treasury management activity during 2022/23. None of the Prudential Indicators have been breached and a prudent approach has been taking in relation to investment activity with priority being given to security and liquidity over yield.

Debt Limits

	2022/23 Maximum	31.3.23 Actual	2022/23 Operational Boundary	2022/23 Authorised Limit	Complied? Yes/No
Borrowing	£15m	£5.013m	£41.66m	£46.66m	Yes
PFI and Finance Leases	0	0	0	0	N/A
Total debt	£5m	£5.013m	£41.66m	£46.66m	

- 5.2. The Authority's chief objective when borrowing has been to strike an appropriately low risk balance between securing low interest costs and achieving cost certainty over the period for which funds are required. Flexibility to renegotiate loans should the Authority's long-term plans change being a secondary objective.


The Authority's borrowing strategy continues to address the key issue of affordability and thus far has maintained borrowing and investments below their underlying levels, known as internal borrowing.

6. LOOKING FORWARD

- 6.1. The Bank of England (BoE) Bank Rate currently stand at 5.25% and due to inflation still remaining high 6.8% the market is expecting a further two rate hikes in September and November to bring the peak to 5.75%. It is not expected that rates will start to be cut until

the third quarter of 2024, although with the pressures on the mortgage and housing market this could happen sooner. The economy is no longer expected to enter a recession and the main concern lies with inflation which is being kept high due to wage growth. The Bank's Monetary Policy Committee does not intend to tighten monetary policy at least until there is clear evidence that significant progress is being made in eliminating spare capacity and achieving the 2% inflation target sustainably.

- 6.2. During Q1 of 2023/24, the Council has continued to benefit from high interest returns from short term investments through the MMF and DMO. At the end of Q1 interest income is £66,000 above target with a prudent forecast that this will rise to £309,000 by the end of the financial year. In addition, revenue returns from Pooled funds are forecast to be £43,000 higher than budget for the year.
- 6.3. Looking ahead, our advice from our Treasury Management experts is that the capital value of our pooled funds is likely to recover in the next 2-5 years. We would then have the option of cashing in some of our investments in order to support the capital programme. We will continue to work with our Treasury Advisors to ensure that our investment and borrowing appropriately balance risk and reward (investment values and return performance) in line with the Council's Treasury Management Strategy. This will include consideration of rescheduling our pooled funds and other investments should this become advantageous. Should the Council also need to consider borrowing over the coming year, the Council will need to consider the fixed nature as well as revenue return from investments held (which supports the delivery of front-line services) against the cost of external borrowing. An update on these and other Treasury matters will be reported to members during the course of the year in line with Council's constitution, its scheme of delegation and sector guidance.

 <p>WEST OXFORDSHIRE DISTRICT COUNCIL</p>	<p>WEST OXFORDSHIRE DISTRICT COUNCIL</p>
<p>Name and date of Committee</p>	<p>Finance and Management Overview and Scrutiny Committee: Wednesday 6 September 2023.</p>
<p>Subject</p>	<p>TELEPHONE CHANNEL ACCESS</p>
<p>Wards affected</p>	<p>All</p>
<p>Accountable member</p>	<p>Councillor Dan Levy, Executive Member for Finance. Email: Dan.Levy@westoxon.gov.uk</p>
<p>Accountable officer</p>	<p>Jon Dearing, Assistant Director for Resident Services Email: Jon.Dearing@westoxon.gov.uk</p>
<p>Report author</p>	<p>Michelle Clifford, Business Manager for Customer Experience Email: Michelle.Clifford@westoxon.gov.uk</p>
<p>Summary/Purpose</p>	<p>The purpose of this report, in light of a continuous decline in demand, is to propose reduced telephone access hours to the public. This will allow focus to shift to digital channels, where demand is increasing.</p>
<p>Annexes</p>	<p>Annex A – Equalities Impact Assessment</p>
<p>Recommendation(s)</p>	<p><i>That the Executive resolves to:</i></p> <ol style="list-style-type: none"> <i>1. Agree the reduced telephone access hours, on a trial basis, with effect from Monday 16th October 2023, and</i> <i>2. Receive a further report, detailing the findings and recommendations from the trial, to an Executive meeting in the first quarter of 2024/25.</i>
<p>Corporate priorities</p>	<p>Putting Residents First</p>
<p>Key Decision</p>	<p>NO, as the recommendations are in relation to a trial period.</p>
<p>Exempt</p>	<p>NO</p>
<p>Consultees/ Consultation</p>	<p>Internal.</p>

1. BACKGROUND

- 1.1** In 2021 Resident Services restructured at the Business Manager level. One of the objectives of this change was allow for a Business Manager dedicated to improving the customer experience. The resultant post of Business Manager for Customer Experience is responsible for leading the Customer Service Teams, improving digital access, making processes customer focussed and improving performance.
- 1.2** This has led to the formation of a multi-skilled Channel Choice Team. This Team has been working to implement/improve access to digital services. The Team have created/improved digital access around many processes with very high take up rates. Examples include Green Waste sign-up, Bulky Waste, Licensing Applications, Fly Tipping and Abandoned Vehicle reporting, Planning Validation and implementation of the 'Open Portal' where customers can self-serve in relation to Housing Benefit and Council Tax services.
- 1.3** There is more to do and current focus is on improving the Chatbot on the Council's Website, improving the usability of Web pages, increasing take up of the 'Open Portal' and making Waste container ordering simpler.
- 1.4** Over the last three years the provision of more and improved digital customer access to services, coupled with the impact of the pandemic which imposed access restrictions, has led to customers changing their service access habits.
- 1.5** The volume of calls (WODC and CDC combined) fell by 23% between 2021 and 2022, to 191,031. During this period the volume of Web Form utilised by customers tripled to over 98,000. This shift of contact method continues into 2023 when, for the first time, we have seen digital access volumes exceed telephone access volumes in the first half of the year.
- 1.6** This report, therefore, recommends that the Council's resources are realigned to reflect the change in customer behaviour.
- 1.7** It is important to note that, due to system configuration, any changes to telephone access would need to be mirror across the two Councils (WODC and CDC).

2. MAIN POINTS

- 2.1** As a result of the changing customer needs and the resultant shift from telephone contact to digital contact, the Customer Services Management Team have undertaken extensive analysis of the telephone data. As well as the significant call volume reductions, the data shows:
 - a) Telephone lines are busiest earlier in the day, with the busiest period being between 9am and 10am,
 - b) Based on the most recent data, call volumes reduce steadily throughout the day; with the last hour of the day volumes being only 45% of the first hour of the day,
 - c) Mondays and Tuesdays are the busiest days with Wednesdays seeing the least volume of calls throughout the average week, and

d) Wait times increase between 12pm and 2pm, as almost 50% of the workforce are taking a lunch break throughout that period.

2.2 The conclusions drawn from the increase in digital contact, the reduction in telephone call volumes and the call patterns described in paragraph 2.1 are that:

- (a) It is time to shift resources away from the telephone channel, while still maintaining that channel every working day and for a significant part of the day,
- (b) Telephone access reductions should be in the afternoons when call volumes reduce, and
- (c) Increasing and improving digital access is where more resources should be focussed in the future.

2.3 What the data does not show is what the reaction of the customers will be. Based on the experiences of other organisations (public and private sector) it is anticipated that a reduction in call access times will result in a further shift to digital channels. In order to test this assumption it is recommended that we enter into the new arrangements as a trial and collect data on demand, waiting times, channel shift, customer satisfaction and customer complaints. This data will then inform a further report around whether the new telephone opening hours should be made permanent.

2.4 The data tells us demand falls after 2pm and the recommendation is therefore to close front and back office telephone lines at 2pm every day. This uniform approach will make messaging more straightforward and improve our recruitment opportunities; making posts more attractive to those that need to work around school hours.

2.5 It is intended that the Out of Hours Service will not change and still commence at 5pm every day. The cost of providing an external Out of Hours service from 2pm every day would outweigh the financial savings and therefore hamper our ability to deliver on our customers' digital access needs. However, there are three services that will need 2pm to 5pm cover. They are:

- Reporting of dangerous structures (and other life threatening events). These are very rare but do need cover,
- Assisting those who are presenting as homeless or are under the threat of homelessness,
- Support for residents in the lead-up to an election.

The first two of those are year-round requirements and will be resolved by introducing an emergency line between 2pm and 5pm. The management of this line will be closely managed so that we don't have non-urgent contacts taking up this vital resource.

The election issue will be addressed by a separate (temporary) telephone line that will only be available and resourced in the lead-up to an election. The Customer Service Managers will meet with Elections Teams to draw up a plan specific to each election but resources can be sourced at very short notice for this task, or any emergency event, and the mechanism for this is explained in 2.6 below.

When customers attempt to telephone after 2pm they will be given information on how to access services on-line. They will also be given information on what to do in an emergency. For non-emergency matters other channels, such as face to face, email and the wide range of digital services will be available as normal.

2.6 The implementation of these changes will clearly require a reduction in working hours for many of our Customer Service Officers (some Officers will continue full time as Managers, Reception, Front Office and some technical Officers will be required all day). There has been a commitment to effect this change without any mandatory redundancies and there are three key ways in which we will achieve this:

- i. Where an officer wishes to voluntarily reduce their hours, this will be agreed,
- ii. Where a vacancy occurs we will recruit to the post 9am to 2pm, and
- iii. When we have future 'back office' vacancies we will fill them (where appropriate) with the 2pm to 5pm Customer Service Officer resource. So (for example) a full-time Licensing vacancy might be filled by two/three Customer Service Officers. This approach will not work in every service area but will in enough to allow us to absorb those excess hours.

The approach described in bullet point iii (above) has several advantages:

- It means that we will not need to make any redundancies,
- We will get customer focussed officers working in the back office,
- We will improve the back office knowledge of our Customer Service Officers, and
- We will have an instant Customer Service resource that we can second (full-time) back in the Telephone Service should they be required. This will mean a temporary reduction in back office capacity but as the back office Services will have gained some capacity from reducing direct telephone access 2pm-5pm, this should more than balance that capacity issue.

2.7 During the trial period the excess hours within the Customer Service Team will be used to help other Services reduce their outstanding workloads. This will reduce the need for customers to make repeat calls and therefore, further, reduce telephone call volumes.

2.8 This change is intended to meet the changing needs of our customers. No change to other access channels (including Face to Face) are being proposed. The Welch Way and Woodgreen receptions will continue to be available 9am to 5pm every weekday.

2.9 The recommendations propose that a further report be made in quarter 1 of 2024/25, with details of the outcomes the data collection exercise that will have taken place during the trial. This is the point at which the decision will be made as to whether the change is made permanent or not.

2.10 A Communications plan is being developed, so that customers are aware of the changes and the reasoning. This will include amendments to Web pages, documents and signage.

3. ALTERNATIVE OPTIONS

3.1 The Council could decide not to reduce the telephone opening hours. However, this would fail to recognise the customer shift to digital access channels and would miss an opportunity to make the Council more efficient.

4. CONCLUSIONS

4.1 The way in which the Council's services are accessed has been changing for several years. The data shows that telephone access has been declining significantly, while digital access increases. The recommendations reflect the changing needs of our customers while maintaining all forms of access.

5. FINANCIAL IMPLICATIONS

5.1 Excluding the Managers and Face to Face Officers (mentioned above) each of the 30 Customer Service Officers (24.93 fte) will have a reduction in hours of 0.32 fte. This reduction across the 30 Officers equates to a total reduction of 7.98 fte. This makes the total efficiency saving £238,100 to be shared equally between WODC and CDC. So the total **saving to WODC is £119,050** per annum.

5.2 The first £50,000 per annum of this will be delivered in 2023/24 and the remainder (£69,050 per annum) in 2024/25.

5.3 The Service has already started to fill vacancies on reduced hours and is holding some vacancies. This will allow the 2023/24 target to be met during the trial period.

5.4 As there will be no redundancies, the cost of implementation will be support service resources and will therefore fall within existing budgets.

6. LEGAL IMPLICATIONS

6.1 There are no Legal implications associated with the recommendation.

7. RISK ASSESSMENT

7.1 There is a risk in not agreeing the recommendation, in that the Council would miss an opportunity to make services more efficient.

7.2 The reduction in telephone access opening hours could bring a reputational risk. However, the Council would be maintaining all forms of access and better meeting the changing needs of its customers.

8. EQUALITIES IMPACT

8.1 No services or service access channels are being taken away, so the impact is minimal. An Equalities Impact Assessment has been completed and shared with the Council's Director of Governance.

8.2 Encouraging a further shift to digital and self-serve channels will create more capacity for Teams to provide support to those customers in the greatest need.


9. CLIMATE AND ECOLOGICAL EMERGENCIES IMPLICATIONS

9.1 The recommendation does not have any climate change implications.

10. BACKGROUND PAPERS

10.1 None.

(END)

 <p>WEST OXFORDSHIRE DISTRICT COUNCIL</p>	<p>WEST OXFORDSHIRE DISTRICT COUNCIL</p>
<p>Name and date of Committee</p>	<p>Finance and Management Overview and Scrutiny Committee: Wednesday 6 September 2023.</p>
<p>Subject</p>	<p>Financial Performance Report 2023/24 Quarter One</p>
<p>Wards affected</p>	<p>All</p>
<p>Accountable member</p>	<p>Cllr Dan Levy Cabinet Member for Finance Email: dan.levy@westoxon.gov.uk</p>
<p>Accountable officer</p>	<p>James Howse, Interim Chief Finance Officer Tel: (01993) 861210 Email: james.howse@westoxon.gov.uk</p>
<p>Annexes</p>	<p>Annex A – Detailed Revenue budget comparison Annex B – Capital spend against budget</p>
<p>Corporate priorities</p>	<p>Council approved its Council Plan 2023-27 in January 2023. The Plan sets out a Council vision that is “to support West Oxfordshire to be fit for the future” through action across a set of priority themes:</p> <ol style="list-style-type: none"> 1. Putting Residents First 2. A Good Quality of Life for All 3. A Better Environment for People and Wildlife 4. Responding to the Ecological and Climate Crisis 5. Working Together for West Oxfordshire
<p>Key Decision</p>	<p>No</p>
<p>Exempt</p>	<p>No</p>

FINANCIAL PERFORMANCE SUMMARY

WEST OXFORDSHIRE DISTRICT COUNCIL - Budget Monitoring

Revenue Budget Monitoring 2023/24 - Quarter 1, 1st April 2023 to 30th June 2023

Quarter 1			
Original Budget 2023/24	Profiled Budget	Actual Exp	Variance (under) / over spend
£	£	£	£

Service Area

Democratic and Committee Services	1,194,663	386,153	401,402	15,249
Environmental & Regulatory Services	594,312	121,272	147,656	26,385
Environmental Services	8,041,444	696,270	808,394	112,124
Finance, Human Resources & Procurement	1,035,473	916,503	917,269	766
ICT, Change & Customer Services	2,210,012	854,746	843,510	(11,236)
Land, Legal & Property	1,147,227	444,636	471,685	27,049
Leisure & Communities	1,282,513	190,159	170,186	(19,973)
Planning & Strategic Housing	1,174,379	296,633	236,041	(60,592)
Revenues & Housing Support	1,406,799	215,399	174,279	(41,120)
Investment Property and Retained Services	(3,037,786)	(1,196,415)	(855,047)	341,368
Total cost of services	15,049,036	2,925,356	3,315,375	390,020

Plus:

Investment income receipts	(1,189,728)	(297,432)	(363,609)	(66,177)
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Cost of services before financing:	13,859,308	2,627,924	2,951,766	323,842
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The 2023/24 budget was approved by full Council in February 2023 and set an overall annual revenue budget of £350,129 deficit to be funded from General Fund balances.

This report sets out the revenue budget position as at Quarter 1 (Q1). It shows an overall Q1 overspend compared to the profiled Q1 budget of £323,842. This means that the overall revenue outturn position is likely to be worse than the budgeted deficit of £350,129. Further action is therefore required to mitigate the risk of a significantly increased 2023/24 deficit.

Poor performance in some income generating areas is a continuation of that seen in 2022/23 i.e. Building Control, Land Charges and voids in our Investment Property portfolio. Building Control and Land Charges have been underperforming against budget for a number of years due to a decline in market share. Whilst the reasons for this can be complex, strategies will need to be implemented to reverse this decline so as not to add to the significant budget gap identified in the Medium Term Financial Strategy (MTFS).

As part of the 2024/25 budgeting process, the MTFs will be revisited during the Autumn to incorporate inflationary increases in salaries, contract costs and revised expectations on income. On the basis of the Q1 position reported here, it is expected that there will be significant additional pressures on the Council's MTFs, particularly in relation to reduced income. These pressures will be modelled and brought back to the Executive and Council as part of the budget setting cycle.

SIGNIFICANT VARIANCES

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

1.1. Recycling – Part of Environmental Services, £112,124 overspent at Q1

An additional £80,000 of growth was included in the budget for the Suez contract, taking the budgeted sum to £1m for the 2023/24 financial year. At the end of Q1 this contract is £40,000 overspent and is forecast to be up to £200,000 overspent at year end. This represents an increase in costs for this contract of £558,000 since 2020/21. With no increase in income from recycling credits or savings in the Ubico contract to offset it, this growth will increase the budget gap.

1.2. Green Waste – Part of Environmental Services, £112,124 overspent at Q1

Income is £68,000 below budget. As 98% of green waste income is collected by the end of August the forecast is that the service will be £65,000 overspent at year end. The licence fee was increased by £5 for 2023/24 to £45 with current figures showing that licence renewals have fallen 4% from 2022/23. Fees & charges are reviewed individually as part of the budget setting process which begins in Q2.

1.3. Development Management – Part of Planning & Strategic Housing, £60,592 underspent at Q1

Planning Fee income is £85,000 above target at the end of the quarter, a 39% improvement on the equivalent period last year, boosted by a major application received in June. Planning income is very volatile and is arguably the most inconsistent income stream in the Council with significant increases/decreases seen on a monthly basis. Whilst comparison against previous periods is standard to provide context for current performance, previous results are not a guarantee of future performance. Much is dependent on the receipt of major applications which are impacted by general economic conditions i.e. interest & inflation.

1.4. Homelessness – Part of Revenues & Housing Support, £41,120 underspent at Q1

Focussed work during the first quarter of the year has been done by the Homelessness Team to reduce the number of clients housed in Travelodge and to increase the pace of move on and secure tenancies being found. The result is that the average number of clients in emergency accommodation has reduced from 60 to 50 since reporting the 2022/23 outturn, a significant improvement, not just for our clients but also financially for the Council.

The Government have recognised the additional pressure placed upon Homelessness Services nationally from the Afghan & Ukrainian Refugee schemes and has provided an additional £220,541 funding which the Council received in April 2023. The under spend in Homelessness is a timing difference between the grant being received and the profiling of the related expenditure. The grant will be fully spent by the end of this financial year.

1.5. Legal – Part of Land, Legal & Property, £27,049 overspent at Q1

The overspend relates to court costs for a Judicial Review application brought against the Council by the Friends of The Cotswolds in relation to a Planning matter and external consultant work to undertake a review of Legal Services across the Publica partner Councils. The review recommended that transformation work to implement better systems and increased capacity across the legal services was required.

1.6. Building Control – Part of Environmental & Regulatory Services, £26,385 overspent at Q1

Income is £24,000 below budget, a decline of 26% compared to the same period last year. The service struggles against competition from the Private sector and the general state of the economy. With the sharp rise in interest rates over the last year, mortgage and borrowing costs have impacted on the volume of house renovations and moves which shrinks the market for Building Control commercial services. The latest estimates for the Bank of England base rate is that it will peak this year at 5.75% and will fall gradually. Building Control income has been below budget for the last decade in spite of the budget being reduced periodically. The forecast for this year is that income will be underachieved by £90,000. It would be appropriate to undertake a review of the service to determine if there are any strategies that could be put in place to reverse the decline in income and to set an achievable budget in 2024/25 and beyond without simply cutting the targets more sharply and accepting the losses.

1.7. Land Charges – Part of Land, Legal Property, £27,049 overspent at Q1

Similar to Building Control, Land Charges struggles against competition from Personal Search companies and therefore sees a below budget performance in their income. LLCI searches have transferred to the Land Registry, for which we have received compensation funding from the government of £14,000 per year for two years. The impact of the transfer of these basic searches will therefore not be seen in the budget until 2025/26. In Q1 income is £17,000 below budget almost the same as Q1 2022/23 and the outturn last year was income £66,000 less than budget. The forecast for this year is therefore similar to outturn last year.

1.8. Investment Property – Part of Retained Services, £341,368 overspent at Q1

Q1 performance in Investment Property follows on from the outturn position reported to Members in July 2023, with income £296,000 below budget. This was due to vacant units in Des Roches, Talisman & Marriotts Close. During Q1 new tenancies have been signed for Unit 1 Talisman and Des Roches and Sports Direct will be opening in Marriotts Close in September. It is now a market standard to offer rent free or rent reduced periods for new tenants in return for the stability of a 10-15 year lease so most of the positive impact on rental income will be seen in 2024/25 and beyond. This area will therefore be a significant pressure on the 2023/24 outturn position. An updated forecast will be provided in the Q2 reporting.

Council Tax & Business Rates Update

In recognition of previously identified Covid related arrears issues, this report includes an update on the Council Tax and Business Rates position.

The tables shows the arrears specific to 2020/21 to 2022/23, which have been most effected by the Pandemic and Cost of Living Crisis and compares the Q1 position to that at 31st March 2023.

Council Tax Arrears	20/21	21/22	22/23	Total
	£	£	£	£
31.03.2023	1,282,456	2,209,117	2,993,806	6,485,379
Collected in Q1	-90,963	-168,766	-435,126	-694,855
Credited/Refunded in Q1	-98,967	-44,964	-248,552	-392,483
Balance 30.06.23	1,092,526	1,995,387	2,310,128	5,398,041

Business Rates Arrears	20/21	21/22	22/23	Total
	£	£	£	£
31.03.2023	400,670	749,187	1,319,753	2,469,610
Collected in Q1	-87,699	-117,195	-290,540	-495,434
Credited/Refunded in Q1	-106,778	-221,352	-86,229	-414,359
Balance 30.06.23	206,193	410,640	942,984	1,559,817

The above tables show that in Q1 some £1,190,289 (£694,855 council tax + £495,434 business rates) has been collected in relation to 2020/21, 2021/22 & 2022/23 arrears.

It should be noted that levels of Council Tax refunds raised in Q1 for the selected years stand at £47,835 and Business Rates refunds stand at £315,684. The remainder relate to credits for reliefs that have been applied for in the current financial year and backdated where appropriate.

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Annex A - Comparison of Q1 Budget Monitoring

	Q1 position		
	Profiled Budget	Actual Exp	Variance (under) / over spend
	£	£	£
Democratic Services			
DRM001-Democratic Representation and Mgmt	99,230	104,936	5,706
DRM002-Support To Elected Bodies	115,352	117,282	1,930
ELE001-Registration of Electors	18,203	17,442	(761)
ELE002-District Elections	58,925	62,812	3,887
ELE004-Parliamentary Elections	0	0	0
ELE005-Parish Elections	0	1,103	1,103
ELE006-County Elections	0	0	0
ELE007-European Elections	0	0	0
ELE008-Police & Crime Commissioner Elections	0	0	0
SUP001-Administration	94,443	97,827	3,384
Total - Democratic Services	386,153	401,402	15,249

	Q1 position		
	Profiled Budget	Actual Exp	Variance (under) / over spend
	£	£	£
Environmental & Regulatory Services			
BUC001-Building Control - Fee Earning Work	(16,470)	2,819	19,289
BUC002-Building Control - Non Fee Earning Work	842	836	(5)
EMP001-Emergency Planning	2,278	2,899	622
ESM001-Environment - Service Mgmt & Supp Serv	25,734	25,547	(187)
PSH002-Private Sector Housing-Condition of Dwellings	750	0	(750)
REG001-Environmental Health General	0	3,214	3,214
REG002-Licensing	(9,934)	(11,816)	(1,882)
REG009-Environmental Protection	52,784	51,494	(1,290)
REG010-Noise Control	0	0	0
REG011-Authorised Process	(11,972)	(9,957)	2,015
REG013-Pollution Control	34,785	38,342	3,557
REG016-Food Safety	36,726	35,700	(1,025)
REG021-Statutory Burials	0	(55)	(55)
TAC309-Other Trading Services - Markets	5,750	8,633	2,883
Total - Environmental & Regulatory Services	121,272	147,656	26,385

BUC001 - Income is £24k below target in the first quarter of the year, a 26% worsening of the position in the same period in 22/23. This continues the downward trend seen in Building Control fee income since before the Pandemic.

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

Environmental Services

CCC001-Climate Change	64,738	65,381	643
COR301-Policy Initiatives - Shopmobility	4,120	4,094	(26)
CPK001-Car Parks - Off Street	144,889	137,174	(7,715)
ENI002-Grounds Maintenance	115,584	120,341	4,757
ENI303-Landscape Maintenance	19,497	15,392	(4,105)
FLD001-Flood Defence and Land Drainage	45,229	50,742	5,514
REG004-Dog Warden	10,661	22,571	11,911
REG005-Public Health Sewerage	(7)	(7)	0
REG018-Pest Control	3,740	1,274	(2,466)
REG019-Public Conveniences	27,803	22,032	(5,771)
REG023-Environmental Strategy	20,869	20,047	(821)
RYC001-Recycling	822,651	859,098	36,447
RYC002-Green Waste	(1,188,816)	(1,120,991)	67,825
STC004-Environmental Cleansing	276,646	285,096	8,450
STC011-Abandoned Vehicles	0	(310)	(310)
TRW001-Trade Waste	(198,292)	(187,725)	10,567
TRW002-Clinical Waste	0	0	0
WST001-Household Waste	501,096	488,759	(12,337)
WST004-Bulky Household Waste	8,515	8,263	(252)
WST301-Env. Services Depot, Downs Rd, Witney	7,771	7,698	(73)

Total - Environmental Services

696,270	808,394	112,124
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CPK001 – Income is £14k below budget, a 14% improvement on the same period last year, but is offset by a £20K under spend in Business Rates. Business Rates liability across the Council will be reviewed as part of the 24/25 budget setting process.

REG004 – the over spend shows a continuation of the 22/23 outturn position. The 24/25 budget will be reviewed in line with the future strategy for the service area.

RYC001 – the Suez contract is £40k overspent and the current forecast is it will be £145k overspent by the end of the year.

RYC002 - Fee income is £68k below budget. With around 98% of fee income for the year collected between March and August the forecast is Green Waste licence income will be £65k below budget at the end of the year. The cost of a green waste licence will be discussed as part of the fees & charges budget setting exercise for 2024/25.

STC004 - the income budget includes recharges to Parishes for bin collection. In Q1 this income is £7k below target

TRW001 - Income is £11k below budget which reflects a small decrease in customer base since the billing cycle up to the end of March 2023.

WST001 – Bin replacements are £11k underspend for household waste, but bin replacement expenditure across the waste service overall is on budget.

	Q1 position		
	Profiled Budget	Actual Exp	Variance (under) / over spend
	£	£	£
Finance, Human Resources & Procurement			
SUP003-Human Resources	47,887	46,576	(1,311)
HLD313-Lease Cars	0	0	0
SUP009-Accountancy	92,901	96,026	3,125
SUP010-Internal Audit	31,793	34,760	2,967
SUP011-Creditors	10,860	9,265	(1,595)
SUP012-Debtors	15,117	10,116	(5,001)
SUP013-Payroll	14,213	13,404	(808)
SUP019-Health & Safety	8,606	8,553	(53)
SUP020-Training & Development	7,478	10,997	3,519
SUP033-Central Purchasing	9,791	9,731	(61)
SUP035-Insurances	2,511	2,496	(15)
Total - Finance, Human Resources & Procurement	916,503	917,269	766

	Q1 position		
	Profiled Budget	Actual Exp	Variance (under) / over spend
	£	£	£
ICT, Change & Customer Services			
SUP002-Consultation, Policy & Research	41,007	43,445	2,438
HLD301-ICT Purchases	0	(0)	(0)
HLD323-ICT Purchases West Oxon	0	265	265
SUP005-ICT	648,915	650,530	1,615
SUP006-Telephones	(1,250)	(2,815)	(1,565)
SUP008-Reception/Customer Services	152,374	150,656	(1,718)
SUP014-Cashiers	28	0	(28)
SUP041-Business Solutions	3,028	3,010	(18)
TMR001-Street Naming & Numbering	0	(695)	(695)
TMR002-Street Furniture & Equipment	835	(2,781)	(3,616)
TOU002-Tourist/Visitor Information Centre	9,809	1,895	(7,914)
Total - ICT, Change & Customer Services	854,746	843,510	(11,236)

	Q1 position		
	Profiled Budget	Actual Exp	Variance (under) / over spend
	£	£	£
Land, Legal & Property			
ADB301-3 Welch Way (Town Centre Shop)	25,692	25,103	(589)
ADB302-Guildhall	9,216	3,118	(6,097)
ADB303-Woodgreen	147,452	145,787	(1,665)
ADB304-Elmfield	124,145	139,242	15,096
ADB305-Corporate Buildings	122,415	96,469	(25,946)
ADB306-Depot	(7,002)	(1,841)	5,161
LLC001-Local Land Charges	(37,741)	(36,583)	1,158
SUP004-Legal	75,283	120,668	45,385
TAC303-Swain Court & Newman Court Ind Est	(14,824)	(20,278)	(5,454)
Total - Land, Legal & Property	444,636	471,685	27,049

ADB304 –Business Rates are £15k overspent as a result of the national revaluation from 1st April 2023, the budget will be reviewed for 2024/25

ADB305 – Carter Jonas undertook the year end revaluations for the Statement of Accounts, an accrual for which was posted in 2022/23. This accrual is not yet matched with the final invoice which has caused the under spend in Q1. The invoice has been received in Q2 eradicating the under spend.

SUP004 – the overspend is £35k legal costs for Friends of the WODC Cotswolds vs WODC relating to a Planning matter and £13k charge for Cadence – the Council’s share of an external consultant report reviewing the provision of legal services across WODC, CDC & FoDDC.

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

Leisure & Communities

CCR001-Community Safety (Crime Reduction)	24,508	15,367	(9,141)
CCR002-Building Safer Communities	4,943	(1,968)	(6,911)
CCR301 - Communities Revenue Grant	171,705	175,651	3,946
CCT001-CCTV	5,815	8,666	2,852
CSM001-Cultural Strategy	22,234	20,891	(1,343)
CUL001-Arts Development	14,461	10,236	(4,225)
ECD001-Economic Development	32,557	35,281	2,724
REC001-Sports Development	4,579	1,077	(3,503)
REC002-Recreational Facilities Development	28,549	28,298	(251)
REC003-Play	21,098	22,748	1,650
REC301-Village Halls	3,753	3,701	(52)
REC302-Contract Management	(216,208)	(217,478)	(1,270)
SUP016-Finance - Performance Review	27,933	27,678	(255)
TOU001-Tourism Strategy and Promotion	44,232	40,037	(4,195)
Total - Leisure & Communities	190,159	170,186	(19,973)

CCR001 - £9k underspend professional fees vs an £11k underspend for the same period last year. The under spend for the whole of 22/23 was £37k so this budget will be reviewed for 24/25.

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

Planning & Strategic Housing

DEV001-Development Control - Applications	(82,585)	(146,800)	(64,215)
DEV002-Development Control - Appeals	21,304	22,072	768
DEV003-Development Control - Enforcement	43,732	43,269	(462)
ECD301-WOSP - West Oxon Strategic Partnership	0	0	0
ENA001-Housing Enabling	27,624	27,261	(363)
ENI301-Landscape Initiatives	15,073	14,105	(968)
HLD315-Growth Board Project (Planning)	52,381	51,211	(1,169)
PLP001-Planning Policy	142,101	150,504	8,403
PLP003-Implementation	(258)	(256)	2
PLP004-Conservation	27,271	26,663	(608)
PSM001-Planning Service Mgmt & Support Serv	49,991	48,011	(1,980)

Total - Planning & Strategic Housing

296,633	236,041	(60,592)
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DEV001 - £85k overachievement of Planning income, a 39% improvement over Q1 22/23 due to a major application received in June for £170k. Unbudgeted Agency staff costs covering maternity leave are £16k

PLP001 – The over spend relates to IT licences

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

Revenues & Housing Support

HBP001-Rent Allowances	135,646	134,784	(862)
HBP003-Local Housing Allowance	0	41	41
HBP005-Benefit Fraud Investigation	1,472	1,479	7
HOM001-Homelessness	87,710	33,215	(54,495)
HOM002-Homelessness Grants	0	1,250	1,250
HOM003-Rent In Advance Scheme	0	0	0
HOM004-Refugees	0	500	500
HOM005-Homelessness Hostel Accommodation	0	(1,809)	(1,809)
HOM006 - The Old Court	0	16,513	16,513
HOM007 - Afghan Resettlement	(76,134)	(72,067)	4,067
LTC001-Council Tax Collection	66,685	61,723	(4,962)
LTC002-Council Tax Support Administration	1,784	1,907	123
LTC011-NNDR Collection	31,467	27,556	(3,911)
PSH001-Private Sector Housing Grants	12,999	12,647	(352)
PSH004-Home Improvement Service	(46,230)	(43,459)	2,771
Total - Revenues & Housing Support	215,399	174,279	(41,120)

HOM001 - The Council have received an additional Homelessness Prevention Grant of £220k for 23/24 to assist with the additional pressure relating to the Homes for Ukraine scheme. A paper went to the Executive on 12th July to gain approval on how to spend this additional grant funding. The under spend in this case is a timing difference between the receipt and expenditure of the grant.

HOM006 - Council Tax bills relating to 21/22 that were not charged in error at the time have now been charged in the current year.

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

Retained Services

COR002-Chief Executive	76,131	77,192	1,061
COR003-Corporate Policy Making	18,866	18,312	(554)
COR004-Public Relations	2,953	5,155	2,202
COR005-Corporate Finance	138,767	126,797	(11,970)
COR006-Treasury Management	0	6,605	6,605
COR007-External Audit Fees	14,250	14,569	319
COR008-Bank Charges	52,500	62,193	9,693
COR302-Publica Group	(20,000)	(14,561)	5,439
FIE341-Town Centre Properties	(391,774)	(350,775)	40,999
FIE342-Miscellaneous Properties	(416,935)	(414,133)	2,802
FIE343-Talisman	(365,999)	(296,361)	69,638
FIE344-Des Roches Square	(241,102)	(83,815)	157,287
FIE345-Gables at Elmfield	(39,467)	(13,735)	25,731
NDC001-Non Distributed Costs	162,275	197,646	35,371
TAC304-Witney Industrial Estate	(60,268)	(65,370)	(5,102)
TAC305-Carterton Industrial Estate	(125,944)	(117,681)	8,263
TAC306-Greystones Industrial Estate	51	(7,083)	(7,134)
TAC308-Other Trading Services - Fairs	(719)	0	719

Total - Retained Services

(1,196,415) (855,047) 341,368

COR005 - £11k underspend Professional Fees

FIE341 - Rental income for Marriotts Close is affected by void units, most significantly Unit 7 which has been vacant since Debenhams closed in May 2021. Sports Direct signed a lease at the beginning of August to take on Unit 7 and should be ready to open in September

FIE343 - £96k rent lost due to void units but Unit 1 is now let on a 10 year lease

FIE344 - Unit 1 has been empty since the Order of St John moved out and in Q1 this represents a loss of £71k in rent and a £72k Business Rates liability. New tenants have now signed a 10 year lease professional fees for which are £12k.

FIE345 - Rental income for the Elmfield office is below target as the budget assumed an earlier move out of Council staff and tenants moving in than has been the case.

NCD001 - the cash contribution required to keep the pension contribution at 17.6% varies with the triennial revaluation of the pension scheme. The over spend recognises a shortfall in the budget in 2023/24 which will be addressed in the budget setting process for 2024/25.

Capital Programme 2023/24

Scheme	2023/24 Original Budget	Funded By	Actual Expenditure Q1	
Agile Working	2,150,000.00	Borrowing	5,233	a
Replacement dog and litter bins	25,000	Borrowing		
Chipping Norton Roof Replacement	1,000,000	Borrowing		b
Ubico Fleet - Replace Vehicle Hire Costs	2,000,000	Borrowing	40,637	
Update to Planning System (Idox)	150,000	Borrowing		
Update to Finance System (ABW)	25,000	Borrowing		
Electric vehicle charging points	200,000	Borrowing		
Investment Strategy for Recovery	5,000,000	Borrowing		
CCTV - Upgrading	255,635	Capital Receipts		
Shop Mobility - Replacement stock	10,000	Capital Receipts		
Affordable Housing in Witney (Heylo)	212,125	S106	253,500	c
Improvement Grants (DFG)	800,000	Grant	126,241	
Carterton Leisure Centre PSDS Project	1,300,000	Grant		d
IT Provision - Systems & Strategy	100,000	Revenue contribution	88,261	
Council Buildings Maintenance Programme	200,000	Revenue contribution		
IT Equipment - PCs, Copiers etc	40,000	Revenue contribution		
Community Grants Fund	200,000	Revenue contribution	37,773	
Windrush Public Art		S106	4,676	
Weavers Fold	378,000	S106		
Play Parks	100,000	S106		e
EVCP Woolgate	167,000	S106		
Chipping Norton Creative	8,297	S106		
Carterton Connects Creative (Swinbrook s106)	44,500	S106		
Raleigh Crescent Play Area (s. 106)	75,000	S106		
Developer Capital Contributions		S106	310,010	
	14,440,557		866,330	

- a. The refurbishment of the ground floor at Woodgreen commences on 29th August to include the relocation of Main Reception and upgrading of the Committee Rooms. Agile working related expenditure will therefore be coming through in the remaining quarters of the year.
- b. A tender pack for immediate repairs in the order of £80,000 has gone out to contractors for costing, with the work taking place as soon as the tender process is complete
- c. This is the final contract payment for the housing scheme delivered last financial year
- d. An Investment Grade Proposal is being prepared for the decarbonisation of Carterton Leisure Centre and will be completed by 31st October 2023 at a cost of £243,000.
- e. A report went to the 21st June 2023 Executive outlining the future leasing of play areas at Cedar Drive, Waterford Lane and Raleigh Crescent to Witney Town Council after repairs have been completed.

Agenda Item 8

 <p>WEST OXFORDSHIRE DISTRICT COUNCIL</p>	<p>WEST OXFORDSHIRE DISTRICT COUNCIL</p>
<p>Name and Date of Committee</p>	<p>FINANCE & MANAGEMENT OVERVIEW & SCRUTINY COMMITTEE - 6 SEPTEMBER 2023</p>
<p>Subject</p>	<p>SERVICE PERFORMANCE REPORT 2023-24 QUARTER ONE</p>
<p>Wards Affected</p>	<p>ALL</p>
<p>Accountable Member</p>	<p>All accountable Executive Members.</p>
<p>Accountable Officer</p>	<p>Giles Hughes – Chief Executive Officer. Email: giles.hughes@westoxon.gov.uk</p>
<p>Purpose</p>	<p>To provide details of the Council's operational performance at the end of 2023-24 Quarter One (Q1).</p>
<p>Annex</p>	<p>Annex A – Service Dashboards</p>
<p>Recommendation.</p>	<p><i>That the Executive Resolves to:</i> <i>1. Note the 2023/24 Q1 service performance report.</i></p>
<p>Corporate Priorities</p>	<ul style="list-style-type: none"> • Putting Residents First • Enabling a Good Quality of Life for All • Creating a Better Environment for People and Wildlife • Responding to the Climate and Ecological Emergency • Working Together for West Oxfordshire
<p>Key Decision</p>	<p>YES</p>
<p>Exempt</p>	<p>NO</p>

1. BACKGROUND

- 1.1. 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, the Executive 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 was presented to the Executive on 11 January 2023 and adopted at Full Council on 18 January 2023.
- 1.2. A high-level Commissioning Framework was approved by the Executive in October 2020 which sets out the relationship between Publica and the Council and their respective responsibilities. Publica 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 Officer is responsible for reviewing and approving the information provided in this report prior to its publication.
- 1.3. 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. At the end of Q1, the council tax collection rate was the highest it has been for Quarter One since before 2019-20. The service reports progress in collecting previous year's debt following the reinstatement of recovery process and the current cycle being up to date. There is still a sizeable sum outstanding, but manageable payment schedules to collect the arrears have been issued to those residents affected.
 - ii. For Business Rates, the collection rate is back to pre-pandemic levels for Q1 and the reinstated recovery process has made progress with collecting previous years debt:
 - a. 17.69% of outstanding 2020-21 arrears
 - b. 16.55% of outstanding 2021-22 arrears
 - c. 5.60% of outstanding 2022-23 arrears

2. COUNCIL PRIORITIES

- 2.1. The West Oxfordshire Council Plan 2023 – 27 was adopted at Full Council on 18 January 2023. This presents five strategic priorities, of equal importance, for the District:
 - 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. Portfolio Holders will work with officers to develop an Action Plan that will identify a range of actions to be taken over the next 12 months and beyond to make progress on the delivery of the Council Plan priorities.

3. SERVICE PERFORMANCE SUMMARY

- 3.1. The Council's performance has been mixed, with progress in Tax Collection Rates. However, the cost-of-living crisis continues to result in increased customer contact for certain services.

The challenging economic situation has put additional strain on residents, leading to an upsurge in queries and concerns.

- 3.2. Processing times for Housing Benefit Changes of Circumstance and New Claims for Council Tax Support are showing a negative trend but processes have been implemented to mitigate this and at the time of writing, the service reports much improved performance due to the changes.
- 3.3. Customer Satisfaction continues to be high, and the Council topped the Gov Metric league table in May.
- 3.4. The Council remains committed to further improving its performance and service delivery and actively investing in the development and implementation of automation and self-serve options for customers. By providing accessible and efficient self-help tools, customers can address their queries and concerns independently, leading to a decrease in the need for repeated interactions with services. It will continue to monitor and assess the impact of improvement programs in reducing customer contact and enhancing operational efficiency.

KEY POINTS BY SERVICE AREA THEMES

- 3.5. Customer Services
 - Average call waiting time for Q1 saw a reduction in average waiting time from Q4 by 8 seconds to 77 seconds. This is a marked improvement from Q1 2022-23 with a reduction in average by over 100 seconds.
 - Call numbers continue to decrease. This trend is expected to continue with further work surrounding Channel Choice encouraging customers to self-serve where possible. The service is proactively working with other services to reduce processing times and repeat contact by using direct links to back-office systems resulting in improved customer experience.
 - The spike in 'After Call' work in the top chart in May has been attributed to Council Tax reminder letters and residents calling in to discuss these letters.
 - Customer Satisfaction continues to be high, and the Council has been in the top four of the Gov Metric league table each month placing 2nd in April, 1st in May and 4th in June. Although this is based on a small proportion of our calls, numbers are comparable to other District Councils, hence the 'league tables' being a useful comparator.
 - Welch Way reopened on 24 July for face-to-face customers. In the interim, advisors had been working out of Woodgreen to ensure continued service.
- 3.6. Revenues and Benefits
 - Q1 started with a backlog of work for new claims and change of circumstances cases and an increased number of applications from residents because of the Cost-of-Living Crisis continue to be received.
 - To improve performance, investigations were made into the automation capability. On speaking with other councils, who were able to achieve 70% of processing automation as opposed to the 40-45% that the service was achieving, it became apparent that the same capability was possible, but processes had to change to maximise on the capabilities of the system. This way of working will continue to be tested and monitored but week-by-week, the processing stats are reducing.

- A recent audit of the Council Tax Services indicated that a significant sum of arrears had accumulated during challenging circumstances associated with the pandemic. The recovery of these arrears had been suspended to support customers in difficult financial circumstances and to facilitate the adoption of a new Council Tax platform enabling self service payments. The recovery process has now been reinstated and the current cycle is up to date, resulting in significant improvements in the collection of those arrears through manageable payment schedules for those residents affected.
- The collection rate for Q1 is well above target and the highest it has been since prior to 2019/2020. Officers will look to reinstate pre-pandemic targets moving forward.

3.7. Finance

- Further detail on the Council's financial performance will be provided as a separate item on this agenda.

3.8. The service dashboards relevant to the work of this committee are attached at Annex A.

3.9. As the new Council Plan and Action Plan adapt to address shifting priorities and dynamics, the performance indicators will need to be reviewed to provide assurance that the Plans are being delivered and to offer appropriate insights towards accomplishing the strategic aims.

4. LEGAL IMPLICATIONS

4.1. None

5. RISK ASSESSMENT

5.1. None

6. ALTERNATIVE OPTIONS

6.1. None

7. BACKGROUND OPTIONS

7.1. None

This quarter's rating:

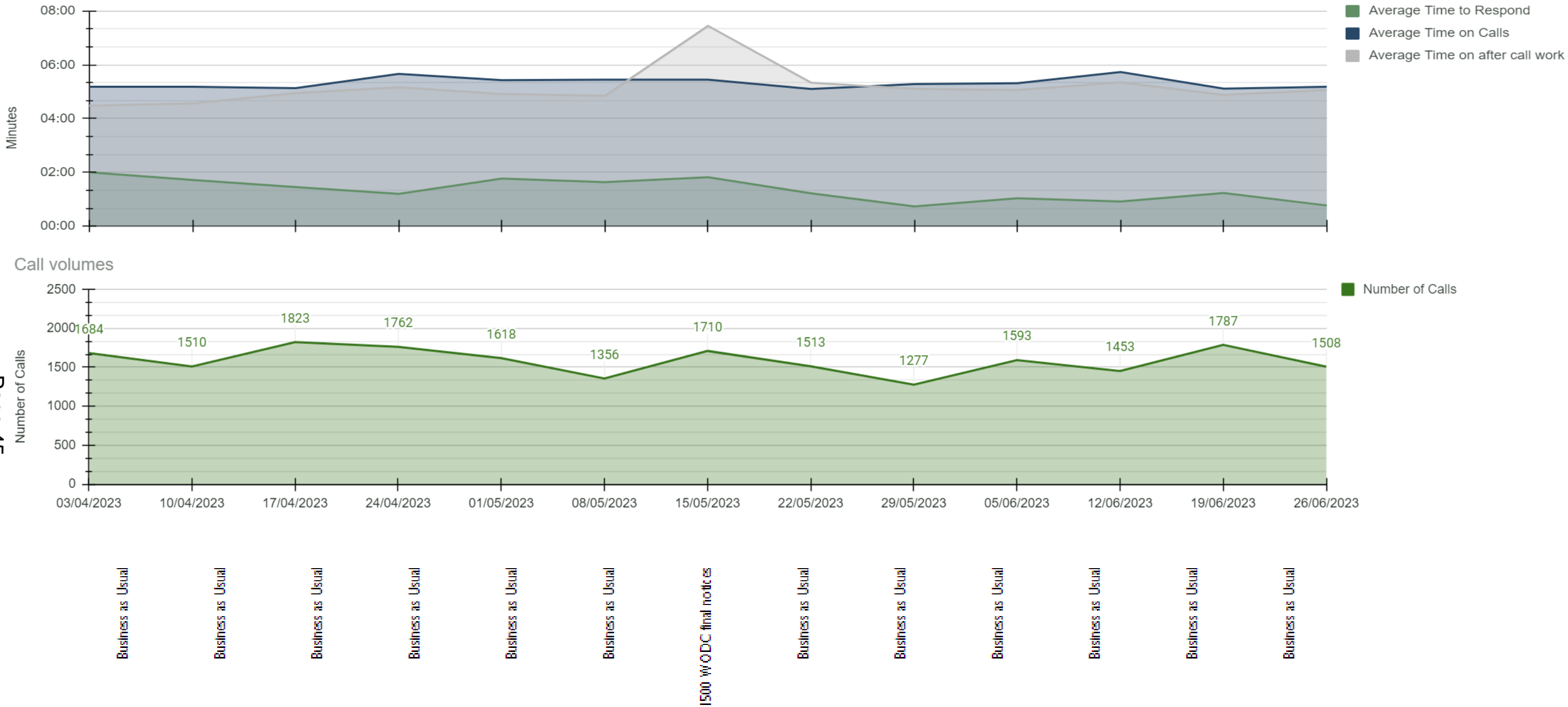


Satisfied



WEST OXFORDSHIRE
DISTRICT COUNCIL

Customer Services Quarter I



Average call waiting time for Q1 saw a reduction in average waiting time from Q4 by 8 seconds to 77 seconds. This is a marked improvement from Q1 2022-23 with a reduction in average by over a minute and forty seconds.

Call numbers continue to decrease. This trend is expected to continue with further work surrounding Channel Choice encouraging customers to self-serve where possible. The service are proactively working with other services to reduce processing times and repeat contact by using direct links to back office systems resulting in improved customer experience.

The spike in After Call Work in the top chart in May has been attributed to Council Tax reminder letters and residents calling in to discuss these letters.

Customer Satisfaction continues to be high and the Council has been in the top four of the Gov Metric league table each month placing 2nd in April, 1st in May and 4th in June. Although this is based on a very small proportion of our calls, numbers are comparable to other District Councils, hence the 'league tables' being a useful comparator.

Welch Way will reopen on 24 July for face to face customers. In the interim, advisors had been working out of Woodgreen to ensure continued service.



WODC FINANCIAL PERFORMANCE SUMMARY

1st April - 30th June 2023

Service Area	£k			Variance (under) / over
	Original Budget	Profiled Budget	Actual Exp.	
Democratic and Committee Services	1,195	386	401	15
Environmental & Regulatory Services	594	121	147	26
Environmental Services	8,041	711	817	106
Finance, Human Resources & Procurement	1,035	917	918	1
ICT, Change & Customer Services	2,210	855	843	(12)
Land, Legal & Property	1,147	448	494	46
Leisure & Communities	1,282	190	171	(18)
Planning & Strategic Housing	1,174	305	234	(71)
Revenues & Housing Support	1,407	215	174	(41)
Investment Property and Retained Services	(3,037)	(1,196)	(851)	345
Total cost of services	15,048	2,952	3,348	397
Plus:				
Investment income receipts	(1,189)	(297)	(363)	(66)
Cost of services before financing:	13,859	2,655	2,985	331

AGED DEBT SUMMARY

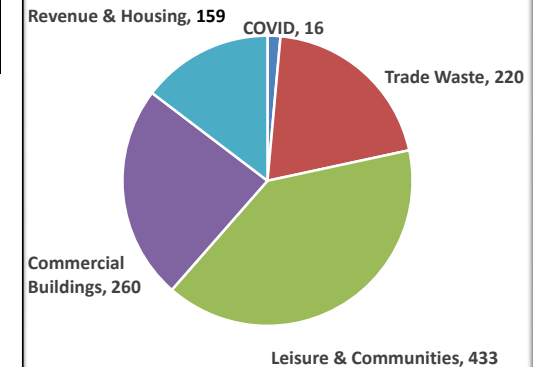
	Jun-23	Mar-23	Dec-22	Movement vs. prior period		
Invoices	1,666	1,233	1,297	433	35%	↑
£k	1,088	1,913	613	-825	43%	↓

Aged Debt Summary:

Whilst there has been a notable increase in the number of invoices outstanding when compared to the previous quarter, this is being driven by annual or semi-annual subscriptions being billed in April.

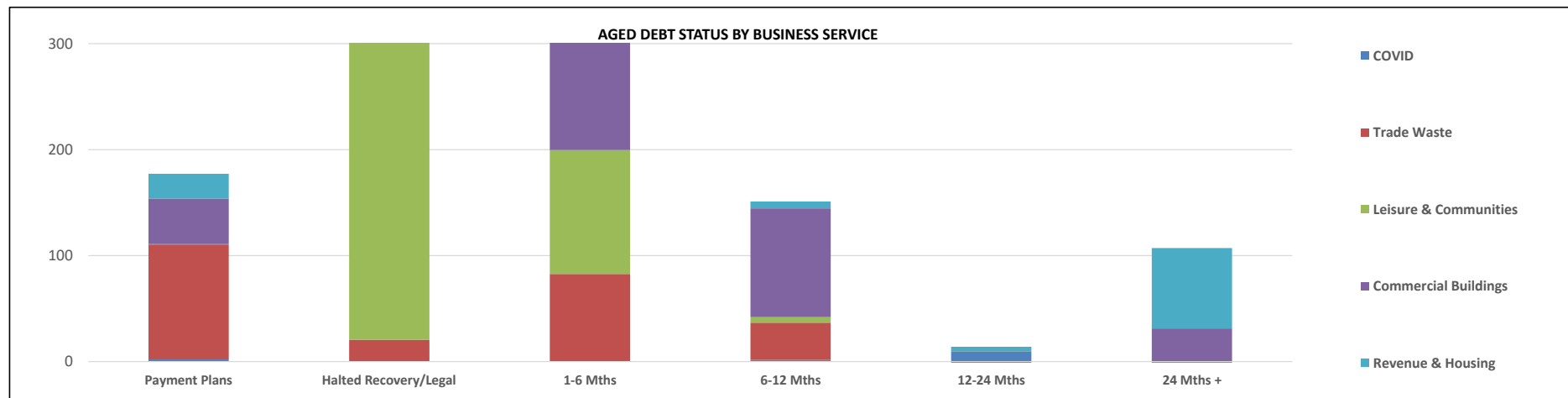
Business Waste has been a priority focus for Aged Debt activity over the past quarter due to this spike in billing volumes. Whilst we have been able to clear a significant amount of the invoices which became overdue during that period, further process improvements will need to be implemented by the end of August, in preparation for the next subscription billing cycle.

AGED DEBT BY BUSINESS SERVICE



Overall Summary:

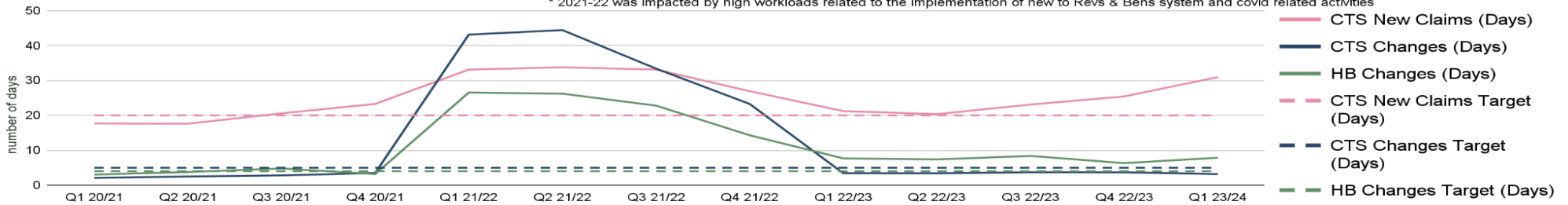
Q1 results show an overall overspend compared to budget. The most significant variance is in Investment Property. Void units at Des Roches Square have cost the Council £71k in rent and £72k in Business Rates in Q1. A new tenant has now been signed on a 10 year lease and will move in in Q2. Void units at Talisman have cost the Council £96k in Q1 but a new tenant has now been signed for Unit 1. Market conditions are such that it is necessary to offer an inducement of an initial rent free period to secure tenants on a 10 or 15 year lease, which the Council has done over the last 18 months. Therefore there will continue to be a shortfall of rental income compared to budget for the remainder of this financial year.



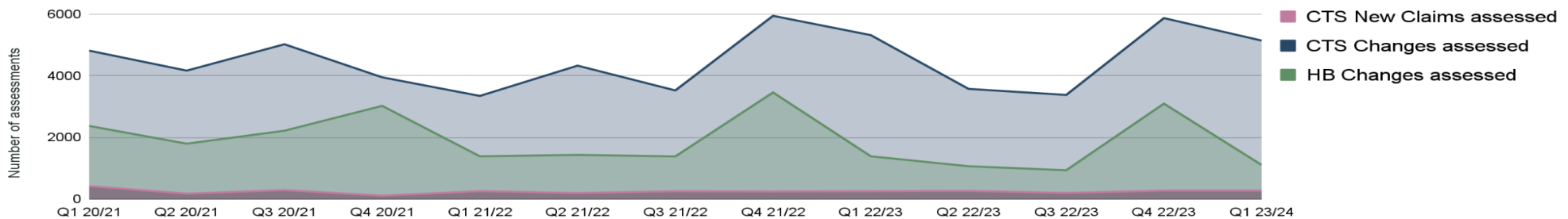
Revenues and Benefits Quarter I

Average number of days to process Council Tax Support (CTS) New Claims and Changes and Housing Benefit (HB) Changes

* 2021-22 was impacted by high workloads related to the implementation of new to Revs & Bens system and covid related activities



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



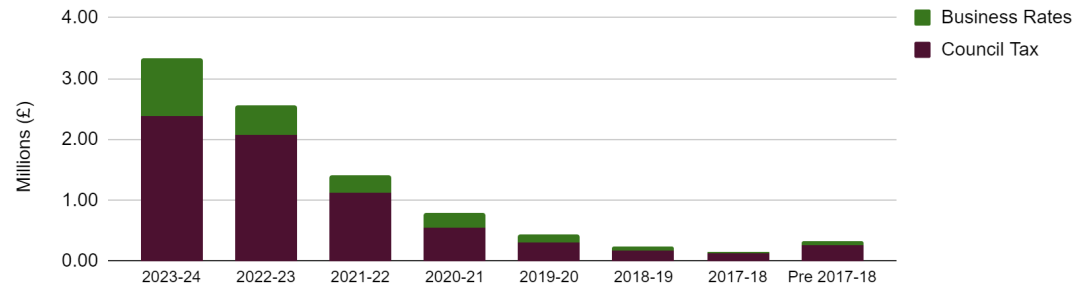
23/24 Collection Rates

Council Tax Business Rates

Actual Target Actual Target

	Council Tax Actual	Council Tax Target	Business Rates Actual	Business Rates Target
QTR	38.3%	23%	38.1%	25%
YTD	38.3%	23%	38.1%	25%

Council Tax & Business Rates Aged Debt



Qtrly Aged Debt

% Change Council Tax

174.78%

% Change Bus. Rates

182.27%

Q1 started with a backlog of work for new claims and change of circumstances cases and a large number of applications from residents as a result of the Cost-of-Living Crisis continues to be received. Initial changes to procedures to place more reliance on the customer to provide supporting documentation, have not been as successful as anticipated. In order to improve performance, investigations were made into the automation capability. On speaking with other councils, who were able to achieve 70% of processing automation as opposed to the 40-45% that the service was achieving, it became apparent that the same capability was possible but processes had to change in order to maximise on the capabilities of the system. This way of working will continue to be tested and monitored but week-by-week, the processing stats are reducing. A recent audit of the Council Tax Services indicated that a significant sum of arrears had accumulated during challenging circumstances associated with the pandemic. The recovery of these arrears had been suspended to support customers in difficult financial circumstances and to facilitate the adoption of a new Council Tax platform enabling self service payments. The recovery process has now been reinstated and the current cycle is up to date, resulting in significant improvements in the collection of those arrears through manageable payment schedules for those residents affected. The collection rate for Q1 is well above target and the highest it has been since prior to 2019/2020.. As the target has been consistently hit in Q1, reinstating the previous target of 29% and investigating adjusting the targets for Q2 and Q3 respectively should be considered.

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WEST OXFORDSHIRE
DISTRICT COUNCIL

EXECUTIVE WORK PROGRAMME
INCORPORATING NOTICE OF DECISIONS PROPOSED TO BE TAKEN IN PRIVATE SESSION AND NOTICE
OF INTENTION TO MAKE A KEY DECISION
1 AUGUST 2023 – 30 NOVEMBER 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 Executive 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 Executive. 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 Executive are made available on the Council's website at 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 Executive 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 £150,000 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 Executive, that decision will not be a key decision.

Matters To Be Considered in Private

The great majority of matters considered by the Council's Executive 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 a

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 Tel: 01993 861111

West Oxfordshire District Council: Executive Members 2023/24

Name of Councillor	Title and Areas of Responsibility
Andy Graham (Leader)	<i>Leader of the Council: Policy Framework; Town and Parish Council engagement, Council Plan; Strategic Partnerships including Pan regional Partnership, Future Oxfordshire, South East Councils and OXLEP; Oxfordshire Leaders; Publica and partnership authorities and Ubico, Democratic Services; Communications; Legal Services; Counter Fraud; Emergency Planning; and Customer Services</i>
Duncan Enright (Deputy Leader)	<i>Economic Development: Business Development; Visitor Economy; Town and Village regeneration; and Customer Services.</i>
Dan Levy	<i>Finance: Finance & Management; Council Tax and Benefits; Asset Management, South West Audit Partnership; Performance management; Capital Investment strategy; Strategic Housing Investment; and Customer Services</i>
Carl Rylett	<i>Planning and Sustainable Development: Local Plan; Government planning policies and guidance; Conservation and Historic Environment; Landscape and Biodiversity; Development Management; and Ensuring planning policies meet 2030 requirement; and Customer Services</i>
Alaric Smith	<i>Leisure and Major Projects: Leisure provision including swimming pools; Culture and Heritage; Public Art; Agile Working, Car Parking and Customer Services</i>
Joy Aitman	<i>Stronger Healthy Communities: Voluntary sector engagement; Health and Safety; Community and Public Health; Refugee Resettlement Programme; Young People; Equality and diversity; and Customer Services</i>
Geoff Saul	<i>Housing and Social Welfare: 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.</i>
Lidia Arciszewska	<i>Environment: Flood alleviation and sewage; Environmental Partnerships – WASP and Evenlode, North East Cotswold Cluster; Waste collection and recycling; Street Scene (cleansing, litter and grounds maintenance); Air Quality; and Land, food, farming and Customer Services Delivery</i>
Andrew Prosser	<i>Climate Change: Energy Advice; 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; EV Charging Rollout. and Customer Service</i>

For further information about the above and all members of the Council please see www.westoxon.gov.uk/councillors

Item for Decision	Key Decision (Yes / No)	Open or Exempt	Decision – Maker	Date of Decision	Executive Member	Lead Officer	Consultation
Review of Community Grant Schemes	No	Open	Executive	13 Sep 2023	Executive Member for Stronger Healthy Communities - Cllr Joy Aitman	Assistant Director, Communities - Andy Barge	
Approval of Upgrade to WODC Public Space CCTV Provision and Monitoring Arrangements	Yes	Open	Executive	13 Sep 2023	Councillor Geoff Saul, Executive Member for Housing and Social Welfare	Strategic Policy and Partnerships Officer - Astrid Harvey	
Asylum Dispersal Grant	No	Open	Executive	13 Sep 2023	Executive Member for Housing and Social Welfare - Cllr Geoff Saul	Assistant Director, Business Services - Phil Martin	
Performance Report Q1 2023-2024	Yes	Open	Executive	13 Sep 2023	Executive Member for Finance - Cllr Dan Levy	Chief Finance Officer / Deputy Chief Executive – Elizabeth Griffiths	
Quarter 1 Finance Report	Yes	Open	Executive	13 Sep 2023	Executive Member for Finance - Cllr Dan Levy	Chief Finance Officer / Deputy Chief Executive – Elizabeth Griffiths	
Service Performance Report Q1 - Nov 2023	No	Open	Executive	13 Sep 2023	Executive Member for Finance - Cllr Dan Levy	Chief Finance Officer / Deputy Chief Executive - Elizabeth Griffiths	


Health and Safety Policy	No	Open	Executive	13 Sep 2023	Executive Member for Stronger Healthy Communities - Cllr Joy Aitman	Assistant Director, Business Services - Phil Martin	
Channel Choice and Telephone Access	Yes	Open	Executive	13 Sep 2023	Executive Member for Leisure and Major Projects - Alaric Smith	Assistant Director - Residents Services - Jon Dearing	
Procurement and Contract Management Strategy	No	Open	Executive	13 Sep 2023	Executive Member for Finance - Cllr Dan Levy	Senior Procurement Business Partner - Ciaran O'Kane	
Endorsement of Cotswold National Landscape Management Plan 2023-25	No	Open	Executive	13 Sep 2023	Executive Member for Planning and Sustainable Development - Carl Rylett	Planning Policy Manager - Chris Hargraves	
Transfer of Land and Development of Homes at Walterbush Road, Chipping Norton	Yes	Fully Exempt	Executive	13 Sep 2023	Executive Member for Housing and Social Welfare - Cllr Geoff Saul	Assistant Director, Property and Regeneration - Claire Locke	
Housing Resources – Growth Bid for Additional Staff / Fixed-Term Contract to Permanent Proposal	Yes	Open	Executive	13 Sep 2023	Executive Member for Housing and Social Welfare - Cllr Geoff Saul	Business Manager, Housing – Caroline Clissold	

Outdoor Markets Review	Yes	Open	Executive	11 Oct 2023	Deputy Leader - Economic Development - Cllr Duncan Enright	Assistant Director, Communities – Andy Barge	
Employment Policies	No	Open	Executive	11 Oct 2023	Executive Member for Leisure and Major Projects - Alaric Smith	Assistant Director, Organisational Effectiveness – Zoe Campbell	
Review of Car Parks	No	Open	Executive	11 Oct 2023	Executive Member for Leisure and Major Projects - Alaric Smith	Shared Parking Manager – Maria Wheatley	
Youth Needs Assessment	Yes	Open	Executive	11 Oct 2023	Executive Member for Housing and Social Welfare - Cllr Geoff Saul, Executive Member for Stronger Healthy Communities - Cllr Joy Aitman	Community Wellbeing Manager - Heather McCulloch	
Consideration of Options to bring about the Renovation of The Unicorn, Great Rollright	Yes	Fully Exempt	Executive	11 Oct 2023	Executive Member for Finance - Cllr Dan Levy	Assistant Director, Property and Regeneration – Claire Locke	
Carbon Action Plan	Yes	Open	Executive	15 Nov 2023	Executive Member for Climate Change - Cllr Andrew Prosser	Climate Change Manager (WODC) - Hannah Kenyon	
Climate Change Strategy	Yes	Open	Executive	15 Nov 2023	Executive Member for Climate Change - Cllr Andrew Prosser	Climate Change Manager (WODC) - Hannah Kenyon	

Biodiversity Land Management Strategy	Yes	Open	Executive	15 Nov 2023	Executive Member for Climate Change - Cllr Andrew Prosser	Climate Change Manager (WODC) - Hannah Kenyon	
Key Decisions Delegated to Officers							
Allocate Funding from the Project Contingency Earmarked Reserve	Yes	Open	Chief Finance Officer / Deputy Chief Executive - Elizabeth Griffiths	Before 31 Dec 2023	Executive Member for Finance - Cllr Dan Levy	Chief Finance Officer / Deputy Chief Executive - Elizabeth Griffiths	
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	Interim Head of Legal Services - Helen Blundell	Before 31 Dec 2023	Leader of the Council - Cllr Andy Graham, Executive Member for Finance - Cllr Dan Levy	Interim Head of Legal Services - Helen Blundell	
Allocation of New Initiatives Funding	Yes	Open	Chief Executive & Head of Paid Service - Giles Hughes	Before 31 Dec 2023	Leader of the Council - Cllr Andy Graham		

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	Deputy Leader - Economic Development - Cllr Duncan Enright	
Other Business for Council Meetings							
Partnership Update	Yes	Open	Council	27 Sep 2023	Leader of the Council - Cllr Andy Graham	Chief Executive & Head of Paid Service - Giles Hughes	
Constitution Working Group Recommendations, including the structure of Overview and Scrutiny Committee	No	Open	Council	27 Sep 2023	Leader of the Council - Cllr Andy Graham	Business Manager Democratic Services - Andrew Brown	

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 WEST OXFORDSHIRE DISTRICT COUNCIL	WEST OXFORDSHIRE DISTRICT COUNCIL
Name and date of Committee	Finance and Management Overview and Scrutiny Committee 6 September 2023
Report Number	Agenda Item No. 11
Subject	Scrutiny Work Programme 2023/24
Wards affected	All
Finance and Management Accountable member / Group Manager Lead	Councillor Alaa Al-Yousuf, Chair of Finance and Management Overview and Scrutiny Committee Email: alaa.al-yousuf@westoxon.gov.uk Assistant Director Lead: Phil Martin, phil.martin@publicagroup.uk
Economic and Social Accountable member / Group Manager Lead	Councillor Andrew Beaney, Chair Economic and Social Overview and Scrutiny Committee Email: Andrew.Beaney@WestOxon.Gov.UK Assistant Director Lead : Jon.Dearing@publicagroup.uk
Climate and Environment Accountable member / Group Manager Lead	Councillor Martin McBride, Chair Climate and Environment Overview and Scrutiny Committee Email: Martin.McBride@WestOxon.Gov.UK Assistant Director Lead: Bill Oddy, bill.oddy@publicagroup.uk
Accountable Officer	Andrew Brown, Business Manager - Democratic Services Email: Andrew.brown@publicagroup.uk
Summary/Purpose	To provide the Committees with an update on the Scrutiny Work Programme 2023/24.
Annexes	Annex 1 - Work Programme for 2023/24
Recommendation	That the Committee notes the Work Programme and provides comment where needed.
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 2023 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 Executive 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 Executive.
- 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, Executive 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

Financial Management OS 6 September 2023

WP	Title	Format	Executive Member / Lead Officer	When	Scrutiny Aim and Comments
1	Treasury Management	Report	James Howse / Phil Martin	When Required	Scrutiny aim:
2	Telephone Channel Access	One Off Report	Jon Dearing	6 September 2023	Scrutiny aim: Report for comments or clarity
3	Enhancement Suggestions for the Effectiveness of Scrutiny	One Off Report	Andrew Brown	6 September 2023	Scrutiny aim: Report for comments or clarity
4	Service Performance Report – Quarter I	Quarterly Report	Councillor Levy / James Howse / Bill Oddy	Quarterly	Scrutiny aim: Report for comments or clarity
5	Finance Performance Report – Quarter I	Quarterly Report	Councillor Levy / James Howse / Bill Oddy	Quarterly	Scrutiny aim: Report for comments or clarity

Scrutiny Work Programme 2023/24

WP	Title	Format	Executive Member / Lead Officer	When	Scrutiny Aim and Comments
1	Treasury Management	Report	Elizabeth Griffiths / Phil Martin	When Required	Scrutiny aim:
2	Investment Property Review Update Purpose	Annual Verbal Report	Councillor Levy / Elizabeth Griffiths	When Required	Scrutiny aim: To receive a verbal update on the Council's investment property and the capital valuation process; focussing on any substantial moves or changes that have occurred in the Council's property portfolio valuations for 2023/24.
3	Treasury Management Outturn	Report	Elizabeth Griffiths / Phil Martin	When Required	Scrutiny aim:
4	Treasury Management Mid Term	Report	Elizabeth Griffiths / Phil Martin	When Required	Scrutiny aim:
5	Update of Local Authority Housing Fund Allocation	Report	Dan Levy / Frank Wilson	6 December 2023	Scrutiny aim: Report for comments or clarity

Financial Management Regular Reports:

Regular Reports	Further Information	Comments	Lead Officer / Executive Member
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Scrutiny Work Programme 2023/24

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Service Performance Report – Quarter 1 Financial Performance	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 Financial Performance	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 Financial Performance	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 Financial Performance	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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Economic Overview and Scrutiny 4 October 2023

WP	Title	Format	Executive Member / Lead Officer	When	Scrutiny Aim and Comments
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1	Update on CCTV – Andy Barge confirmed attendance ?	Verbal update	Andy Barge / Jon Dearing	4 October 2023	Scrutiny aim: Committee to note and comment.
2	Refugee status	Statement report	Paula Massey	Quarterly	Report for comments or clarity – 5 mins, Chair to read out. Report to be in the public domain.
3	Local Plan Update – CH invited	Verbal update	Chris Hargreaves / Jon Dearing	4 October 2023	Scrutiny aim: Committee to note and comment.
4	Service Performance Report – Quarter 1	Quarterly Report	Councillor Levy / Elizabeth Griffiths / Jon Dearing / Bill Oddy	Quarterly	Report for comments or clarity – Full Data required so that Committee can choose which data they would like to review, moving forward. Scrutiny aim: Note and comment which elements of the data reporting the Committee requires moving forward.
5	Enforcement Improvement Programme Update	Verbal Update	Mandy Fathers / Jack	When required	Committee requested a Enforcement Improvement Programme Update Scrutiny aim: Note and comment

Scrutiny Work Programme 2023/24

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WP	Title	Format	Executive Member / Lead Officer	When	Scrutiny Aim and Comments
1	Housing Association invite to brief on their role and problems being faced	Working Group	Geoff Saul / Caroline Clissold / Jon Dearing	Spring 2023	Update from Jon Dearing: Caroline Clissold is going to set up a separate meeting for Councillor Saul, Councillor Poole, Caroline and Jon Dearing.. Ongoing project.
2	Leisure Centre Strategy		Joy Aitman / Bill Oddy	Winter 2023	Bill Oddy spoken with Chair, new business manager being appointed
4	Housing Association Sovereign and Housing Association Committee meeting.	Verbal update	Geoff Saul / Jon Dearing	Nov 1 st 2023	Scrutiny aim: Committee to note and comment.
5	Service Performance Report	Quarterly Report	Councillor Levy / Elizabeth Griffiths / Bill Oddy	Quarterly	Report for comments or clarity – 45 mins Scrutiny aim: Note and comment
6	Marriotts Walk	Verbal Update	Frank Wilson	One off	Speak with Frank early September
7	Upgrade to WO public space CCTV provision & monitoring arrangements	Regular Verbal update – timescale requested by the Committee	Councillor Saul / Andy Barge	CCTV replacement programme. Regular updates – Oct 23	Upgrade to WO public space CCTV provision & monitoring arrangements Scrutiny aim: To review any documents and note updates
8	Local Police	Verbal update	Jon Dearing	October meeting??	Scrutiny aim: Note and comment
9	Health Care statistic from Oxfordshire Health Watch	Presentation / Verbal update	Councillor Aitman / Heather McCulloch	TBA	9 – 11 invitation together as one Committee meeting

Scrutiny Work Programme 2023/24

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10	Health and Well Being Board data on medication shortages	Presentation / Verbal update	Councillor Aitman / Heather McCulloch	TBA	9 – 11 invitation together as one Committee meeting
11	Health Care Provision in Oxfordshire	Presentation / Verbal update	Councillor Aitman / Andy Barge / Heather McCulloch	TBA	9 – 11 invitation together as one Committee meeting
12	West Oxfordshire Local Plan 2041 – Update	Verbal update	Chris Hargraves	TBA	Working Group in place

Regular Reports	Further Information	Comments	Lead Officer / Executive 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.

Scrutiny Work Programme 2023/24

WP	Title	Format	Executive Member / Lead Officer	When	Comments
1	Flood Management Action Plan – Progress, current position and future.	Verbal Update from Phil Martin and Laurence king	Councillor Arciszewska / Laurence King / Phil Martin	Updates as required	Action plan of what is currently being done and progress in WODC for flood management. Scrutiny aim: To receive information and ask questions
2	Fly Tipping Data Analysis	Report Update	Lidia Arciszewska / Jack Graham / Mandy Fathers	8 Nov 2023	Scrutiny aim: Understanding of the latest data analysis.
3	Climate Change Strategy	Report	Andrew Prosser / Hannah Kenyon	8 Nov 2023	Scrutiny aim: Understanding of the strategy.
4	Carbon Action Plan	Report	Andrew Prosser / Hannah Kenyon	8 Nov 2023	Scrutiny aim: Understanding of the Plan and timeline.
5	Service Performance Report – Quarter I	Quarterly Report	Councillor Levy / Elizabeth Griffiths / Bill Oddy	Quarterly	Scrutiny aim: Report for comments or clarity

WP	Title	Format	Executive Member / Lead Officer	When	Comments
1	Carbon Action Plan – update on one project - September 2023 meeting	Verbal update and supporting documentation	Councillor Prosser / Hannah Kenyon Claire Locke re Carterton Leisure Centre	Every committee update on one project when appropriate.	Project: Environment Act and its implications for WODC Differed to later meeting – planned September 2023 meeting. Scrutiny aim: To receive information and ask questions
3	Air Quality	Annual Report	Councillor Prosser/ Phil Measures / Susan McPherson	7 February 2024 Phil Measures confirmed in July 23	Scrutiny aim: To receive information and ask questions
5	Waste Service Review and Update Report	Update Verbal/ Report	Bill Oddy	As required	Scrutiny aim:
6	Regular Flood Updates	Update Verbal/ Report	Councillor Arciszewska / Laurence King / Phil Martin	As required	Scrutiny aim:
7	Fly Tipping Enforcement update	Verbal Update	Councillor Prosser/ Phil Measures / Susan McPherson / Mandy Fathers	As required – Nov 23	Scrutiny aim: To receive information on how many enforcement notices have been issued and ask questions

Scrutiny Work Programme 2023/24

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Regular Reports	Further Information	Comments	Lead Officer / Executive Member
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 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.