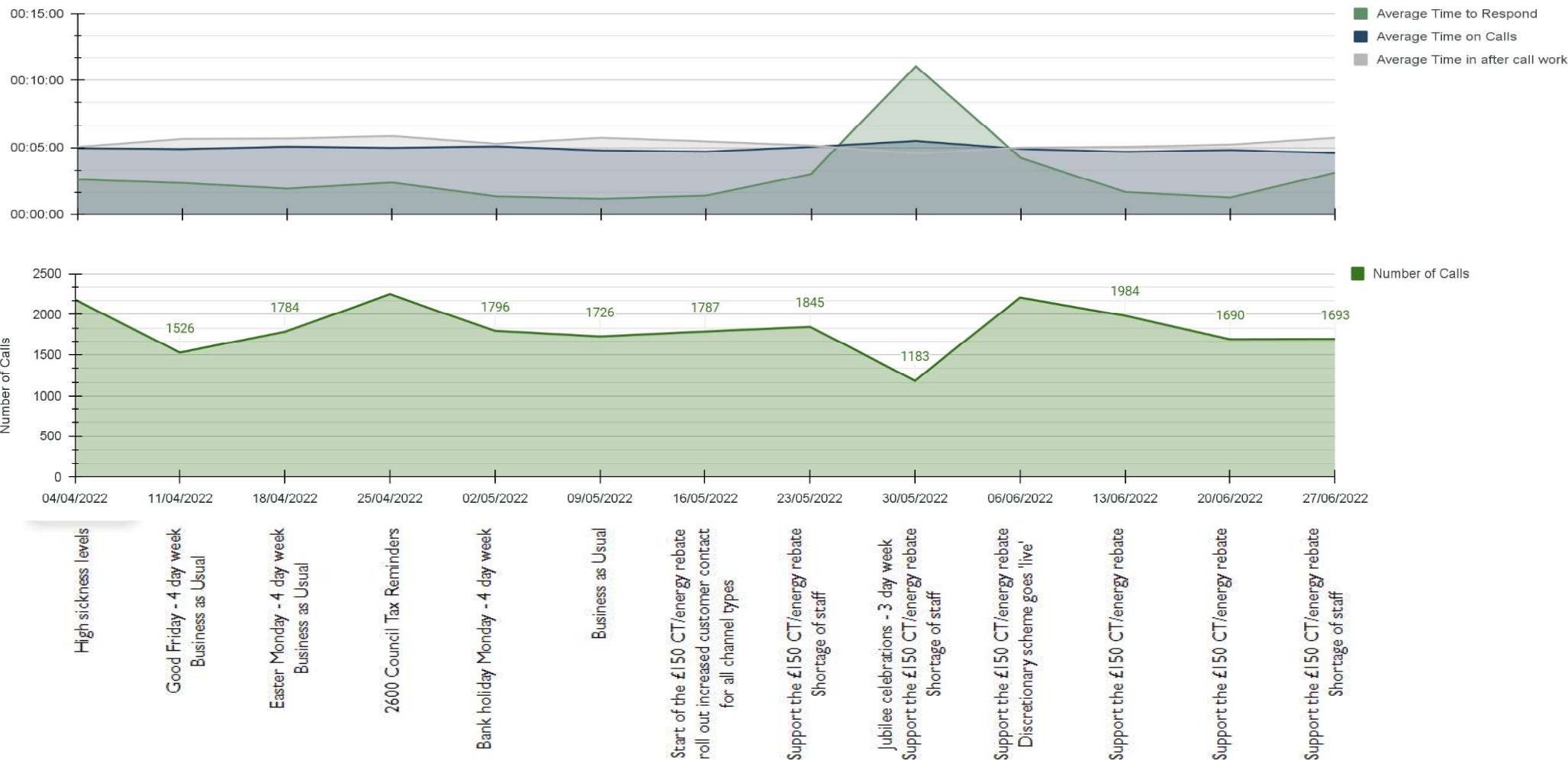




Satisfied

# Customer Services Quarter I



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

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

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

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

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

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

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

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

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

# Development Management Quarter I

Average Planner Caseload

**38**  
TARGET 50

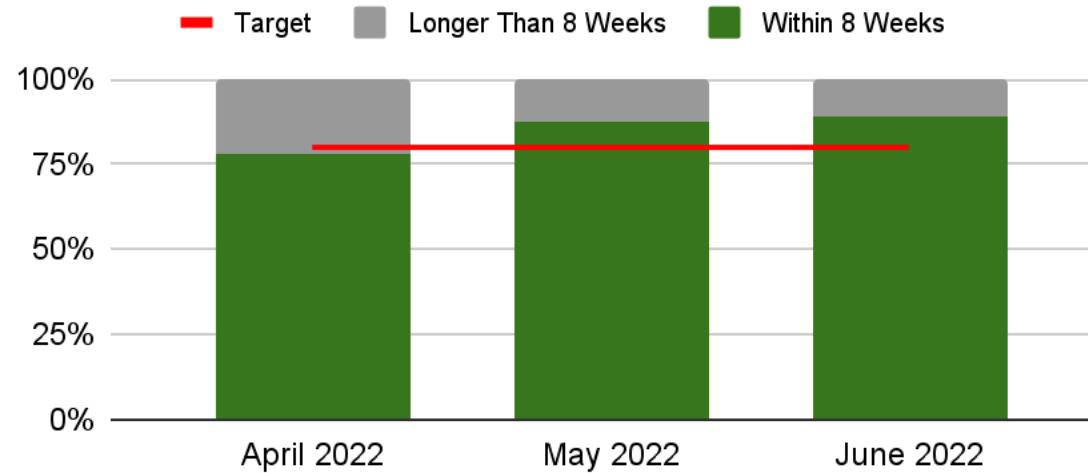
Average Senior Planner Caseload

**21**  
TARGET 35

Average Principal Planner Caseload

**12**  
TARGET 20

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



Average Cases closed per Planner in Quarter

**51**  
TARGET 50

Average Cases closed per Senior Planner in Quarter

**14**  
TARGET 40

Average Cases closed per Principal Planner in Quarter

**18**  
TARGET 25

Average days from receipt to validation

**7**  
TARGET 7

Customer Satisfaction



n/a

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

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

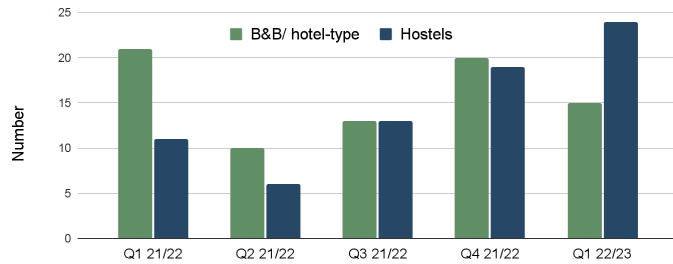
No customer satisfaction surveys were completed this quarter due to customer service advisors prioritising customer queries



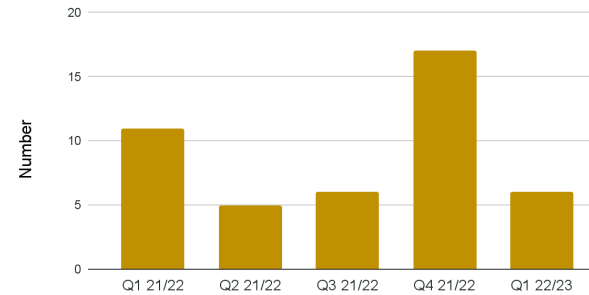
# Housing Quarter I

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

\*\* 22 bed spaces available in hostels

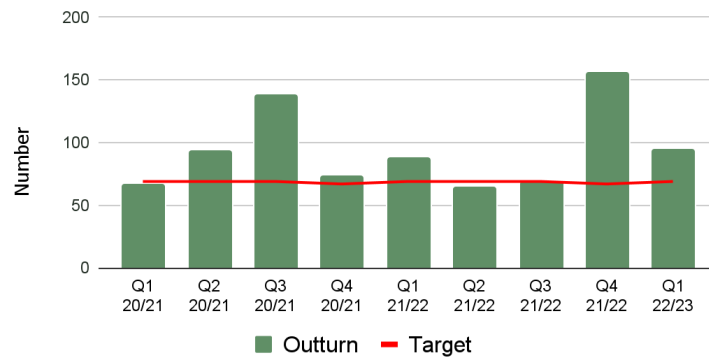


The number of successful 'move ons' from Emergency Accommodation to long term accommodation

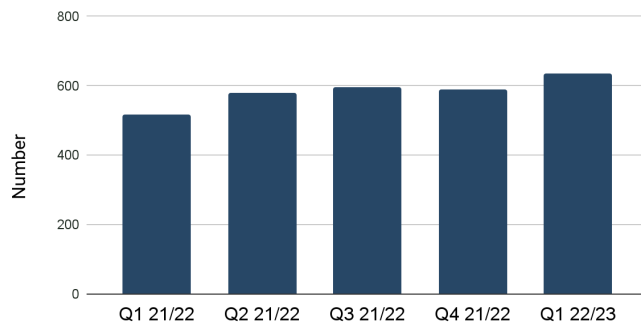


The number of affordable homes reaching practical completion

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



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



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

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

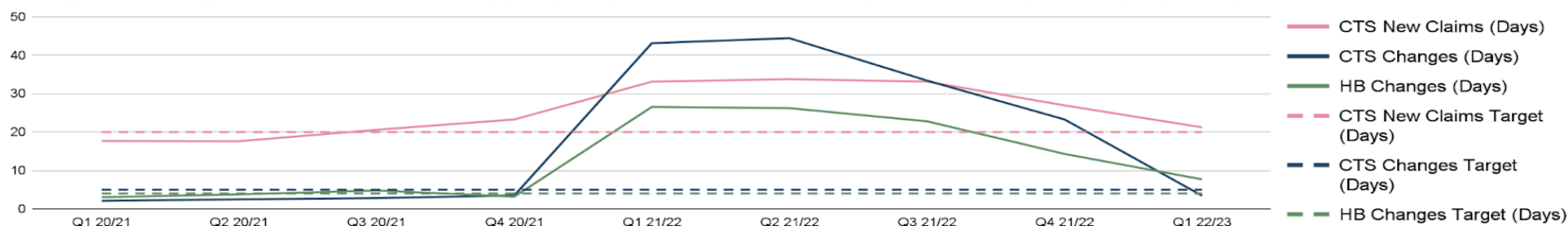
The availability of social housing stock remains low, partially due to prevention measures in place to assist those affected by the financial implications of Covid and the increasing cost of living. Private Rented Sector is less accessible due to affordability.

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

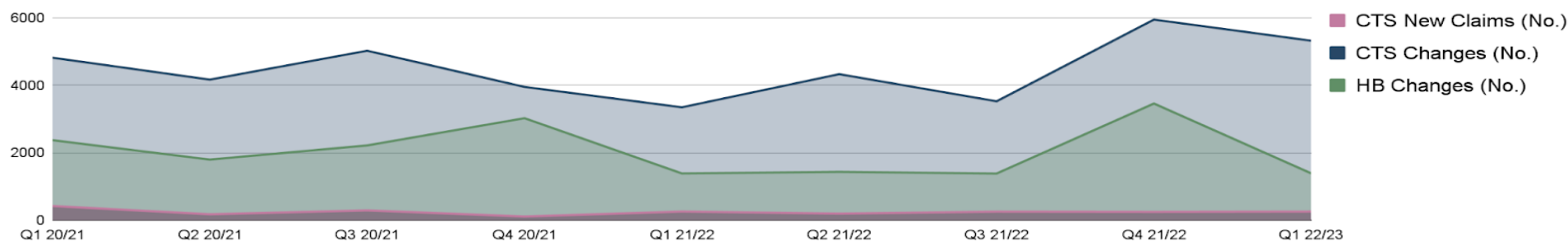
In addition, a range of proactive work is being undertaken to reduce the number of LTE properties in the District. During Q1, 216 properties were removed from the LTE list, although 263 were added. A three month rolling action plan is in place to reduce the number of LTE properties. The current focus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

# Revenues and Benefits Quarter I

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

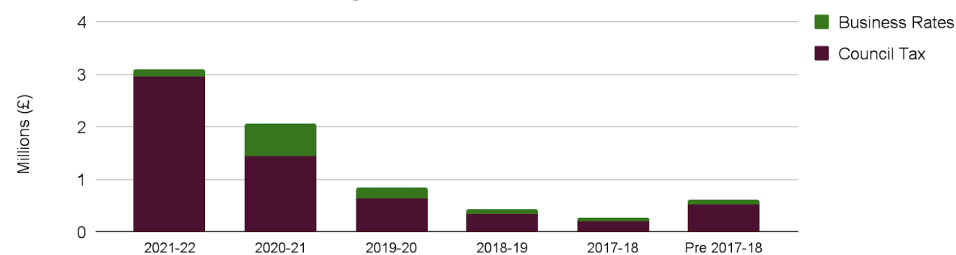


Number of Council Tax Support (CTS) New Claims and Changes and Housing Benefit (HB) Changes Assessed



22/23 Collection Rates				
	Council Tax		Business Rates	
	Actual	Target	Actual	Target
QTR	32.6%	23%	35.8%	25%
YTD	32.6%	23%	35.8%	25%

Council Tax & Business Rates Aged Debt



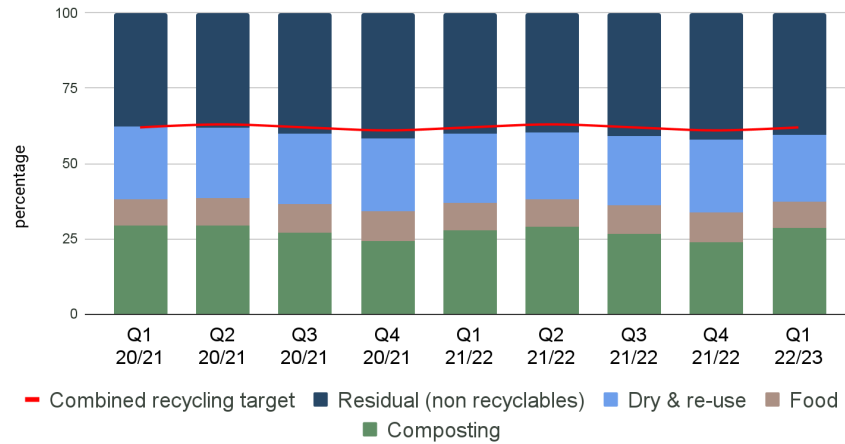
Qtrly Aged Debt	
% Change Council Tax	-10.7%
% Change Bus. Rates	-63.1%

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

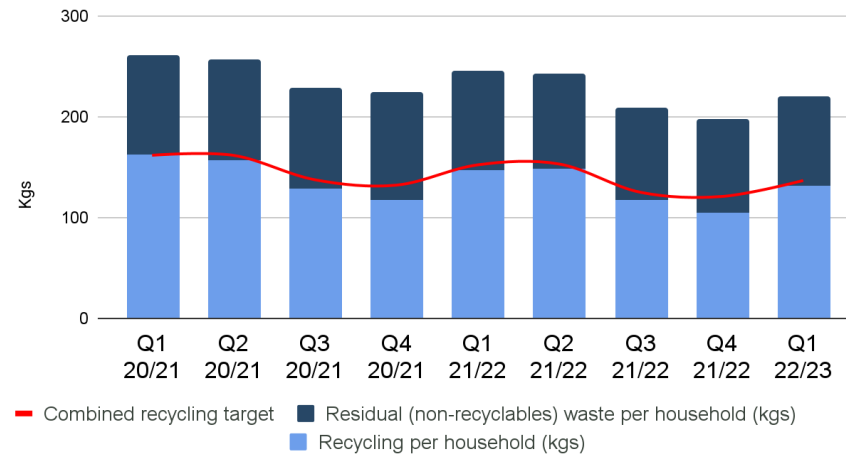


# Waste and Environment Quarter I

### (Cumulative) Household waste collected composition



### Household waste collected per household

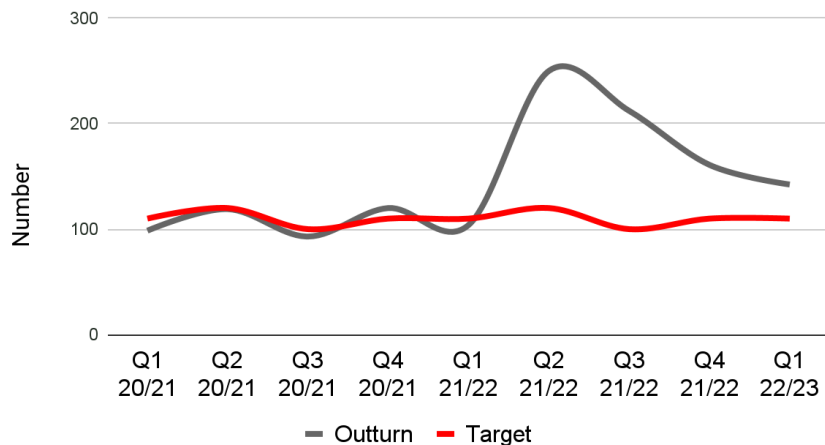


The combined recycling for Q1 was 59.7%, not dissimilar to Q1 of the previous year but lower than 2019-20 the pre-Covid year (60.9%), largely due to higher residual waste tonnages. Since emerging from the pandemic, all household waste streams (tonnages) have fallen. Taking into account household growth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

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

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

### Missed bins per 100,000 scheduled collections



### Number of flytips collected

