



WEST OXFORDSHIRE
DISTRICT COUNCIL

Delivering great services locally

PERFORMANCE REPORT:
October - December 2025

Summary Index

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	Percentage of Non Domestic Rates collected	Green	7
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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 other Local Authorities within Oxfordshire County Council. The Councils included are Cherwell, Oxford City, South Oxfordshire and Vale of White Horse.

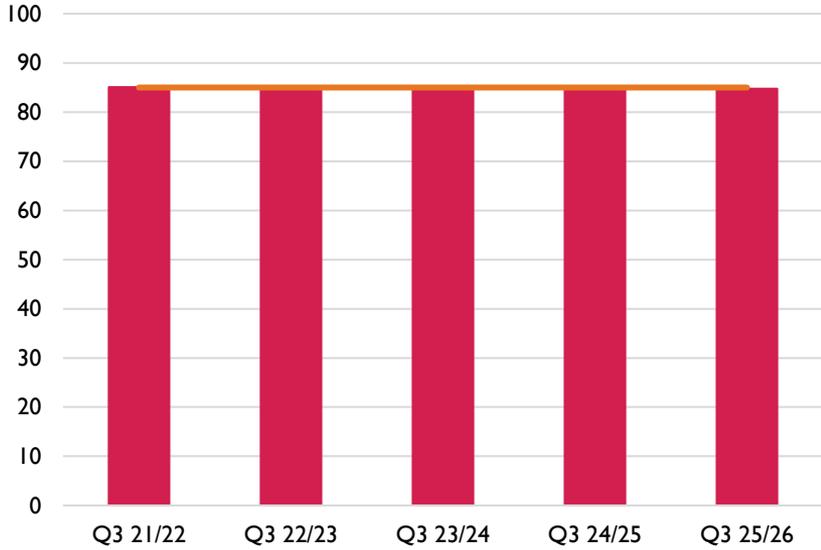
A RAG (red, amber, green) status has been applied to each KPI to provide a quick visual summary of the status of that KPI for the quarter. Additionally, RAG status has been added to the direction of travel for each metric to show how the performance against last quarter and the same quarter compared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

Overall Performance

Overall, the Councils performance remained strong across many key services, with high customer satisfaction, excellent planning determination times, robust business rates collection and continued growth in leisure participation. Council Tax collection also remained close to target, and several regulatory and environmental indicators continued to perform well. A smaller number of services experienced ongoing pressure, particularly in the processing of Housing Benefit and Council Tax Support changes, where in-quarter improvements have not yet offset the cumulative impact of earlier delays and increasing case complexity. FOI response times dipped below target and Land Charges performance was temporarily affected by staffing shortages, though early signs of recovery are evident. Recycling rates continue to reflect seasonal and national trends. Taken together, Quarter 3 demonstrates strong and consistent delivery across priority services, with targeted improvement work in place where performance remains below expectations.

Moving forward, the Council remains committed to further enhancing its performance and service delivery. A key focus is on the development and implementation of automation and self-service options, aimed at providing customers with accessible and efficient self-help tools. By enabling customers to independently address their queries and concerns, the Council anticipates a reduction in the need for repeated interactions, streamlining services and improving overall efficiency. The Council will continue to monitor the impact of these improvement programs, assessing their effectiveness in reducing customer contact and enhancing operational processes to ensure the delivery of high-quality services to the community.

Percentage of Council Tax Collected



— Target

Direction of Travel

Against last Year 
Slightly decreased since last year

Higher is Good

Target **85%**
Actual **84.78%**

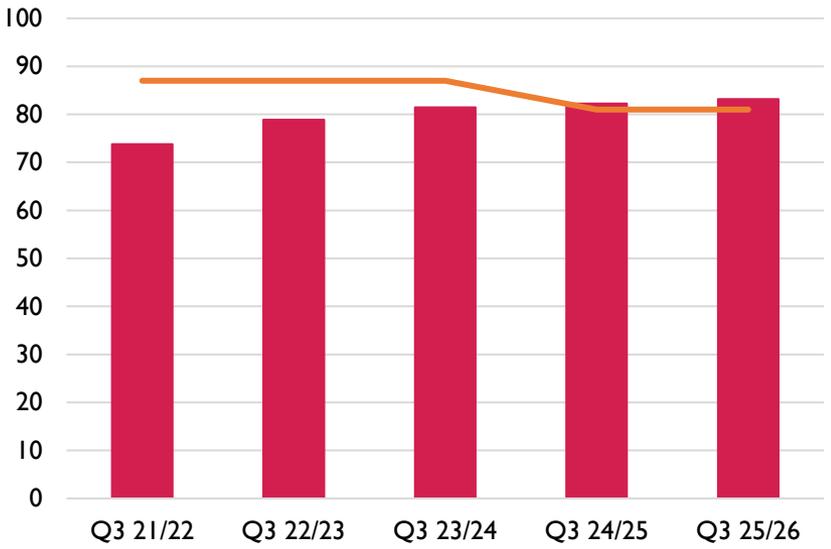
How do we compare?

Benchmarking via Gov.uk Tables and Individual Council Websites using other Local Authorities within Oxfordshire - Current Dataset is up to March '25 (2024-2025)

2024-2025 Benchmark	%	County Rank	Quartile
Cherwell	98.06	1/5	Top
West Oxfordshire	98.02	2/5	Top
South Oxfordshire	97.94	3/5	Second
Vale of White Horse	97.91	4/5	Third
Oxford	96.49	5/5	Bottom

By the end of Q3, the Council narrowly missed its collection target by 0.22%, with the small shortfall largely due to more households moving to 12-month instalment plans. A refreshed Direct Debit campaign is planned to help strengthen collection in future years.

Percentage of Non-domestic rates collected



Direction of Travel

Against last Year 
Increased since last year

Higher is Good

Target 81%
Actual 83.15%

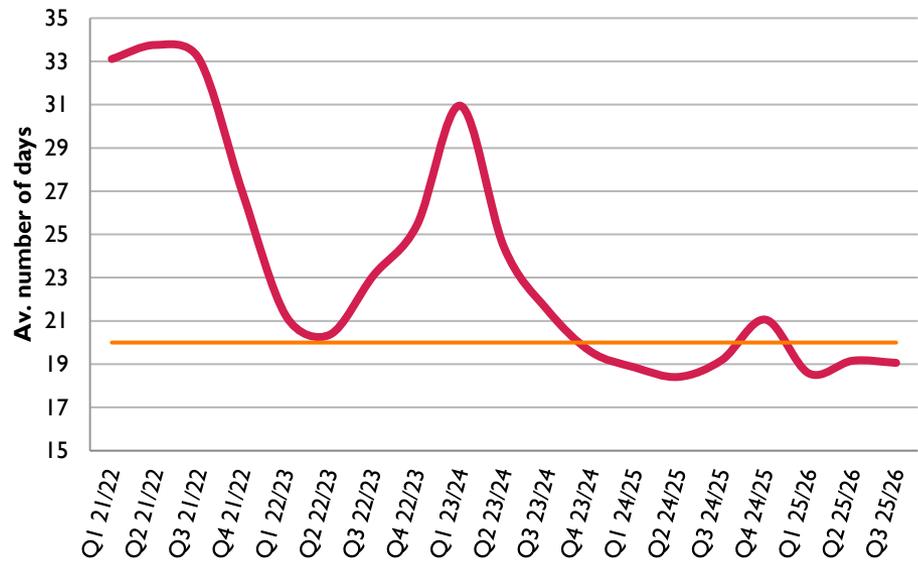
How do we compare?

Benchmarking via Gov.uk Tables and Individual Council Websites using other Local Authorities within Oxfordshire - Current Dataset is up to March '25 (2024-2025)

2024-2025 Benchmark	%	County Rank	Quartile
Cherwell	98.83	1/5	Top
West Oxfordshire	97.66	2/5	Top
Oxford	97.21	3/5	Second
Vale of White Horse	97.08	4/5	Third
South Oxfordshire	96.64	5/5	Bottom

By the end of Q3, the Council collected 83.15%, exceeding its 81% target and improving on last year's 82.25%. Up-to-date billing and account maintenance have supported this continued year-on-year improvement.

Processing times for Council Tax Support new claims



— Target

Direction of Travel

Against last Quarter 

Against last Year 

Decreased since last quarter and last year

Lower is Good

Target	20
Actual	19.06

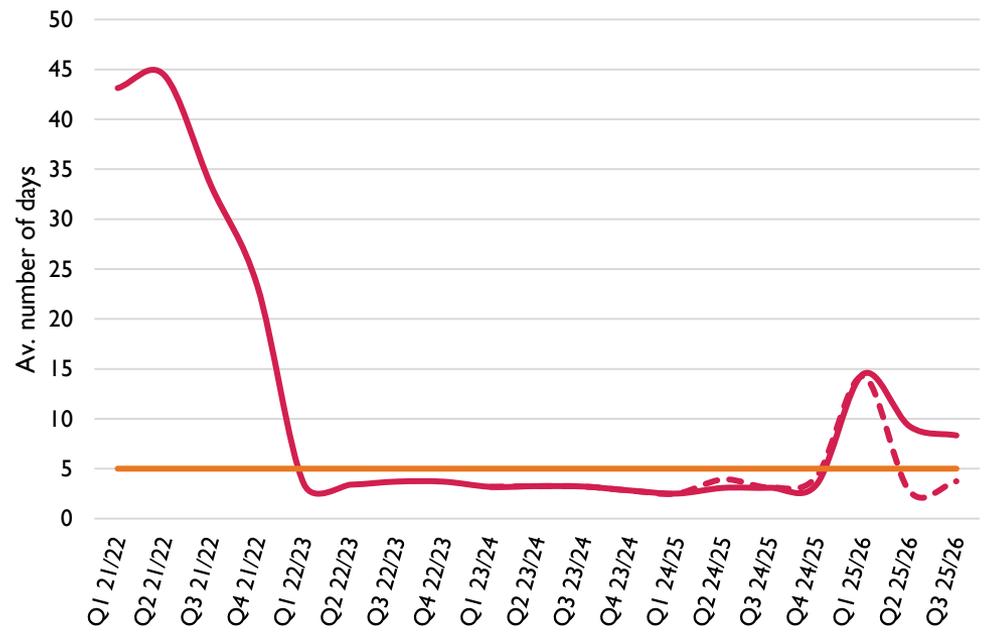
How do we compare?

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 September 2025 and the percentage change from September 2024 for each authority.

	Number of Claimants at end of Sept 2025	Percentage Change since Sept 2024
Oxford	8,430	-10.17%
Cherwell	5,904	-1.47%
West Oxfordshire	4,370	-0.70%
South Oxfordshire	4,887	-0.24%
Vale of White Horse	5,097	6.52%

The Council remains below its target for processing times for Council Tax new claims.

Processing times for Council Tax Support Change Events



- Cumulative Processing Times
- - - Specific Processing Times
- Target

Lower is Good

Direction of Travel

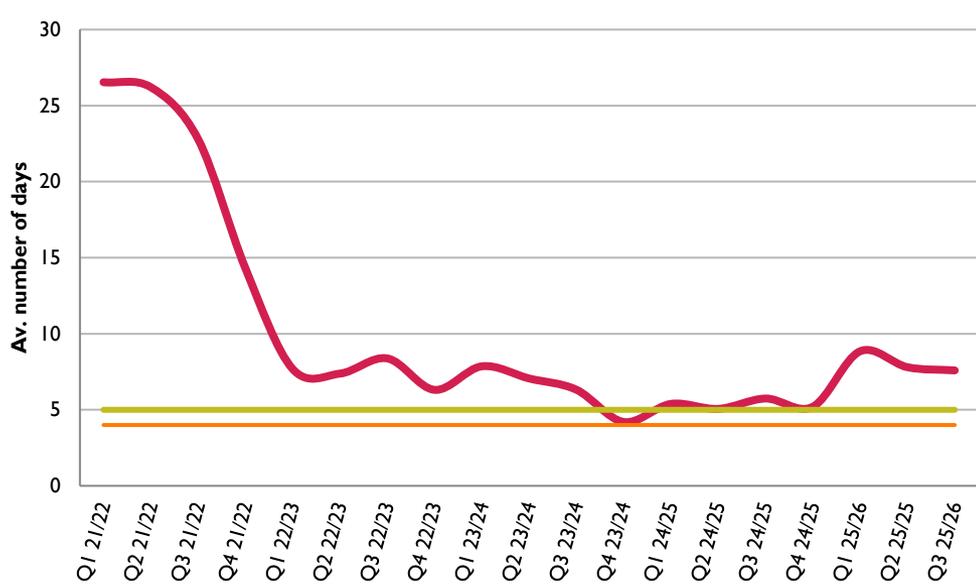
- Against last Quarter ↓
- Against last Year ↑

Decreased since last quarter but increased since last year

Target	5
Actual	8.33

The cumulative processing time for Council Tax Support Change of Events remains over target, though it continued to improve through Q3. The in-quarter average from October to December was 3.74 days with the trend showing ongoing progress even as further acceleration becomes limited.

Processing times for Housing Benefit Change of Circumstances



Direction of Travel

Against last Quarter 

Against last Year 

Decreased slightly since last quarter but increased since last year

Lower is Good

Target	4
Actual	7.59

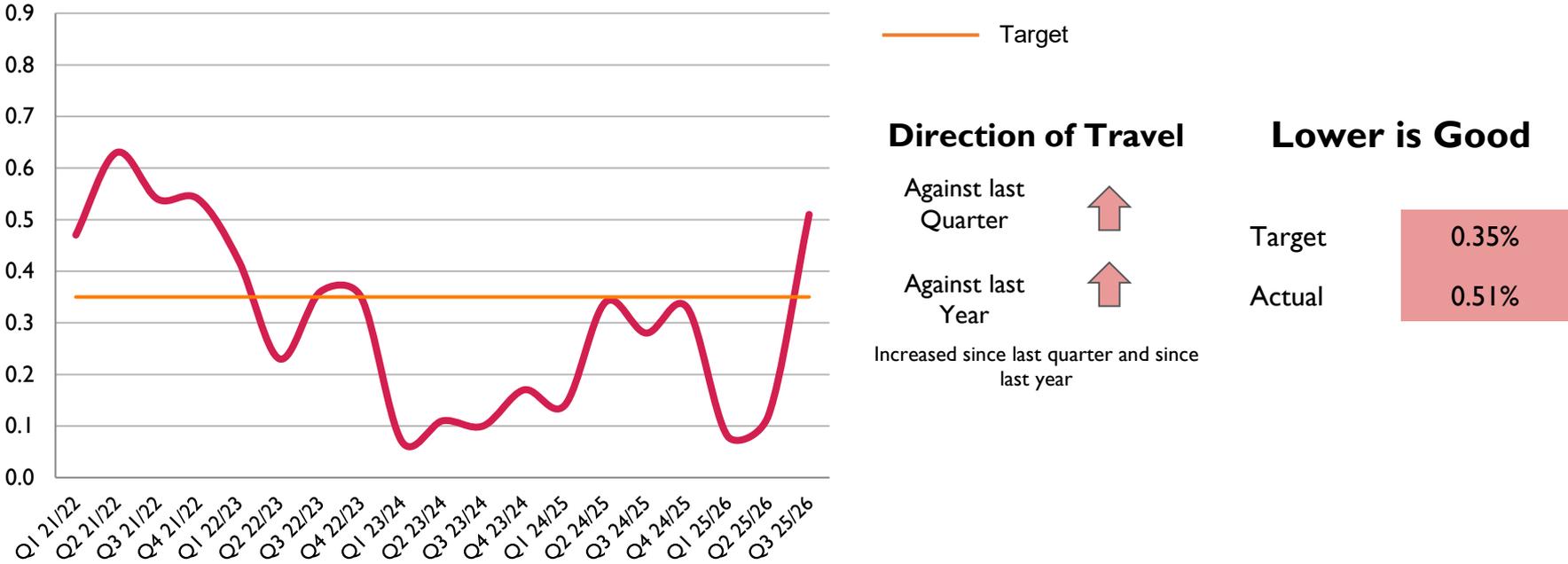
How do we compare?

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 2025 (Q1 25-26)

Q1 25-26 Benchmark	Days	County Rank	Quartile
Cherwell	5.38	1/5	Top
South Oxfordshire	7.23	2/5	Top
Vale of White Horse	7.23	3/5	Second
West Oxfordshire	8.73	4/5	Third
Oxford	25.86	5/5	Bottom

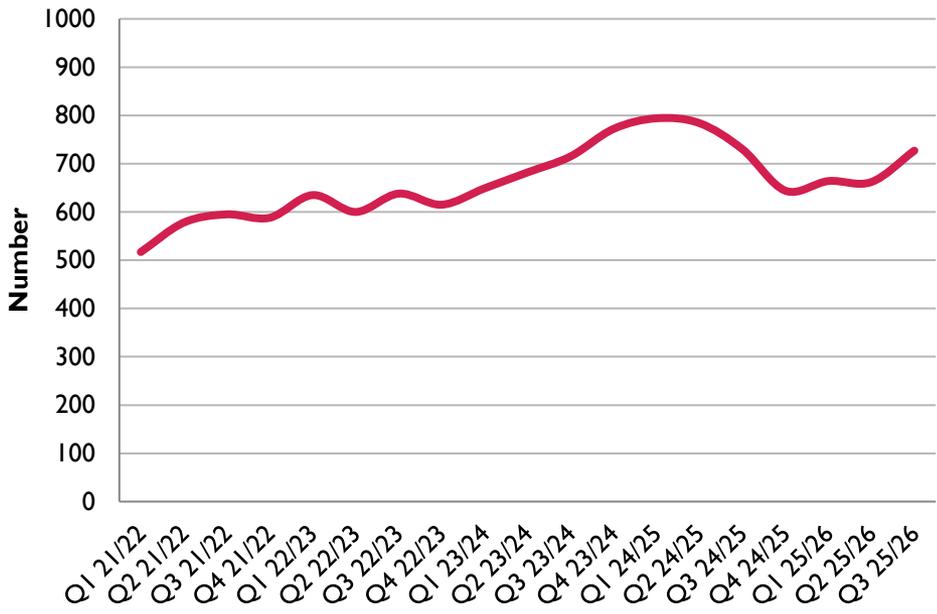
Housing Benefit processing times remained over the cumulative target in Q3, affected by seasonal workload pressures and delays in receiving evidence for Change Events and Full Claim Reviews. The planned UC pause helped reduce parts of the backlog, with all scheduled CFU reviews completed on time and the HBAA Claims Review continuing into next year. With fewer HB change applications now coming in, any outstanding evidence has a greater impact on the cumulative metric, though the higher volume of HB changes expected in Q4 may help improve processing times toward year-end.

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



The Council exceeded the national 0.48% target this quarter due to a significant claim overpayment identified by officers. Although the rate is steadily falling, it is unlikely to meet the service target, but is expected to return within the national threshold by the end of Q4. Any Government penalties would be based on the final year-end figure.

(Snapshot) Long Term Empty Properties



Direction of Travel

Against last Quarter 

Against last Year 

Increased since last quarter and decreased since last year

Lower is Good

727

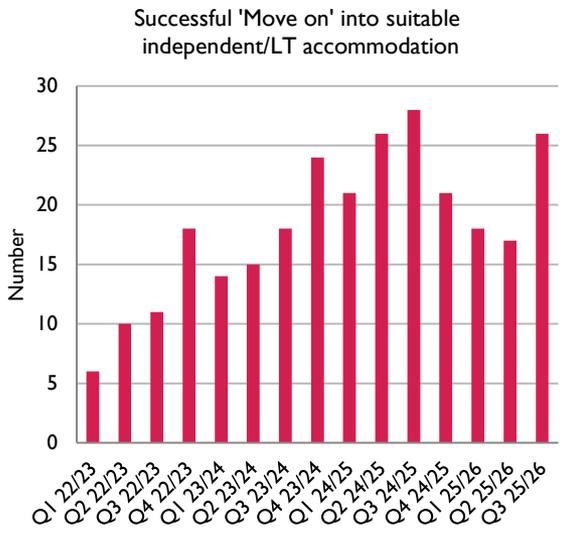
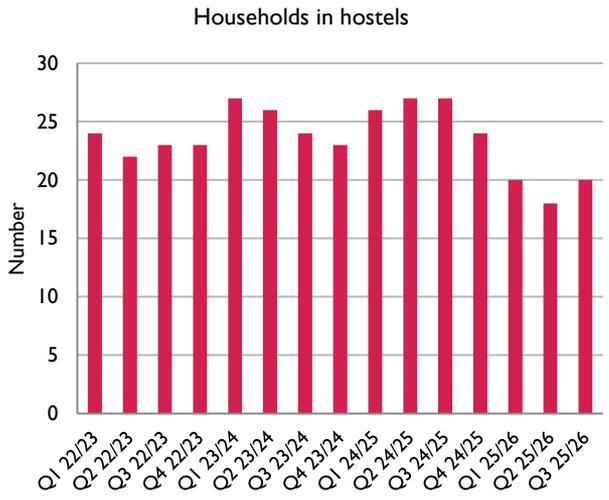
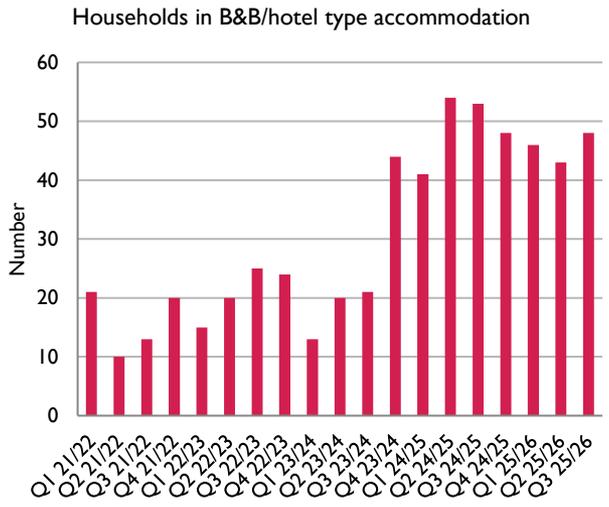
How do we compare?

Long Term Vacant Properties within districts - Benchmarking via Gov.uk

2024 Benchmark	Days	County Rank	Quartile
South Oxfordshire	430	1/5	Top
Vale of White Horse	433	2/5	Top
Cherwell	456	3/5	Second
Oxford	712	4/5	Third
West Oxfordshire	767	5/5	Bottom

The Council saw an increase in long-term empty properties in Q3, driven primarily by improved reporting processes that provide a more accurate picture of empty homes across the district. Around 60% of these properties have been empty for less than two years; if the measure reflected only those vacant for more than two years, the total for West Oxfordshire would fall to 297.

(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

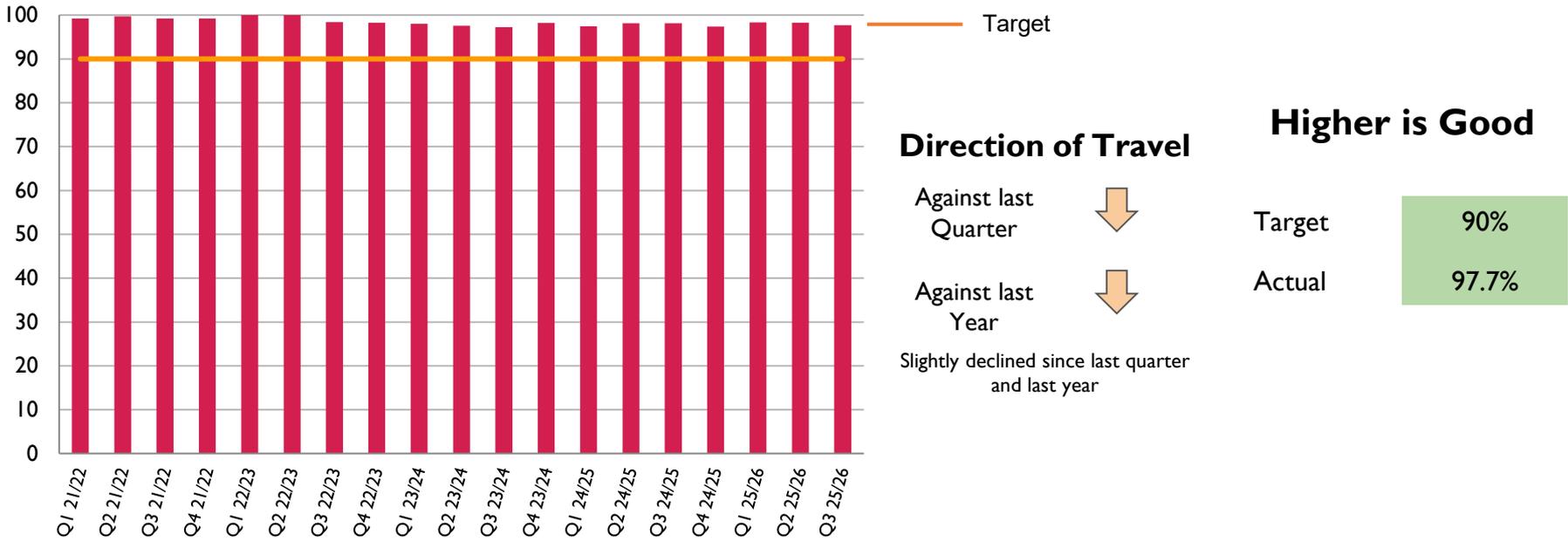
Against last Quarter	B&B/Hotels	↓
Against last Year	B&B/Hotels	↓
Against last Quarter	Hostels	↓
Against last Year	Hostels	↓
Against last Quarter	Move Ons	↓
Against last Year	Move Ons	↓

The number in temporary accommodation is gradually declining reflecting strong prevention activity and effective partnership working with local housing providers. Programmes such as the Local Authority Housing Fund (LAHF) are increasing the supply of self-contained temporary accommodation. Two hostel purchases have been completed and work is underway with the Assets Team to bring them into use, with a further four acquisitions progressing.

How do we compare?

The Institute for Government has published the Homelessness Performance Tracker, which evaluates the effectiveness of local homelessness services in England by analysing data on demand, funding, and outcomes over time. The full report is available [here](#).

Customer Satisfaction - Telephone



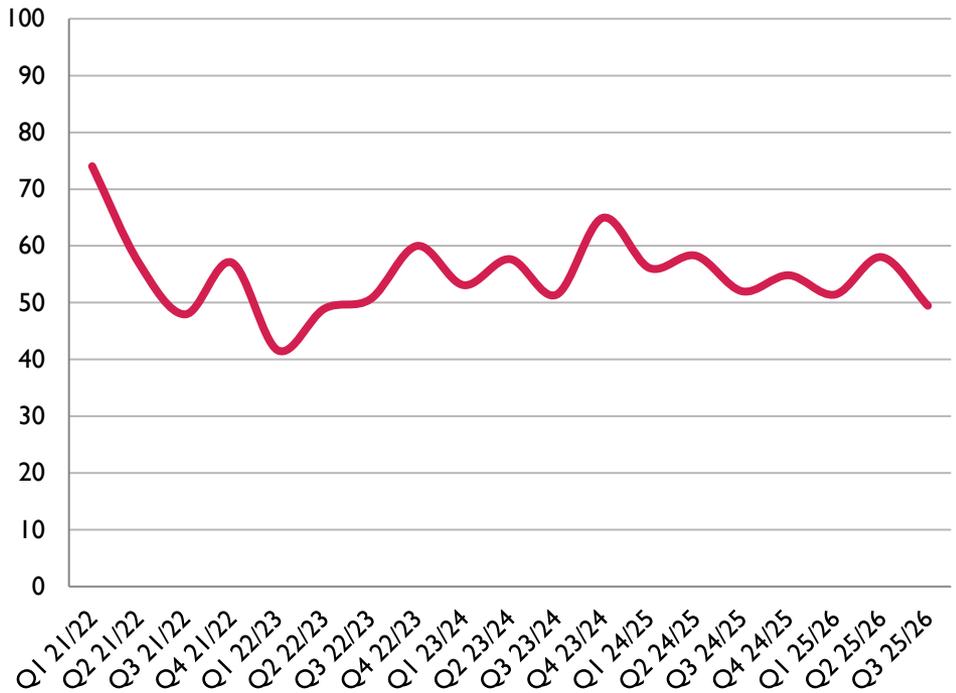
How do we compare?

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.

A total of 522 residents participated in the survey, of these, 510 customers reported being satisfied with the service, reflecting a high level of overall satisfaction.

	Oct. Rank	Oct. Net Sat.	Nov. Rank	Nov. Net Sat.	Dec. Rank	Dec. Net Sat.
West Oxfordshire	4	92%	1	100%	4	94%

Customer Satisfaction - Email



Direction of Travel

Against last Quarter 

Against last Year 

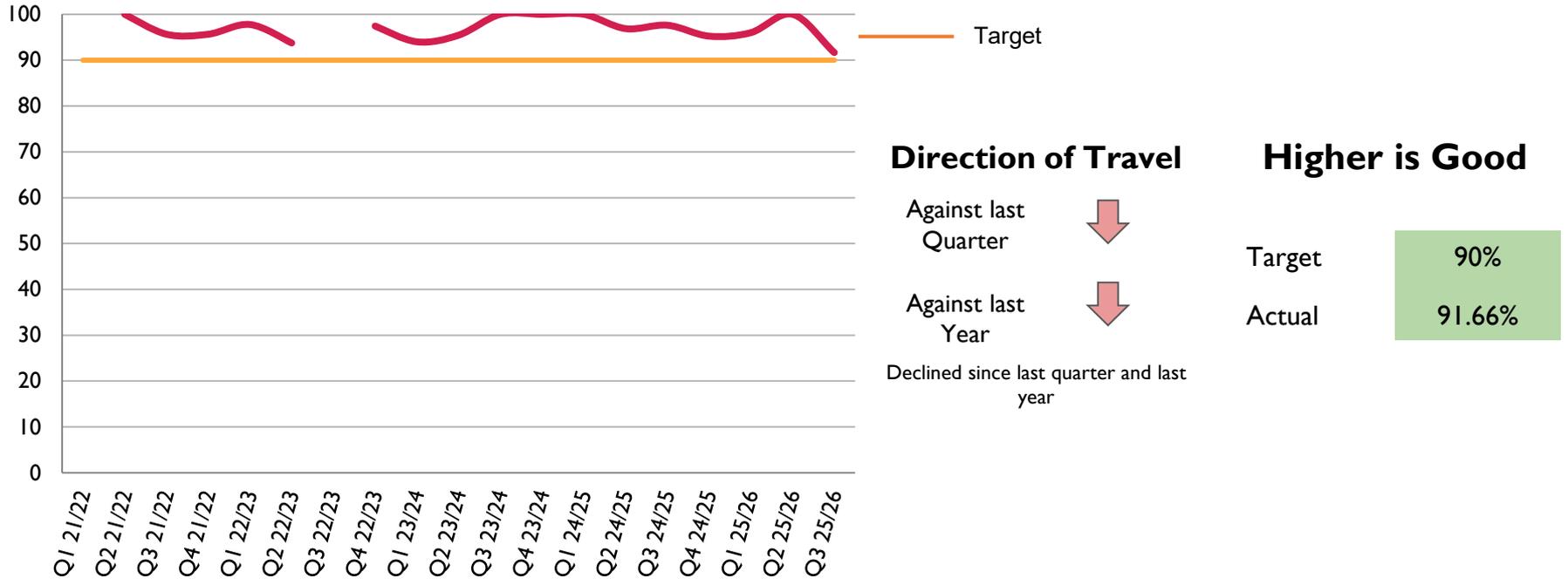
Declined since last quarter and slightly declined since last year

Higher is Good

49.46%

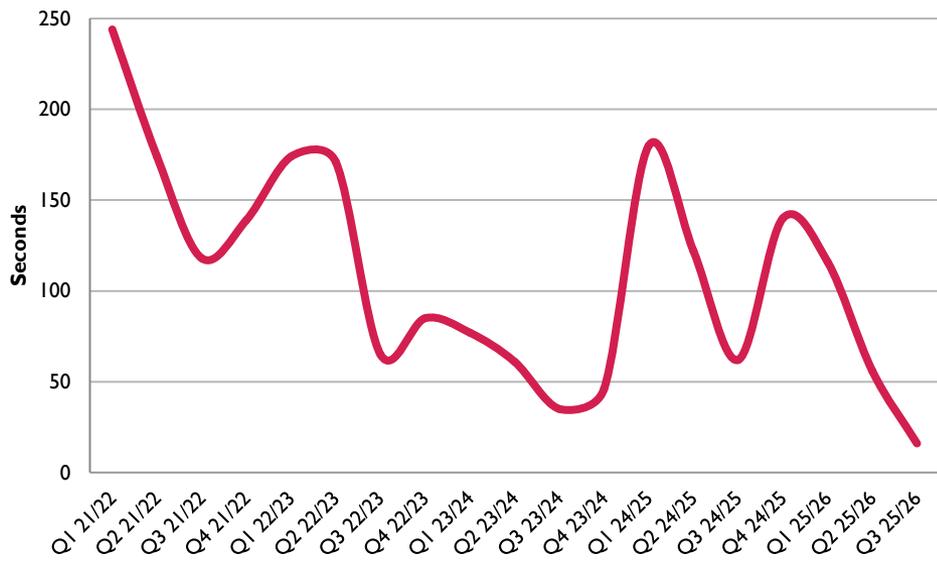
374 residents responded to the survey, with 185 expressing satisfaction (49.46%), down from 58.03% in Q2, with all outbound customer service emails including a survey link. The team continually monitors feedback closely and proactively seeks opportunities to enhance the overall customer experience.

Customer Satisfaction - Face to Face



Customer satisfaction with face-to-face interactions remains consistently strong, with 22 of 24 customers satisfied.

Customer Call Handling - Average Waiting Time



Direction of Travel

Against last Quarter 

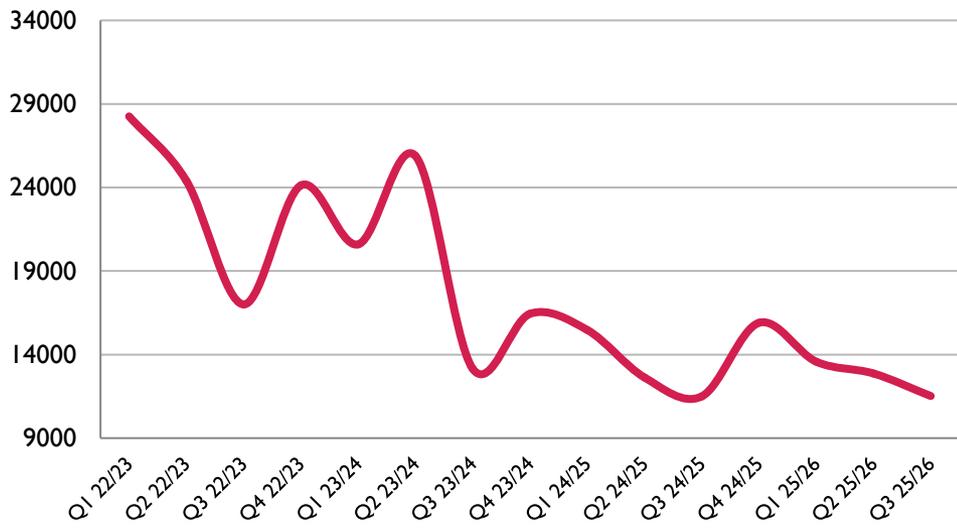
Against last Year 

Decreased since last quarter and last year

Lower is Good

16 Seconds

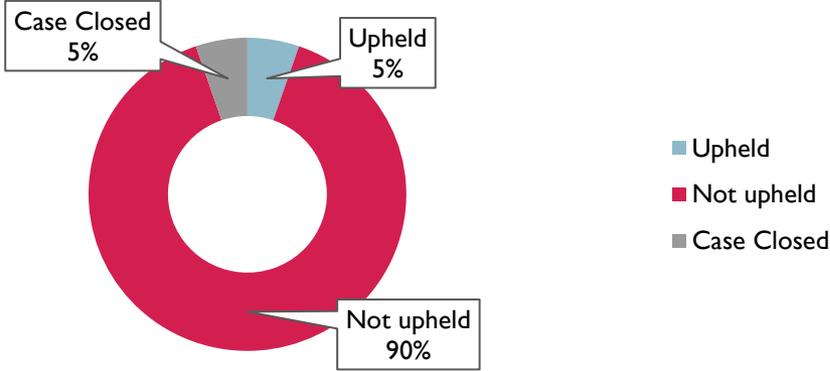
Call Volume over Time



Average call waiting times improved by around 45 seconds compared with the same period last year, when staffing pressures contributed to longer delays. Despite higher sickness levels this quarter, the team maintained strong performance, supported by ongoing training and refresher sessions that helped ensure consistent service delivery.

Number of complaints upheld

Complaints by Status



Direction of Travel

Complaints upheld or partly upheld at Stage 1

Against last Quarter 

Against last Year 

Declined since last quarter but slightly increased last year

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

A new Customer Feedback Procedure went live on the 1st April 2025.

The new process has the following stages:

- Stage 1: A review of the complaint will be undertaken by an Operational Manager within the Service Area to which the complaint relates. A response needs to be provided within 10 working days from the date that we advised that the complaint was valid.
- Stage 2: Requests for Stage 2 will be acknowledged and logged within five working days of the escalation request being received. Upon receipt of a Stage 2 request, an investigation into the complaint will be undertaken by the Complaint Officer or a member of the Complaints Team. A response will be provided to the customer within 20 working days from receipt of the request to escalate the complaint to Stage 2. Stage 2 is the organisation's final response; the complainant can then refer their complaint to the LGO.

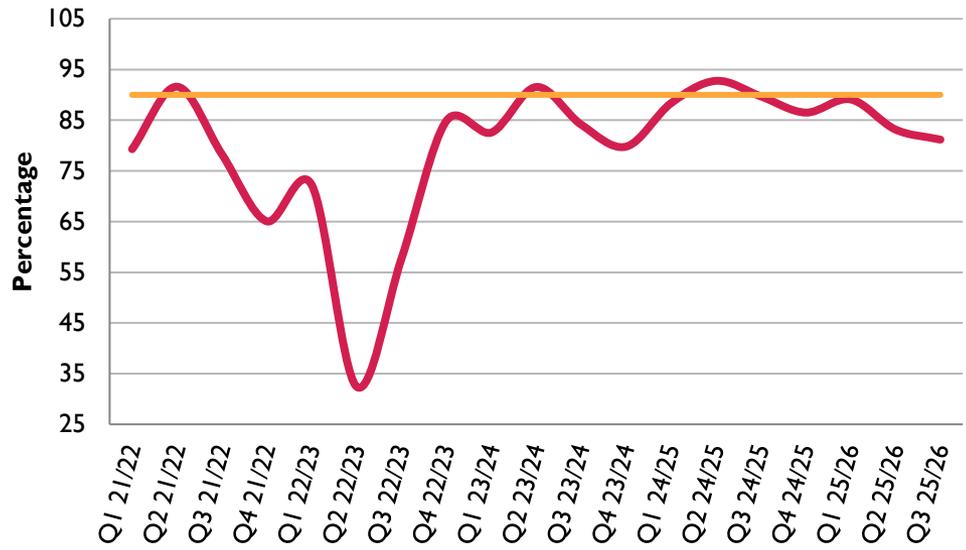
How do we compare?

There is some benchmarking available on the number of complaints received by the Ombudsman. These figures reflect cases where customers, having completed the Council's internal complaints process, feel that the matter has not been satisfactorily resolved. However, due to the very small number of Ombudsman complaints received, the data does not provide meaningful trends or insights for this period. Figures can be found [here](#).

Complaints Upheld or Partially Upheld Breakdown

Service area	Description	Outcome/learning	Decision	Response time (days)
Revenues & Benefits	A customer moved abroad, but this was not passed on to the council tax team, so bills continued to be issued to the UK address.	It was later identified that an email had been sent to Customer Services in 2024 but was not forwarded to the revenues team. An apology was given, and enforcement fees were removed from the account.	Upheld	7

Percentage of FOI requests answered within 20 days



— Target

Direction of Travel

Against last Quarter 

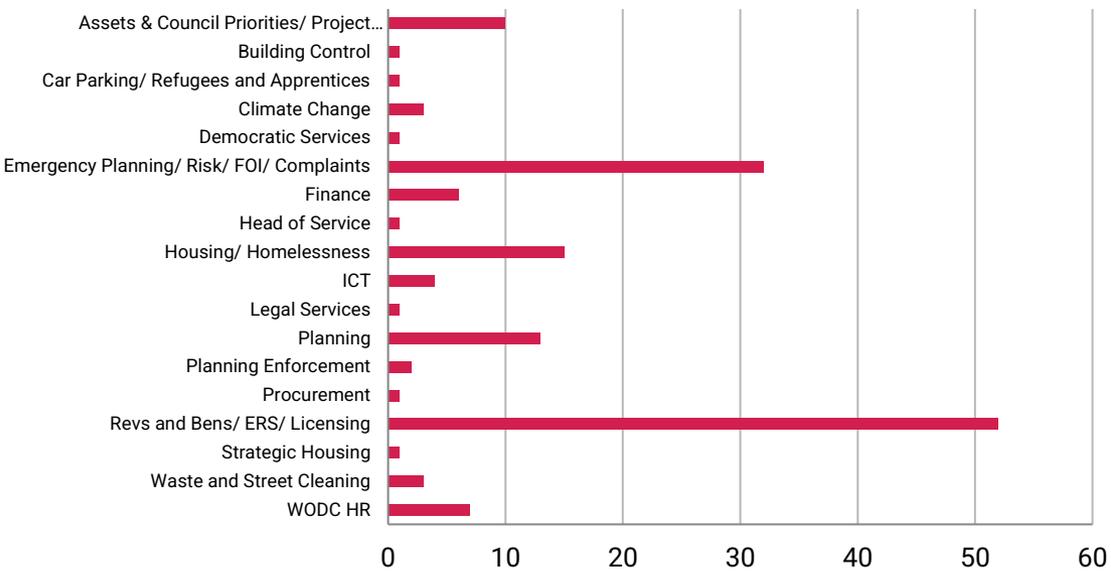
Against last Year 

Declined since last quarter and last year

Higher is Good

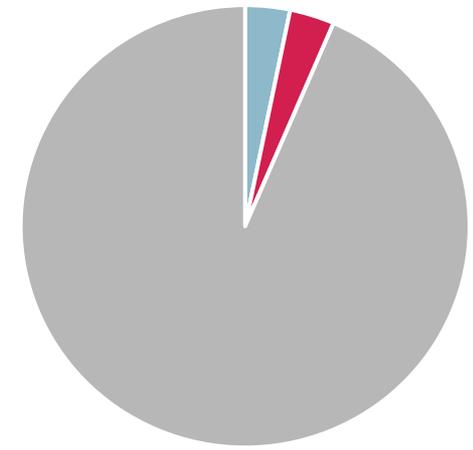
Target	90%
Actual	81.17%

Requests by Service Area



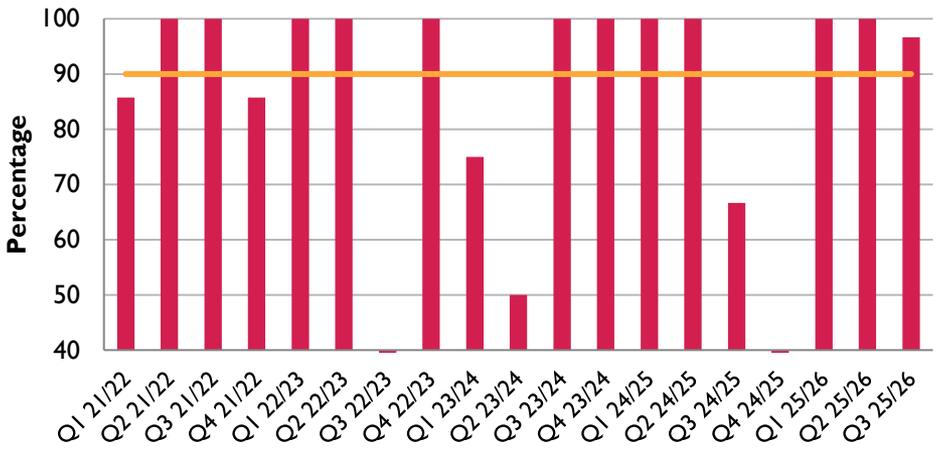
Reason FOI request was not Answered within 20 Days

-  Awaiting clarification from requester
-  FOI admin backlog
-  Service Area not provided Information in time



All Freedom of Information requests for the quarter have been addressed.

Building Control Satisfaction



Target

Direction of Travel

Against last Quarter 

Against last Year 

Slightly decreased since last quarter and last year

Higher is Good

Target	90%
Actual	96.67%

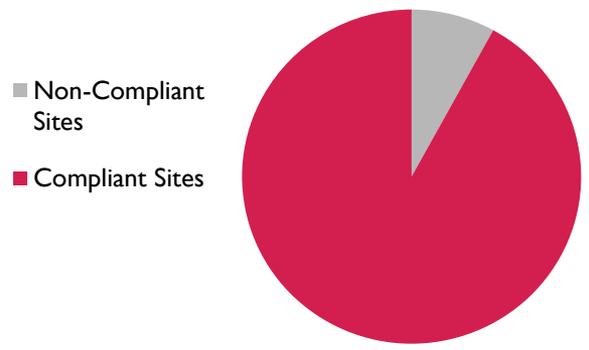
A new customer-feedback webform was introduced in October and issued with completion certificates. Early responses have been very positive, with customers praising the team’s helpful, pragmatic support and swift turnaround. Of the six responses, only one was less than 100%, noting that the requirement for a signed Declaration of Completion wasn’t made clear at the outset.

How do we compare?

Percentage of share in the market

Oct.	Nov.	Dec.	Number of Apps for Quarter
77%	73%	38%	149

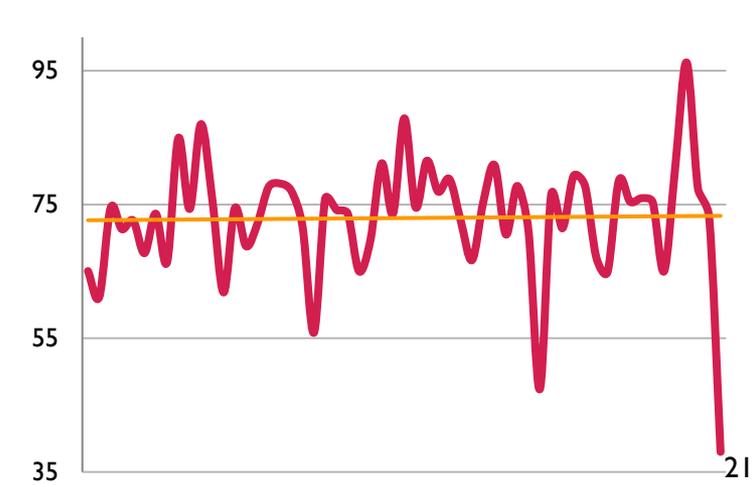
% of Sites that are Affected by Non-Compliance



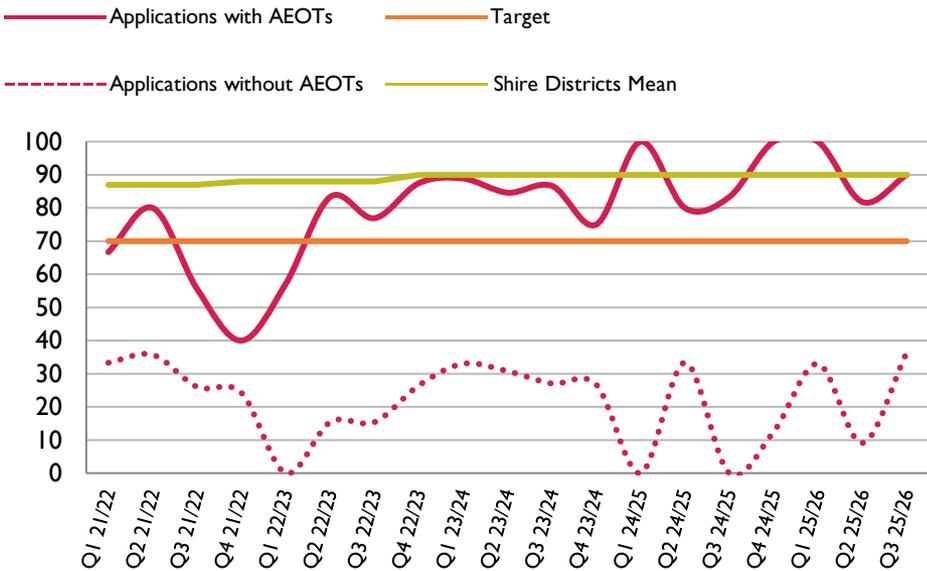
Interventions by Building Control

In Q3, the team carried out 809 site inspections, with non-compliances identified during 64 of them — 8% of all inspections. Across those 64 visits, a total of 176 non-compliances were recorded, including 16 structural issues, 30 related to fire safety, and 28 thermal issues (covering Conservation of Fuel & Power and Overheating). The Building Control service aims to guide builders and customers toward achieving compliance, but when guidance is not followed or sought, the team steps in to ensure that minimum regulatory standards are met.

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 

Increased since last quarter and last year

Higher is Good

Target **70%**

Actual **90.01%**

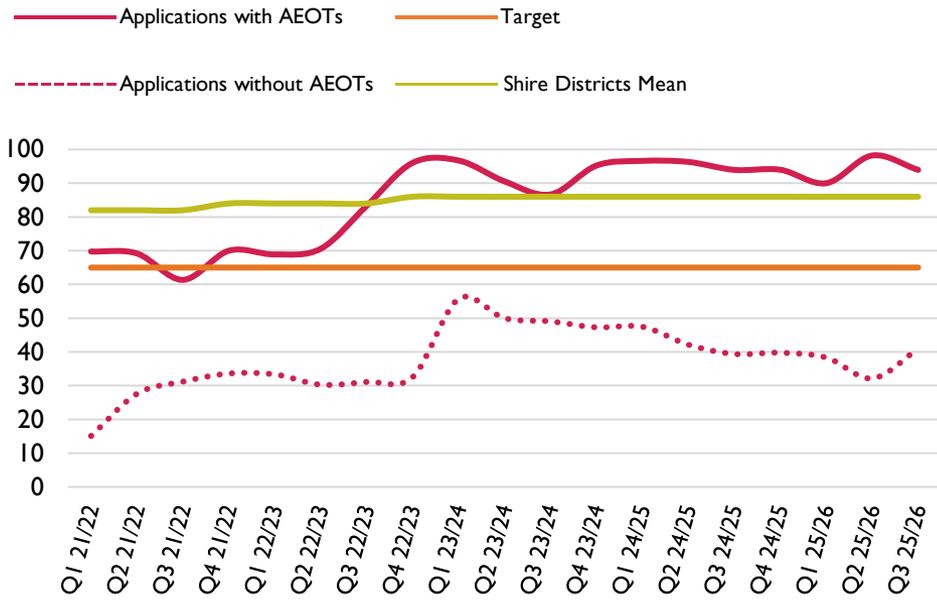
How do we compare?

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

Q2 25-26 Benchmark	%	County Rank	Quartile
Oxford	92	1/5	Top
Vale of White Horse	92	1/5	Top
Cherwell	89	3/5	Second
South Oxfordshire	88	4/5	Third
West Oxfordshire	82	5/5	Bottom

The service demonstrated consistently strong performance in Q3, with ten out of eleven Major applications processed within the agreed timescales.

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



Direction of Travel

Against last Quarter 

Against last Year 

Decreased since last quarter but steady since last year

Higher is Good

Target 65%

Actual 93.94%

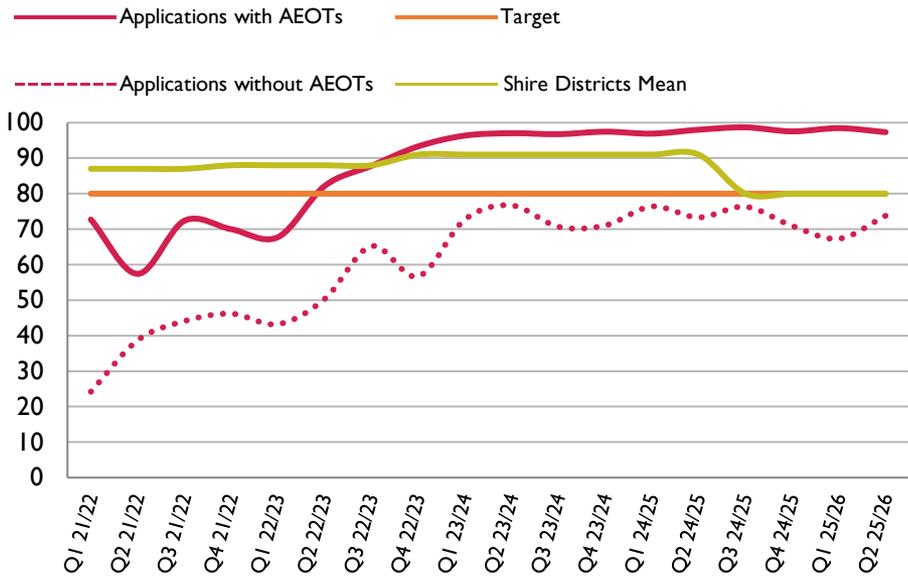
How do we compare?

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

Q2 25-26 Benchmark	%	County Rank	Quartile
West Oxfordshire	98	1/5	Top
Vale of White Horse	91	2/5	Top
Oxford	89	3/5	Second
South Oxfordshire	82	4/5	Third
Cherwell	79	5/5	Bottom

This quarter, delays persist due to the absence of a dedicated Landscape Officer; however, recruitment has been successful, with the new officer expected to start in March. The team is also preparing for increased demand resulting from forthcoming legislative changes and the introduction of the Community Infrastructure Levy (CIL) from February.

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



Direction of Travel

Against last Quarter 

Against last Year 

Increased since last quarter and last year

Higher is Good

Target

80%

Actual

98.99%

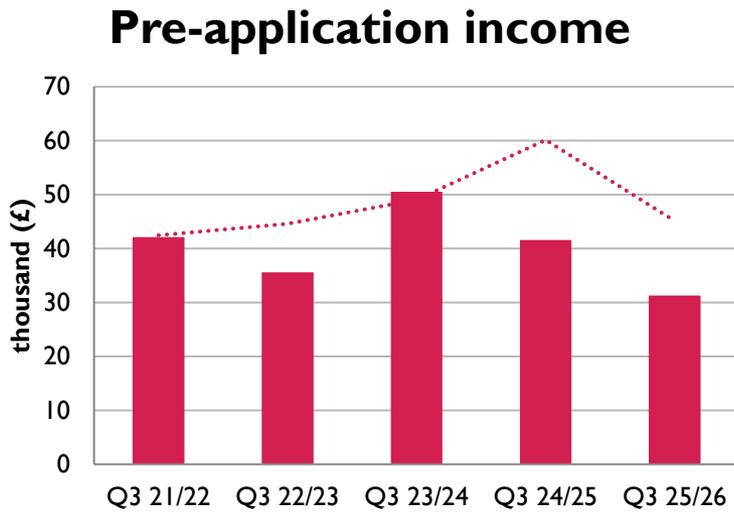
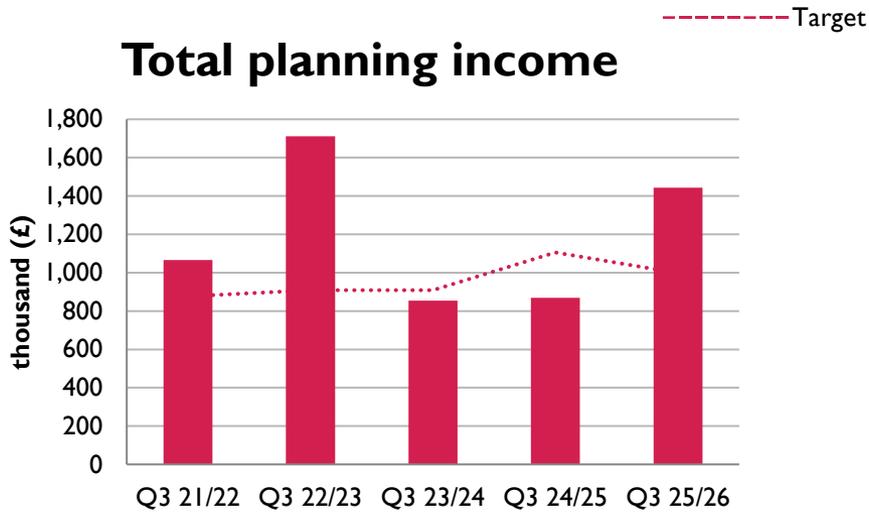
How do we compare?

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

Q2 25-26 Benchmark	%	County Rank	Quartile
West Oxfordshire	97	1/5	Top
Vale of White Horse	96	2/5	Second
South Oxfordshire	91	3/5	Second
Oxford	89	4/5	Third
Cherwell	79	5/5	Bottom

Determination times remain high, with 199 applications processed in Q3, including 197 within agreed timescales.

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



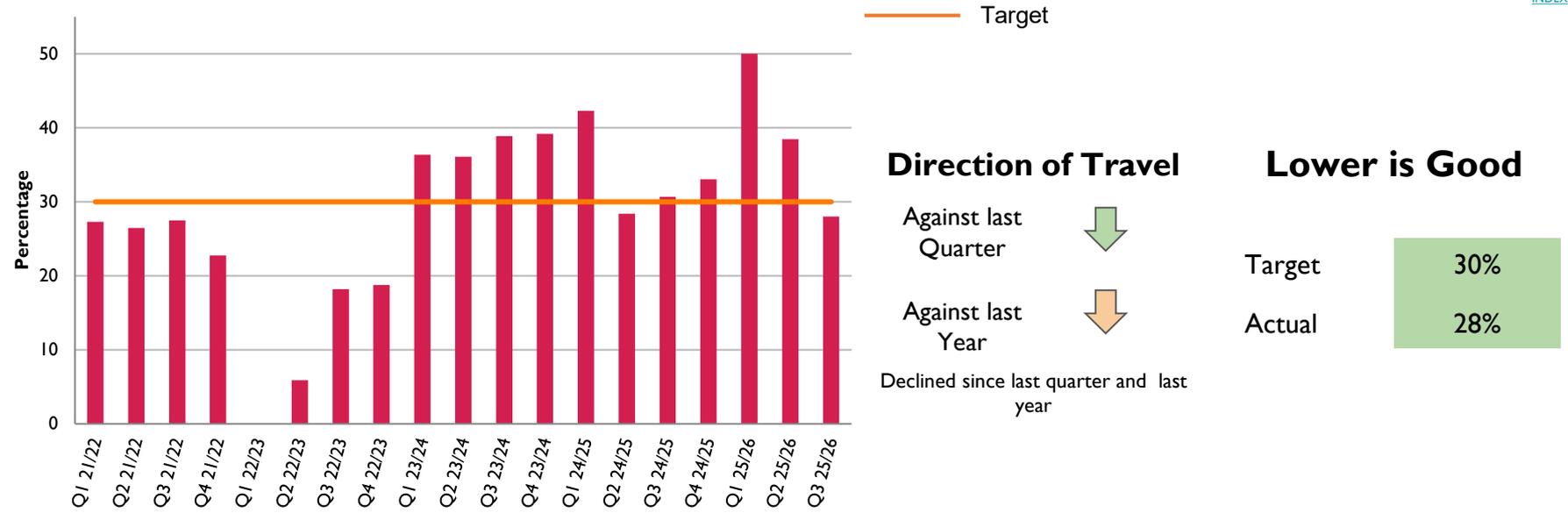
Direction of Travel

Total Planning Income		Higher is Good
Against last Quarter	↓	Total Planning Income (£)
Against last Year	↑	Target
		Actual
Pre-Application Income		Pre-Application Income (£)
Against last Quarter	↑	Target
Against last Year	↓	Actual

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

In Q3, the council recorded high financial performance, with strong income received during the quarter contributing positively towards the annual target. However, pre-application uptake remains low, and the team is currently exploring pricing adjustments alongside a renewed focus on Planning Performance Agreements (PPAs).

Percentage of Planning Appeals Allowed (cumulative)



How do we compare?

Percentage of planning appeals allowed (Specifically Q2 2025-26)

Q2 25-26 Benchmark	%	County Rank	Quartile
West Oxfordshire	20	1/5	Top
Oxford	25	2/5	Top
South Oxfordshire	33	3/5	Second
Vale of White Horse	50	4/5	Third
Cherwell	53	5/5	Bottom

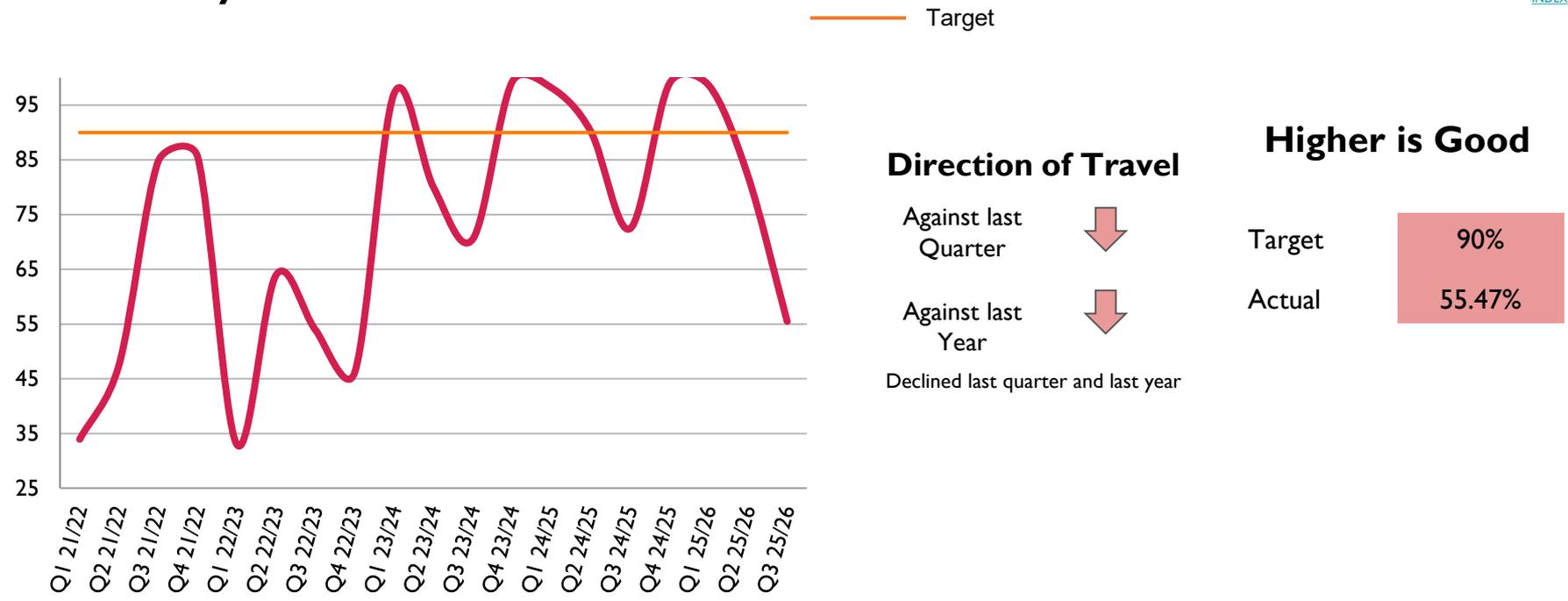
This indicator aims to ensure that no more than 30% of planning appeals are allowed in favor of the applicant, with a lower percentage being more favorable. According to the latest statistics from the Planning Inspectorate, the national average for Section 78 planning appeals granted is 28% (source: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

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

	Decided	Allowed	% Allowed
Uplands	12	5	41.67%
Lowlands	13	2	15.38%

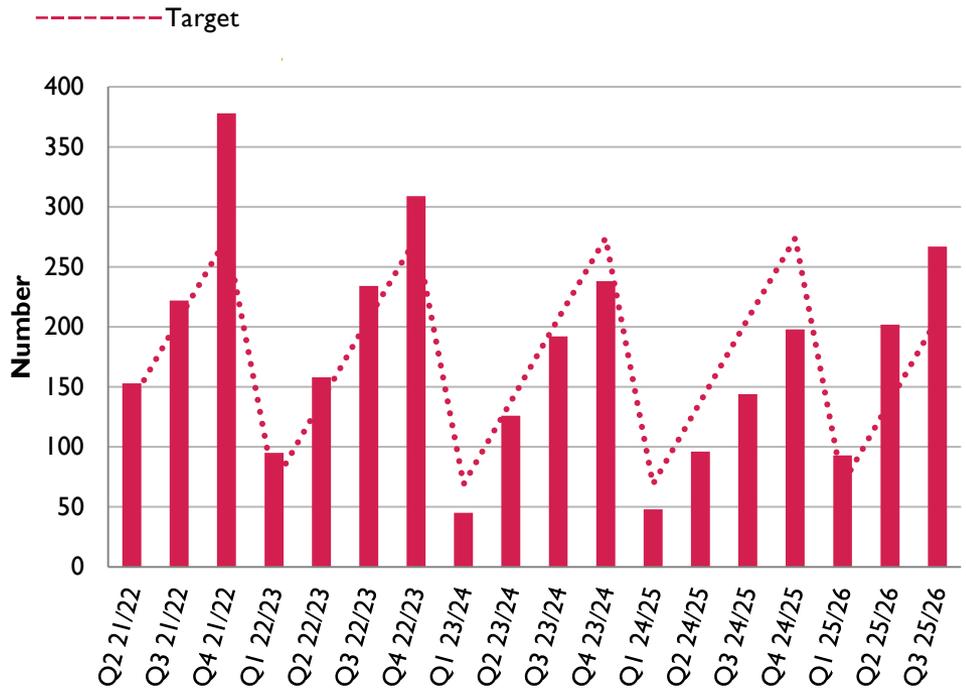
Of the seven appeals allowed, none related to officer recommendations that have been overturned by planning sub-committees.

Percentage of official land charge searches completed within 10 days



During Q3, the Council saw a drop in performance against the 10-day target for Land Charges searches after the loss of a team member in September, which created a backlog. Additional administrative support has since been brought in to help stabilise the service and clear older cases. Early signs show the approach is working and performance is beginning to recover.

Number of affordable homes delivered (cumulative)



Direction of Travel

Against last Quarter 

Against last Year 

Decreased since last quarter but increased since last year

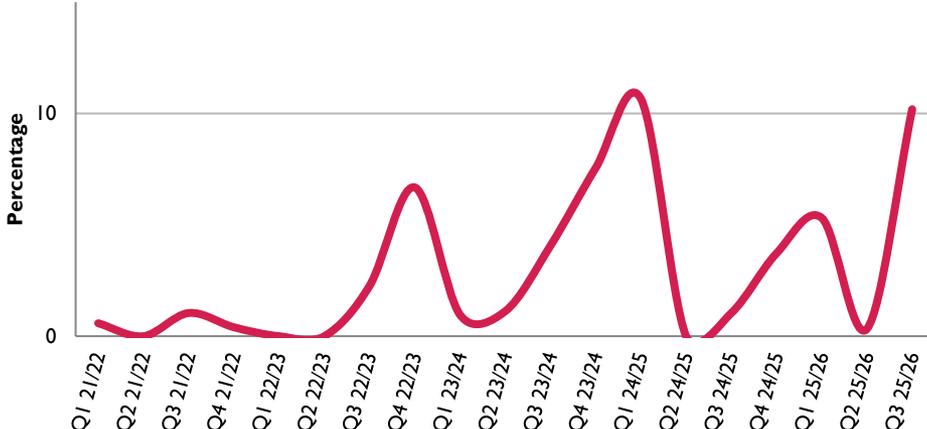
Higher is Good

Target	207
Actual	267

The Council delivered 65 affordable homes in Q3, bringing the year-to-date total to 267, reflecting continued strong progress across the district. A key milestone was completion of the Milestone Road development, adding a significant number of new affordable units. In addition, eight homes were acquired through grant funding in partnership with SOHA, including four designated for Temporary Housing Accommodation, boosting local capacity for households in urgent need.

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

Number of Fly Tips		
Against last Quarter		Number of Fly Tips Collected
Against last Year		148
Percentage Enforcement Action		
Against last Quarter		Percentage Enforcement Action
Against last Year		10.19%

How do we compare?

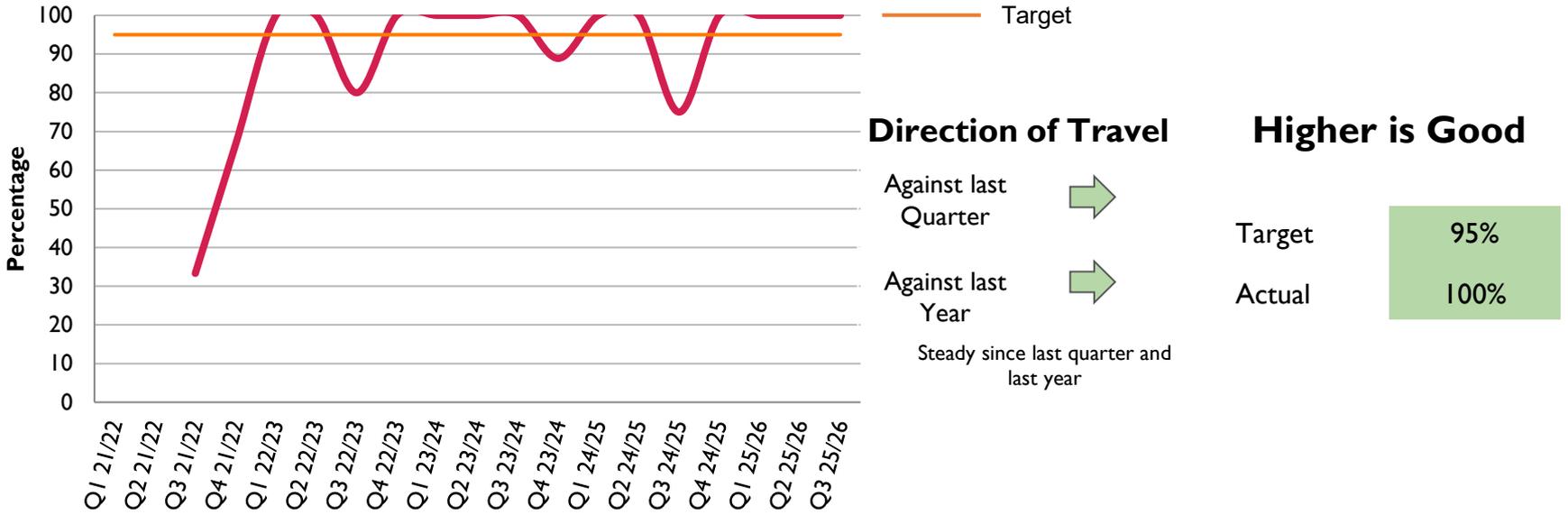
Number of Fly Tips reported for year 2023-24 for Local Authorities in England – Gov.uk. The latest dataset available is 2023-24.

	Total Fly Tips	Total FPNs	% FPNs per Fly Tip	County Rank	Quartile
Vale of White Horse	445	18	4.04%	1/5	Top
South Oxfordshire	873	21	2.41%	2/5	Top
Cherwell	1101	26	2.36%	3/5	Second
West Oxfordshire	1135	13	1.15%	4/5	Third
Oxford	4959	7	0.14%	5/5	Bottom

Fly Tips – Steady since last quarter but declined since last year
 Enforcement Action – Increased since last quarter and last year

In Q3, the team delivered its first stop-and-search with Thames Valley Police and HMRC, stopping 38 vehicles and issuing waste-carrier compliance notices, with more joint operations planned for 2026. Work has begun on a district-wide PSPO to tackle dog fouling, and the team also cleared an abandoned caravan encampment, supported rough sleeper rehoming and achieved a full reduction in fly-tipping through surveillance. Public awareness campaigns have increased, focusing on fly-tipping, Duty of Care and business waste compliance. Budget growth for an additional officer is currently awaiting member approval, which will further strengthen capacity.

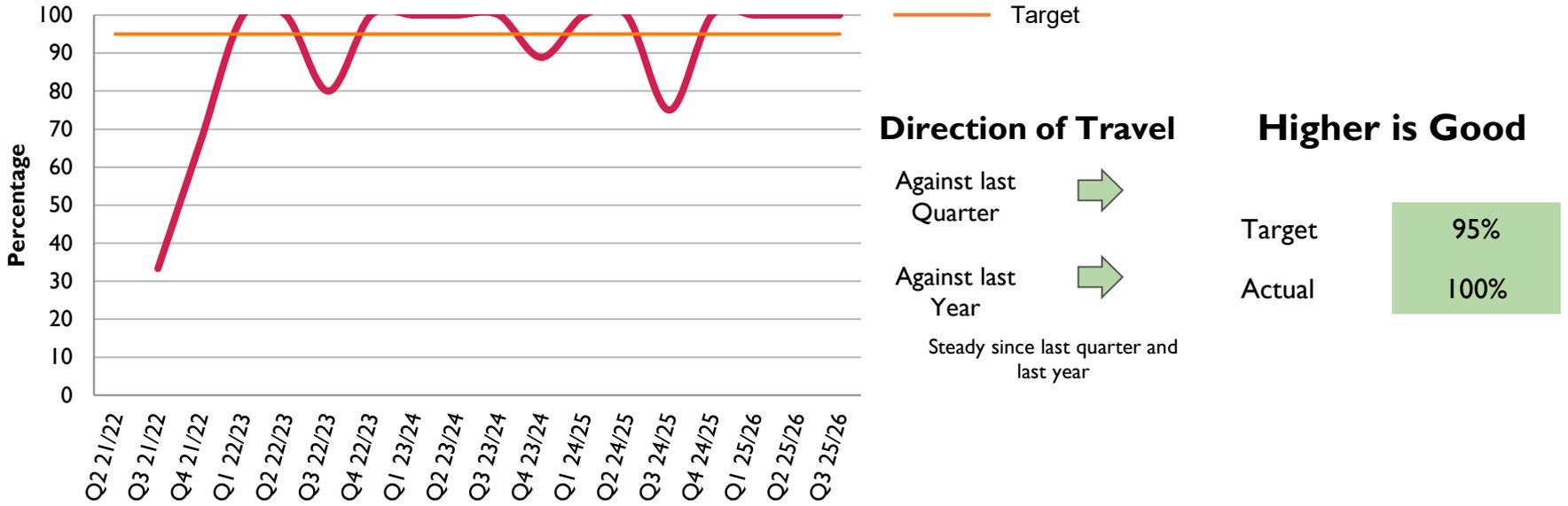
Percentage of high-risk food premises inspected within target timescales



Four High-Risk food inspection was undertaken during Q3, which were completed within the target timeframes.

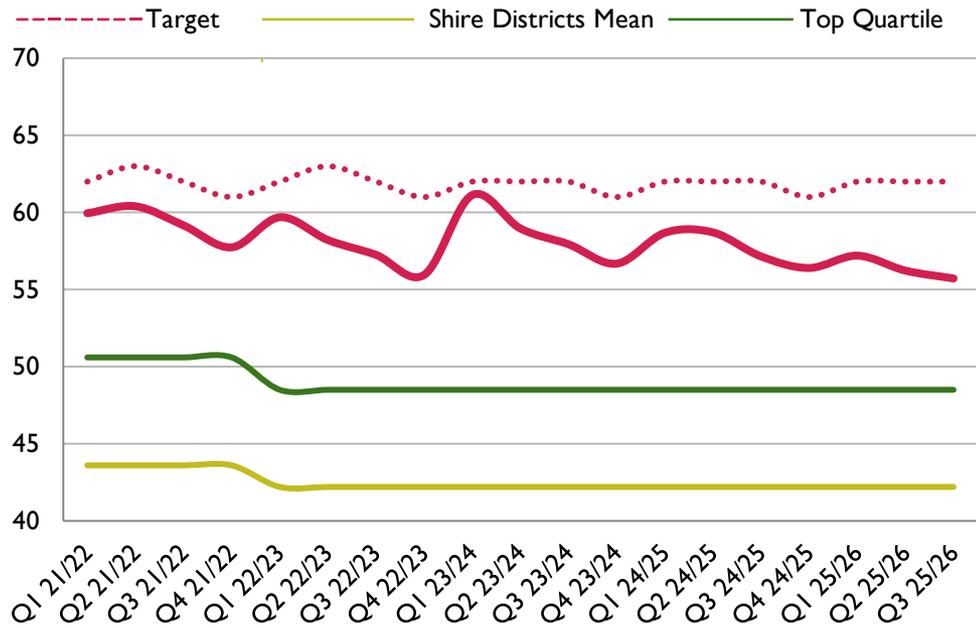
% High-risk notifications risk assessed within 1 working day

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



Two notifications were received during Q3, both of which were assessed within one working day.

Percentage of household waste recycled



Direction of Travel

Against last Quarter 

Against last Year 

Declined since last quarter and last year

Higher is Good

Target **62%**

Actual **55.72%**

Breakdown of Recycling

Dry Recycling 23.29%

Garden Waste 23.09%

Food 9.34%

How do we compare?

Percentage of household waste sent for reuse, recycling or composting – Gov.uk. The latest dataset available is from 2023-2024.

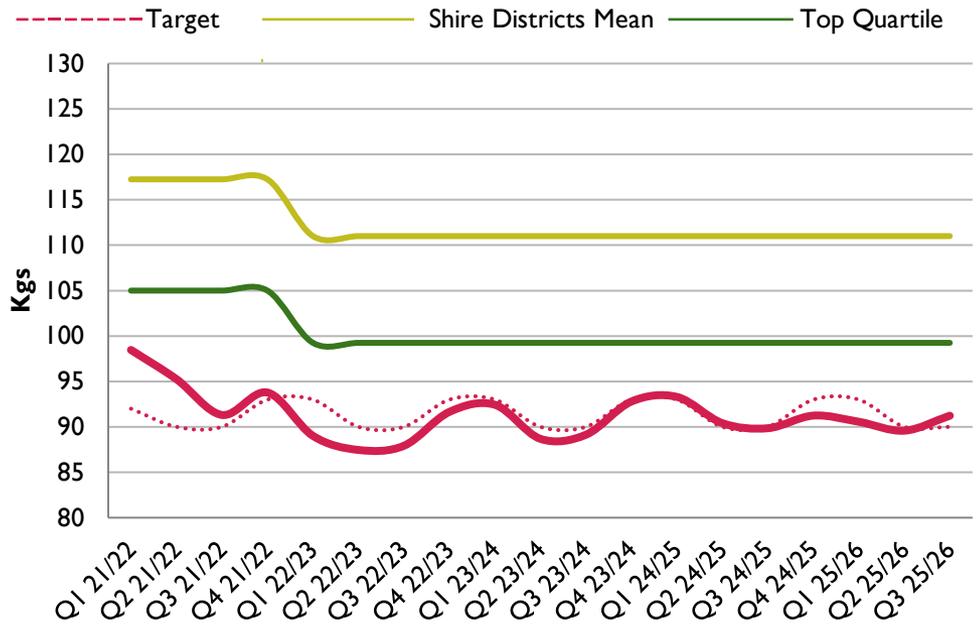
2023-24 Benchmark	%	County Rank	Quartile
South Oxfordshire	62.9%	1/5	Top
Vale of White Horse	60.7%	2/5	Top
West Oxfordshire	57.2%	3/5	Second
Cherwell	53.2%	4/5	Third
Oxford	48.3%	5/5	Bottom

During Q3, the household recycling rate fell by around 1.5% compared with the same period last year. The current performance sits at 55.72%, below the Council’s 62% target.

Nationally, recycling rates vary significantly. In 2023/24, local authorities in England recorded household recycling rates ranging from 15.8% to 62.9%, with the provisional national average at 42.2%. This wider context highlights the substantial performance gap between leading and lower-performing authorities. Within this landscape, West Oxfordshire performed strongly, ranking 16th out of 197 waste collection authorities in England for 2023–2024, achieving a household recycling rate of 57.2%. This places it among the top councils nationally and reflects continued commitment to high recycling performance across Oxfordshire.

Despite being below target, the Council’s current rate of 55.72% remains significantly higher than the national average and consistent with the strong regional performance across Oxfordshire, where all district councils continue to perform well above national levels.

Residual Household Waste per Household (kg)



Direction of Travel

- Against last Quarter 
- Against last Year 

Increased since last quarter and last year

Lower is Good

Target	90
Actual	91.23

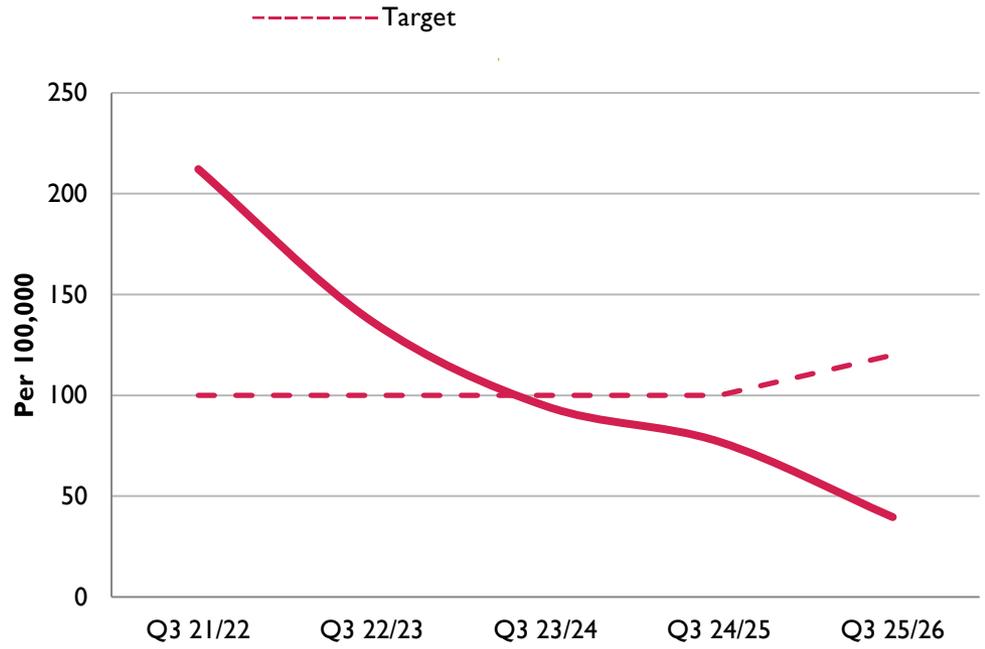
How do we compare?

Residual household waste per household (kg/household) – Gov.uk. The latest dataset available is from 2023-2024.

2023-24 Benchmark	Kg	County Rank	Quartile
Vale of White Horse	303.2	1/5	Top
South Oxfordshire	304.8	2/5	Top
Oxford	335.7	3/5	Second
West Oxfordshire	344.7	4/5	Third
Cherwell	396.9	5/5	Bottom

Residual household waste per household is currently 91.23kg, sitting just above the 90kg target. This slight rise is expected at this point in the year, as the Christmas period typically leads to increased waste generation due to higher packaging, food waste and seasonal consumption. Despite this seasonal uplift, overall performance remains close to target, and levels are expected to stabilise as post-Christmas waste patterns normalise.

Missed bins per 100,000



Direction of Travel

Against last Quarter 

Against last Year 

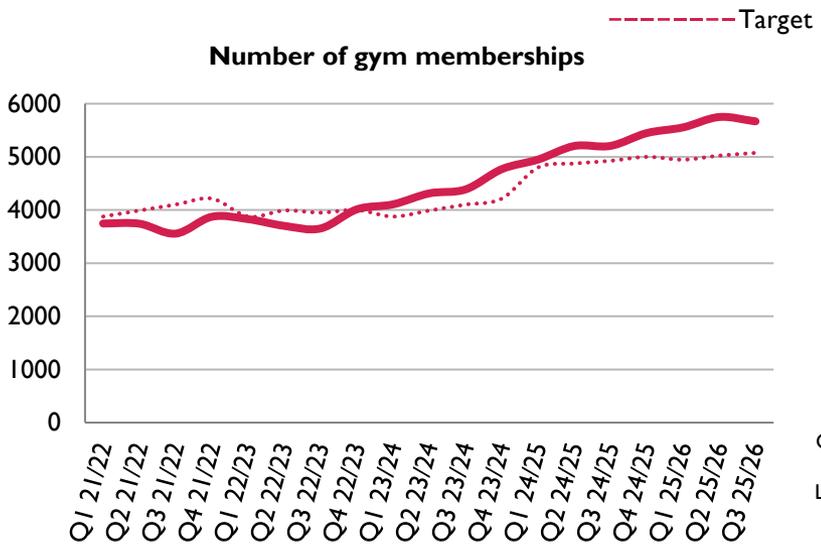
Decreased since last quarter and last year

Lower is Good

Target	120
Actual	39.62

Missed bins fell to 39.62 per 100,000, remaining comfortably within target, and overall service performance has improved following recent measures. While December saw more service failures due to ageing fleet issues with procurement of new vehicles is underway, with food waste vehicles nearly finalised. Despite these pressures, communication remains excellent, misses have continued to fall, service failures are at their lowest level in years, and recovery times have improved, with 90% of failures resolved within 24 hours.

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

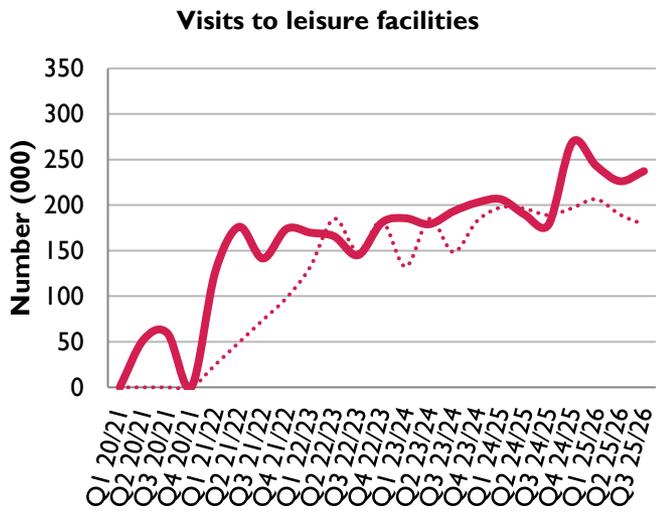
- Against last Quarter: 
- Against last Year: 

Higher is Good

Gym Memberships	
Target	5,075
Actual	5,668

Leisure Visits	
Target	178,574
Actual	237,216

Gym Memberships – Slightly declined since last quarter but increased since last year
Leisure Visits- Increased since last quarter and last year



The Council exceeded its leisure targets in Q3, achieving 11.7% above target for memberships and 32.8% above target for visits, demonstrating strong public engagement with its facilities.

Breakdown of Leisure Visits per facility:

Facility	Q1 24-25	Q2 24-25	Q3 24-25	Q4 24-25	Q1 25-26	Q2 25-26	Q3 25-26
Bartholomew Sports Centre	9,681	9,747	5,506	16,712	20,268	17,195	23,301
Carterton Artificial Turf Pitch	6,840	6,840	6,840	9,252	2796	1810	2796
Carterton Leisure Centre	70,220	62,866	57,100	64,139	57,346	63,254	62,869
Carterton Pavilion	600	600	600	600	400	320	600
Chipping Norton Leisure Centre	22,907	21,717	18,804	54,713	47,750	40,080	52,563
Windrush Leisure Centre	76,286	65,250	73,237	103,947	95,596	81,676	69,235
Witney Artificial Turf Pitch	19,320	19,320	16,487	19,640	19,557	15,724	25,852
Woodstock Open Air Pool	516	3,126	0	0	1,137	6,143	0

Where no access controls are in place, such as at Carterton Pavilion, usage is estimated by multiplying the number of pitch bookings for the quarter by the typical number of players per booking.