



WEST OXFORDSHIRE
DISTRICT COUNCIL

Delivering great services locally

PERFORMANCE REPORT:
July 2024 - September 2024

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A note on performance benchmarking

Benchmarking can be a useful tool for driving improvement; by comparing our performance with other similar organisations, we can start a discussion about what good performance might look like, and why there might be variations, as well as learning from other organisations about how they operate (process benchmarking).

When we embark on performance benchmarking, it is important to understand that we are often looking at one aspect of performance i.e. the level of performance achieved. It does not take into account how services are resourced or compare in terms of quality or level of service delivered, for example, how satisfied are residents and customers? Furthermore, each council is unique with its own vision, aim and priorities, and services operate within this context.

Benchmarking has been included wherever possible ranking against Chartered Institute of Public Finance and Accountancy (CIPFA) Nearest Neighbours model which uses a range of demographic and socio-economic indicators to identify the local authorities most similar to your own. The Councils identified Nearest Neighbours are Bromsgrove, East Cambridgeshire, East Hampshire, Harborough, Hinckley and Bosworth, Horsham, Lichfield, Mid Sussex, Rushcliffe, South Oxfordshire, Stafford, Stratford-upon-Avon, Stroud, Test Valley, Tewkesbury. Additional investigations are underway to provide it for those metrics that are missing comparisons.

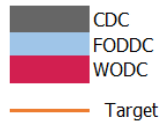
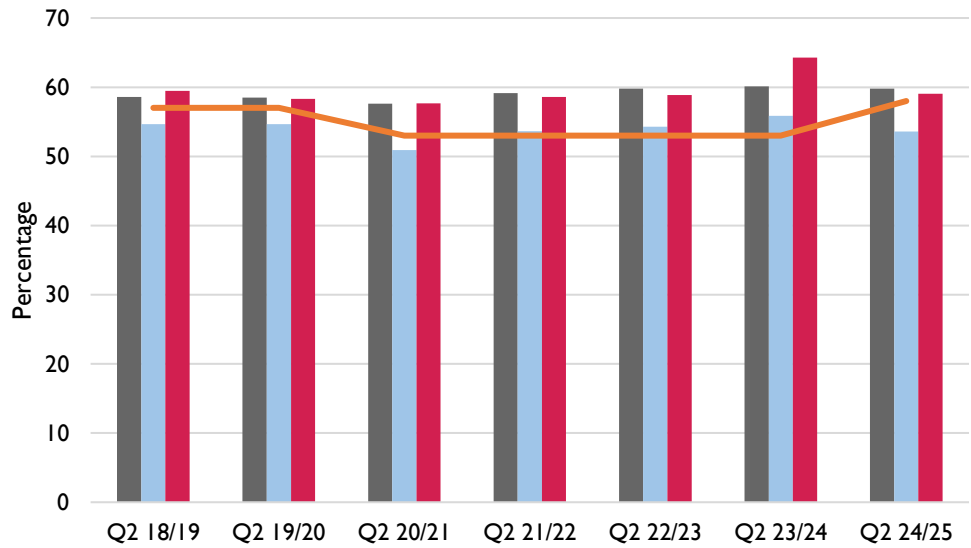
A RAG (red, amber, green) status has been applied to each KPI to provide a quick visual summary of the status of that KPI for the quarter. Additionally, RAG status has been added to the direction of travel for each metric to show how the performance against last quarter and the same quarter compared to last year is progressing.

Overall Performance


Overall, the Council's performance for the quarter has been largely positive, with notable progress in Percentage of FOI requests answered within 20 days and the percentage of Planning Appeals Allowed. Planning Determination Times, Gym Memberships, and Land Charges Response Times remain high. Additionally, Customer Satisfaction continues to be strong, with the Council topping the Gov Metric league table in July and August. However, the Number of Affordable Homes delivered and Income Achieved in Planning are showing negative trends.

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.

Percentage of Council Tax Collected



Direction of Travel

Against last Year
Year 
Declined since last year.

2024-25 Q2 – Higher is Good

Target	58%
Actual	59.05%

2023-24 Collection Rate

Target	99%
Actual	98.29%

How do we compare?

Benchmarking via Gov.uk Tables and Individual Council Websites using CIPFA Nearest Neighbours - Current Dataset is up to March '24 (Q4 23-24)

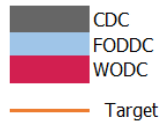
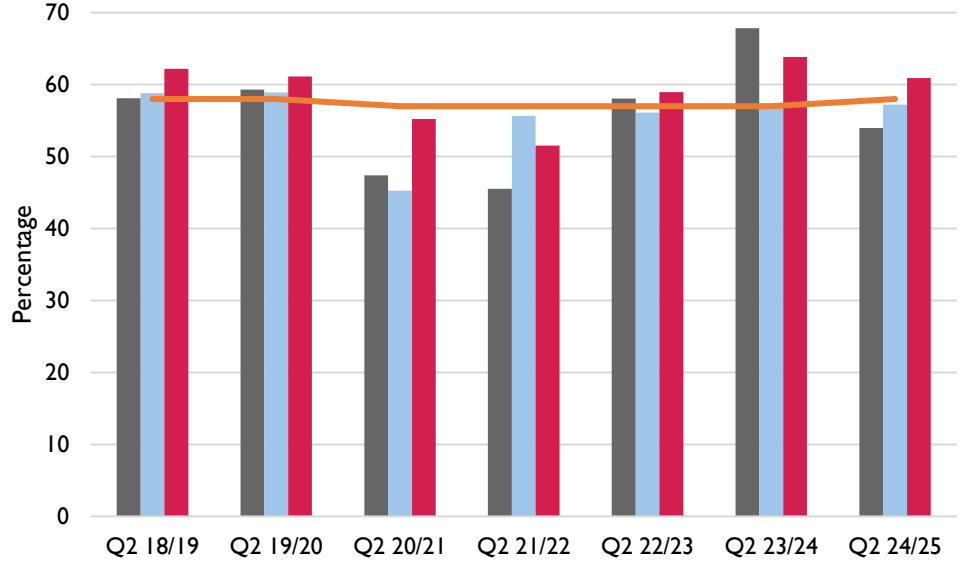
Q4 23-24 Benchmark	%	CIPFA Rank	Quartile
West Oxfordshire	97.81	12/16	Third
Rushcliffe	99.02	1/16	Top
Horsham	98.36	3/16	Top
South Oxfordshire	97.94	6/16	Second
Stroud	97.66	14/16	Bottom
Hinckley and Bosworth	97.52	16/16	Bottom

An audit of Council Tax Services found a significant accumulation of arrears during the pandemic. Despite the temporary suspension of recovery efforts, they have resumed, bringing the cycle up to date and reporting progress on the previous year's debt collection. The table below shows the percentage of aged debt collected and the total outstanding:


2020-2021	2021-2022	2022-2023	2023-2024	Total Outstanding
15.57%	18.79%	18.75%	29.10%	£5,279,794

By March 2024, authorities in England had collected £38.5 billion in council tax for 2023-24, along with an additional £907 million in aged debt, achieving an average in-year collection rate of 95.9%, marking a 0.1 percentage point decrease from 2022-23 (source: gov.uk). By the end of Q2, the Council observed a decrease in the amount collected compared to the same period last year. In previous years, the Q2 collection rates included Direct Debits due on 1st October, resulting in higher percentages. This year, those payments were not included, leading to a decrease in the collection percentage by approximately 5.2%. Despite this, the collection rates have surpassed pre-pandemic levels for the same period. The service recently conducted an intensive review, leading to the implementation of dashboards that have streamlined operations and improved efficiency. This project is ongoing, with the current focus on further enhancing the service through collaboration with Customer Service to identify additional areas for improvement.

Percentage of Non-domestic rates collected



Direction of Travel

Against last Year 
Declined since last year.

2024-25 Q2 – Higher is Good

Target	58%
Actual	60.92%

2023-24 Collection Rate

Target	99%
Actual	97.99%

How do we compare?

Benchmarking via Gov.uk Tables and Individual Council Websites using CIPFA Nearest Neighbours - Current Dataset is up to March '24 (Q4 23-24)

Q4 23-24 Benchmark	%	CIPFA Rank	Quartile
West Oxfordshire	97.89	6/16	Second
Lichfield	99.53	1/16	Top
Rushcliffe	98.74	3/16	Top
East Hampshire	97.32	9/16	Third
Stratford-on-Avon	96.44	14/16	Bottom
South Oxfordshire	93.92	16/16	Bottom

The current recovery cycle is up to date with the service reporting progress in collecting previous year's debt. The below table shows the percentage of aged debt that has been collected and the total outstanding:

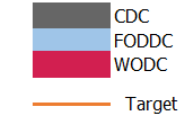
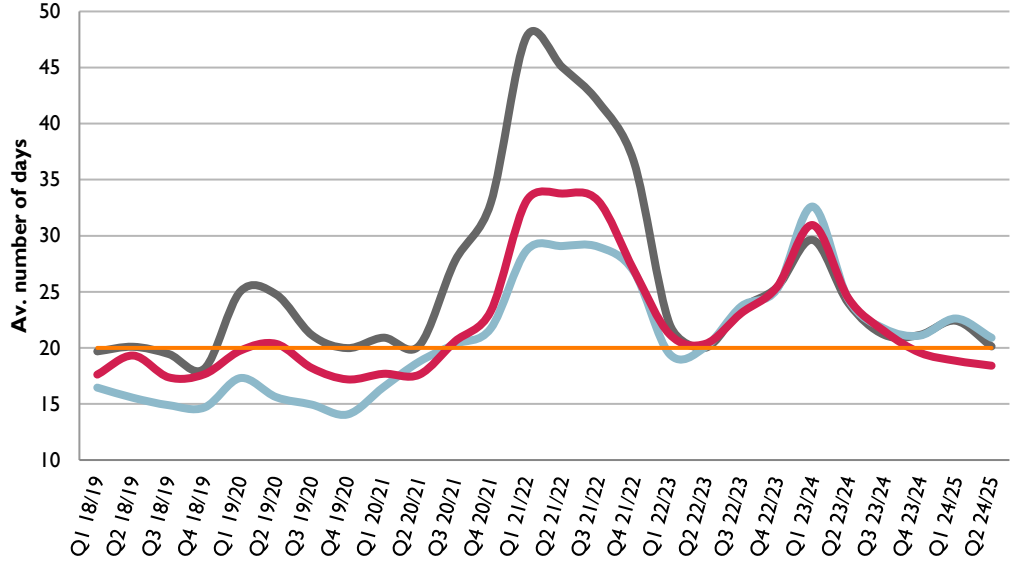
2020-2021	2021-2022	2022-2023	2023-2024	Total Outstanding
14.10%	31.17%	18.41%	27.84%	£1,538,914

The arrears outstanding for previous year's debts for Business Rates include some data where the amount outstanding now is greater than that brought forward at the beginning of the financial year. There are some processes that can increase the amount that needs to be collected, such as Rateable Value changes and amendments to liability. As Business Rates deal with large amounts of money, the outcome can outweigh the amount that has been collected.

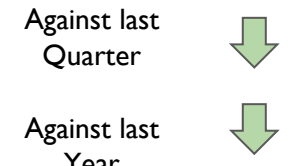
During Q2, the Council noted a decrease in collections compared to the same period last year. Like Council Tax, the exclusion of 1st October Direct Debits contributed to the decline in collection rates, which are about 1.3% below pre-pandemic levels. Despite this, all in-year recovery processes are currently up to date.

Note: The quarterly targets have been changed to more accurately reflect whether the Council is on track.

Processing times for Council Tax Support new claims



Direction of Travel



Improved since last quarter and last year

Q2 – Lower is Good

Target	20
Actual	18.41

How do we compare?

Gov.uk produces tables to show a snapshot of the number of CTS claimants at the end of each financial year. The below table shows number of claimants at the end of March 2024 and the percentage change from March 2023 for each authority, plus the data for all authorities in England

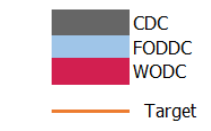
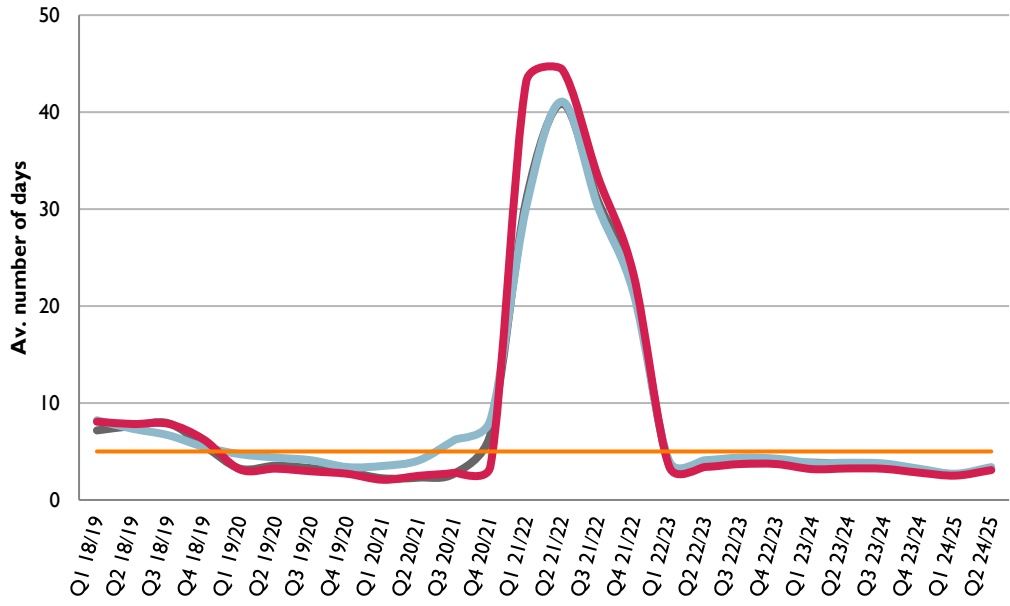
	Number of Claimants at end of March 2024	Percentage Change since March 2023	CIPFA Nearest Neighbours Rank (Higher = less claimants)
West Oxfordshire	4,363	0.88	4/16
Harborough	2,955	1.65	1/16
South Oxfordshire	4,966	0.32	10/16
Stafford	6,783	5.11	16/16

During Q2, the cumulative average processing time for new Council Tax Support (CTS) claims was 18.41 days, well within the 20-day target and a decrease of 6 days compared to the same period last year.

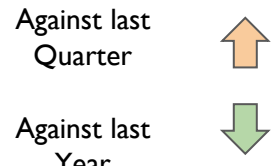
In September, system errors related to automation caused a backlog, resulting in longer processing times for new claims. The Council is actively working with partners to resolve these issues and ensure timely support for residents.

A consultation on proposed changes to the Council Tax Support (CTS) scheme is planned for the upcoming quarter.

Processing times for Council Tax Support Change Events



Direction of Travel



Increased since last quarter but improved since last year

Q2 – Lower is Good

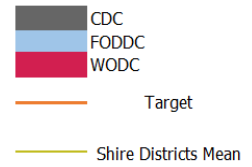
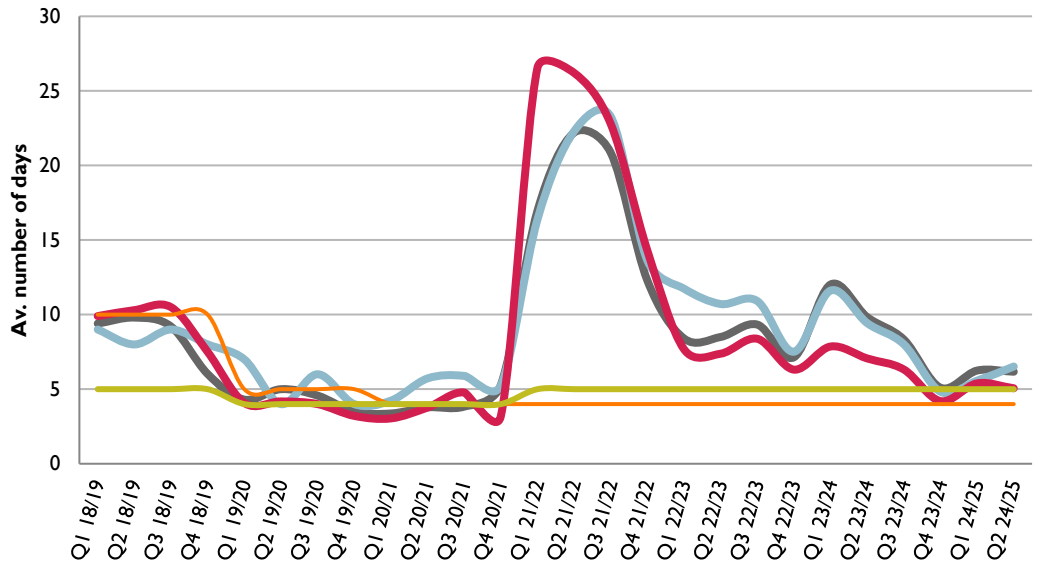
Target	5
Actual	3.08

How do we compare?


Benchmarking currently not available. The Data & Performance Team will investigate options.


The processing times for Council Tax Support Change Events continue to comfortably meet the 5-day target. However, there has been a slight increase in processing times compared to last quarter, attributed to system errors in the automation process that occurred in September.

Processing times for Housing Benefit Change of Circumstances



Direction of Travel

Against last Quarter 

Against last Year 

Increased since last quarter but improved since last year

Q2 – Lower is Good

Target	4
Actual	5.06

How do we compare?

Gov.uk produces tables showing statistics on the average number of days to process a change in circumstance of an existing Housing Benefit claim. Latest Release – April – June 2024 (Q1 24-25)

Q1 24-25 Benchmark	Days	CIPFA Rank	Quartile
West Oxfordshire	5.31	6/16	Second
Rushcliffe	2.44	1/16	Top
East Hampshire	4.84	4/16	Top
South Oxfordshire	7.83	9/16	Third
Harborough	10.03	13/16	Bottom
Stafford	16.79	16/16	Bottom

Please see [Processing times for Council Tax Support new claims.](#)

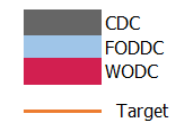
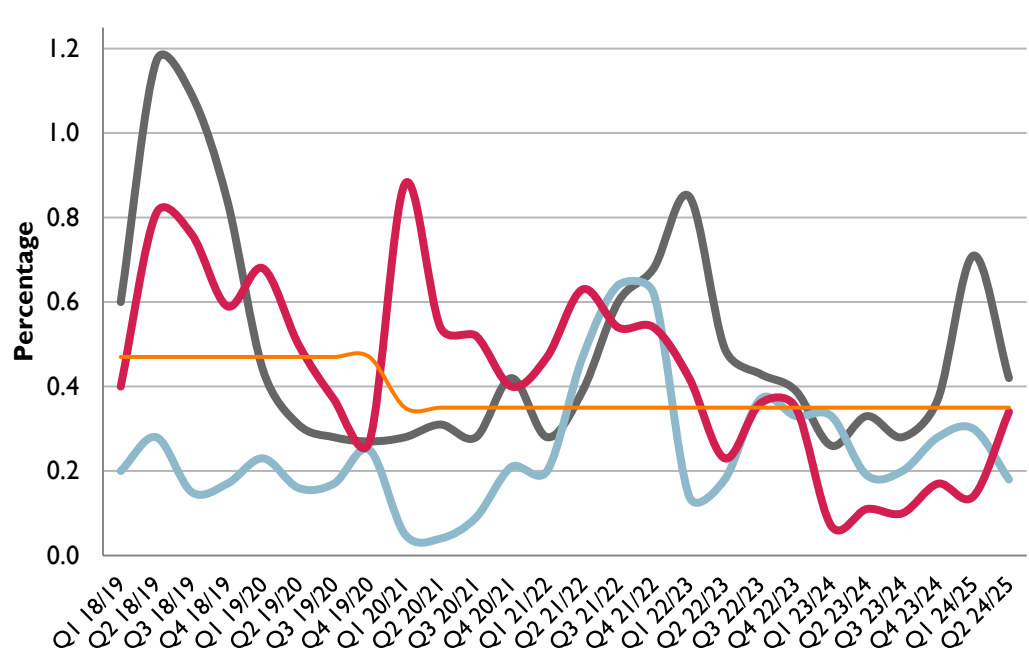
During Q2, processing times for Housing Benefit (HB) changes continued to decrease. Although the Council is currently above the target, there has been an improvement compared to the same period last year, with processing times reducing by approximately 2 days.

It should be noted that the number of expected changes affecting Housing Benefit (HB) is reducing significantly, as can be seen by comparing the number of HB changes assessed to the number of Council Tax Support (CTS) changes assessed. The decrease in HB changes received amplifies the impact of delays in assessing an application due to outstanding evidence required for average processing days.


HB Changes – 941
CTS Changes – 3,743


The managed migration of HB to Universal Credit commenced in April, with some minor glitches reported in the system. While the migration was planned in stages, some phases have been accelerated, which may further decrease the number of changes received but could potentially increase processing times.

Percentage of Housing Benefit overpayment due to LA error/admin delay



Direction of Travel

Against last Quarter 

Against last Year 

Increased since last quarter and last year

Q2 – Lower is Good

Target	0.35%
Actual	0.34%

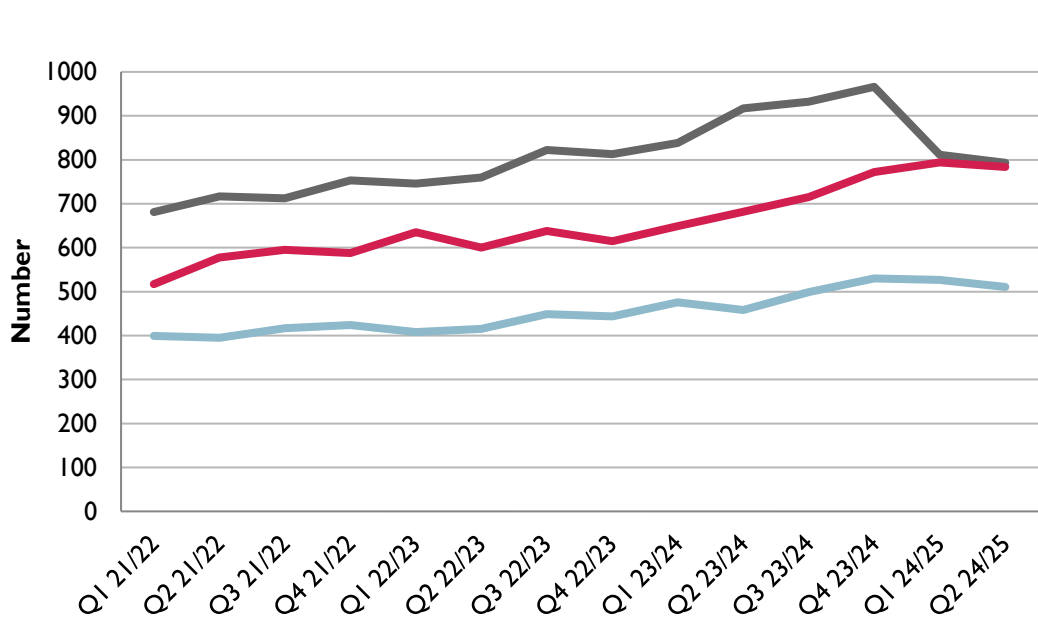
How do we compare?

Benchmarking currently not available. The Data & Performance Team will investigate options.


There was an increase in the percentage of overpayments at the Council compared to last quarter, attributed to software issues that caused a backlog and resulted in administrative delays in payments.


Measures are in place to ensure that HB overpayments due to local authority errors are reduced as much as possible. Around 20% of the HB caseload is checked by Quality Assurance officers, who target areas with high error rates, such as calculation of earnings. In addition to this work, the service is signed up to the Department for Work and Pensions (DWP) Housing Benefit Award Accuracy (HBAA) initiative to tackle fraud and error.

(Snapshot) Long Term Empty Properties



Direction of Travel

Against last Quarter 

Against last Year 

Increased since last quarter and last year

Q2 – Lower is Good

No Target

784

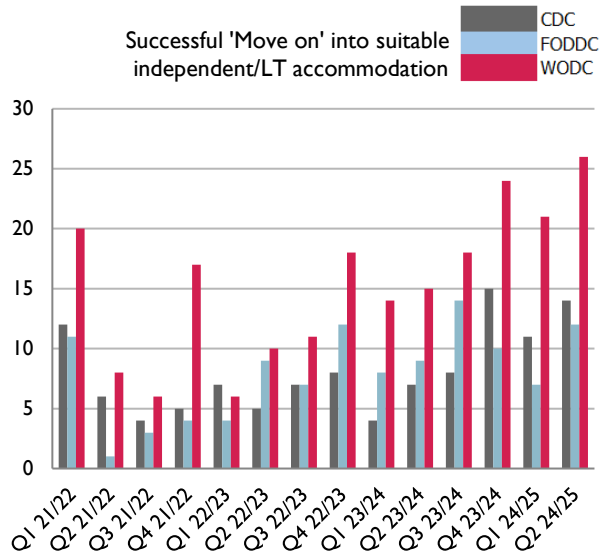
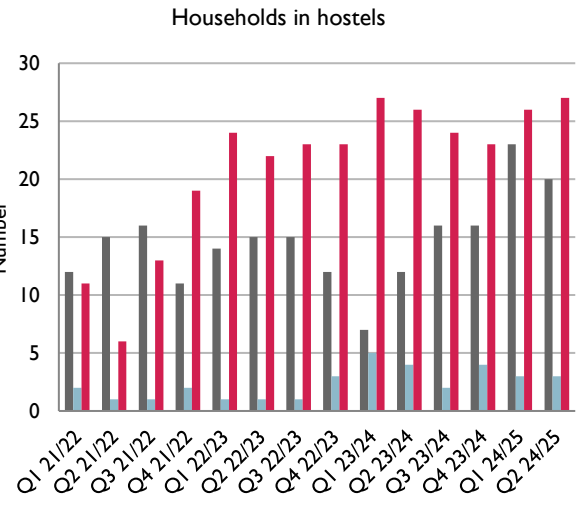
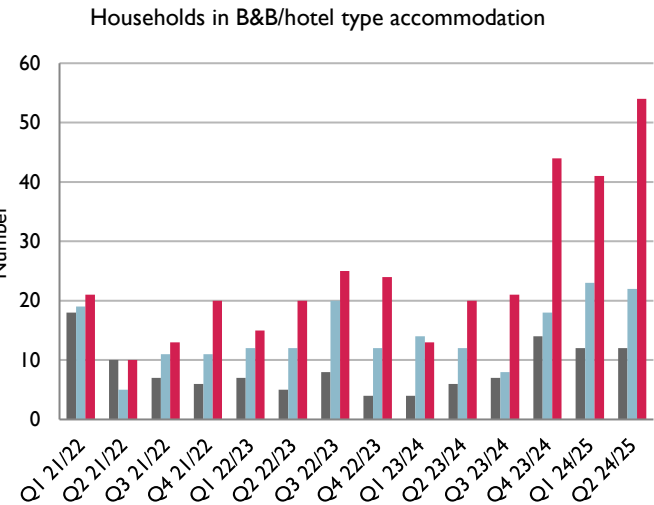
How do we compare?

Benchmarking currently not available. The Data & Performance Team will investigate options.

Properties continue to be added and removed from the list, and while the graph indicates an upward trend in properties over the past few years, the Council has observed a decrease in long-term empty properties on their lists during the past quarter.

The service reports that properties remain on the long-term empty (LTE) list for extended periods. To address this, a range of initiatives is being implemented to understand the reasons properties are entering the list, which will facilitate better management and reduction of these cases. Additionally, efforts are being made to ensure that data is up to date, allowing for the correct levy to be applied and charged for these properties. Furthermore, the service has appointed a dedicated, experienced Long Term Empties Officer to proactively accelerate the reintegration of these properties into the housing stock.

(Snapshot) Number of households in B&B/hotel-type accommodation & Hostels (LA owned or managed); and Number of successful 'Move On' into suitable independent/long-term accommodation from B&Bs/hotels/hostels



Direction of Travel

Against last Quarter	B&B/Hotels	↑
Against last Year	B&B/Hotels	↑
Against last Quarter	Hostels	↓
Against last Year	Hostels	→
Against last Quarter	Move Ons	↑
Against last Year	Move Ons	↑

Homelessness remains a significant issue for the Council, with a noticeable increase in homelessness presentations, particularly from families needing emergency accommodation after being granted asylum and receiving notice to vacate the Home Office hotel in the district.

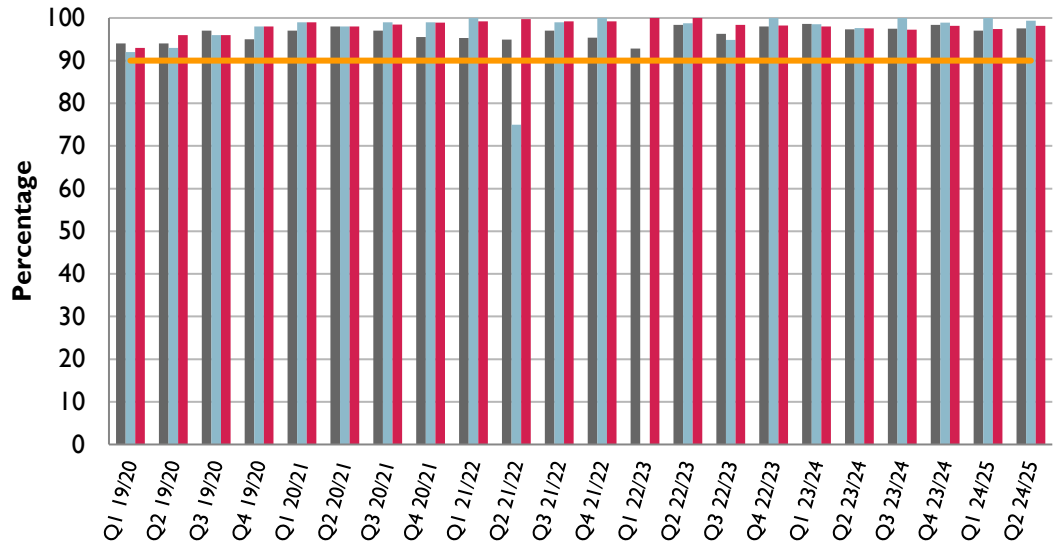
The situation is complicated by several factors: hostels are at full capacity, there is reduced availability in adult homelessness pathways, and there is a shortage of affordable housing options outside the social rented sector.

The team remains dedicated to preventing homelessness and has successfully averted homelessness for 93 households over Q1 and Q2. This includes 52 cases within the statutory 56-day period and 41 cases addressed before statutory duties were triggered. It's important to note that these figures are approximations and have not yet been officially confirmed through the government reporting system.


How do we compare?


No benchmarking currently available. The Data & Performance Team will investigate options.

Customer Satisfaction - Telephone



Direction of Travel

Against last Quarter 

Against last Year 

Improved since last quarter and last year

Q2 – Higher is Good

Target	90%
Actual	98.16%

How do we compare?

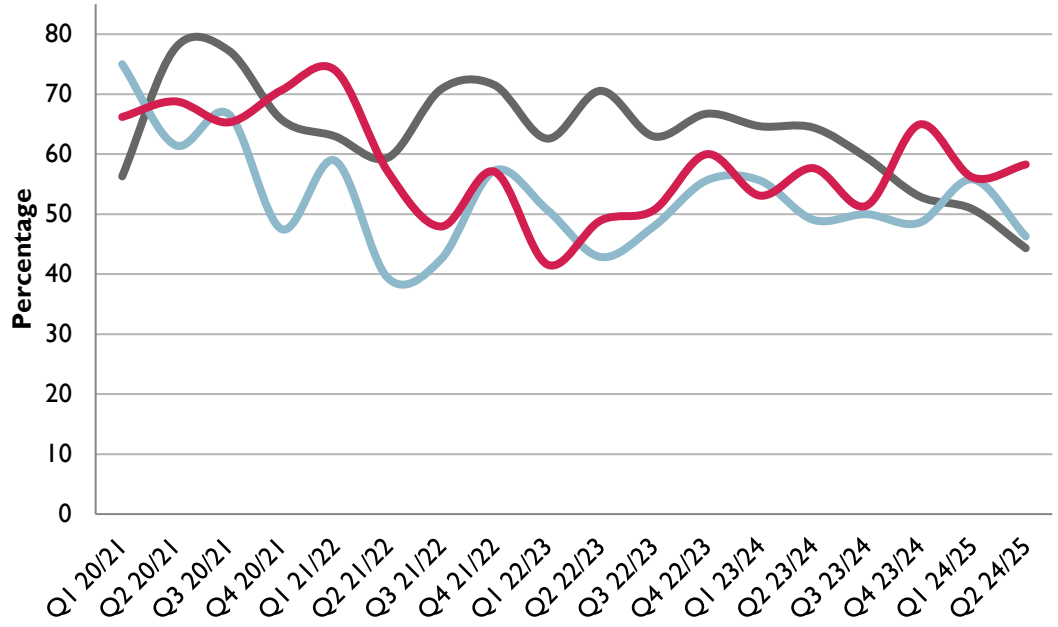
The Govmetric Channel Satisfaction Index is a monthly publication of the top performing councils across the core customer access channels. At least 100 customers need to be transferred to the survey to be included in the league table so even if satisfaction is high, it may not be included i.e. Forest in the below table. This is a national comparator.

Services provided via the telephone consistently yield high satisfaction with the Council topping the GovMetric Satisfaction Index for July and August.


	July Rank	July Net Sat.	Aug Rank	Aug Net Sat.	Sept Rank	Sept Net Sat.
Cotswold	4	94%	2	97%	TBC	TBC
Forest	N/A	N/A	N/A	N/A	TBC	TBC
West Oxfordshire	1	96%	1	99%	TBC	TBC


The Council continues to achieve top-tier performance levels when a sufficient number of surveys are included in the Satisfaction Index. Although this is a very small proportion of our calls, the numbers are comparable to those of other District Councils, hence the 'league tables' being a useful comparator.

Customer Satisfaction - Email



Direction of Travel

Against last Quarter 

Against last Year 

Improved since last quarter and last year

Q2 - Higher is Good

No Target

58.28%

How do we compare?

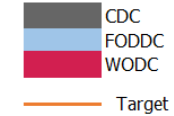
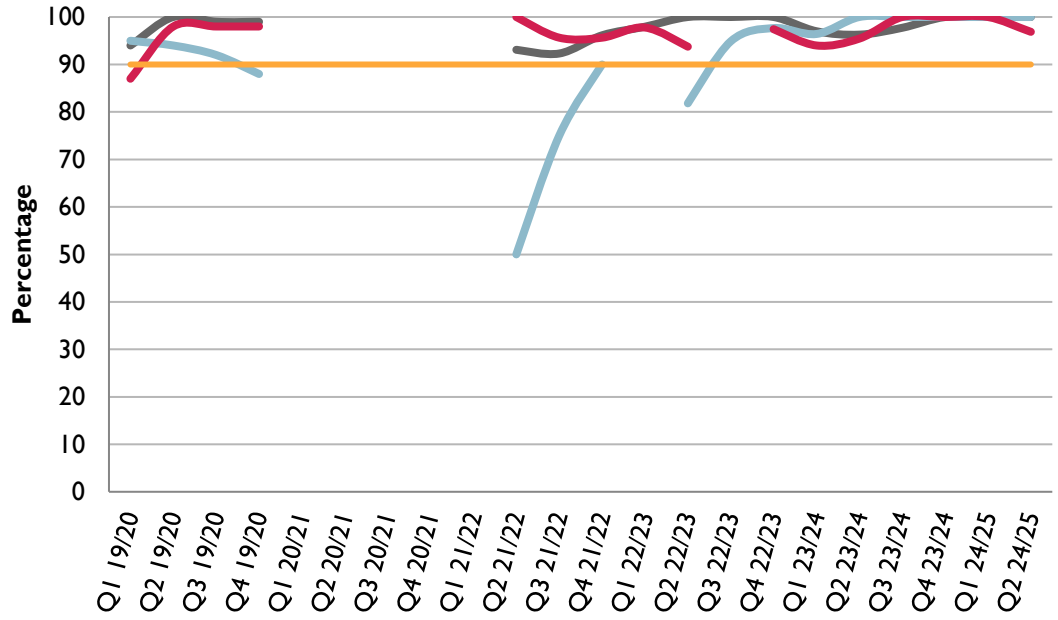
Benchmarking currently not available. The Data & Performance Team will investigate options.

441 residents responded to the survey, of which 257 were satisfied. This equates to a rate of 58.28% satisfaction for the quarter, up from 56.12% during Q1.



All outbound emails sent by customer services from Salesforce contain a link to the survey.

A piece of work was undertaken to review the responses from the email surveys due to the more negative responses. Upon review, it appears to be dissatisfaction surrounding service failures such as missed bins, container deliveries, responses from Planning or Housing etc. System and process improvements by the individual services are being implemented, which may affect these figures in the future.

Customer Satisfaction - Face to Face



Direction of Travel

- Against last Quarter 
- Against last Year 

Same as last quarter but improved since last year

Q2 – Higher is Good

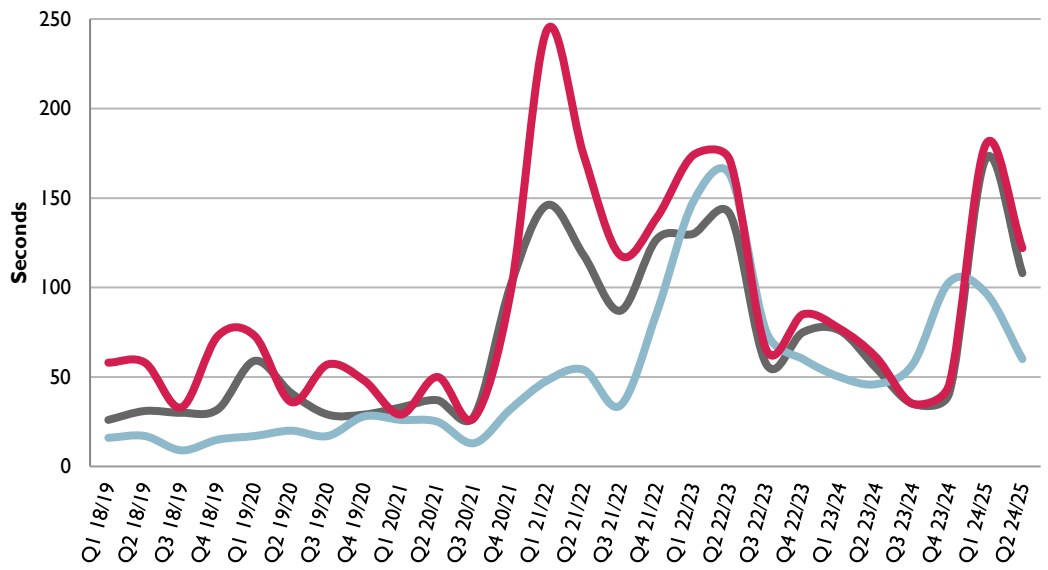
Target	90%
Actual	96.88%

How do we compare?



Benchmarking currently not available. The Data & Performance Team will investigate options.

Customer Satisfaction from face to face interactions continues to be high, with a 100% satisfaction rate for the quarter, with 31 of 32 individuals surveyed satisfied with the service.

Customer Call Handling - Average Waiting Time



Direction of Travel

- Against last Quarter 
- Against last Year 
- Decreased since last quarter but increased since last year

Lower is Good

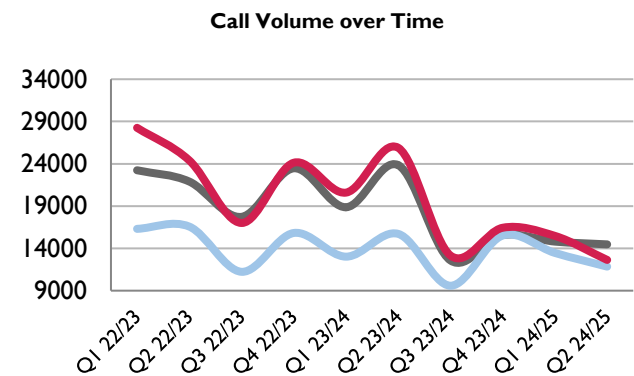
No Target
122 Seconds

How do we compare?

SPARSE are investigating pulling together Customer Services benchmarking data and if there is sufficient demand and suitably similar metrics to provide comparison across similarly rural local authorities we will work with them to assess any crossover in metrics and potential presentation.

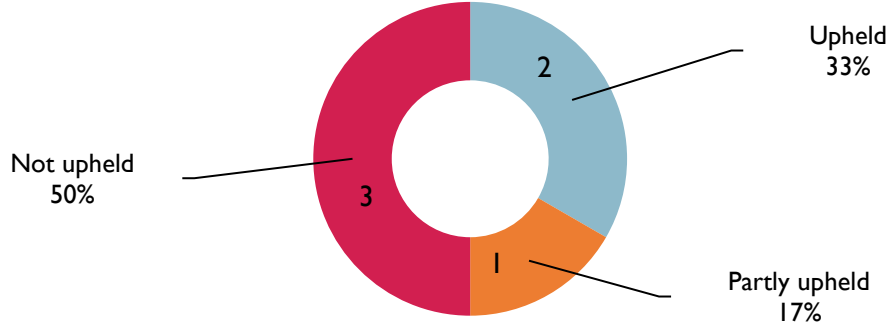
Average wait times at the Council reduced during Q2 by around a minute, though they remain about a minute higher than this time last year. The service faced several challenges during the quarter, including increased contact related to the general election and annual canvass. The team has also been impacted by the loss of experienced staff, vacancies, and staff sickness, though successful recruitment efforts have filled some positions. Despite these challenges, the team remains active in improvement projects to enhance efficiency and service delivery.

The Council saw a decrease of over 13,000 calls compared to the same period last year, as shown in the chart to the right. This decline aligns with a broader trend of reduced call volumes, a pattern likely to continue due to ongoing Channel Choice initiatives that promote customer self-service options.




Number of complaints upheld

Complaints by Status




Direction of Travel

Complaints upheld or partly upheld at Stage 1

Against last Quarter 

No Target

Against last Year 

Declined since last quarter and last year

How do we compare?

The table outlines the complaints received by the Ombudsman over the period, the decisions made on these cases, and the Council's compliance with any recommendations issued by the Ombudsman during this time. Complaints received by the Ombudsman reflect cases where customers, having completed the Council's complaint process (see to the right), feel that the Council has not satisfactorily resolved the matter.

During Q1, the Council experienced a decrease in complaints received from last quarter.

See the table on the following page for a breakdown of those upheld and partially upheld.

2022-23	Complaints Investigated	Percentage Upheld	Upheld decisions per 100,000 residents	Percentage Compliance with Recommendations	Percentage Satisfactory Remedy	CIPFA Rank	Quartile
West Oxfordshire	1	50	0.9	N/A	100	12/16	Third
Harborough	11	0	0	N/A	N/A	1/16	Top
Mid Sussex	5	20	0.7	100	0	5/16	Second
Lichfield	2	100	1.9	100	0	16/16	Bottom

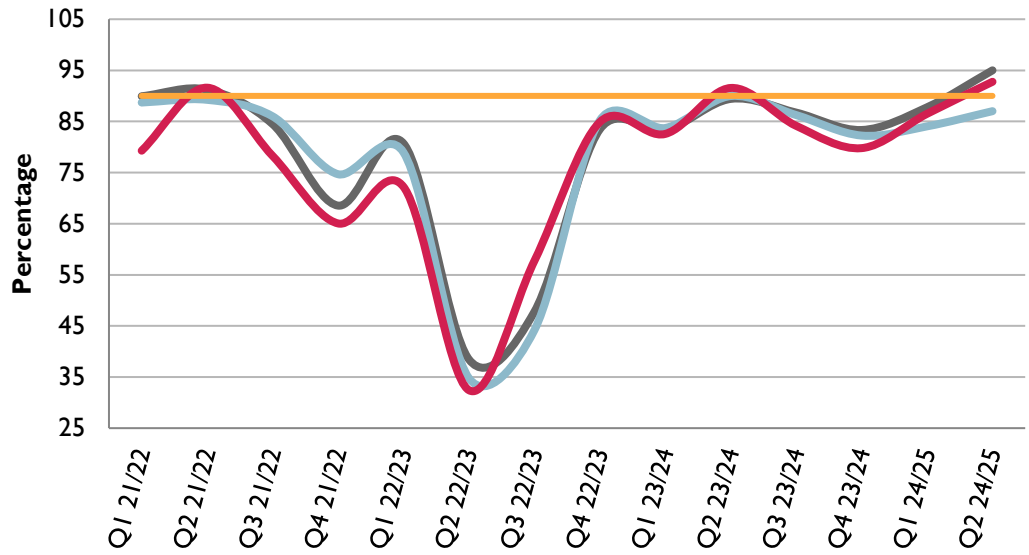
A new Customer Feedback Procedure went live on the 1st October 2021. The new process has the following stages:

- Stage 1: Relevant service area responds to complaint within 10 working days
- Stage 2: Complaint is reviewed by Corporate Responsibility Team, response is signed off by relevant Business Manager, and sent to complainant within 10 working days
- Stage 3: Complaint is reviewed by relevant Business Manager, signed off by relevant Group Manager, and sent to complainant within 15 working days

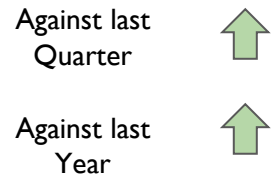
Complaints Upheld or Partially Upheld Breakdown

Service area	Description	Outcome/learning	Decision	Response time (days)
Revenues and Benefits	Single person discount withdrawn incorrectly due to communication issues.	Dealt with by Service	Upheld	1
Housing	Unprofessional interaction with officer.	Review of training provided to staff within the Housing Team undertaken to try and improve working practices.	Upheld	10
Housing	Lack of communication	Dealt with by Service.	Partly Upheld	6

Percentage of FOI requests answered within 20 days

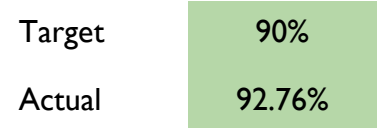


Direction of Travel

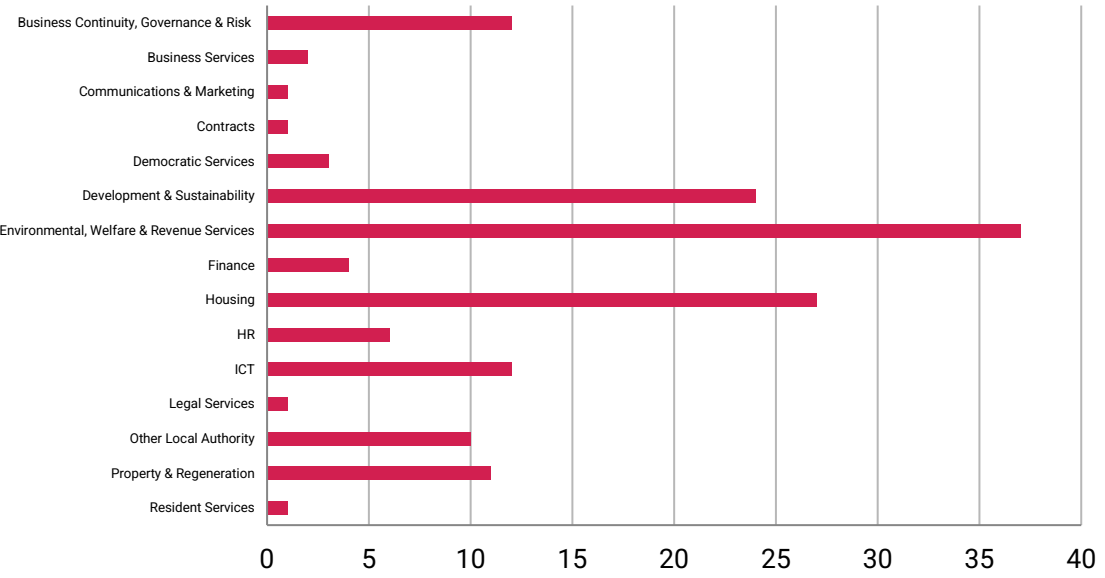


Improved since last quarter and last year

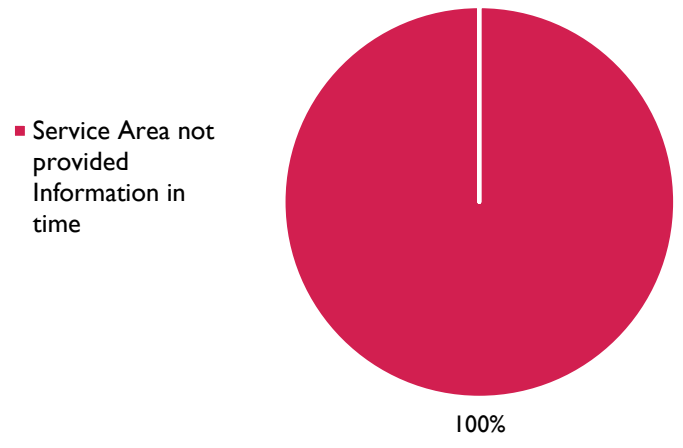
Q2 – Higher is Good



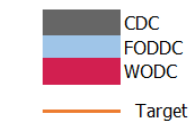
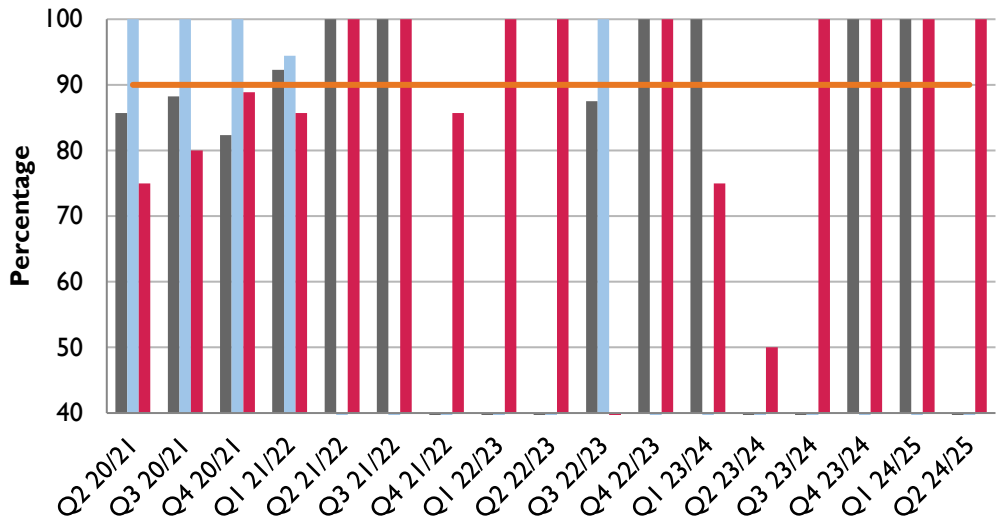
Requests by Service Area



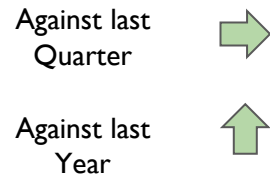
Reason FOI request was not Answered within 20 Days



Building Control Satisfaction



Direction of Travel



Same as last quarter but improved since last year

Q2 – Higher is Good

Target	90%
Actual	100%

How do we compare?

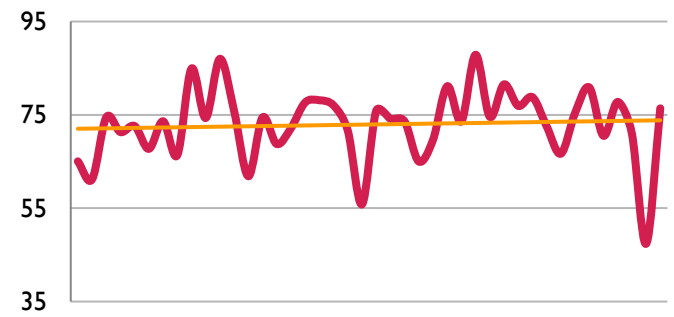
Percentage of share in the market

	July	Aug,	Sept.	Number of Apps for Quarter
Cotswold	64%	63%	56%	151
Forest	73%	49%	31%	81
West	71%	47%	76%	160

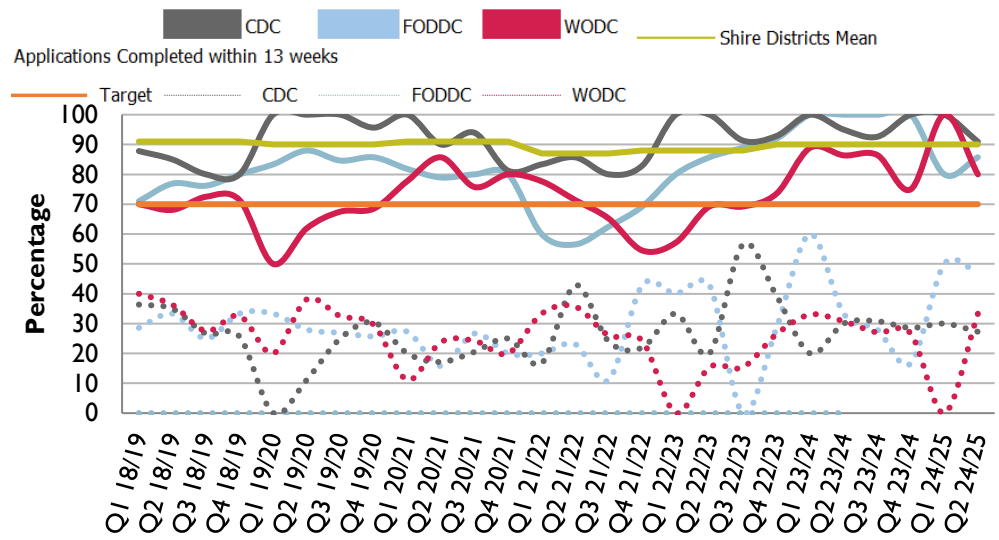
Each month, the service conducts telephone interviews with customers who have received a completion certificate during the month. The customer rates the service on helpfulness of staff, quality of technical advice and other information, responsiveness, value for money, and overall satisfaction.

The data on satisfaction surveys still faces challenges with a low number of returns, one survey were received during Q2.


The below chart shows market share over time from April 2021




Percentage of major planning applications determined within agreed timescales (including AEOT)



Direction of Travel

Against last Quarter 

Against last Year 

Declined since last quarter and last year

Q2 – Higher is Good

Target	70%
Q2 Actual	80%
Year to Date (Cumulative)	89.89%

How do we compare?

Major Developments - % within 13 weeks or agreed time – LG Inform

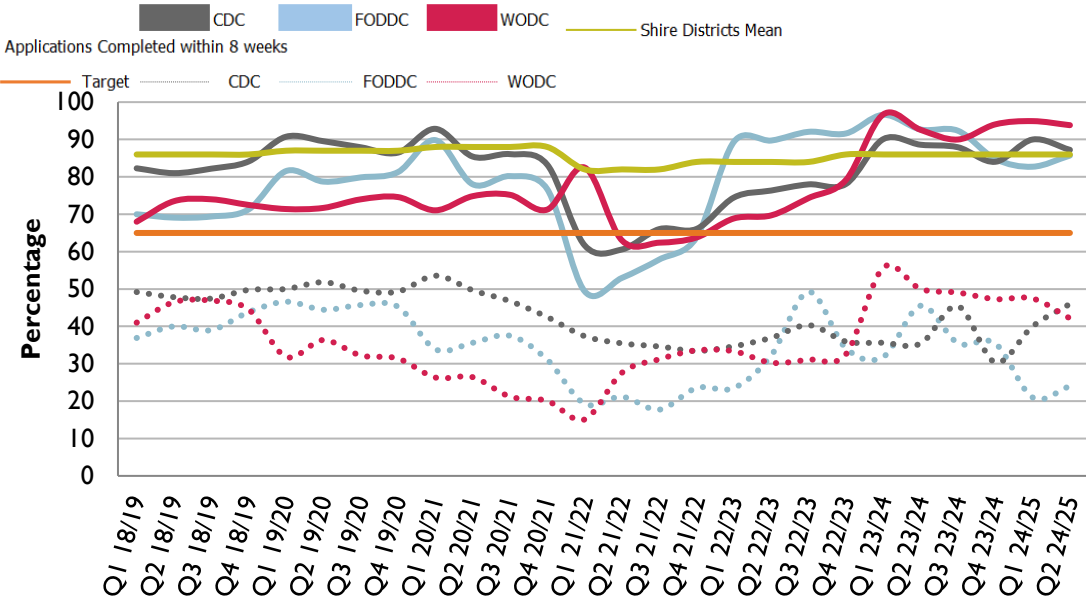
Q4 23-24 Benchmark	%	CIPFA Rank	Quartile
West Oxfordshire	75	14/16	Bottom
East Cambridgeshire	100	1/16	Top
Rushcliffe	100	1/16	Top
Hinckley and Bosworth	90	10/16	Third
Test Valley	80	13/16	Bottom
Lichfield	67	16/16	Bottom

The service has maintained strong performance in processing Major applications within the agreed timeframes. However, there was a decrease of 20% compared to the previous quarter, with the in-time determinations dropping from 100% in Q1 to 80% in Q2.


During Q2, five major applications were determined.


[See slide for Minor Developments for further narrative](#)

Percentage of minor planning applications determined within agreed timescales (including AEOT)



Direction of Travel

Against last Quarter 

Against last Year 

Slightly declined since last quarter but improved since last year

Q2 – Higher is Good

Target	65%
Q2 Actual	93.83%
Year to Date (Cumulative)	94.29%

How do we compare?

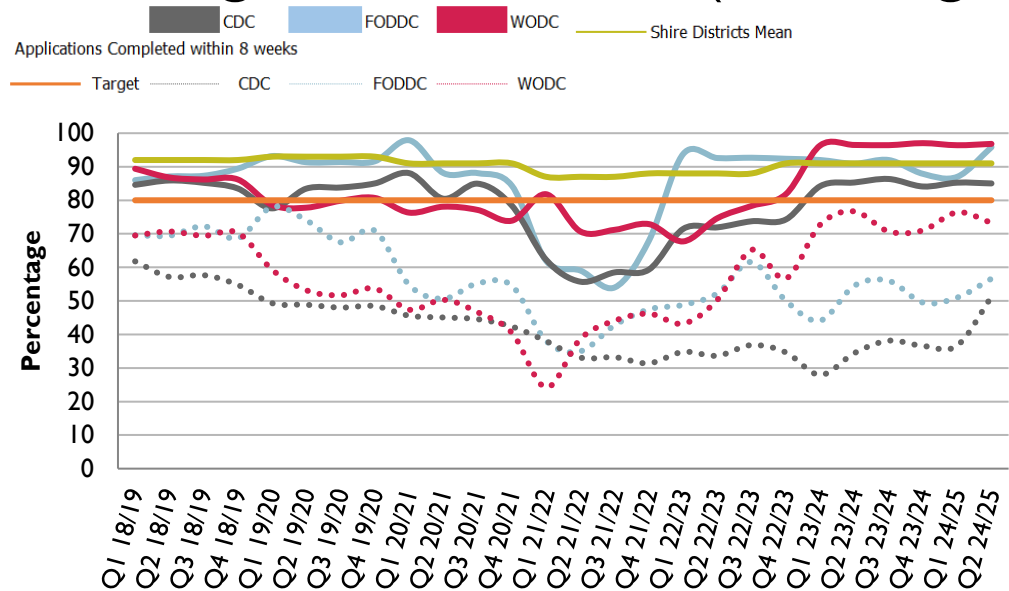
Minor Developments - % within 8 weeks or agreed time – LG Inform

Q4 23-24 Benchmark	%	CIPFA Rank	Quartile
West Oxfordshire	94	2/16	Top
Mid Sussex	98	1/16	Top
Horsham	90	5/16	Second
Harborough	83	10/16	Third
Lichfield	77	13/16	Bottom
East Hampshire	62	16/16	Bottom


This quarter, the Council has continued to perform well in processing minor applications within required timeframes. However, vacancies within the Development Management team are currently impacting resources, and recruitment efforts are underway to address these gaps. 81 minor applications were determined in Q2.


The Development Management Improvement Plan, initiated following the PAS report, is progressing with a focus on streamlining enforcement. To reduce the case backlog, a "Harm Checklist" has been introduced to prioritise cases effectively. A new interactive digital form for submitting complaints is now available on the website, enabling users to upload photos, map locations, and access clearer guidance on enforcement processes and timeframes. These enhancements manage customer expectations and allow staff to concentrate on investigations. The next phase will refine case management for high-priority cases, with a tracking system being developed to improve transparency and responsiveness. The Council held a well-attended Agents' Forum this quarter, providing a valuable platform for open discussion between the Council and planning agents and promoting constructive feedback on planning processes.

Percentage of other planning applications determined within agreed timescales (including AEOT)



Direction of Travel

Against last Quarter 

Against last Year 

Slightly improved since last quarter and last year

Q2 – Higher is Good

Target	80%
Q2 Actual	96.81%
Year to Date (Cumulative)	96.64%

How do we compare?

Other Developments - % within 8 weeks or agreed time – LG Inform

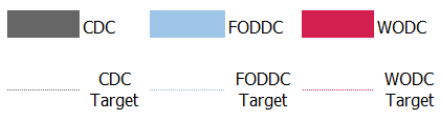
Q4 23-24 Benchmark	%	CIPFA Rank	Quartile
West Oxfordshire	97	3/16	Top
Mid Sussex	99	1/16	Top
Horsham	96	5/16	Second
Stroud	90	12/16	Third
Rushcliffe	89	13/16	Bottom
Stafford	80	16/16	Bottom

Determination times for other applications have improved slightly by 0.4% since last quarter and by 0.32% compared to the same period last year.

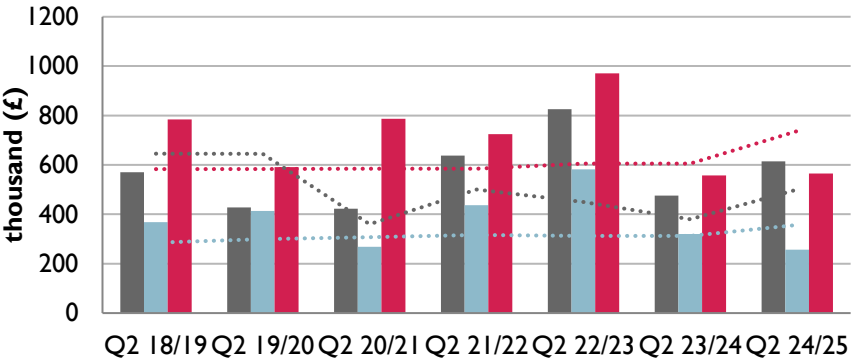
In Q2, 251 other applications were determined, with 243 applications determined within agreed timescales.

[See slide for Minor Developments for additional narrative](#)

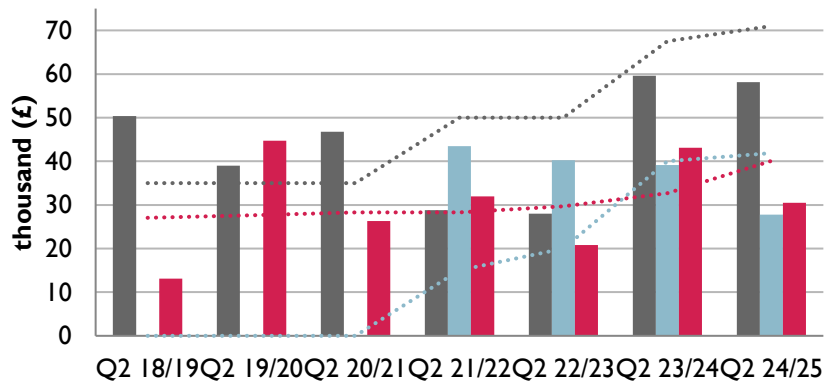
Total Income achieved in Planning & Income from Pre-application advice



Total planning income



Pre-application income



How do we compare?

Planning Advisory Service (PAS) planned to benchmark back in 2021. No data is available in the public domain.

Direction of Travel

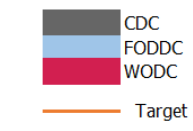
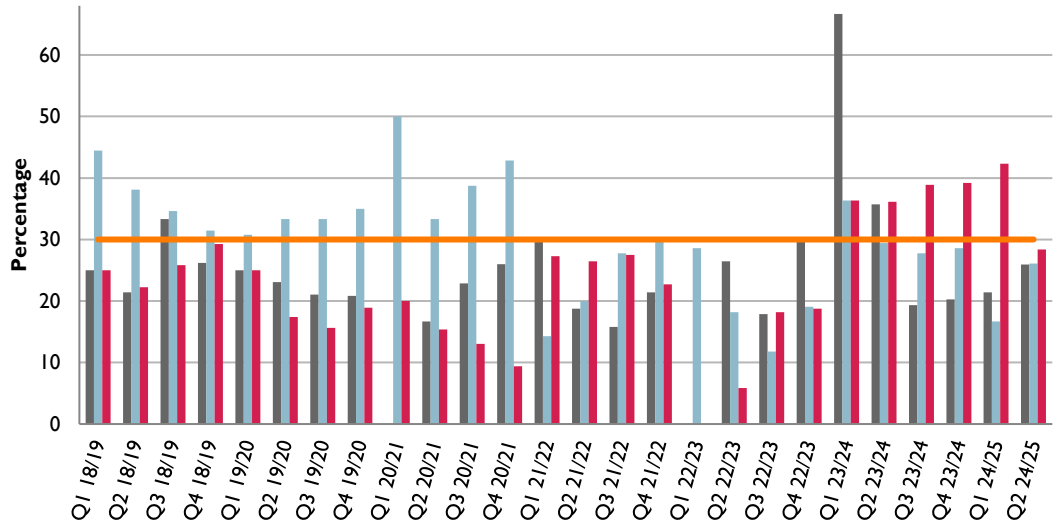
Total Planning Income		Q2 – Higher is Good	
Against last Quarter	↓	Total Planning Income (£)	
Against last Year	↑	Target	736,987
		Actual	565,794
Pre-Application Income		Pre-Application Income (£)	
Against last Quarter	↓	Target	40,086
Against last Year	↓	Actual	30,479

Total Income slightly decreased since last quarter but increased since last year
Pre-App Income declined since last quarter and last year


By the end of Q2, planning income for the Council fell short of its target. The shortfall is primarily due to a lower number of Major applications, which typically generate higher fees. This decline may be linked to the introduction of Biodiversity Net Gain requirements and uncertainty within the housing market. It is anticipated that the Government's autumn budget will help restore confidence in the housing sector.


Despite an increase in pre-application fees introduced in April, the Council fell short of its income target for pre-application advice.

Percentage of Planning Appeals Allowed (cumulative)



Direction of Travel

Against last Quarter 

Against last Year 

Improved since last year and last quarter

Q2 – Lower is Good

Target	30%
Actual	28.38%

How do we compare?

Percentage of planning appeals allowed – LG Inform

Q4 23-24 Benchmark	%	CIPFA Rank	Quartile
West Oxfordshire	33	7/16	Second
East Hampshire	0	1/16	Top
Test Valley	25	6/16	Second
Horsham	38	9/16	Third
South Oxfordshire	50	14/16	Bottom
Hinckley and Bosworth	83	16/16	Bottom

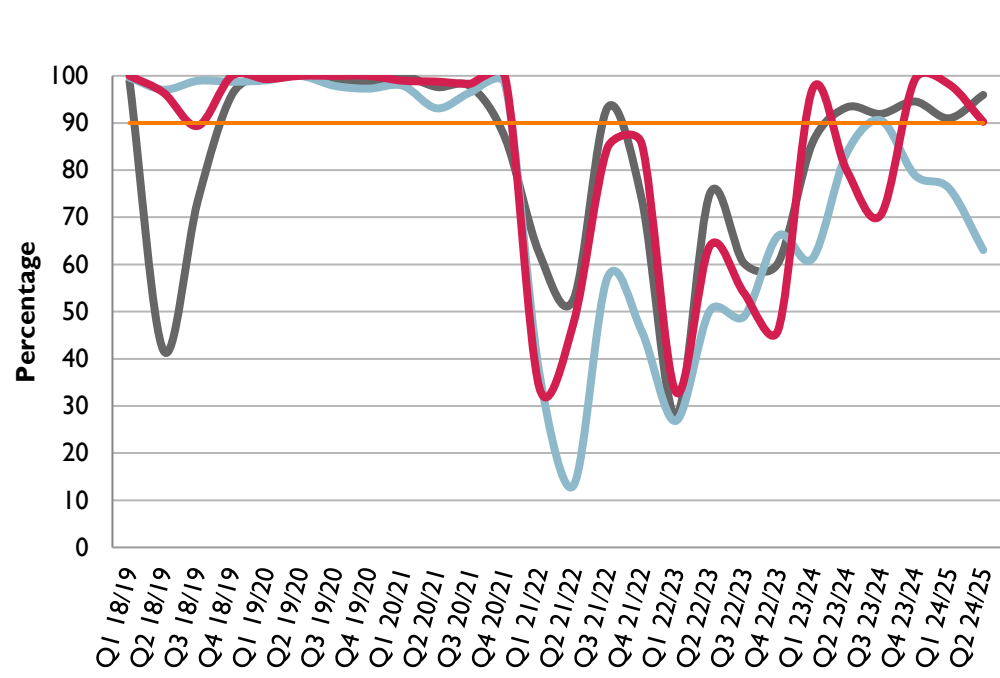
This indicator aims to ensure that no more than 30% of planning appeals are allowed in favor of the applicant, with a lower percentage being more favorable. According to the latest statistics from the Planning Inspectorate, the national average for Section 78 planning appeals granted is 28% (source: gov.uk).

Between 1 July 2024 and 30 September 2024, twenty-four appeals were decided, with five allowed in favor of the applicant. Out of these, ten were Upland applications, two of which were allowed, resulting in a 20% allowance rate. The remaining fourteen were Lowlands applications, with three allowed, yielding a 21.4% allowance rate. Notably, the Council has met its target for the first time since Q4 2022-2023.


The below shows the appeal split between Uplands and Lowlands for the year;


	Decided	Allowed	% Allowed
Uplands	21	6.5	30.95%
Lowlands	16	4	25%

Percentage of official land charge searches completed within 10 days



Direction of Travel

Against last Quarter 

Against last Year 

Increased since last year but decreased since last quarter

Q2 – Higher is Good

Target	90%
Actual	90.24%

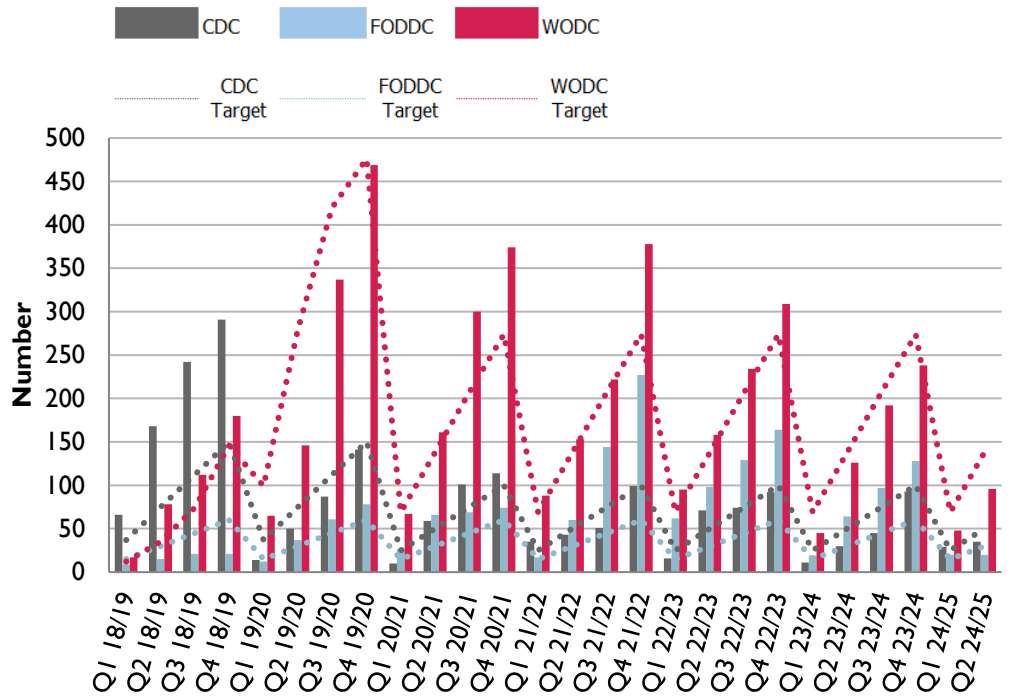
How do we compare?

Benchmarking currently not available. The Data & Performance Team will investigate options.

During Q2, the Council continued to exceed its target for completing land charge searches within 10 days.

Efforts to strengthen relationships with the answering teams have improved communication and workload management, allowing team members to address tasks more efficiently and ultimately boosting overall productivity.

Number of affordable homes delivered (cumulative)



Direction of Travel

- Against last Quarter →
- Against last Year ↓
- Same as last quarter but declined since last year

Q2 – Higher is Good

Target	138
Actual	96

How do we compare?

Benchmarking currently not available. The Data & Performance Team will investigate options.

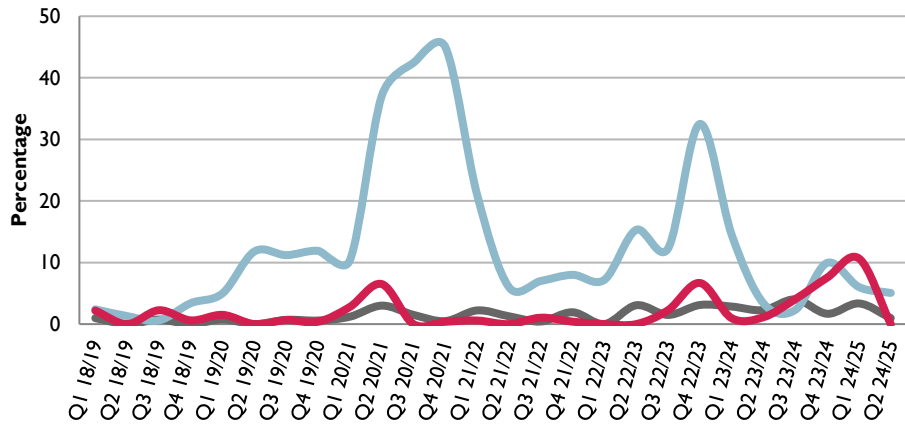
During Q2, a total of forty-eight properties were delivered in West across, bringing the year-to-date total to 96. This includes 35 Social Rent and 8 Affordable Rent homes, with 30 Social Rent homes delivered as part of the St Mary's redevelopment in Witney. The redevelopment incorporates sustainable features like solar panels, air source heat pumps, and electric vehicle charging points, alongside a 30-year biodiversity management plan to promote long-term environmental sustainability.

The service reports that completions fluctuate over the year. A housing development period is at least 12 months, with some schemes phased over several years.

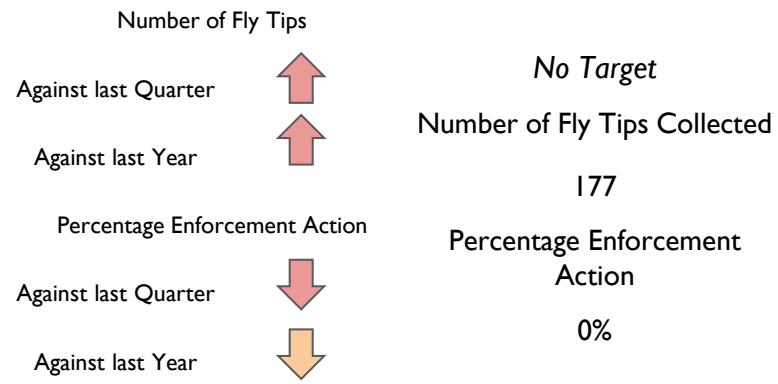
Note: this data is collected cumulatively from the beginning of the financial year to account for peaks and troughs

Number of fly tips collected and percentage that result in an enforcement action

(defined as a warning letter, fixed penalty notice, simple caution or prosecution)



Direction of Travel



Fly Tips – Decreased since last quarter and but increased since last year
 Enforcement Action – Increased since last quarter and last year

How do we compare?

Number of Fly Tips reported for year 2022-23 for Local Authorities in England – Gov.uk. The latest dataset available is 2022-23.

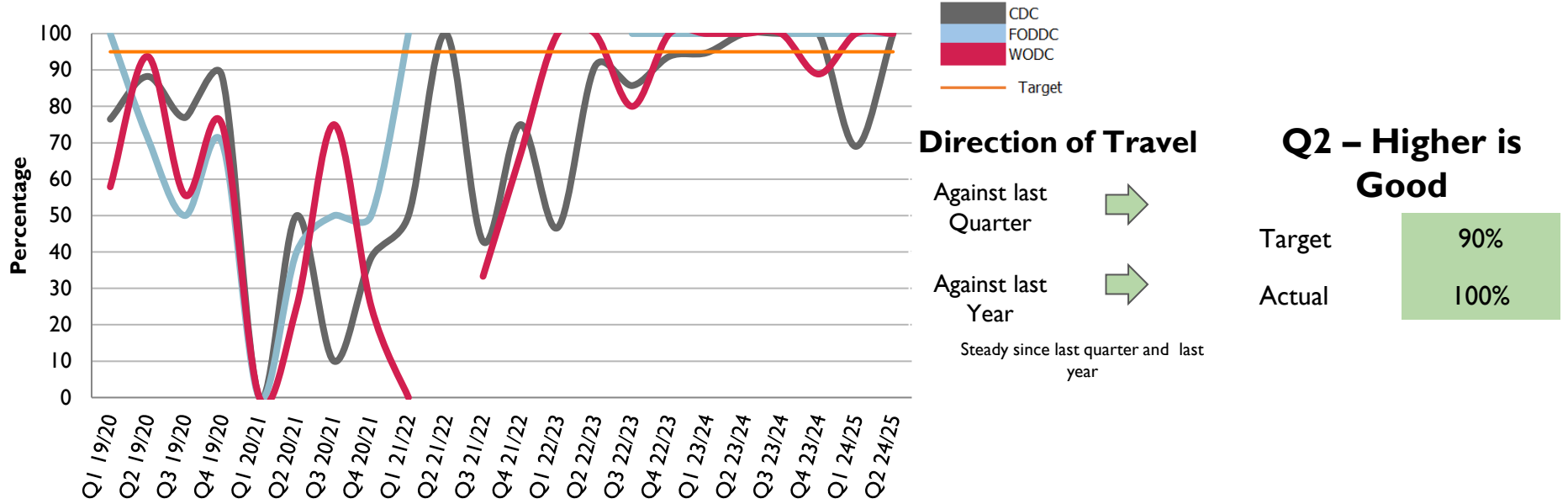
	Total Fly Tips	Total Enforcement Actions	Total FPNs	% FPNs per Fly Tip	CIPFA Nearest Neighbours Rank	Quartile
West	1150	53	14	1.22	6/16	Second
Horsham	1212	287	65	5.36	1/16	Top
Tewkesbury	655	29	1	0.15	10/16	Third
Stroud	859	11	0	0	16/16	Bottom

In Q2, the number of reported fly-tipping incidents increased, while the percentage of enforcement actions taken decreased.

To combat fly-tipping, the Council has installed 20 new covert cameras in rural hotspots as part of an initiative led by the Rural Crime Partnership, funded by the Police and Crime Commissioner and the Safer Streets initiative. Ongoing operations have already halted fly-tipping in some areas, with more cameras expected to reduce environmental crime across the district.

Additionally, the Council is collaborating with the Safer Streets Initiative to raise awareness about rural and environmental crimes, particularly in areas with higher crime rates. By attending Parish Council meetings, the Council aims to engage local communities, educate the public on fly-tipping and environmental responsibilities, and address specific local issues.

Percentage of high risk food premises inspected within target timescales



How do we compare?

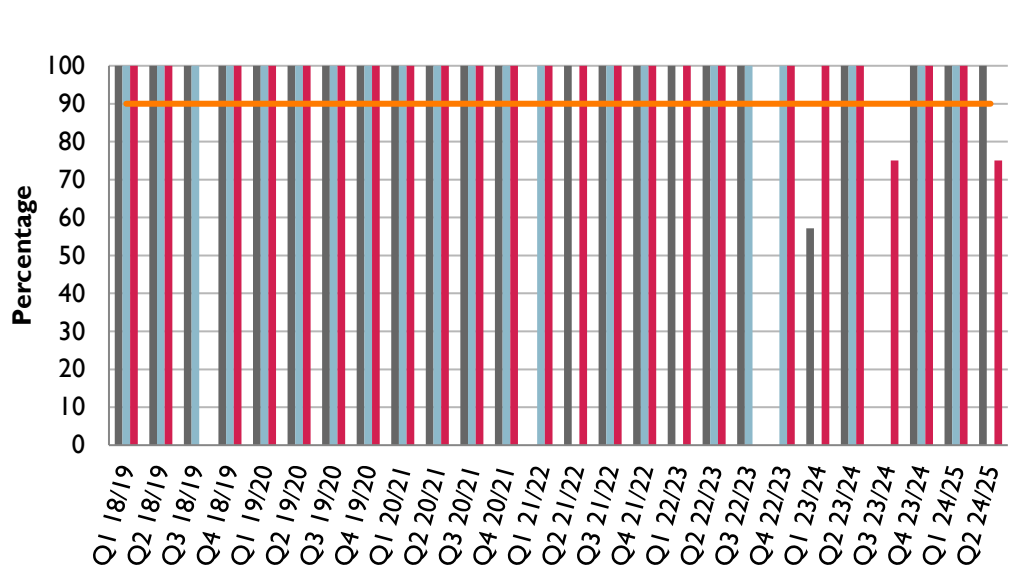
Benchmarking currently not available. The Data & Performance Team will investigate options.

The Council conducted three inspections during Q2, all of which were completed within the timescale.


High-risk food inspections are prioritised due to their greater potential impact on public health and safety enabling issues to be addressed swiftly. However, this focus can occasionally delay scheduled inspections for lower-risk food businesses. To mitigate this, the service uses a dashboard to track both high- and lower-risk inspections, ensuring that, despite the emphasis on high-risk establishments, lower-risk inspections are still completed promptly to maintain overall compliance and safety standards.


Percentage of high risk notifications risk assessed within 1 working day

(including food poisoning outbreaks, anti-social behaviour, contaminated private water supplies, workplace fatalities or multiple serious injuries)



Direction of Travel

Against last Quarter 

Against last Year 

Declined since last quarter and last year

Q2 – Higher is Good

Target	90%
Actual	75%

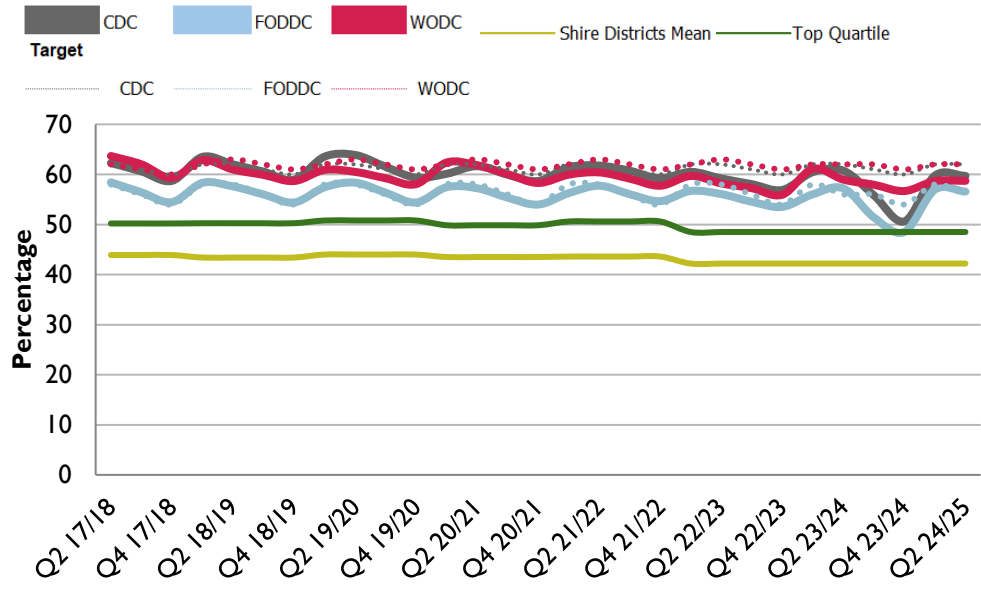
How do we compare?

Benchmarking currently not available. The Data & Performance Team will investigate options.


The Council received four notifications during Q2, three of which were reviewed within one working day.


The missed notification was due to timing and resource availability, the initial allocation did not necessitate immediate action, as the referral was linked to ongoing cases from Housing. This allowed officers to prioritise other pressing tasks, resulting in a delay in the timely follow-up, despite the notification being promptly acknowledged and allocated.

Percentage of household waste recycled



Direction of Travel

Against last Quarter 

Against last Year 

Q2 – Higher is Good

Target **62%**

Actual **58.71%**

How do we compare?

Percentage of household waste sent for reuse, recycling or composting

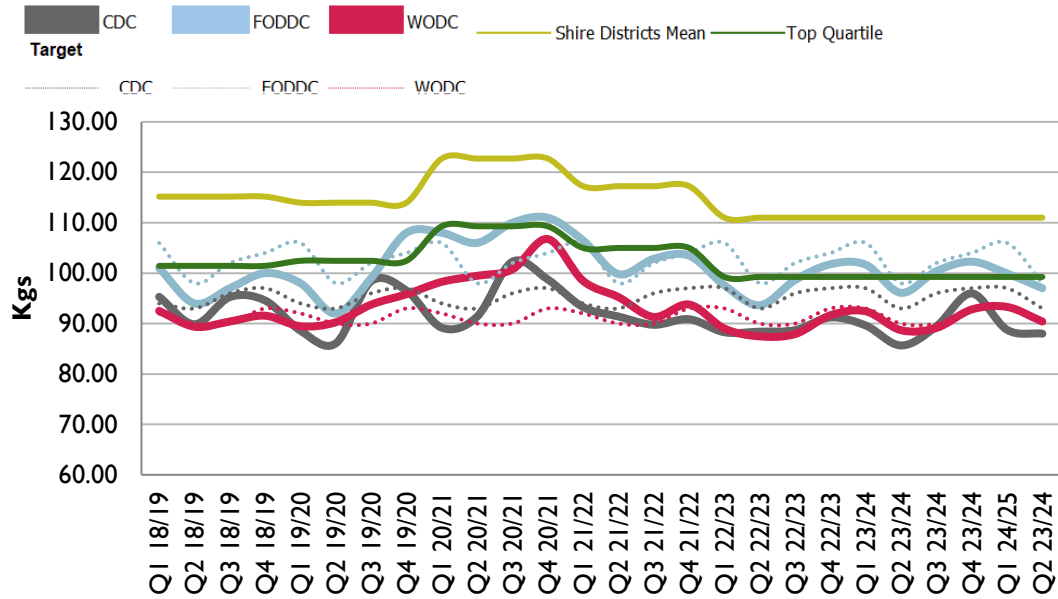
Q4 22-23 Benchmark	%	CIPFA Rank	Quartile
West Oxfordshire	53.1	4/16	Top
South Oxfordshire	55.42	1/16	Top
Tewkesbury	47.58	6/16	Second
Harborough	38.5	10/16	Third
Hinckley and Bosworth	36.68	14/16	Bottom
Bromsgrove	31.98	16/16	Bottom

The team is currently awaiting the recycling rates for September from Oxfordshire County Council. The recycling rates for April and May stand at 58.71%, which is approximately 1% higher than the same period last year.


During Q2, the Council supported Second Hand September, a national campaign encouraging the public to shop for second-hand clothing and donate items they no longer wear. This initiative highlights the environmental impact of textile production and aims to reduce waste by promoting the recycling and reuse of textiles. Resources are available for residents on sustainable shopping and clothing repair.


Notes: The quarterly recycling targets are profiled to account for seasonal differences. The combined recycling data is also presented cumulatively which will flatten out some of these differences.

Residual Household Waste per Household (kg)



Direction of Travel

Against last Quarter 

Against last Year 

Q2 – Lower is Good

Target	90
Actual	90.41

How do we compare?

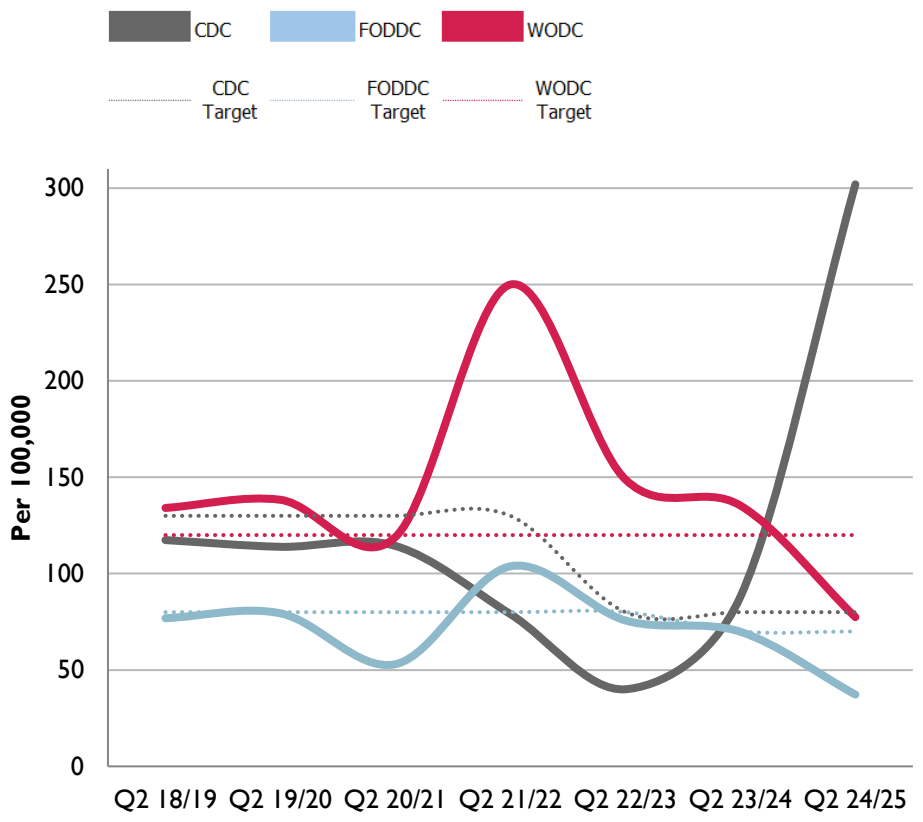
Residual household waste per household (kg/household)

Q4 22-23 Benchmark	Kg	CIPFA Rank	Quartile
West Oxfordshire	85.56	4/16	Top
Stroud	76.83	1/16	Top
Tewkesbury	104.61	7/16	Second
Rushcliffe	114.93	11/16	Third
Lichfield	117.41	14/16	Bottom
Bromsgrove	126.69	16/16	Bottom


The pattern of residual waste throughout the year is cyclical and targets are profiled according. We typically see an increase in Q3 due to the Christmas period.


During Q2, the Council saw a decline in the tonnage of household waste in comparison to last quarter, decreasing by 2.9kg to 90.41kg. In comparison to Q2 2023-2024, the tonnage has increased by 1.71kg.

Missed bins per 100,000



Direction of Travel

Against last Quarter 

Against last Year 

Decreased since last quarter and last year

Q2 – Lower is Good

Target	120
Actual	77.42

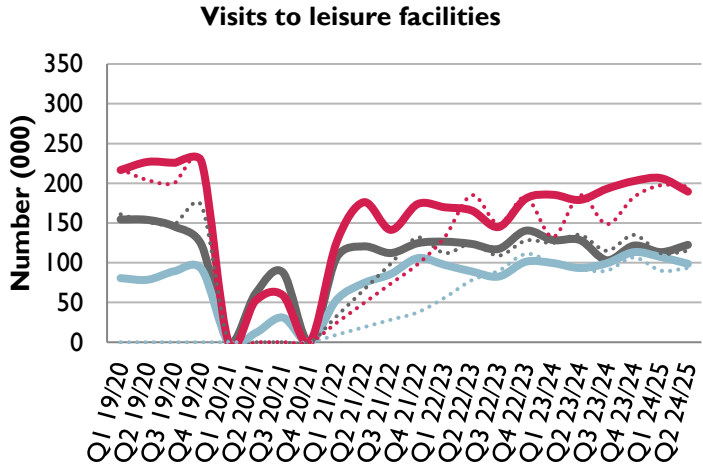
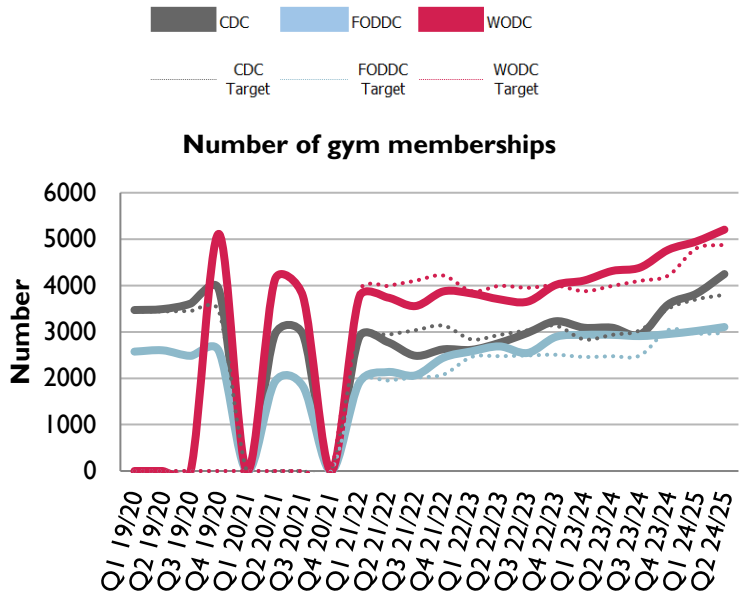
How do we compare?

The Data & Performance Team will investigate options.





Despite experiencing flooding issues during Q2, the number of missed collections per 100,000 remained below target for the fourth consecutive quarter. Ubico implemented a proactive plan during the flooding events to minimise disruptions and maintain service continuity.

Note: since the implementation of In-Cab technology, the data source for missed collections is Alloy, In-Cab's back office system. This data source is more accurate than the previous data source.

Number of visits to the leisure centres & (Snapshot) Number of gym memberships



Direction of Travel

- Gym Memberships**
- Against last Quarter 
 - Against last Year 
- Leisure Visits**
- Against last Quarter 
 - Against last Year 

Q2 - Higher is Good

Gym Memberships	
Target	4,875
Actual	5,204

Leisure Visits	
Target	196,000
Actual	189,466

Gym Memberships - Improved since last quarter and last year
Leisure Visits- Slightly declined since last quarter but improved since last year

During Q2, gym memberships in West continued to increase compared to both the previous quarter and the same period last year. Visits to leisure facilities in West declined slightly compared to the previous quarter, but were up by 10,000 compared to the same period last year. Despite this growth, West fell slightly below its target due to disruptions from ongoing roofing and refurbishment works.

Woodstock Open Air Pool season ended on September 1st with new initiatives. From May 25th to July 21st, the pool offered unheated, cool water swimming with limited hours, followed by a heated period with extended hours from July 22nd for the summer holidays. The revised service provision for this season combined with the addition of a partnership with Yellow Submarine Charity, which provided a full café service.

Breakdown of Leisure Visits per facility:

Bartholomew Sports Centre	9747
Carterton Artificial Turf Pitch	6840
Carterton Leisure Centre	62,866
Carterton Pavilion	600
Chipping Norton Leisure Centre	21,717
Windrush Leisure Centre	65,250
Witney Artificial Turf Pitch	19,320
Woodstock Open Air Pool	3126

How do we compare?

The Data & Performance Team will investigate options.