WEST OXFORDSHIRE DISTRICT COUNCIL

Delivering great services locally

PERFORMANCE REPORT:

July 2023 - September 2023

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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 and additional investigations are underway to provide it for those metrics that are missing comparisons.

Overall Performance

The Council's performance has been mixed, with commendable progress in Tax Collection Rates and and Planning Determination Times. However, the cost of living crisis continues to result in increased customer contact for certain services. The challenging economic situation has put additional strain on residents, leading to an upsurge in queries and concerns.

There are some indicators that are exhibiting a negative trend including the Missed Bins per 100,000 and Official Land Charge Search Times.

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.

Note: Currently, the Waste Data Flow Data is received by the data team from Oxfordshire County Council, but it is a quarter behind. Therefore, the narrative and graphs within this report pertain to Q1 2023/2024 (April - June).

Percentage of Council Tax Collected

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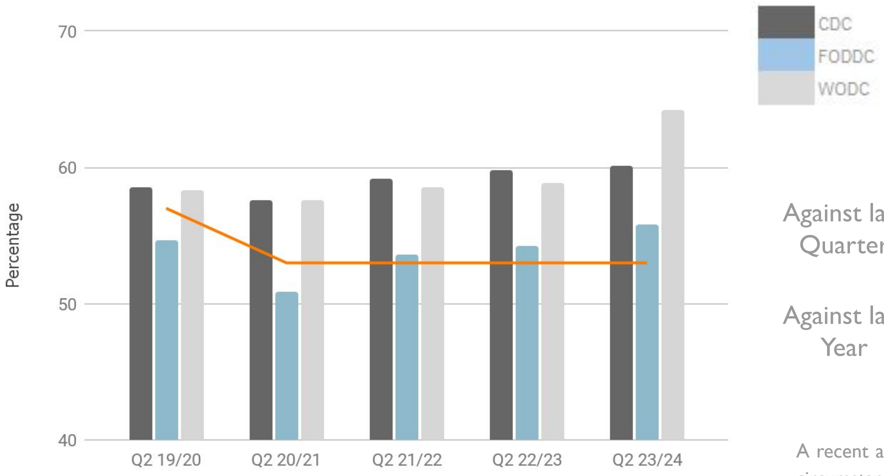

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	N/A	N/A	N/A
Against last Year	⇧	⇧	⇧

Improved since last year

Q2 Target

(high is good)

53%

2023/24 Target

99%

How do we compare?

Council tax collected by 31 March 2023 as a % of amount collectable - SPARSE
There are 181 district councils in England. All 3 councils are predominantly rural

2022-23 Benchmark	%	District Rank	County Rank	Predominantly Rural Rank	Quartile
Cotswold	97.97	52/181	3/6	32/72	Second
Forest	97.76	70/181	4/6	40/72	Second
West	97.12	94/181	4/5	49/72	Third

A recent audit of the Council Tax Services indicated that a significant sum of arrears had accumulated during challenging circumstances associated with the pandemic. The recovery of these arrears had been suspended to support customers in difficult financial circumstances and to facilitate the adoption of a new Council Tax platform enabling self service payments. The recovery process has now been reinstated and the current cycle is up to date, resulting in significant improvements in the collection of those arrears through manageable payment schedules for those residents affected.
The service reports 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	Total Outstanding
WODC	10.44%	16.57%	16.01%	£5,233,646

By the end of March 2023, authorities in England had collected £35.7 billion of council tax that related to 2022-23 (plus an additional £800 million of aged debt) and achieved an average in-year collection rate of 96.0%, an increase of 0.2 percentage points over 2021-22.

The collection rates for Q2 are well above target and are the highest they have been since prior to 2018/19.

Percentage of Non-domestic rates collected

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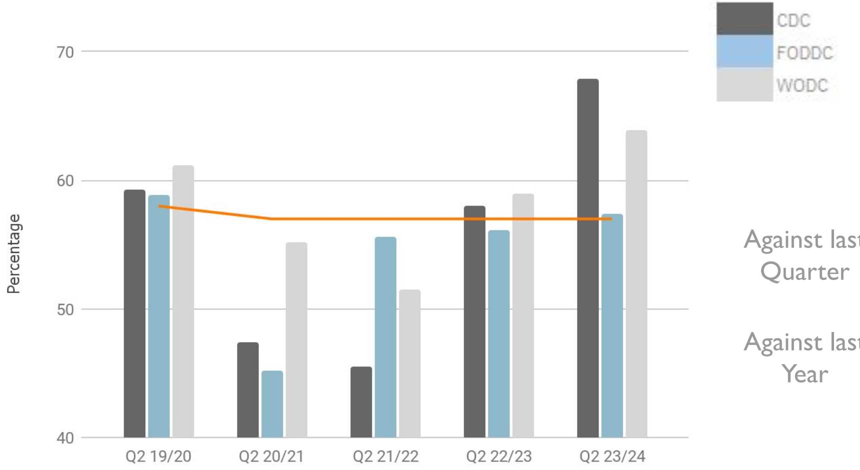


Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	N/A	N/A	N/A
Against last Year	⇧	⇧	⇧

Improved since last year

Q2 Target
(high is good)

57%

2023/24 Target

99%

How do we compare?

Non Domestic Rates collected by 31 March 2023 as a % of amount collectable - SPARSE
There are 181 district councils in England. All 3 councils are predominantly rural

2022-23 Benchmark	%	District Rank	County Rank	Predominantly Rural Rank	Quartile
Cotswold	94.07	177/181	6/6	71/72	Bottom
Forest	95.97	161/181	5/6	67/72	Bottom
West	98.39	53/181	2/5	20/72	Second

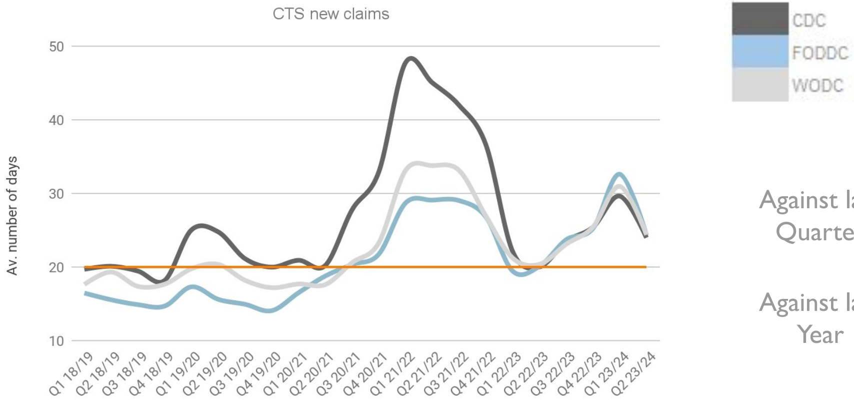
The current recovery cycle is up to date with the service reporting progress in collecting previous year's debt. The below table shows the percentage of aged debt that has been collected and the total outstanding:

	2020-2021	2021-2022	2022-2023	Total Outstanding
WODC	33.49%	45.53%	17.46%	£1,240,917

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

The collection rates for Q2 are well above target and are the highest they have been since prior to 2018/19.

Processing times for Council Tax Support new claims



Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↓	↓	↓
Against last Year	↑	↑	↑

Improved since last quarter but increased since last year

Q2 Target
(low is good)

20

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 2023 and the percentage change from Q4 2022 for each authority, plus the data for all authorities in England

	Number of Claimants at end of March 203	Percentage Change since March 2022
Cotswold	1,926	-0.7%
Forest	2,240	-4.1%
West	1,745	-2.0%
England	1,393,323	-1.9%

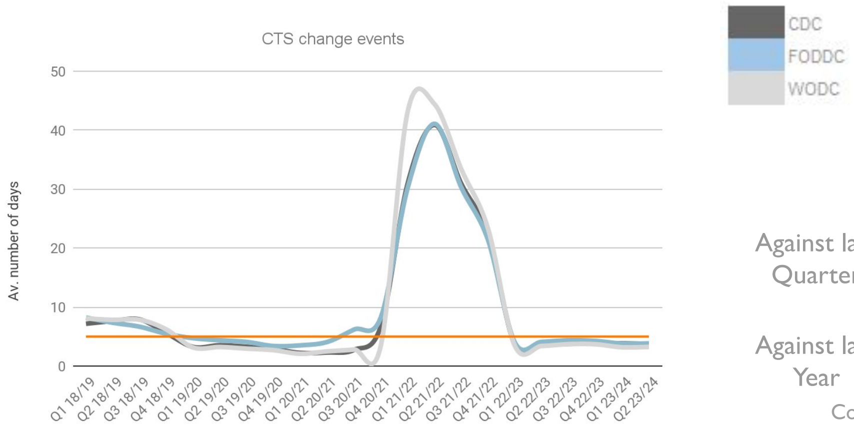
The processing stats for new CTS claims for Q2 are below the target of 20 days with West averaging 17.05 days, however, given the target is cumulative, the rolling stats are above target. It should be noted that the cumulative processing time decreased by 6.54 days from last quarter.

Following procedural changes to manage the work received directly from the Department for Work and Pensions (DWP) and customers, we are now achieving a level of 60-70% of automation for the DWP work up from 40-45% in Q1 allowing for more focus on applications and other reported changes. The Universal Credit (UC) section of DWP is currently investigating improvements to the data that is sent through to local authorities via a Working Group. Once the improvements have been made there is the potential, in conjunction with our software supplier, to automate additional DWP work items.

The outstanding workload is reducing week by week and management of the resource to support the reduction is underway. The improvements to the automation system have freed up officer capacity to help reduce the backlog of claims. It is anticipated that the trial for reduced phone line opening hours will further free up capacity for officers to process claims, however, pressure on the team remains high.

It is worth making clear that, especially for HB COCs, our main sources of HB changes come about after Christmas and in early January when we receive uprating information & rent increases from housing associations. The service indicates that processing days will reduce, but it will not be a rapid process.

Processing times for Council Tax Support Change Events



Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↓	↑	↑
Against last Year	↑	↓	↓

Cotswold - Improved since last quarter but increased since last year
Forest and West - Increased since last quarter but improved since last year

Q2 Target
(low is good)

5

Processing times for Council Tax Support Change Events remains well within the target of 5 days. Although there has been a small increase from last quarter, the change is only marginal (0.07).

How do we compare?

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

Processing times for Housing Benefit Change of Circumstances

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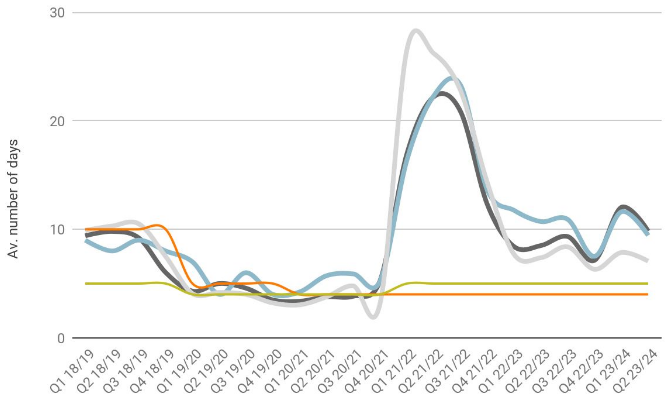

CDC
FODDC
WODC

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	⇩	⇩	⇩
Against last Year	⇧	⇩	⇨

Q2 Target
(low is good)

4

Cotswold - Improved since last quarter but increased since last year
Forest - Improved since last quarter and last year
West - Improved since last quarter and slightly improved since last year

How do we compare?

SPARSE provide benchmarking data on the speed of processing for HB CoCs. The latest data set is 2022-23

2022-23 Benchmark	Days	District Rank	County Rank	Predominantly Rural Rank	Quartile
Cotswold	7	143/176	2/5	59/70	Bottom
Forest	8	155/176	3/5	63/70	Bottom
West	6	137/176	4/4	57/70	Third

Please see Processing times for Council Tax Support new claims.
The observation for HB CoCs should be read in conjunction with the observation for HB CTS new claims and changes indicators as the work is performed by the same team.
At the end of Q2, the average days to process HB changes decreased to 6.07 days, however, since the target is cumulative, the ongoing statistics show higher figures. Although above target, the reduction in HB Change applications means any delay in assessing an application due to outstanding evidence required has a more visible impact to the average processing days. As a significant amount of changes that affect HB are usually received during Q4 we may potentially see a decrease to the processing times.
It should be noted that the number of expected changes that would affect Housing Benefit are reducing significantly as can be seen by the number of HB changes assessed compared to the number of CTS changes assessed.

HB Changes - 920
CTS Changes - 3141

Managed migration of Housing Benefit to Universal Credit is being rolled out from April 2024 across the country.

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

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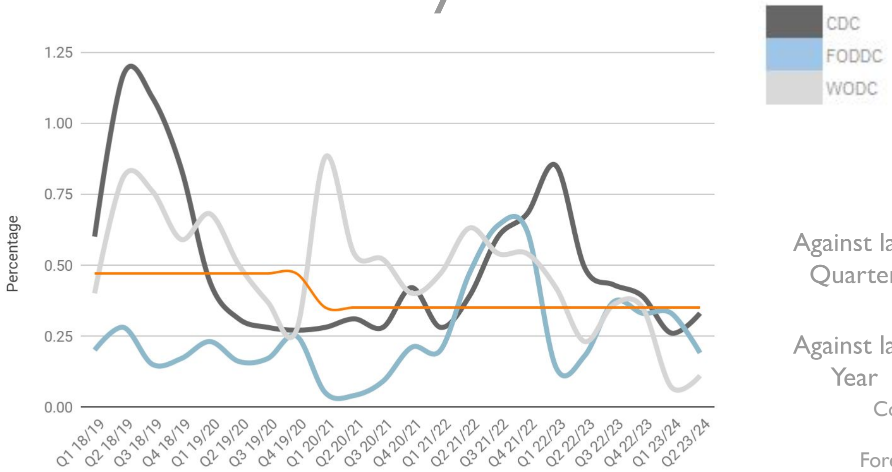

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	⇧	⇩	⇧
Against last Year	⇩	⇨	⇩

Cotswold and West - Increased since last quarter but improved since last year
Forest - Improved since last quarter but slightly increased since last year

Q2 Target
(low is good)

0.35

Percentage of Housing Benefit overpayment error is 0.11% for Q2.

Measures are in place to ensure that HB overpayments due to local authority error are reduced as far as possible. Around 20% of the HB caseload is checked by Quality Assurance officers who target areas which have 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.

How do we compare?
TBC

Note: the national target is 0.47%. In 2020-21, the service set a more stringent target of 0.35%

Customer Satisfaction - Telephone

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Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	⇩	⇩	⇩
Against last Year	⇩	⇩	⇩

Declined since last quarter and last year

Q2 Target

(high is good)

90%

2023/24 Target

90%

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. September for the partnership in the below table. This is a national comparator

	July Rank	July Net Sat.	Aug Rank	Aug Net Sat.	Sept Rank	Sept Net Sat.
Cotswold	5	96%	3	97%	N/A	N/A
Forest	N/A	N/A	N/A	N/A	N/A	N/A
West	4	96%	1	98%	N/A	N/A

Services provided via the telephone consistently yield high satisfaction, and there has been a notable uptick in survey participation compared to the previous quarter. In Q2, there was a concerted effort to encourage advisors to actively promote the survey among residents.

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, numbers are comparable to other District Councils, hence the 'league tables' being a useful comparator.

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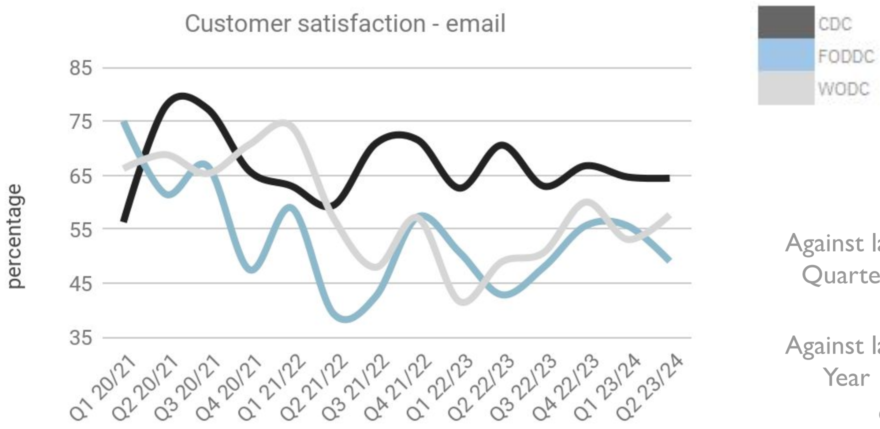
Customer Satisfaction - Email



Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	→	↓	↑
Against last Year	↓	↑	↑

Cotswold - Steady since last quarter but declined since last year
Forest - Declined since last quarter but improved since last year
West - Improved since last quarter and last year

Q2 Target
(high is good)

No Target

541 residents responded to the survey of which 312 were satisfied. This equates to a rate of 57.67% satisfaction for the quarter.
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 failure; 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.

How do we compare?
Benchmarking currently not available. The Data & Performance Team will investigate options.

Customer Satisfaction - Face to Face

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Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	⇩	⇧	⇧
Against last Year	⇩	⇧	⇧

Cotswold - Declined since last quarter and last year
Forest and West - Improved since last quarter and last year

Q2 Target

(high is good)

90%

2023/24 Target

90%

Customer Satisfaction from face to face interactions continues to be high with a 95.45% satisfaction rate for the quarter. 42 out of 44 surveyed were satisfied with the service.

How do we compare?

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

Note that any gaps in the data indicate no surveys were returned. This is especially apparent when the offices were closed during the pandemic.

Customer Call Handling - Average Waiting Time

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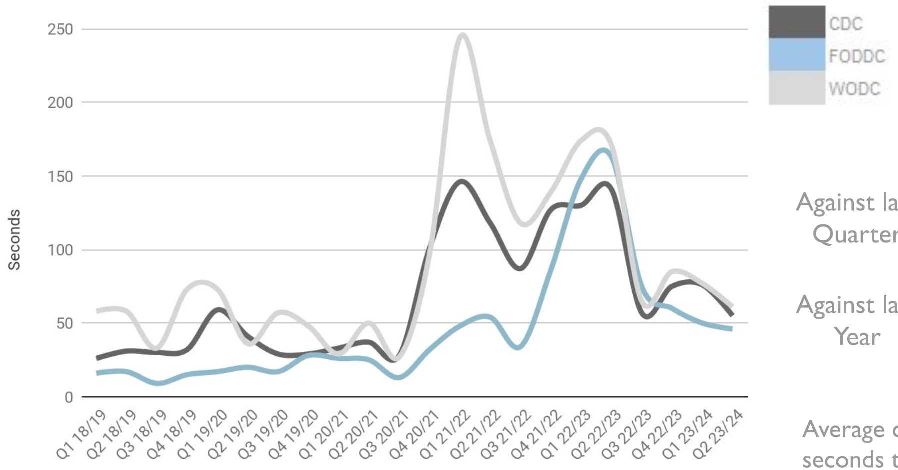


Direction of Travel

	CDC	FODDC	WODC
Against last Quarter			
Against last Year			

Improved since last quarter and last year

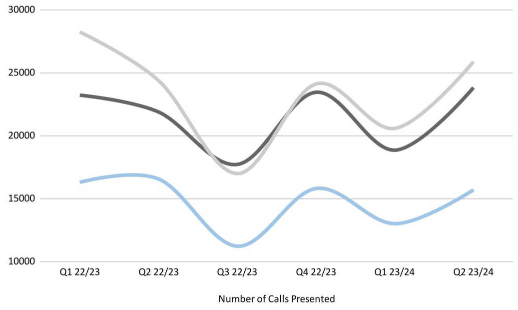
Q2 Target

(low is good)

NO TARGET

Average call waiting time for the Council saw reductions in comparison to last quarter by 16 seconds to an average of 61 seconds. There has been a marked improvement from Q2 2022-23 with reductions in average from just under 2 minutes. The peak waiting time during Q2 was 16 minutes 38 seconds.

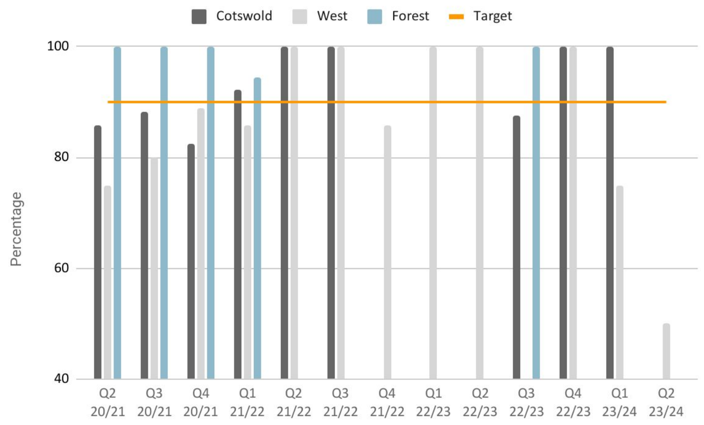
Call numbers increased in comparison to last year and last quarter as can be seen from the chart to the right. The data indicates and overall decline in call numbers over time which is expected to continue with further work surrounding Channel Choice encouraging customers to self-serve where possible. The service are proactively working with other services to reduce processing times and repeat contact by using direct links to back office systems resulting in improved customer experience.



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.

Building Control Satisfaction



Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	N/A	N/A	⇩
Against last Year	N/A	N/A	⇩

Cotswold and Forest - No Data
West - Declined since last quarter and last year

Q2 Target
(high is good)

90%

2023/24 Target

90%

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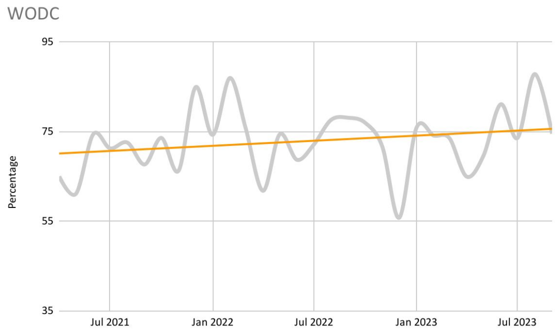
How do we compare?

Percentage of share in the market

	July	August	September	Number of Apps for Quarter
Cotswold	62%	52%	55%	140
Forest	84%	61%	55%	112
West	74%	88%	75%	167

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 still suffers from low numbers of satisfaction survey returns within two surveys having been returned during Q2, one of which was satisfied. Discussions are proposed with ICT to investigate an SMS notification service linking customers to an online survey.
Building Control had 167 applications in Q2 and retains a strong hold in the share of the market. The below chart show market share over time.



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

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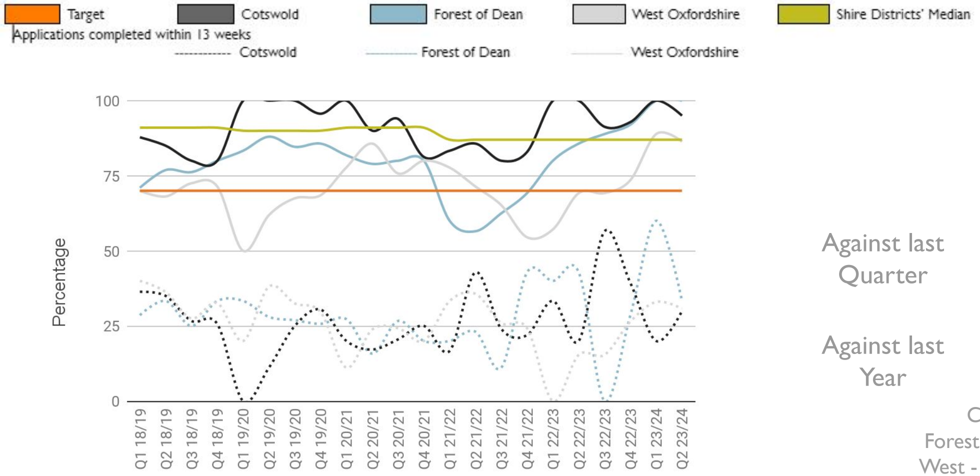

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	⇩	⇨	⇩
Against last Year	⇩	⇧	⇧

Cotswold - Declined since last quarter and last year
Forest - Steady since last quarter but improved since last year
West - Declined since last quarter but improved since last year

Q2 Target

(high is good)

70%

How do we compare?

Major Developments - % within 13 weeks or agreed time

PLEASE NOTE SPARSE PROVIDE BENCHMARK DATA FOR CALENDAR YEARS AND THE CHART ABOVE AND STATS IN THE NARRATIVE ARE ROLLING

June 2022 - June 2023 Benchmark	%	District Rank	County Rank	Predominantly Rural Rank	Quartile
Cotswold	90.00	83/164	3/6	29/59	Second
Forest	96.77	31/164	1/6	9/59	Top
West	83.33	117/164	5/5	43/59	Third

The service has also performed very well processing Major applications within times, slightly dipping in comparison to last quarter from 88.89% to 86.36% for Q2 but notably increasing by 17.13% in comparison to the same period last year.

Thirteen major applications were determined during Q2.

See slide for Minor Developments for further narrative

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

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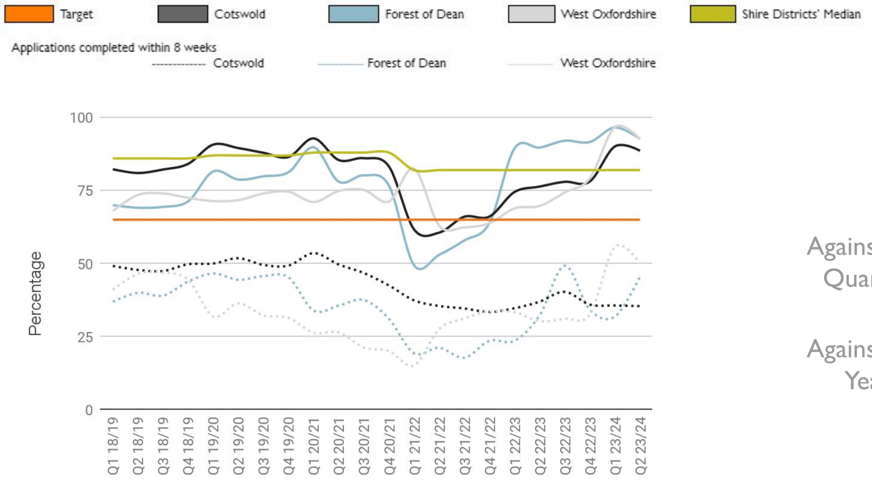

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	⇩	⇩	⇩
Against last Year	⇧	⇧	⇧

Declined since last quarter but improved since last year

Q2 Target

(high is good)

65%

How do we compare?

Minor Developments - % within 8 weeks or agreed time
PLEASE NOTE SPARSE PROVIDE BENCHMARK DATA FOR CALENDAR YEARS AND THE CHART ABOVE AND STATS IN THE NARRATIVE ARE ROLLING

June 2022 - June 2023 Benchmark	%	District Rank	County Rank	Predominantly Rural Rank	Quartile
Cotswold	82.21	97/164	4/6	33/59	Third
Forest	93.18	25/164	1/6	6/59	Top
West	85.58	83/164	2/5	27/59	Third

The service has performed very well processing Minor applications within times. 74 minor applications were determined in Q2.

Performance for Development Management continues to improve across the application types.

The key findings requiring Member authorisation from the PAS report that went to cabinet this quarter are currently being implemented with the Negotiation Protocol the first to be rolled out.

The service reports that due to impending resourcing challenges within DM, it is anticipated that the number of applications determined within time is likely to decrease over the next quarter.

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

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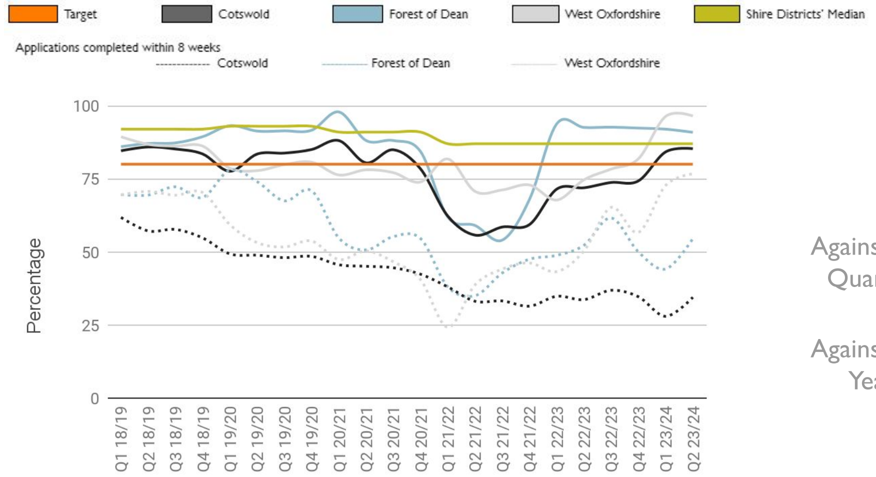


Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↑	↓	↑
Against last Year	↑	↓	↑

Cotswold and West - Improved since last quarter and last year
Forest - Declined since last quarter and last year

Q2 Target

(high is good)

80%

How do we compare?

Other Developments - % within 8 weeks or agreed time
PLEASE NOTE SPARSE PROVIDE BENCHMARK DATA FOR CALENDAR YEARS AND THE CHART ABOVE AND STATS IN THE NARRATIVE ARE ROLLING

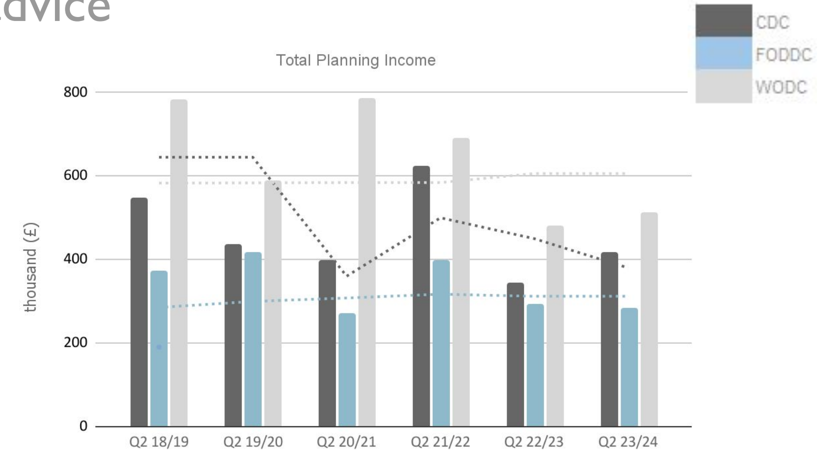
June 2022 - June 2023 Benchmark	%	District Rank	County Rank	Predominantly Rural Rank	Quartile
Cotswold	77.33	154/164	6/6	55/59	Bottom
Forest	91.90	68/164	1/6	21/59	Second
West	89.49	85/164	4/5	30/59	Third

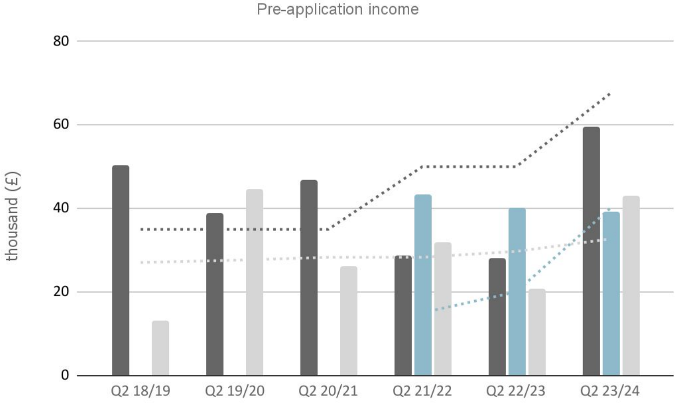
Determination times for Other applications have also improved reaching a rate of 96.49% for the quarter, the highest they have been since prior to 2018/19.

236 Other applications were determined in Q2.

See slide for Minor Developments for additional narrative

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





Direction of Travel

Total Income	CDC	FODDC	WODC
Against last Qtr	⇧	⇩	⇩
Against last Year	⇧	⇩	⇧

Pre App Income	CDC	FODDC	WODC
Against last Qtr	⇧	⇩	⇧
Against last Year	⇧	⇩	⇧

Cotswold - Total and Pre-App Income improved since last quarter and last year
Forest - Total and Pre-App Income declined since last quarter and last year
West - Total Income declined since last quarter but improved since last year, Pre-App Income improved since last quarter and last year

Q2 Targets
(high is good)

Total Planning Income

606000

Pre App Income

32687

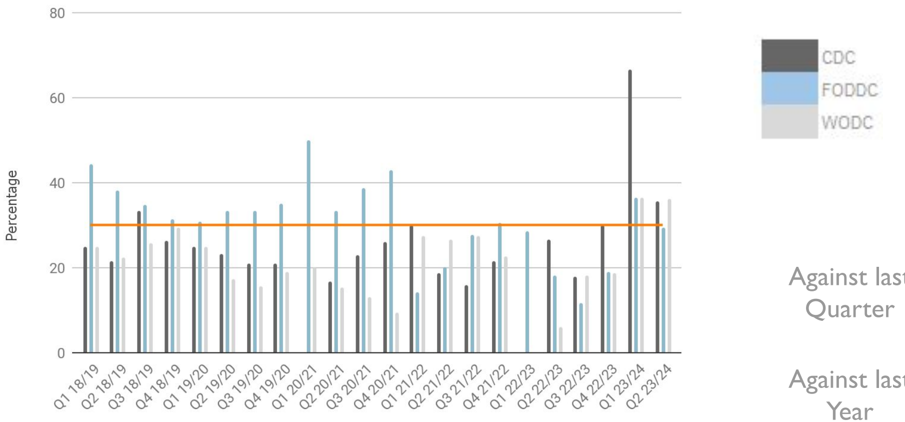
At the end of Q2, total planning income for the Council remained slightly below target but saw an increase in comparison to Q2 2022-23. Pre-app income more than doubled within the same time period and exceeded the target during Q2.

The service indicates a decrease in the number of major applications submitted, which generate significant revenue, leading to a reduction in income for this quarter.

How do we compare?

Planning Advisory Service (PAS) planned to benchmark back in 2021. No data is available in the public domain, but the data team has been in contact with PAS to find further information and are awaiting an update.

Percentage of Planning Appeals Allowed (cumulative)



Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↓	↓	↑
Against last Year	↑	↑	↑

Cotswold and Forest - Improved since last quarter but increased last year
West - Increased since last quarter and last year

Q2 Target
(low is good)

30%

This indicator seeks to ensure that no more than 30% of planning appeals are allowed (low is good).

Between 1 July 2023 and 30 September 2023, seven appeals were decided; of which 4 decisions were supported what one partly supported.

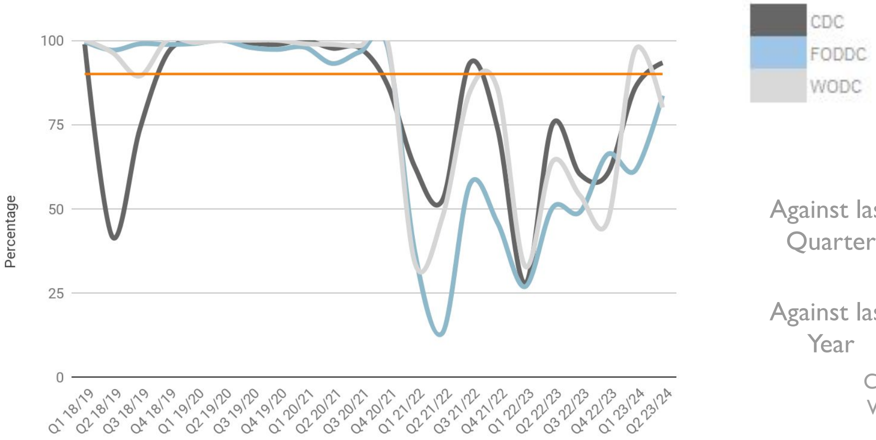
This equates to a percentage of 35.71% for this quarter but a cumulative total of 36.11% for the year which is slightly above the target. As this metric is cumulative, it may well reduce throughout the year depending on how many appeals are received.

The service reports there has been a substantial reduction in enforcement cases.

How do we compare?

The Data and Performance Team have been in touch with the Planning Inspectorate to obtain a full data set.

Percentage of official land charge searches completed within 10 days



Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	⇧	⇧	⇩
Against last Year	⇧	⇧	⇧

Cotswold and Forest - Improved since last quarter and last year
West - Declined since last quarter but improved since last year

Q2 Target

(high is good)

90%

The Council's performance has fallen below the 90% target this quarter, standing at 80%. However, there is a notable improvement compared to the same period last year, with an increase of 16%.

During this quarter the answering teams have faced challenges with resourcing issues which is attributed to the decrease in performance since last quarter.

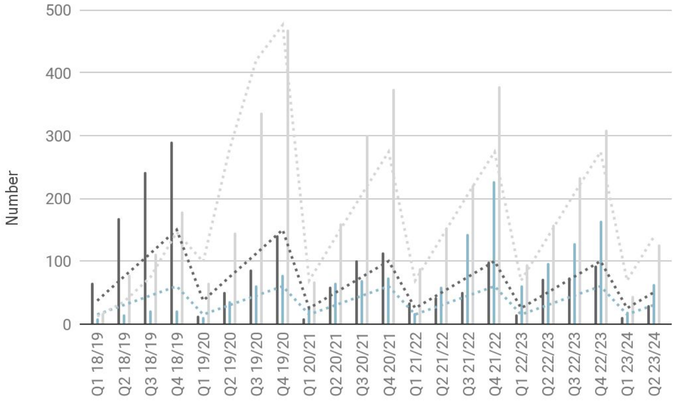
The monthly performance meetings with the AD responsible for the majority of the answering teams have been successful. Workshops are being arranged to offer additional support and guidance to the teams, emphasizing the importance of timely responses to searches and requests.

Due to impending resourcing challenges within the answering teams, it is anticipated that the number of searches completed within 10 days is likely to decrease over the next quarter.

How do we compare?

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

Number of affordable homes delivered (cumulative)



Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	⇧	⇧	⇧
Against last Year	⇩	⇩	⇩

Improved since last quarter but declined since last year

Q2 Target

(high is good)

138

Eighty-one properties including 51 for affordable rent and 30 for shared ownership have been delivered at Woodstock, Witney, Stanton Harcourt, Eynsham during Q2. A total of 126 affordable homes have been delivered during Q1 and Q2 against a target of 138. Forecasted completions at Carterton and Enstone have been moved back to Q3 and Q4. Looking forward a number of schemes have experienced delays and so the projected numbers of affordable houses delivered looks lower for next year.

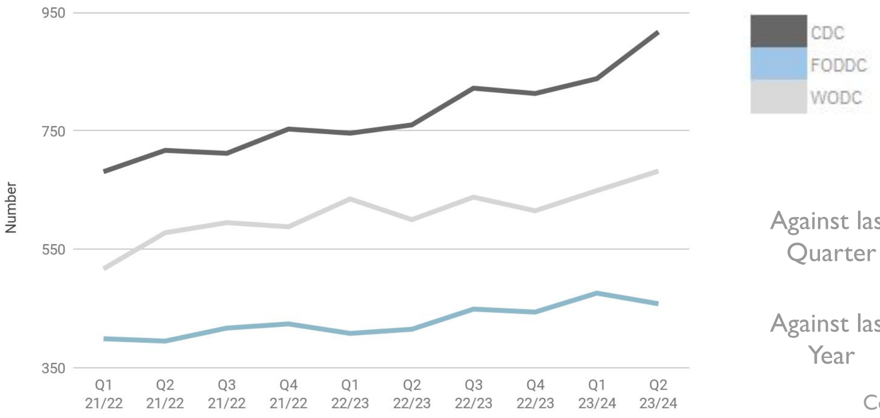
The service reports that completions fluctuate over the year. A housing development period is at least 12 months, with some schemes phased over several years.

How do we compare?

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

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

(Snapshot) Long Term Empty Properties



Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↑	↓	↑
Against last Year	↑	↑	↑

Cotswold and West - Increased since last quarter and last year
Forest - Improved since last quarter but increased since last year

Q2 Target
(low is good)

No Target

Properties continue to be added and removed from the list but as the graph indicates there is an upward trend.

Maintaining registers of long-term empty properties, can help monitor the situation, target interventions, and communicate with property owners more effectively. The LTE list is constantly being addressed with all owners being contacted by email, phone or letter in an attempt to bring properties back into use.

The service reports that the LTE figures continue to be influenced by a number of retirement properties reaching the six months empty point. It's common for properties of this nature to experience a lengthier selling process.

How do we compare?
No benchmarking currently available. The Data & Performance Team will investigate options

(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

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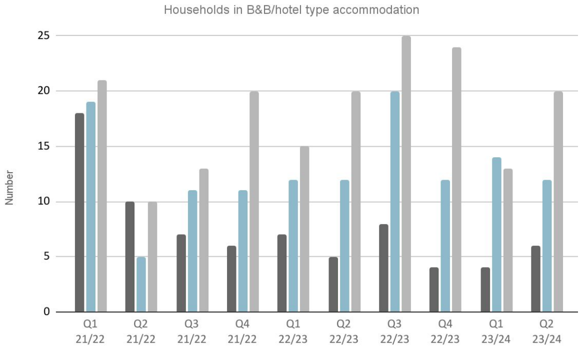
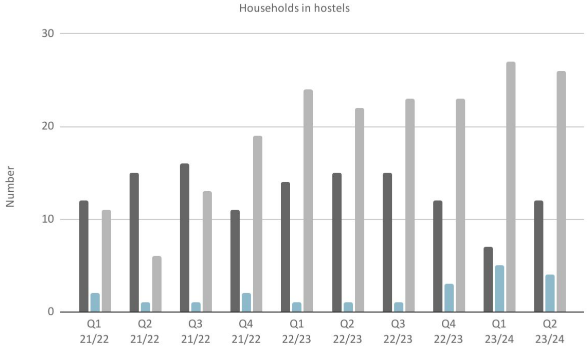
CDC
FODDC
WODC





Direction of Travel

		CDC	FODDC	WODC
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 continues to be an issue and pressures on the Housing services, systems and pathways remain high. During Q2, the number of homeless rose, attributed to the change in weather conditions. In comparison to last quarter has been a slight increase in households in temporary accommodation and move ons in comparison to last quarter.

Hostels are still running at capacity. There are 2 hostels in West, one of which presently operates at 60% capacity due to ongoing maintenance.

The Executive have granted approval for the conversion of fixed-term contracts into permanent positions which is providing stability within the team.

How do we compare?

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

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)

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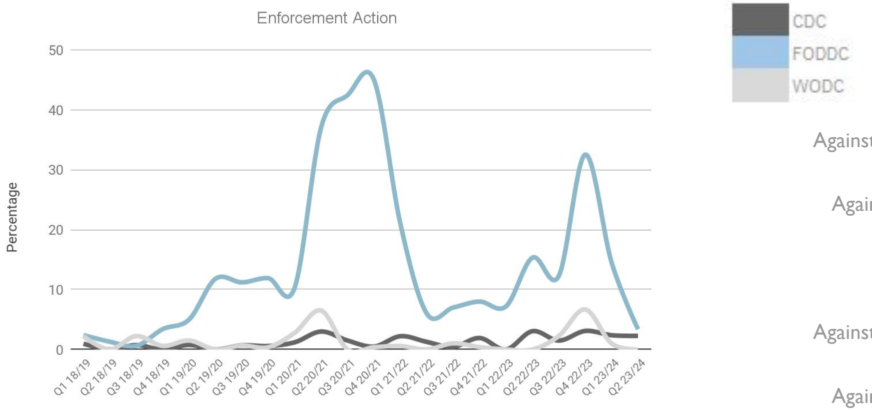


Direction of Travel

	CDC	FODDC	WODC
Number of Fly Tips			
Against last Quarter	⇩	⇧	⇧
Against last Year	⇩	⇩	⇩
Percentage Enforcement Action			
Against last Quarter	⇩	⇩	⇩
Against last Year	⇩	⇩	⇨

Fly Tips - Cotswold - Declined since last quarter and last year, Forest and West increased since last quarter and last year
Enforcement Action - Decreased since last quarter and last year, West stayed steady since last year

Q2 Target

No Target

How do we compare?

Number of Fly Tips reported for year 2022-23 for Local Authorities in England
There are 301 authorities with a total of 995545 Fly Tips reported (Range - 34830)

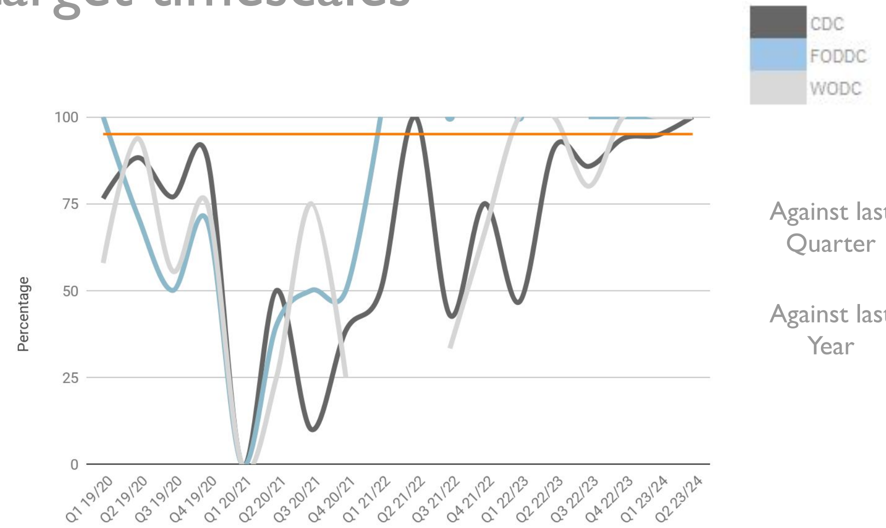
	No. Fly Tips for 2022-23	% Total Fly Tips	Absolute Value from Highest No. Fly Tips	Absolute Value from Lowest No. Fly Tips
Cotswold	1092	0.11	33738	1092
Forest	1569	0.16	33261	1569
West	1150	0.12	33680	1150

There was a slight increase in fly tipping across the district from last quarter with a drop in the enforcement action percentage.

During Q2, the here have been challenges within the team due to resource issues, delaying the implementation of proposed surveillance cameras. However, the service reports the resource issue is now resolved and the cameras will be implemented soon at fly tipping hot spots.

The amendment for increased powers for Fixed Penalty Notices (FPNs) has not yet been implemented.

Percentage of high risk food premises inspected within target timescales



Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↑	N/A	→
Against last Year	↑	N/A	→

Cotswold - Improved since last quarter and last year
Forest - No Data
West - Steady since last quarter and last year

Q2 Target

(high is good)

95%

The Council had 6 inspections, all of which were inspected within the timescales. The inspection rates for Q2 remain well above target.

High risk work is naturally prioritised which can have an impact on lower risk scheduled inspection rates. The service now has a useful dashboard which is helpful for monitoring team performance and tracking lower risk scheduled inspections within the team.

How do we compare?

APSE performance networks are introducing benchmarking for environmental sectors for 2023-24

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)

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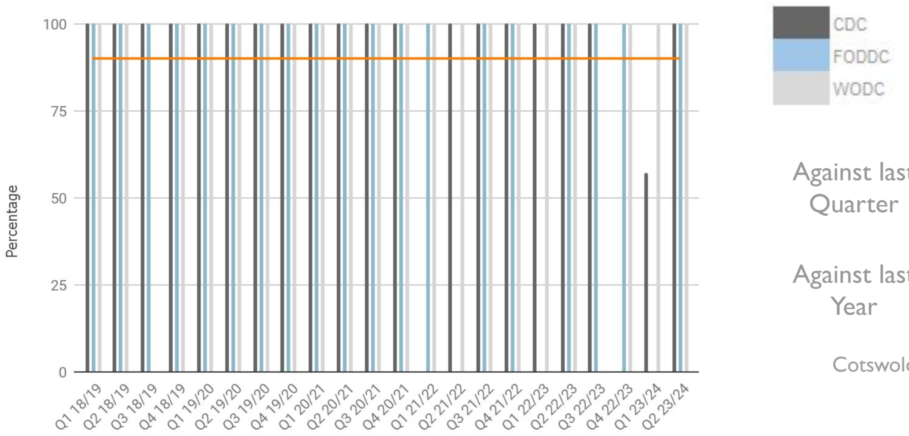

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↑	↑	→
Against last Year	→	→	→

Cotswold and Forest - Improved since last quarter and steady since last year
West - Steady since last quarter and last year

Q2 Target

(high is good)

90%

There were five notifications received within Q2 regarding an alleged illegal eviction, a tenant without drinking water, concern over a child's cot in pub accommodation, a Legionnaires notification and a Private Water Supply do not drink notification. All were assessed within one working day.

How do we compare?

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

Percentage of household waste recycled

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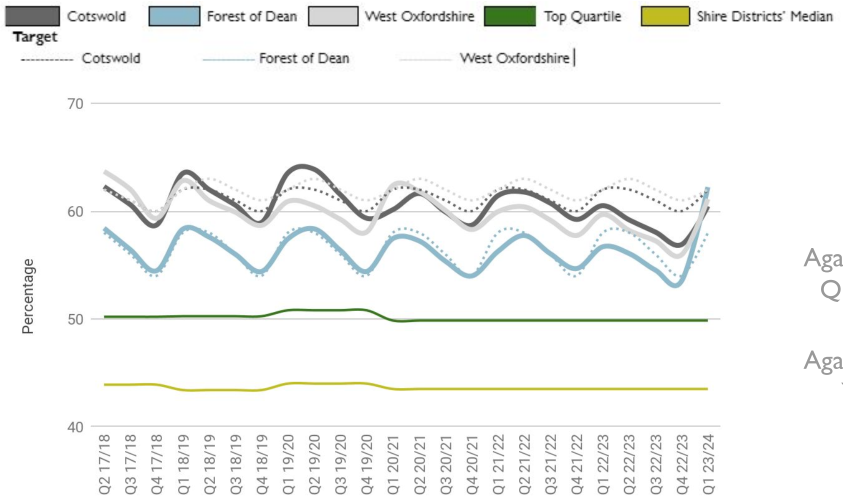

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	⇧	⇧	⇧
Against last Year	⇩	⇧	⇧

Cotswold - Improved since last quarter but declined since last year
Forest and West - Improved since last quarter and last year

Q1 Target
(high is good)

62%

How do we compare?
Percentage of household waste sent for reuse, recycling or composting

2021-22 Benchmark	%	District Rank	County Rank	Mainly Rural Rank	Quartile
Cotswold	59.20	9/174	1/6	2/37	Top
Forest	54.30	25/175	3/6	8/37	Top
West	57.70	15/175	3/5	4/37	Top

The data regarding recycling rates is received by the data team from Oxfordshire County Council, but it is a quarter behind. Therefore, the narrative and graphs pertain to Q1 2023/2024 (April - June).

During Q1, recycling rates saw a notable improvement of 5.18% from the previous quarter, reaching 61.13%, just shy of the 62% target. Compared to the same period last year, rates showed a modest improvement of 1.44%.

Residual Household Waste per Household (kg)

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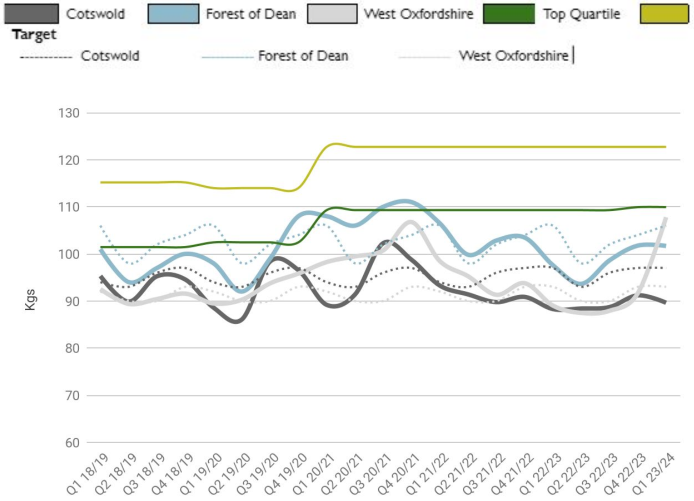
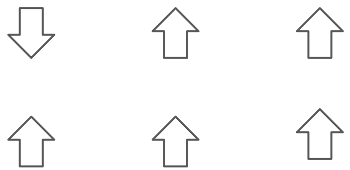


Direction of Travel

	CDC	FODDC	WODC
Against last Quarter			
Against last Year			



Cotswold - Improved since last quarter but increased since last year
Forest and West - Increased since last quarter and last year

Q1 Target
(low is good)

93

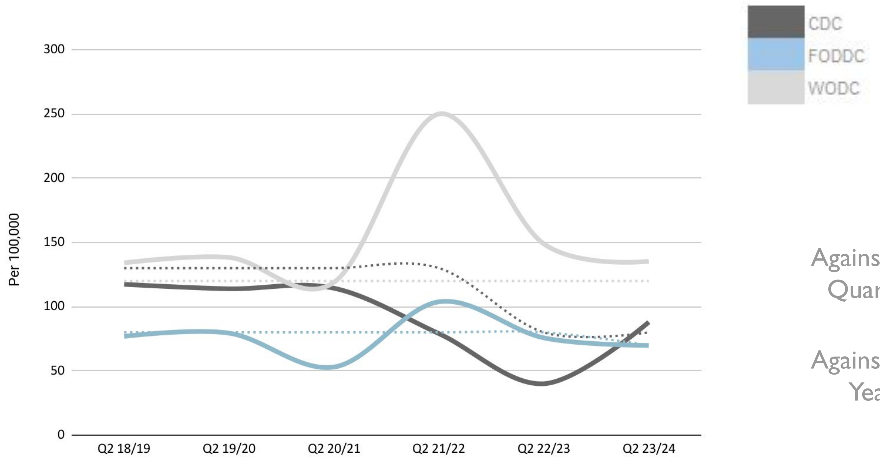
How do we compare?
Residual household waste per household (kg/household)

2021-22 Benchmark	Tonnage	District Rank	County Rank	Mainly Rural Rank	Quartile
Cotswold	364.70	16/174	2/6	4/37	Top
Forest	412.10	38/174	4/6	12/37	Top
West	377.90	23/174	4/5	10/37	Top

The data regarding tonnage is received by the data team from Oxfordshire County Council, but it is a quarter behind. Therefore, the narrative and graphs pertain to Q1 2023/2024 (April - June).

In Q1, West saw a substantial increase in the tonnage of household waste in comparison to last quarter increasing by 16.14kg to 107.79kg. In comparison to Q1 2022-2023 the tonnage has increased by 18.78kg.

Missed bins per 100,000



Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	→	↑	↑
Against last Year	↑	↓	↓

Cotswold - Steady since last quarter but increased since last year
Forest and West - Increased since last quarter but improved since last year

Q2 Target

(low is good)

120

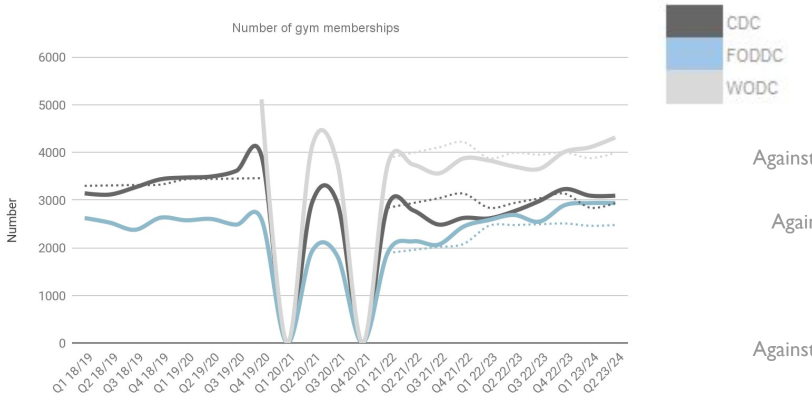
The number of missed bins for Q2 are above target and higher than last quarter but are lower than this time last year. This increase is primarily linked to the retirement of an experienced crew member and the misreporting of Service Failures, which were incorrectly logged as access issues in the in-cab technology (Alloy). Ongoing efforts are in place to train and ensure that crews accurately log issues in Alloy.

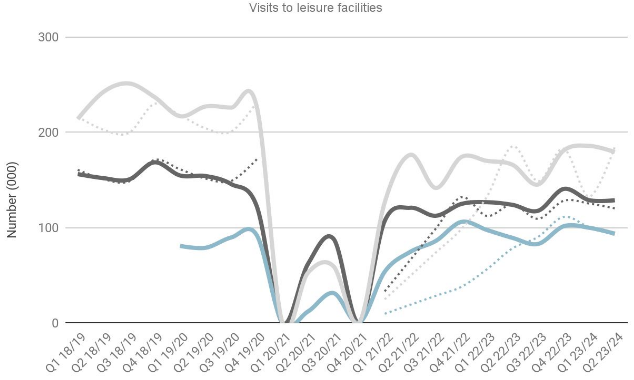
Note: since the implementation of In-Cab technology, the data source for missed collections is Alloy, In-Cab's back office system. This data source is more accurate than the previous data source.

How do we compare?

The Data Team are currently working with partners to compile the data return for APSE performance networks which will then provide benchmarking for this metric.

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





Direction of Travel

	CDC	FODDC	WODC
Gym Memberships			
Against last Quarter	→	↑	↑
Against last Year	↑	↑	↑
Leisure Visits			
Against last Quarter	→	↓	↓
Against last Year	↑	↑	↑

Gym Memberships - Improved since last quarter but declined since last year - Cotswold steady since last quarter
Leisure Visits- Declined since last quarter but improved since last year - Cotswold steady since last quarter

Q2 Targets
(high is good)

Gym Memberships

3990

Leisure Visits

185k

How do we compare?

The Data Team are currently working with partners to compile the data return for APSE performance networks which will then provide benchmarking for this metric.

The leisure targets were reviewed at the end of 2021-22 which resulted in increases in the target for visitor numbers.

Visits to leisure facilities decreased in comparison to the previous quarter, but are still 13k higher than the same period last year.

Gym memberships continue to increase compared with last quarter and quarter two 2022-23.

The Learn to Swim figures show continued growth in their numbers for this quarter, despite the summer holidays, leading to a waiting list due to resourcing pressures.

The Council has been successful in their bid for a revenue grant from Sports England which awards funds to assist in the energy costs associated with running the facilities.

Note: Gym memberships were frozen during the first and third lockdowns. No targets were set for 2020-21

Number of complaints upheld

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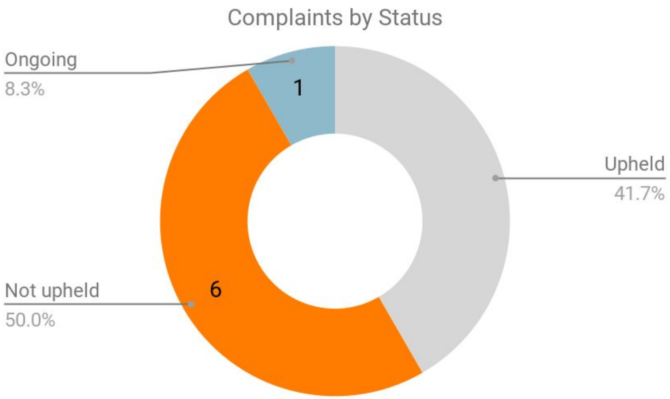
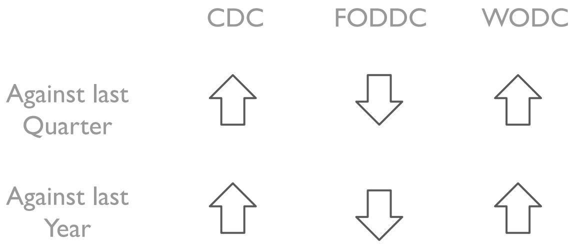


Direction of Travel

Complaints upheld or partly upheld at Stage 1



Cotswold and West - Increased since last quarter and since last year
Forest - Improved since last quarter and last year

Q2 Target

(low is good)

No Target

How do we compare?

The complaints and enquiries received in the period by the Ombudsman
The decisions made in the period by the Ombudsman
Compliance with recommendations recorded during the period by the Ombudsman

2022-23	Received	Investigated	Percentage Upheld	Percentage Compliance with Recommendations	Percentage Satisfactory Remedy
Cotswold	10	1	100%	N/A	0%
Forest	6	1	100%	100%	0%
West	12	2	50%	N/A	100%
Similar Organisation			59%	100%	15%

During Q2, the Council experienced an increase in complaints received from last quarter with a balanced picture of upheld/not upheld.

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 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

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Service area	Description	Outcome/learning	Decision	Response time (days)
Housing	Upset with lack of response	Dealt with by Service	Upheld	4
Planning	Unhappy with service of Enforcement Notice	Dealt with by Depot/Contact Monitoring Officer	Upheld	10
Revenues and Benefits	Business Rates; Attitude of Officer	Dealt with by Service	Upheld	7
Housing	Ongoing issues with Housing dept	Reinforce training for standard of communication with customers and internal review of processes for the Council's temporary accommodation.	Upheld	15
Waste and Recycling	Upset that assisted collection for garden waste was not being made from the agreed location	Dealt with by Depot/Contact Monitoring Officer	Upheld	10

Percentage of FOI requests answered within 20 days

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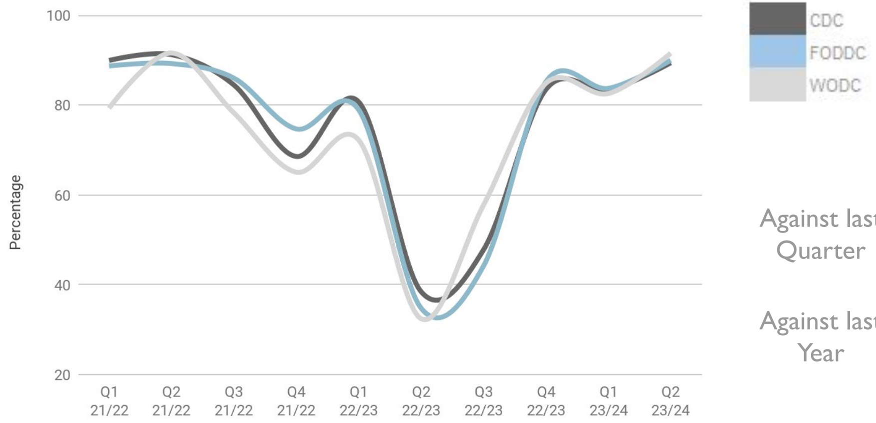


Direction of Travel

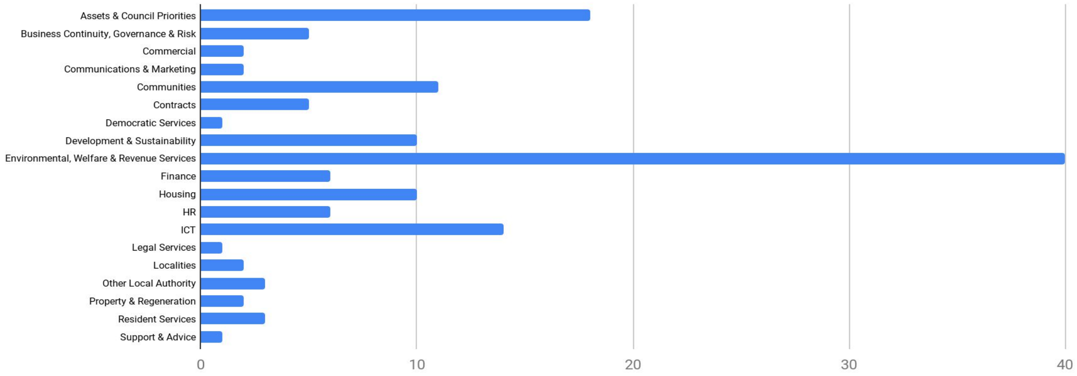
	CDC	FODDC	WODC
Against last Quarter	⇧	⇧	⇧
Against last Year	⇧	⇧	⇧

Improved since last quarter and last year

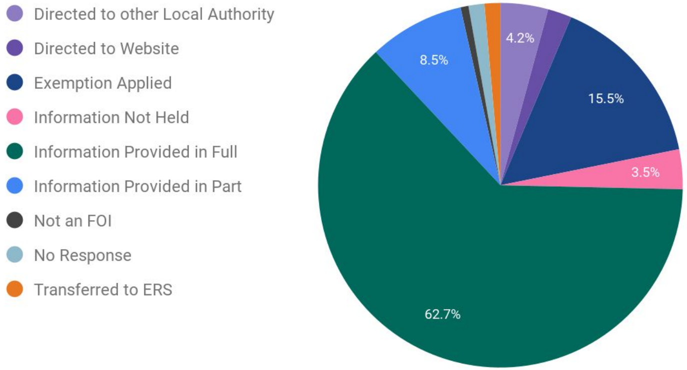
Q2 Target
(High is good)

No Target

Requests by Service Area



Response Type



Note: This is a new metric and the Data Team would welcome comments on the preferred observations