WEST OXFORDSHIRE DISTRICT COUNCIL

Delivering great services locally

PERFORMANCE REPORT:

April 2024 - June 2024

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A note on performance benchmarking

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

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

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

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

Overall Performance

Overall, the Council's performance for the quarter has been largely positive, with notable progress in Collection Rates, Planning Determination Times, and Missed Bin Collections. Visits to the Leisure Centre, Gym Memberships, and Land Charges Response Times remain high. Additionally, Customer Satisfaction continues to be strong, with the Council topping the Gov Metric league table in June. However, the percentage of Planning Appeals Allowed is increasing, and the Number of Affordable Homes delivered is showing a negative trend.

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 for recycling rates and household waste is received by the data team from Oxfordshire County Council, however, the team are currently awaiting Data from June. Therefore, the narrative and graphs within this report pertain to April and May 2024.

Percentage of Council Tax Collected

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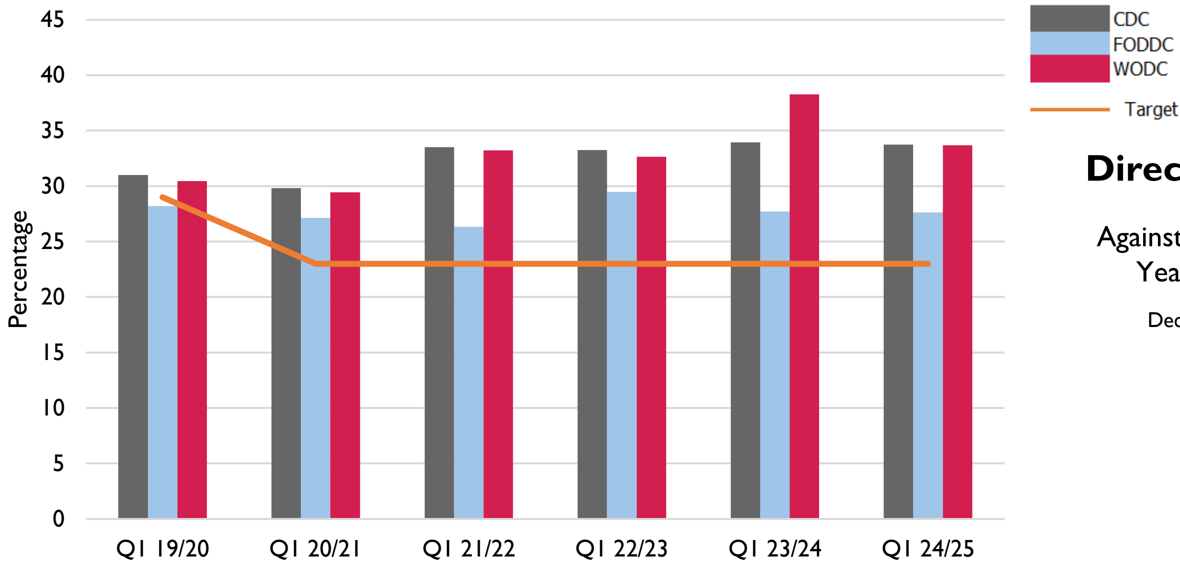

Direction of Travel

Against last Year

Declined since last year.

2024-25 Q1 – Higher is Good

Target	33%
Actual	33.69%

2023-24 Collection Rate

Target	99%
Actual	98.05%

How do we compare?

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

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

An audit of the Council Tax Services indicated that a significant sum of arrears had accumulated during challenging circumstances associated with the pandemic. Whilst the recovery of arrears had been suspended for a time, it has since been reinstated, and the current recovery cycle is up to date with the service reporting progress in collecting the previous year's debt. The below table shows the percentage of aged debt that has been collected and the total outstanding:

2020-2021	2021-2022	2022-2023	2023-2024	Total Outstanding
5.73%	8.98%	8.91%	19.33%	£5,946,845

By March 2024, authorities in England had collected £38.5 billion in council tax for 2023-24, along with an additional £907 million in aged debt. They achieved an average in-year collection rate of 95.9%, marking a 0.1 percentage point decrease from 2022-23 (source: gov.uk).

By the end of Q1, the Council observed a decrease in the amount collected compared to the same period last year. In previous years, the Q1 collection rates included Direct Debits due on 1st July, resulting in higher percentages. This year, those payments were not included, leading to a decrease in the collection percentage by approximately 4.5%. Despite this, the collection rates have surpassed pre-pandemic levels for the same period by around 3.3%.

Percentage of Non-domestic rates collected

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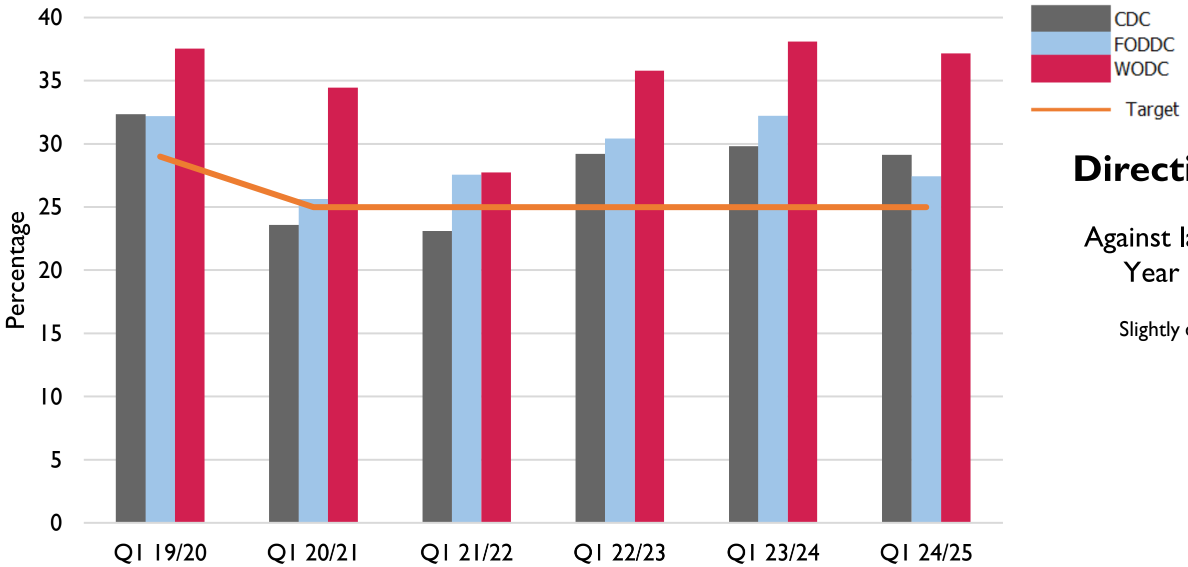


Direction of Travel

Against last Year

Slightly declined since last year.

2024-25 Q1 – Higher is Good

Target	33%
Actual	37.15%

2023-24 Collection Rate

Target	99%
Actual	97.62%

How do we compare?

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

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

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

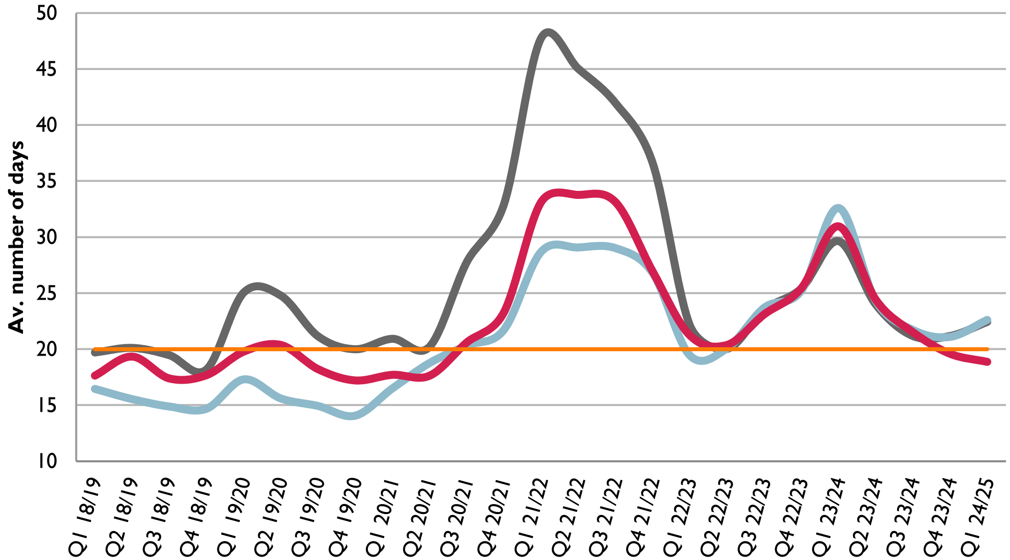
2020-2021	2021-2022	2022-2023	2023-2024	Total Outstanding
12.90%	22.95%	8.17%	15.35%	£1,751,724

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

During Q1, the Council observed a slight decrease in the amount collected compared to the same period last year. In previous years, the Q1 collection rates included Direct Debits due on 1st July, resulting in higher percentages. This year, those payments were not included, leading to a decrease in the collection percentage by around 0.9%.

The service remains committed to supporting businesses, actively reaching out through reminders, phone calls, and emails to encourage dialogue with the Councils so that we can support them via manageable repayment plans. All in year recovery processes are up to date.

Processing times for Council Tax Support new claims



Direction of Travel

Against last Quarter

Against last Year

Improved since last quarter and last year

Q1 – Lower is Good

Target	20
Actual	18.85

How do we compare?

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

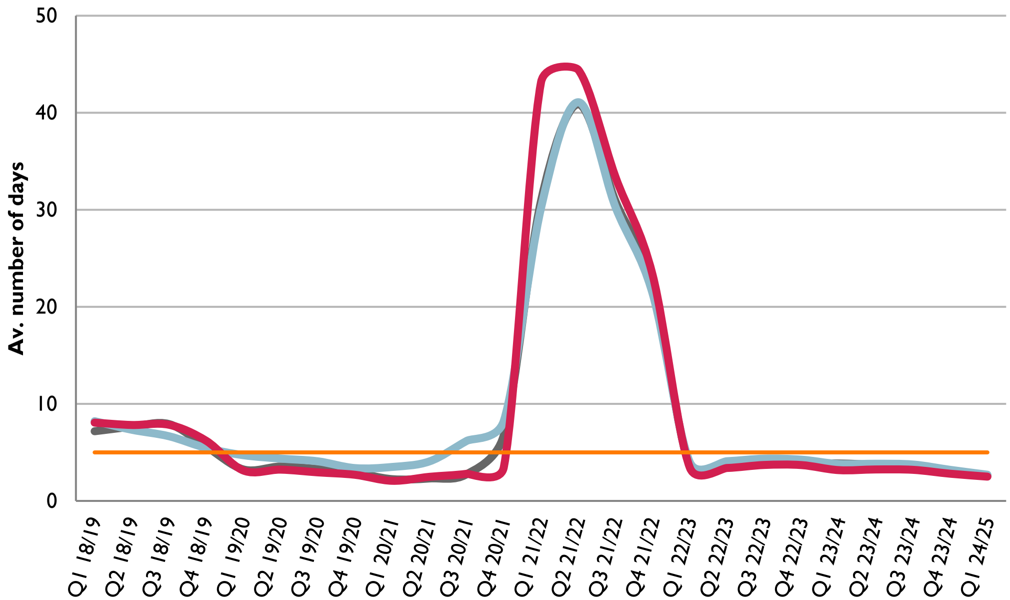
	Number of Claimants at end of March 2024	Percentage Change since March 2023	CIPFA Nearest Neighbours Rank (Higher = less claimants)
West Oxfordshire	**4,363**	**0.88**	**4/16**
Harborough	2,955	1.65	1/16
South Oxfordshire	4,966	0.32	10/16
Stafford	6,783	5.11	16/16

During Q1, the average processing time for new Council Tax Support (CTS) claims was 18.85 days, remaining well within the 20-day target. This achievement is notable despite the typical small backlog of cases carried over from Q4 due to end-of-year processing, which is expected to be cleared in the coming weeks.

Compared to the same period last year, processing times have improved significantly, decreasing by approximately 12 days.

The automation of tasks received directly from the Department for Work and Pensions (DWP) and customers has released capacity for officers to process manual claims, with options for further automation currently under discussion.

Processing times for Council Tax Support Change Events



Direction of Travel

Against last Quarter	⇩
Against last Year	⇩

Improved since last quarter and last year

Q1 – Lower is Good

Target	5
Actual	2.51

How do we compare?

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

The processing times for Council Tax Support Change Events continue to comfortably meet the target of 5 days, with processing times decreasing compared to both the last quarter and the previous year.

Processing times for Housing Benefit Change of Circumstances

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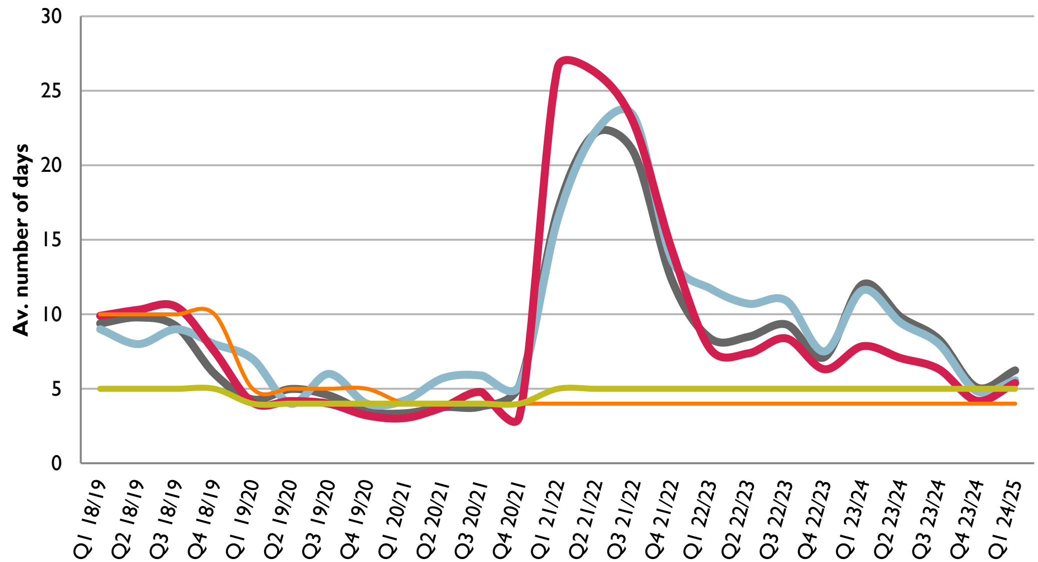

Direction of Travel

Against last Quarter

Against last Year

Increased since last quarter but improved since last year

Q1 – Lower is Good

Target	4
Actual	5.39

How do we compare?

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

Q3 23-24 Benchmark	Days	CIPFA Rank	Quartile
West Oxfordshire	**5**	**5/16**	**Top**
Test Valley	3	1/16	Top
Harborough	7	7/16	Second
East Cambridgeshire	8	10/16	Third
Stroud	9	14/16	Third
South Oxfordshire	15	16/16	Bottom

Please see Processing times for Council Tax Support new claims.
Q1 commenced with the usual small backlog of work for changes in circumstances at the end of Q4 due to end-of-year processing, which the team has worked hard to reduce. Although the Council is currently above target for processing times, there has been an improvement compared to the same period last year, with processing times decreasing by approximately 2.5 days.

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

HB Changes – 1,198
CTS Changes – 5,665

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

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

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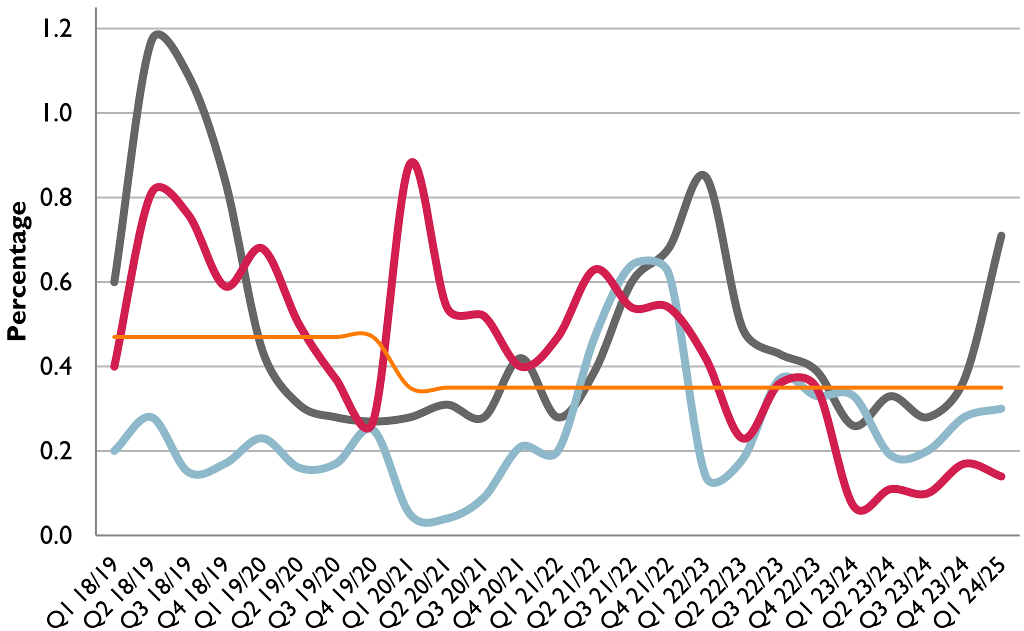

Direction of Travel

Against last Quarter

Against last Year

Slightly improved since last quarter but increased since last year

Q1 – Lower is Good

Target	0.35%
Actual	0.14%

How do we compare?

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

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

(Snapshot) Long Term Empty Properties

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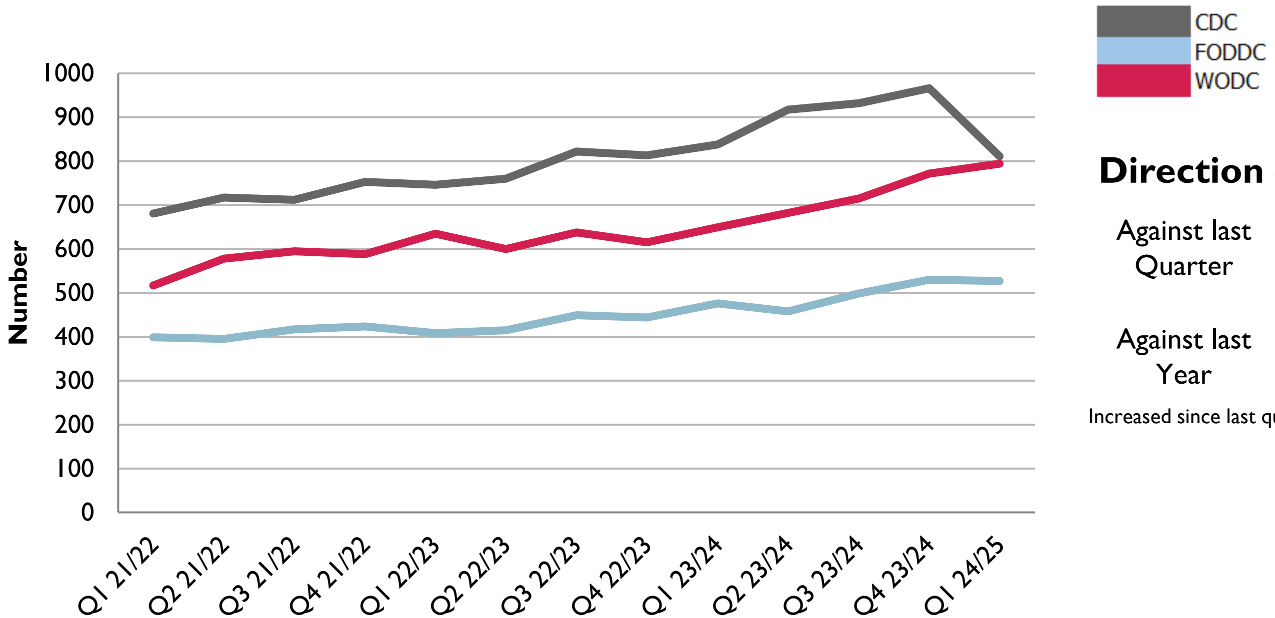


Direction of Travel

Against last Quarter ↑

Against last Year ↑

Increased since last quarter and last year

Q1 – Lower is Good

No Target

772

The graph indicates a clear upward trend in property additions, although properties continue to be added and removed from the list. To address this trend, the Council's Long-Term Empty Homes Strategy is undergoing a refresh. This strategy aims to identify the reasons behind properties remaining empty and seeks to alleviate housing needs within the district. By understanding the causes of empty properties, the Council can develop targeted interventions to address the issue and ensure that these properties are utilised effectively to meet housing demands.

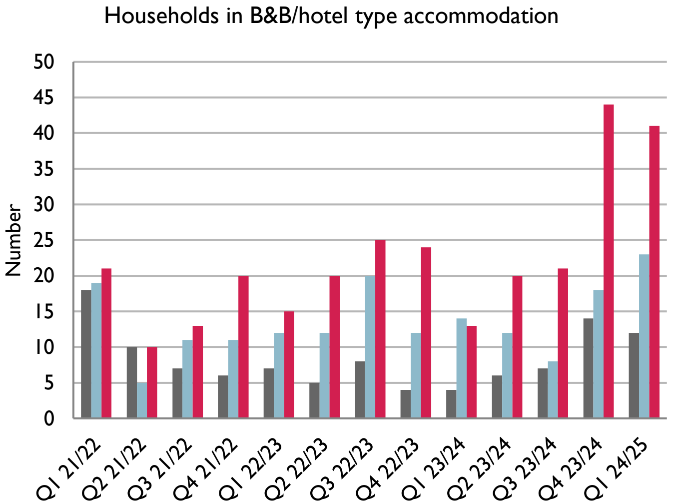
The service reports that properties are staying on the LTE list longer with most properties individually owned which have to be followed up individually which is resource intensive, and will not result in the removal of large numbers from the LTE list. A range of work is being undertaken to both understand the reasons why properties are coming onto the list so that they can be managed and reduced as well as ensuring that the data is up to date so that these properties are having the correct levy applied and charged for.

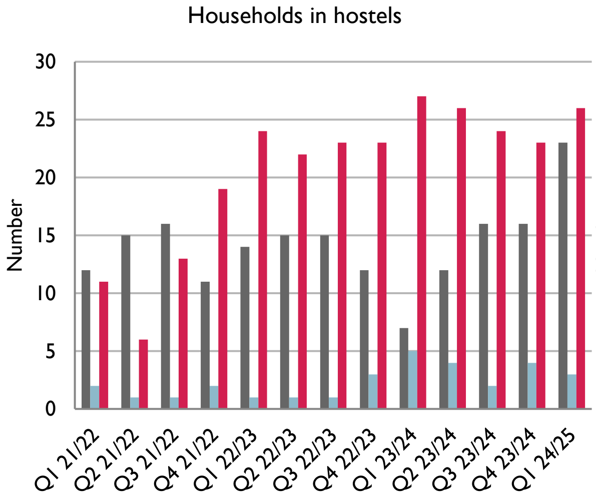
Maintaining registers of long-term empty properties can help monitor the situation, target interventions, and communicate with property owners more effectively.

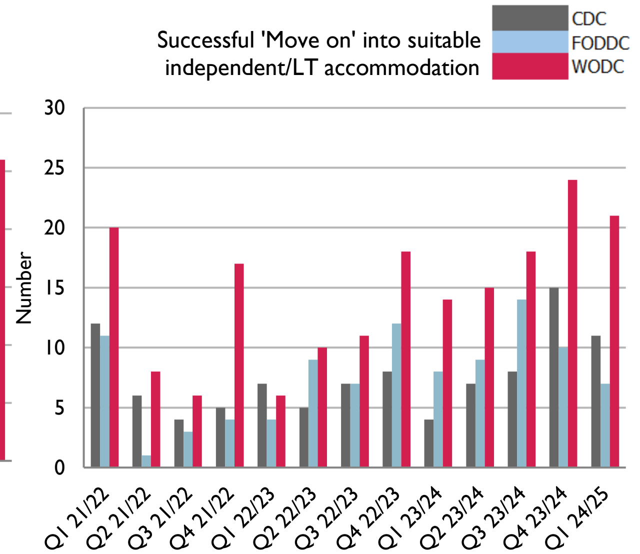
How do we compare?

Benchmarking currently not 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







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	↑

How do we compare?

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

Homelessness continues to be a significant challenge for all three Councils, adding considerable pressure to Housing services, systems, and pathways. During Q1, there was a noticeable rise in homelessness applications. This increase is due to various factors, including heightened demands on the countywide support system. The situation is further complicated by several issues: an influx of individuals leaving refugee hotels, reduced capacity in adult homelessness pathways, and a shortage of affordable housing options outside the social rented sector. Additionally, uncertainties surrounding the general election, including potential policy changes like the abolishment of no-fault evictions, have further exacerbated the growing homelessness issue. This has led to increased competition for available social rented accommodations, resulting in longer stays for individuals transitioning from hostels and B&Bs.

The team persistently works towards preventing homelessness, successfully averting homelessness for 48 households during Q1—31 within the statutory 56-day period and 17 before statutory duties were triggered. It's important to note that these figures are approximations and have not yet been officially confirmed through the reporting system.

Customer Satisfaction - Telephone

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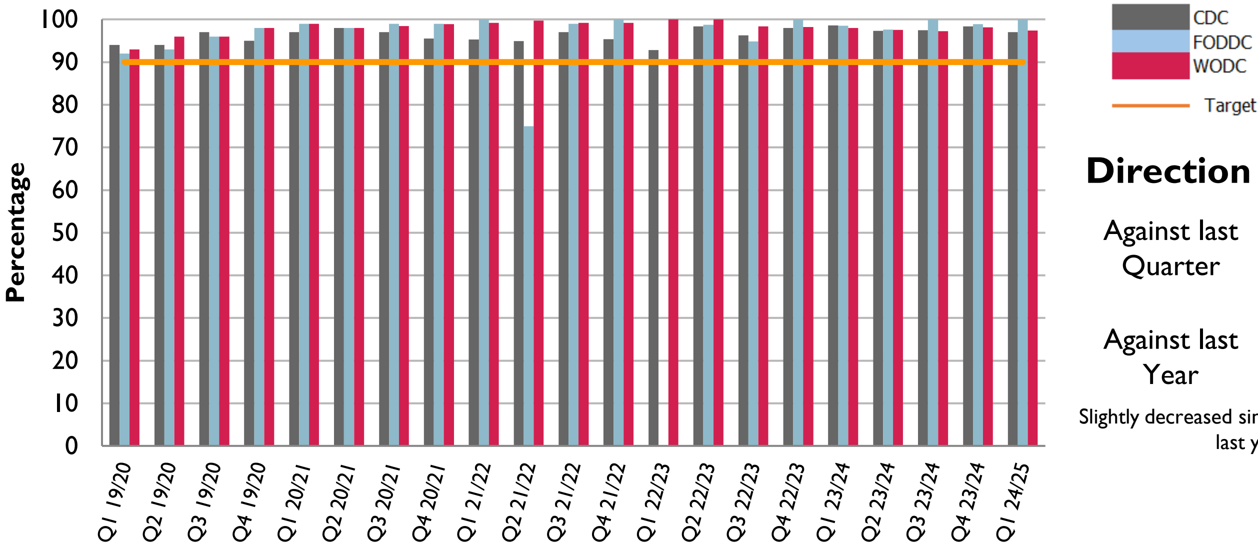

Direction of Travel

Against last Quarter ⇩

Against last Year ⇩

Slightly decreased since last quarter and last year

Q1 – Higher is Good

Target	90%
Actual	97.42%

How do we compare?

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

	April Rank	April Net Sat.	May Rank	May Net Sat.	June Rank	June Net Sat.
Cotswold	2	95%	1	96%	6	93%
Forest	N/A	N/A	N/A	N/A	N/A	N/A
West Oxfordshire	**3**	**95%**	**6**	**91%**	**1**	**99%**

Services provided via the telephone consistently yield high satisfaction.

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

Customer Satisfaction - Email

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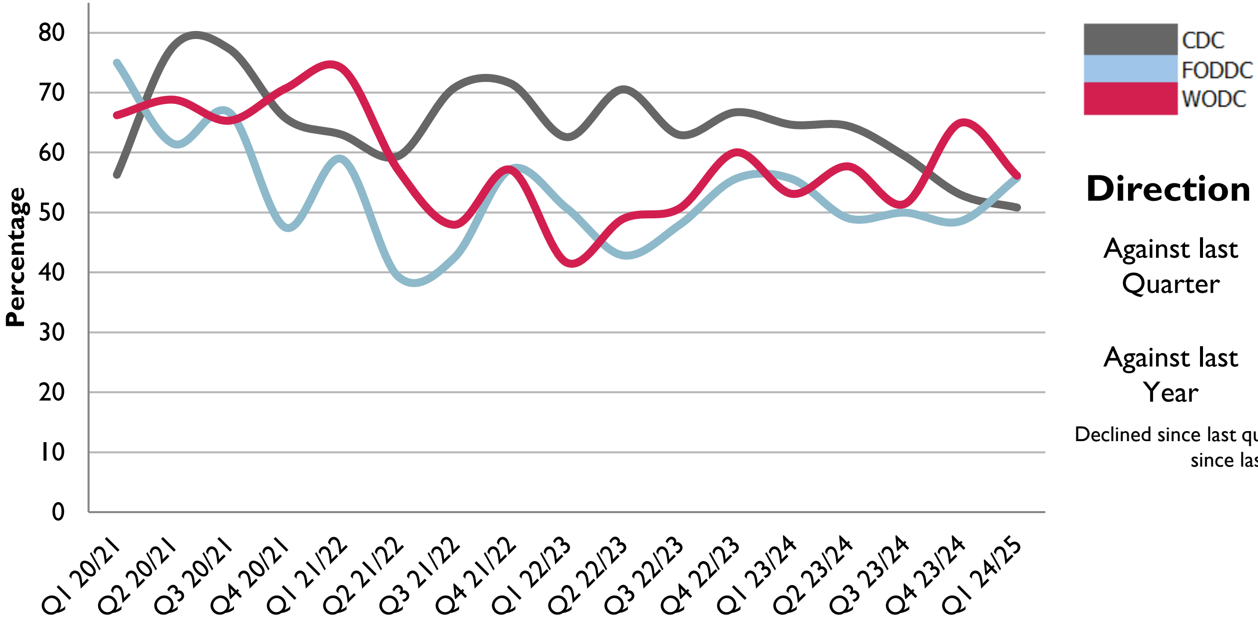


Direction of Travel

Against last Quarter ↓

Against last Year ↑

Declined since last quarter nut increased since last year

Q1 - Higher is Good

No Target

56.12%

572 residents responded to the survey, of which 321 were satisfied. This equates to a rate of 56.12% satisfaction for the quarter, down from 64.95% during Q4.

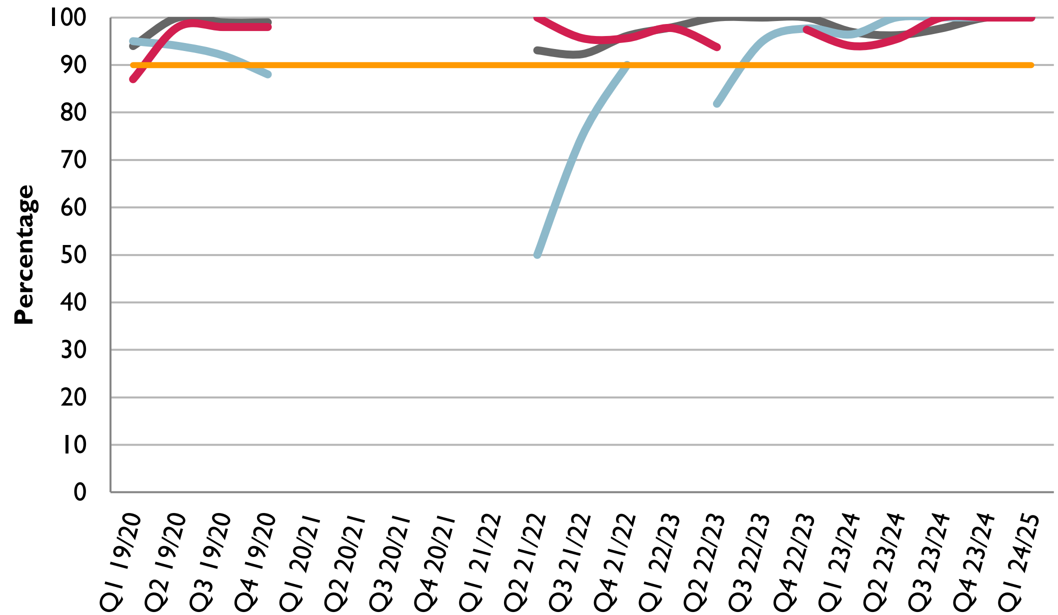
All outbound emails sent by customer services from Salesforce contain a link to the survey.

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

How do we compare?

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

Customer Satisfaction - Face to Face



Direction of Travel

Against last Quarter

Against last Year

Same as last quarter but improved since last year

Q1 – Higher is Good

Target	90%
Actual	100%

How do we compare?

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

Customer Satisfaction from face to face interactions continues to be high, with a 100% satisfaction rate for the quarter, with all 14 individuals surveyed satisfied with the service.

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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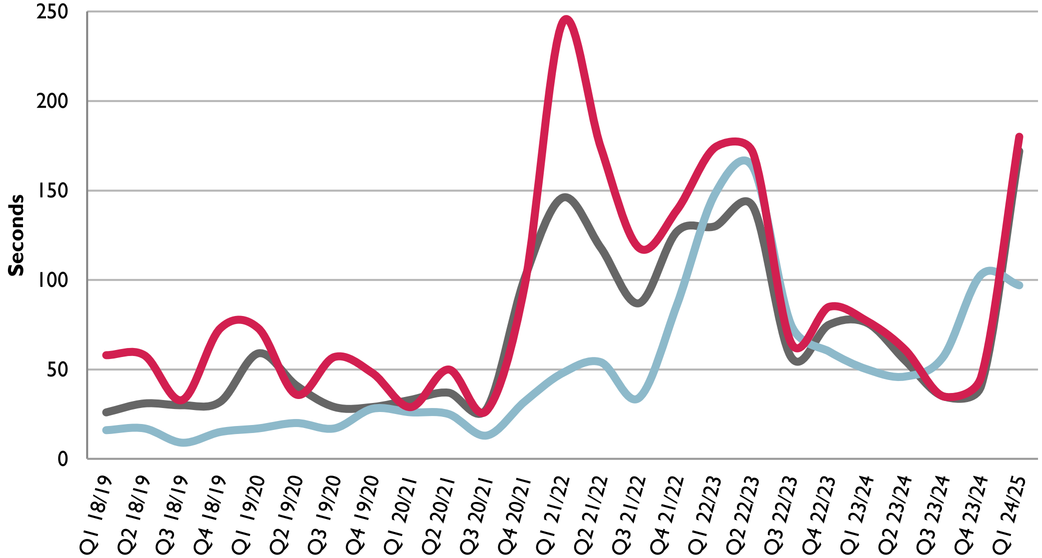


Direction of Travel

Against last Quarter ↑

Against last Year ↑

Increased since last quarter and last year

Lower is Good

No Target

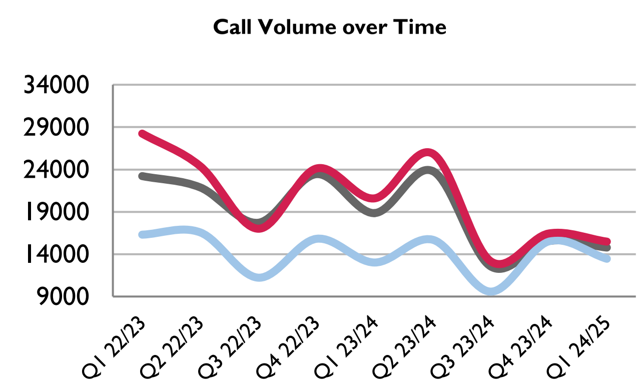
180 Seconds

The average wait time at the Council has significantly increased compared to the last quarter, driven by several key factors. Among these is a notable surge in call volumes, particularly due to the General Election, which led to a substantial number of inquiries. Additionally, there was a marked increase in calls related to garden waste services and council tax, further burdening the system. Staff resourcing challenges compounded the problem, with the team experiencing vacancies equivalent to six full-time employees. These factors, together, resulted in much longer wait times. To address this, the service is actively recruiting to fill these vacancies.

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.

The Council saw a decline of over 4,000 calls compared to the same period the previous year, as depicted in the chart to the right. This data reflects an overarching trend of lower call numbers over time, a trajectory expected to persist owing to sustained initiatives in Channel Choice, aimed at fostering customer self-service options.



Number of complaints upheld

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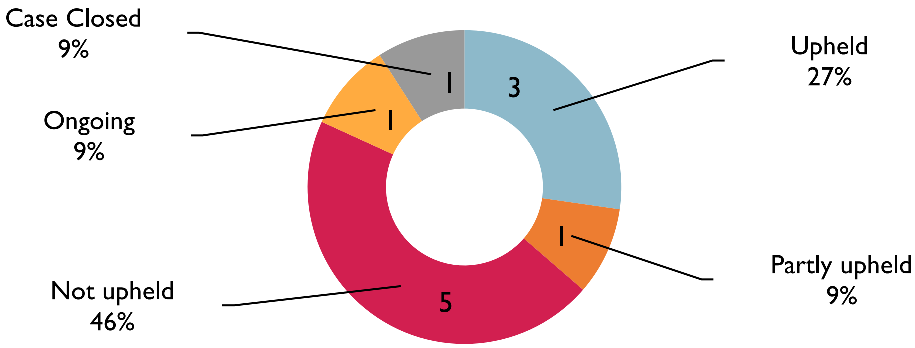
Complaints by Status



Direction of Travel

Complaints upheld or partly upheld at Stage 1

Against last Quarter

Against last Year

Declined since last quarter and last year

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

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

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

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)
Flooding	Grant not issued despite meeting criteria	Dealt with by Service	Upheld	10
Waste	Lack of waste collections	Dealt with by Service	Upheld	8
ERS	Lack of communication	Dealt with by Service and apology offered	Partly Upheld	7
ERS	Issues with inspection and lack of communication	Dealt with by Service	Upheld	10+

Percentage of FOI requests answered within 20 days

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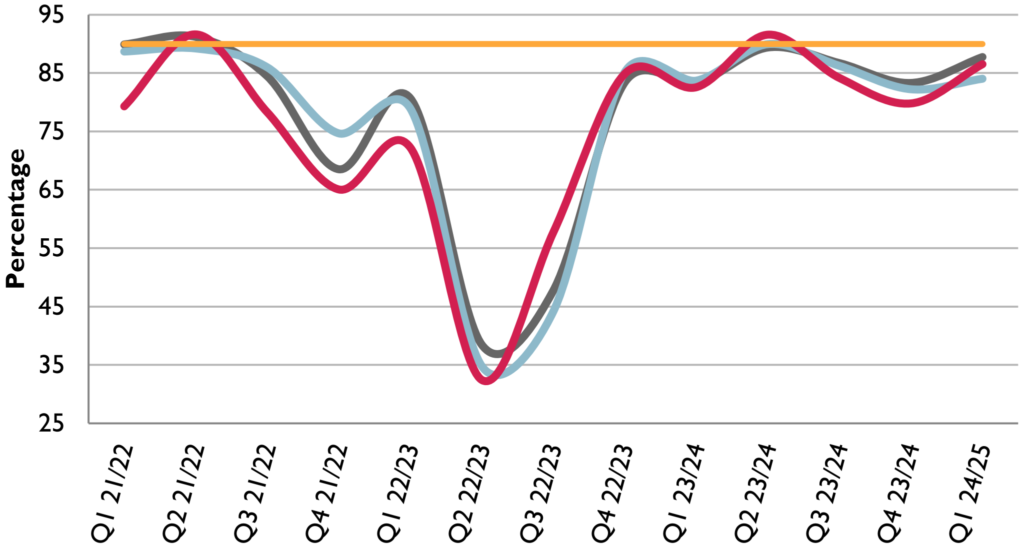


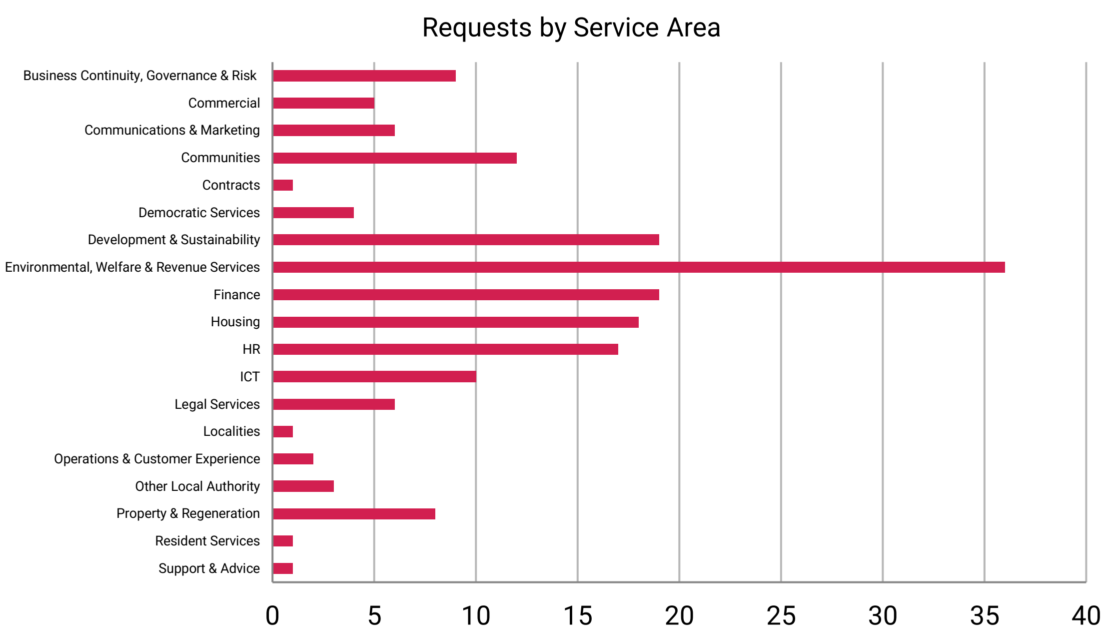
Direction of Travel

Against last Quarter	⇧
Against last Year	⇧

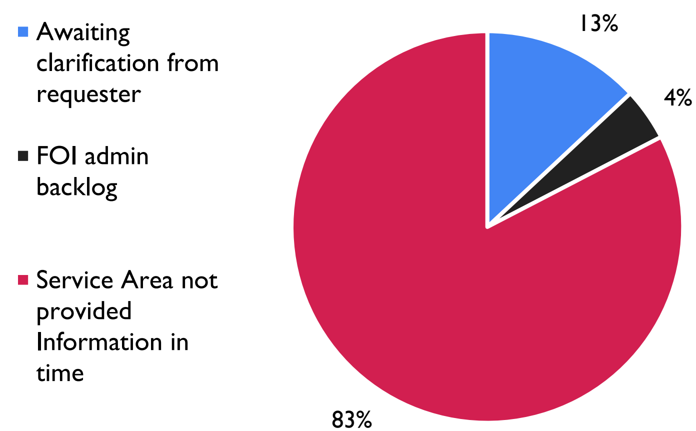
Improved since last quarter and last year

Q1 – Higher is Good

Target	90%
Actual	86.5%



Reason FOI request was not Answered within 20 Days



Building Control Satisfaction

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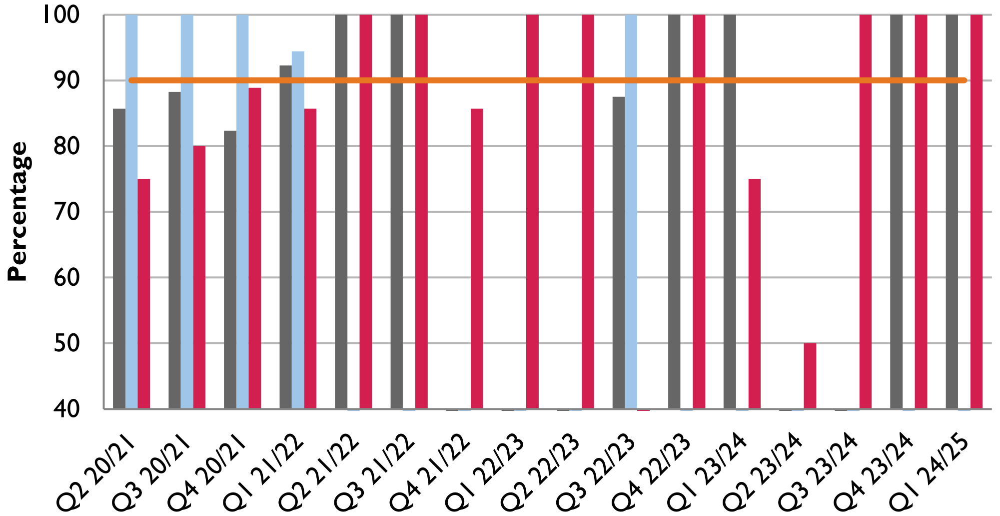


Direction of Travel

Against last Quarter

Against last Year

Same as last quarter but improved since last year

Q1 – Higher is Good

Target	90%
Actual	100%

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

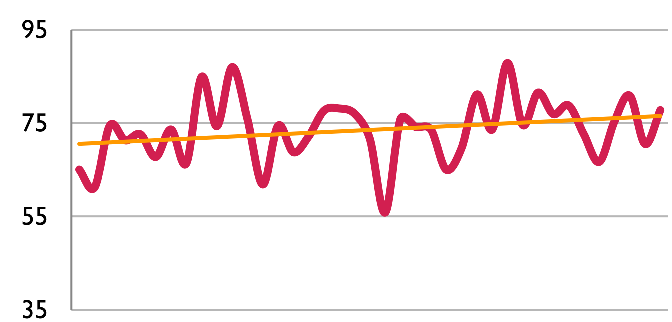
The data on satisfaction surveys still faces challenges with a low number of returns, ten surveys were received during Q1.

Due to legislative changes, Building Control has become a regulated activity. From 1st April, all individuals must hold specific qualifications or experience and register with the Building Safety Regulator (BSR) as Registered Building Inspectors (RBIs). The team has been preparing for these changes, with many individuals undertaking courses and assessments. All team members, except one surveyor who is awaiting exam results, have passed and are now appointed as RBIs.

How do we compare?

Percentage of share in the market	April	May	June	Number of Apps for Quarter
Cotswold	61%	54%	41%	131
Forest	69%	63%	39%	88
West	**81%**	**71%**	**78%**	**178**

The below chart shows market share over time from April 2021



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

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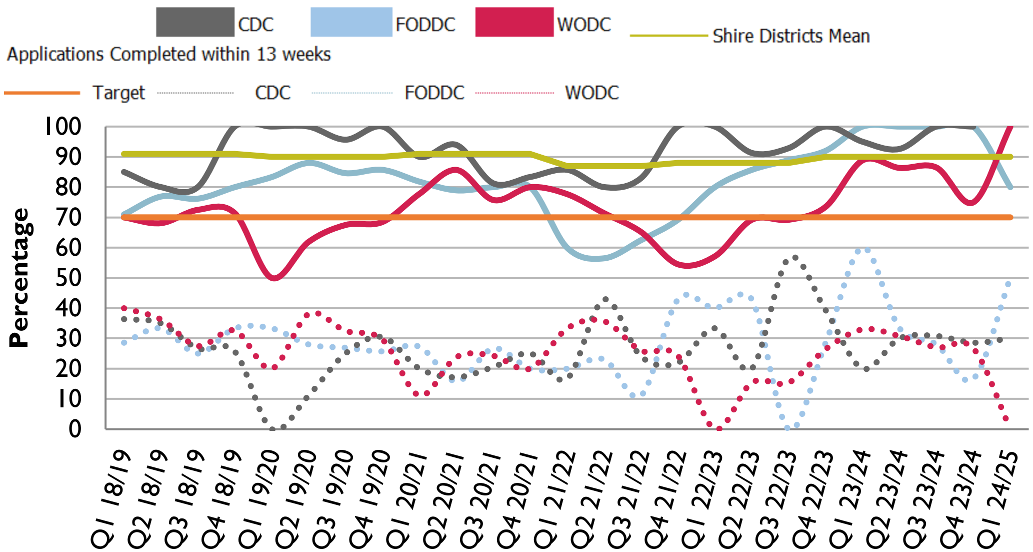

Direction of Travel

Against last Quarter

Against last Year

Improved since last quarter and last year

Q1 – Higher is Good

Target	70%
Actual	100%

How do we compare?

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

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

The service has performed very well processing Major applications within time, slightly increasing by 25% in comparison to last quarter, from 75% to 100% for Q1.

During Q1, four major applications were determined.

See slide for Minor Developments for further narrative

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

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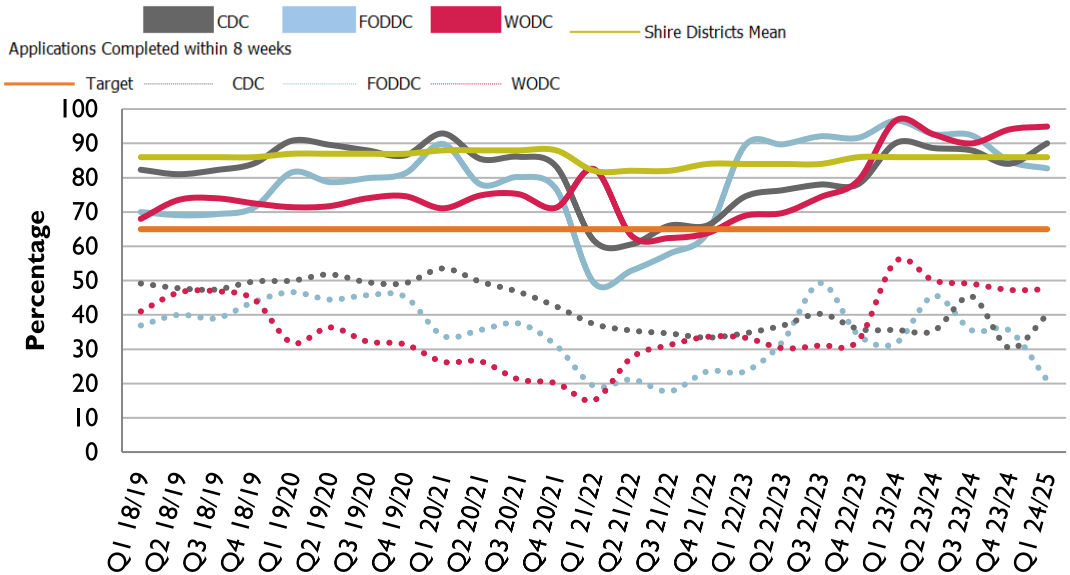

Direction of Travel

Against last Quarter

Against last Year

Improved since last quarter but slightly declined since last year

Q1 – Higher is Good

Target	65%
Actual	94.92%

How do we compare?

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

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

The Council has continued to perform well in processing minor applications within the allotted timeframes, with a slight increase in the number of applications determined within the agreed timeframes compared to last quarter, despite resourcing challenges. However, it is anticipated that the number of applications determined within the timeframe may decrease over the next quarter.

59 minor applications were determined in Q1.

The Development Management Improvement Plan, initiated following the PAS report, remains actively pursued, with significant progress achieved on many key recommendations. Work is underway to create a concise householder application report template.

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

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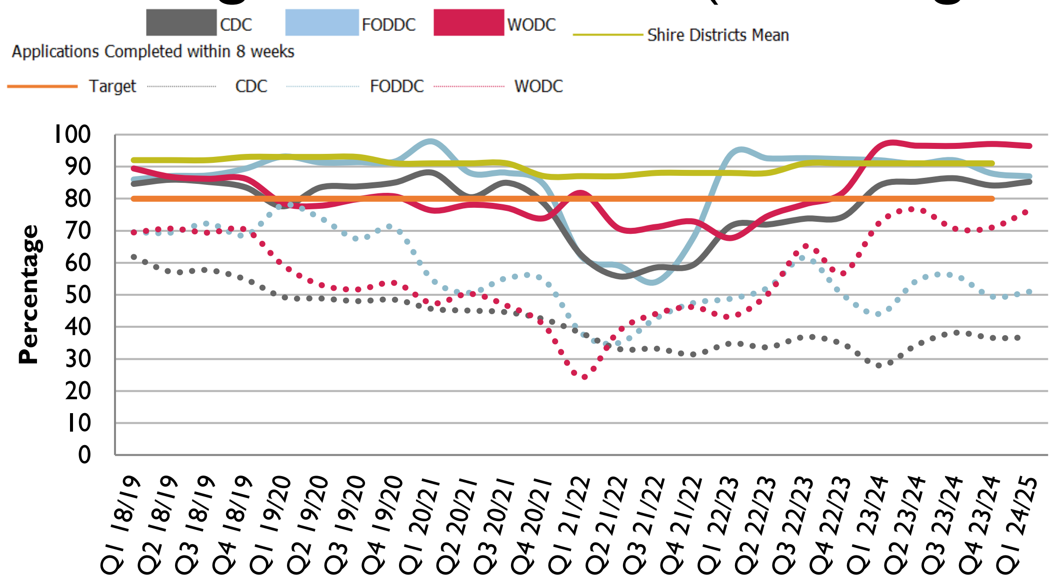

Direction of Travel

Against last Quarter ⇩

Against last Year ⇧

Slightly decreased since last quarter but slightly improved since last year

Q1 – Higher is Good

Target	80%
Actual	96.41%

How do we compare?

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

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

Determination times for other applications have decreased slightly by 0.62% since last quarter but have improved marginally by 0.05% compared to the same period last year.

In Q1, 195 other applications were determined.

See slide for Minor Developments for additional narrative

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

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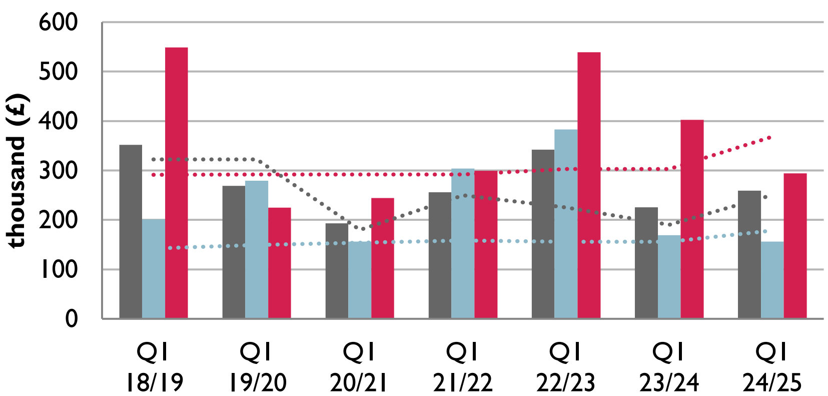
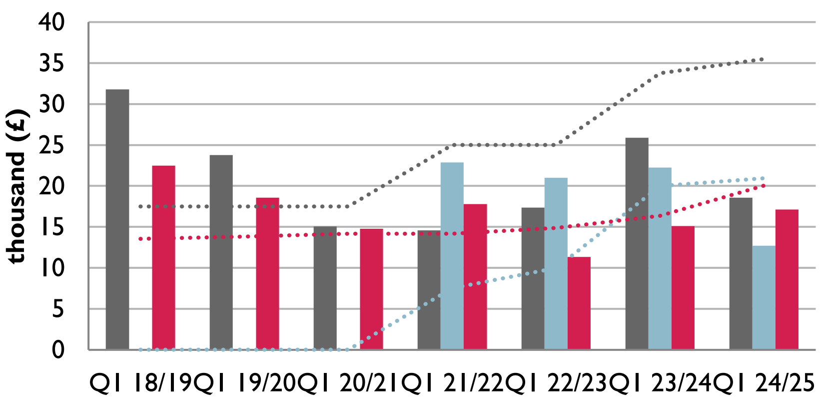
CDC FODDC WODC

CDC Target FODDC Target WODC Target

Total planning income



Pre-application income



How do we compare?

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

Direction of Travel

Total Planning Income

Against last Quarter

Against last Year

Pre-Application Income

Against last Quarter

Against last Year

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

Q1 – Higher is Good

Total Planning Income (£)	
Target	368,494
Actual	294,065

Pre-Application Income (£)	
Target	20,044
Actual	17,105

By the end of Q1, planning income for the Council fell short of its target. The service reported a lower number of Major and Minor applications, which typically generate higher fees. This decline may be linked to the introduction of Biodiversity Net Gain for these application types.

Despite an increase in pre-application fees, the Council did not meet its target. However, pre-application income has increased by 13% compared to the same period last year and by 64% since last quarter.

Percentage of Planning Appeals Allowed (cumulative)

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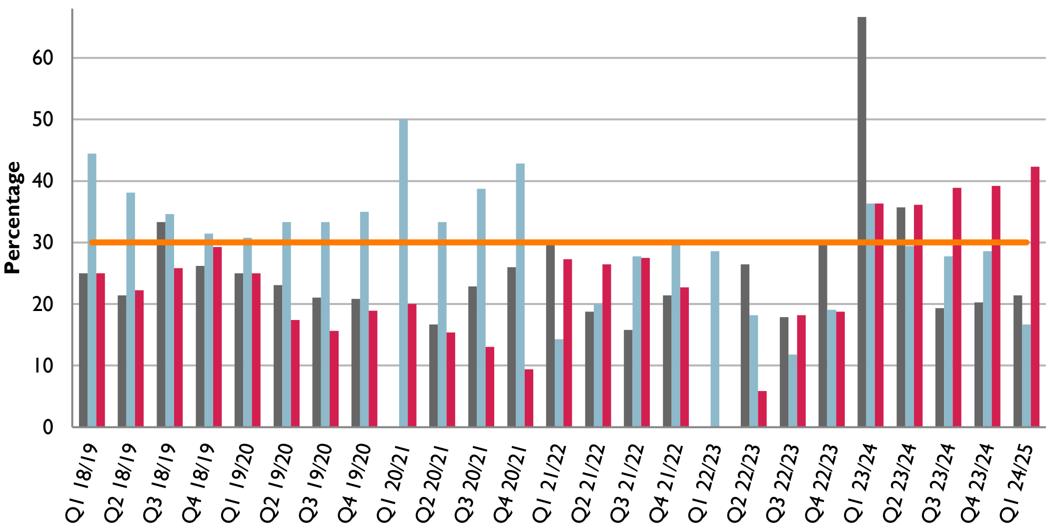


Direction of Travel

Against last Quarter

Against last Year

Increased since last year and last quarter

Q1 – Lower is Good

Target	30%
Actual	42.31%

How do we compare?

Percentage of planning appeals allowed – LG Inform

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

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

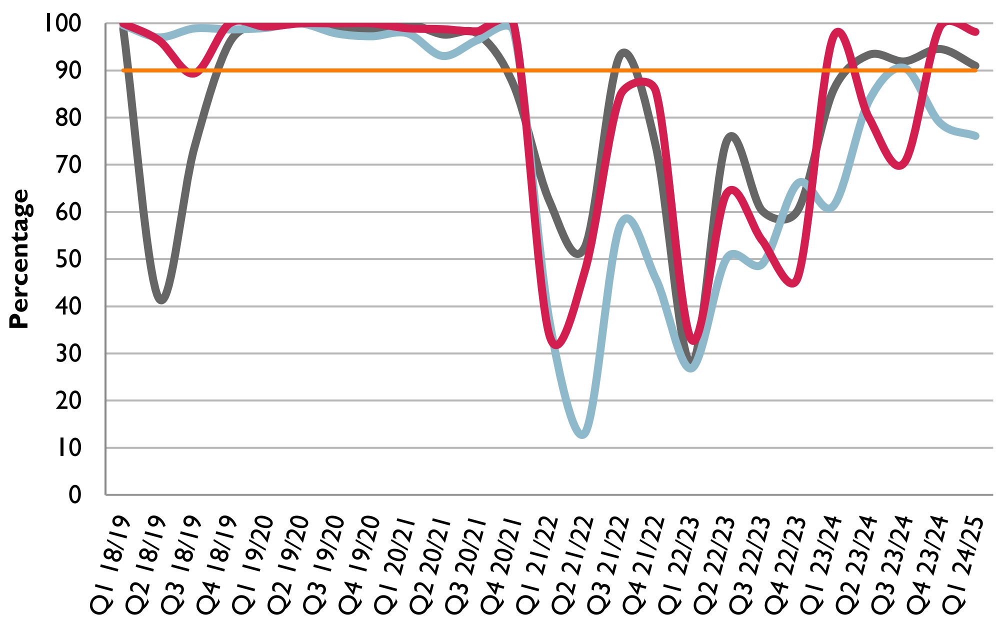
Between 1 April 2024 and 30 June 2024, thirteen appeals were decided, with eight supported, including a split decision. Of the thirteen appeals determined this quarter, six were Upland applications, with four supported, resulting in a 33.33% allowance rate. Seven applications were related to Lowlands, with four supported, including a split decision, equating to a 50% allowance rate.

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

	Decided	Allowed	% Allowed
Uplands	6	2	33.33%
Lowlands	7	3.5	50%

As this metric is cumulative, it may well reduce throughout the year depending on how many appeals are received.

Percentage of official land charge searches completed within 10 days



Direction of Travel

Against last Quarter	⇩
Against last Year	⇧

Slightly increased since last year but slightly decreased since last quarter

Q1 – Higher is Good

Target	90%
Actual	98.19%

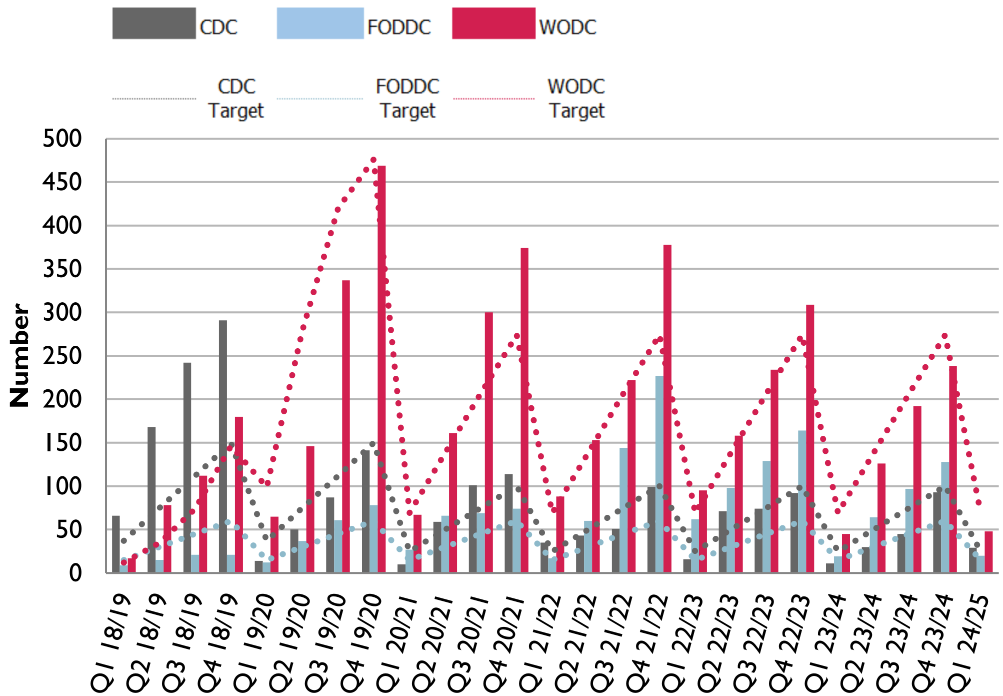
How do we compare?

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

During Q1, the Council exceeded its target for completing land charge searches within 10 days.

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

Number of affordable homes delivered (cumulative)



Direction of Travel

Against last Quarter ↑

Against last Year ↑

Slightly increased since last year and last quarter

Q1 – Higher is Good

Target	69
Actual	48

How do we compare?

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

During Q1, a total of forty-eight properties were delivered in West across Woodstock and Carterton comprising 36 for affordable rent and 12 for shared ownership. Properties delivered in Carterton include 10 homes acquired using Local Authority Housing Fund (LAHF) funding. Handover delays, attributed to works required from statutory service providers and highway work scheduling, have affected the expected completions in Carterton and Enstone, pushing delivery back to later in the year.

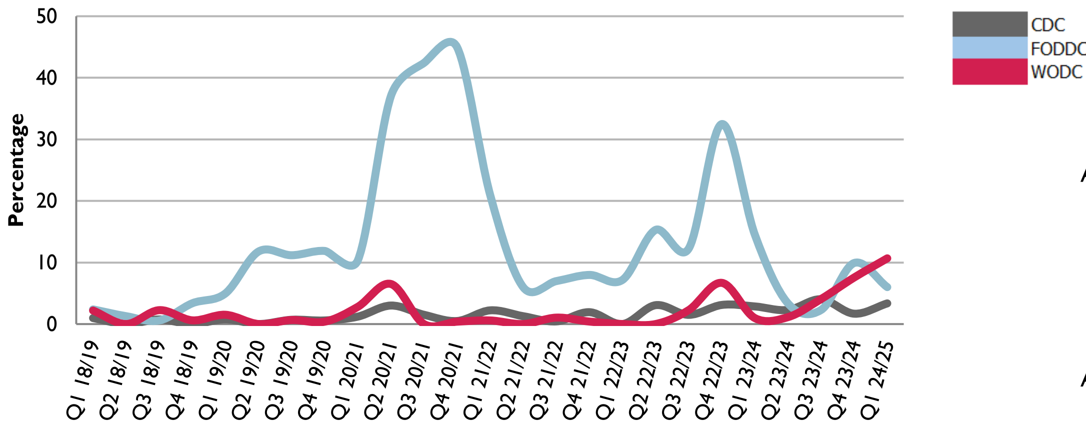
The service reports that completions fluctuate over the year. A housing development period is at least 12 months, with some schemes phased over several years.

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

To combat fly-tipping, the Council has installed new surveillance cameras in rural hotspots

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 ↓

Against last Year ↑

Percentage Enforcement Action

Against last Quarter ↑

Against last Year ↑

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

No Target

Number of Fly Tips Collected

135

Percentage Enforcement Action

10.66%

How do we compare?

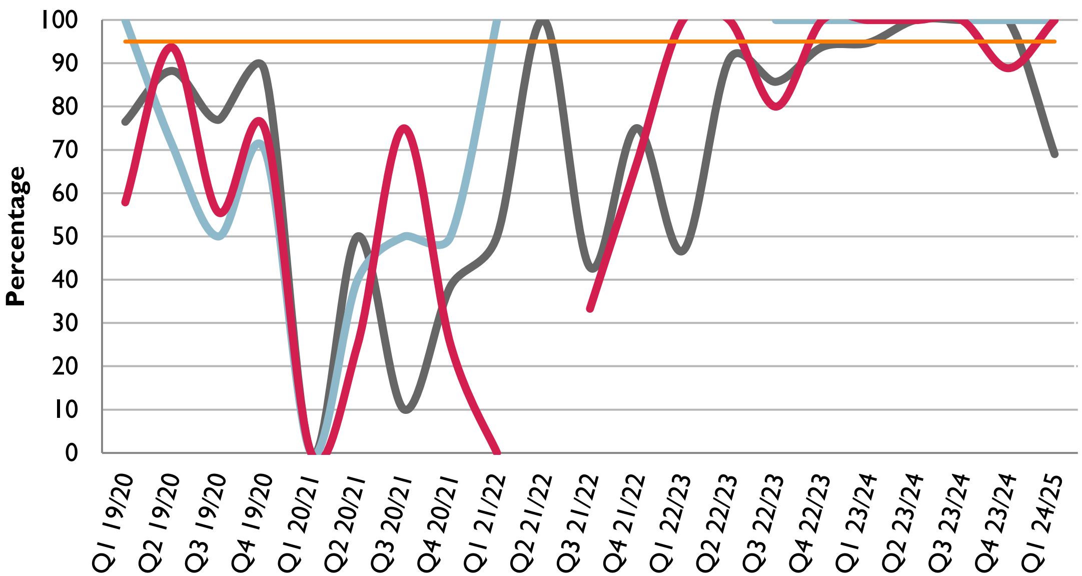
Number of Fly Tips reported for year 2022-23 for Local Authorities in England – Gov.uk. The latest dataset available is 2022-23.

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

In Q1, there was a notable decrease in the number of fly-tipping incidents reported, while the percentage of enforcement actions experienced an increase of around 3%.

To combat fly-tipping, the Council has installed new surveillance cameras in rural hotspots. Funded by the Police and Crime Commissioner for Thames Valley and the Home Office's Safer Streets initiative, this project adds 20 cameras to the four currently shared with a neighboring authorities. These specialized cameras use invisible 'No Glow' night vision LEDs to address rural crime, including fly-tipping.

Percentage of high risk food premises inspected within target timescales



Direction of Travel

Against last Quarter ↑

Against last Year →

Increased since last quarter and the same as last year

Q1 – Higher is Good

Target	90%
Actual	100%

How do we compare?

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

The Council conducted eight inspections during Q1, all of which were completed within the timescale.

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.

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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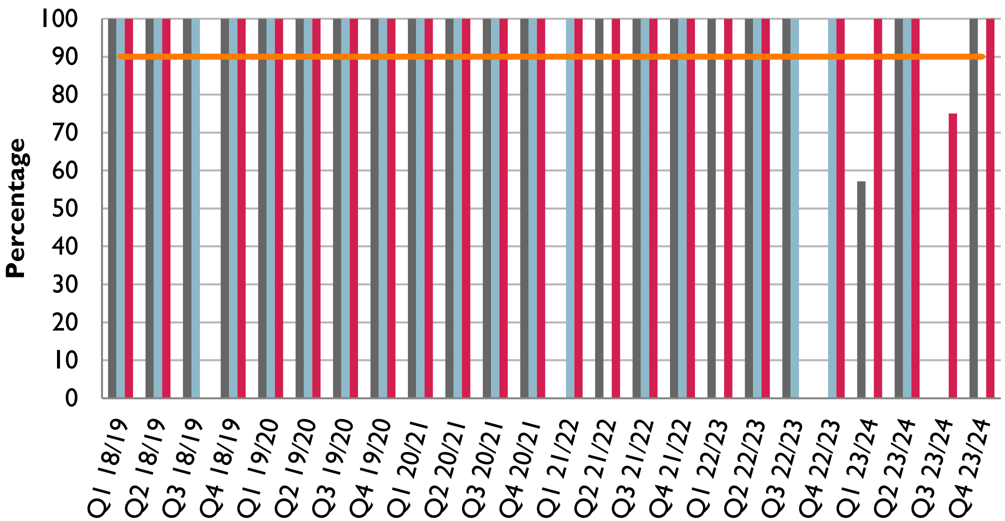

Direction of Travel

Against last Quarter	⇨
Against last Year	⇨

Same as last quarter and last year

Q1 – Higher is Good

Target	90%
Actual	100%

How do we compare?

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

One notification was received during Q1 which was assessed within one working day.

Percentage of household waste recycled

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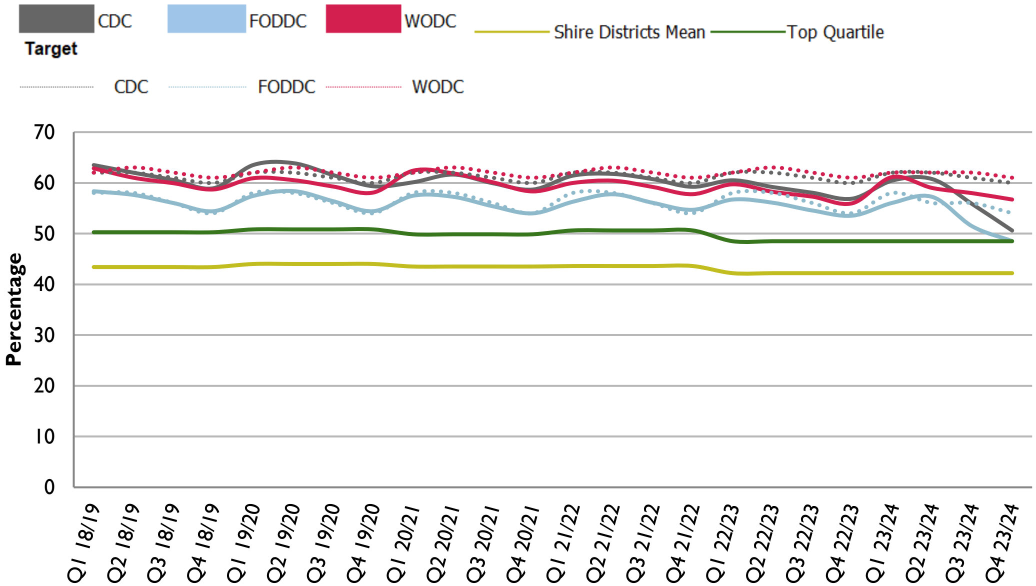


Direction of Travel

Against last Quarter

Against last Year

Q1 – Higher is Good

Target 62%

Actual Awaiting Data

How do we compare?

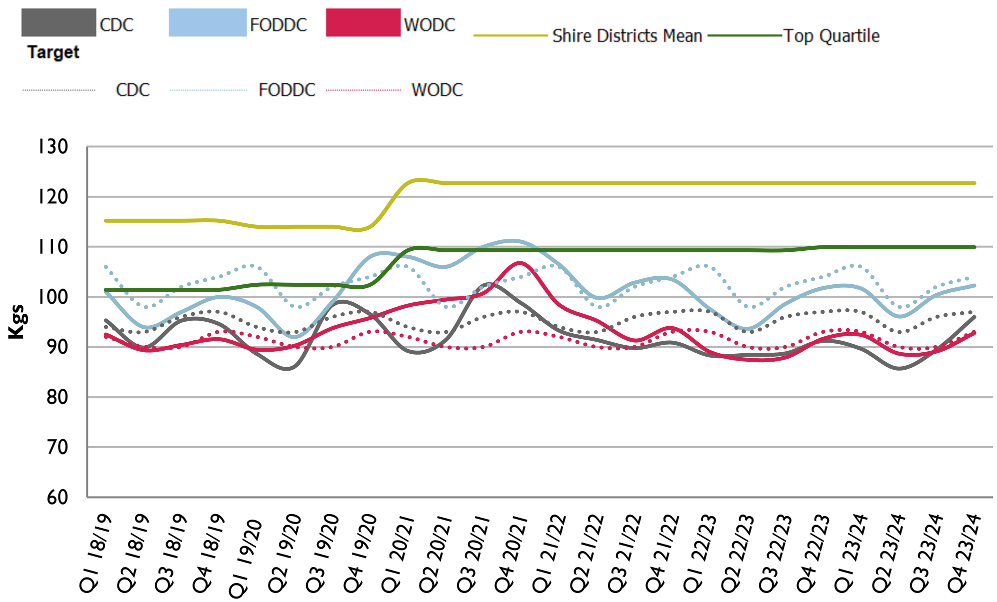
Percentage of household waste sent for reuse, recycling or composting

Q4 22-23 Benchmark	%	CIPFA Rank	Quartile
West Oxfordshire	**53.1**	**4/16**	**Top**
South Oxfordshire	55..42	1/16	Top
Tewkesbury	47.58	6/16	Second
Harborough	38.5	10/16	Third
Hinckley and Bosworth	36.68	14/16	Bottom
Bromsgrove	31.98	16/16	Bottom

The team is currently awaiting the recycling rates for June from Oxfordshire County Council. The recycling rates for April and May stand at 57.99%, which is approximately 3% higher than the same period last year.

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

Residual Household Waste per Household (kg)



Direction of Travel

Against last Quarter

Against last Year

Q1 – Lower is Good

Target	93
Actual	Awaiting Data

How do we compare?

Residual household waste per household (kg/household)

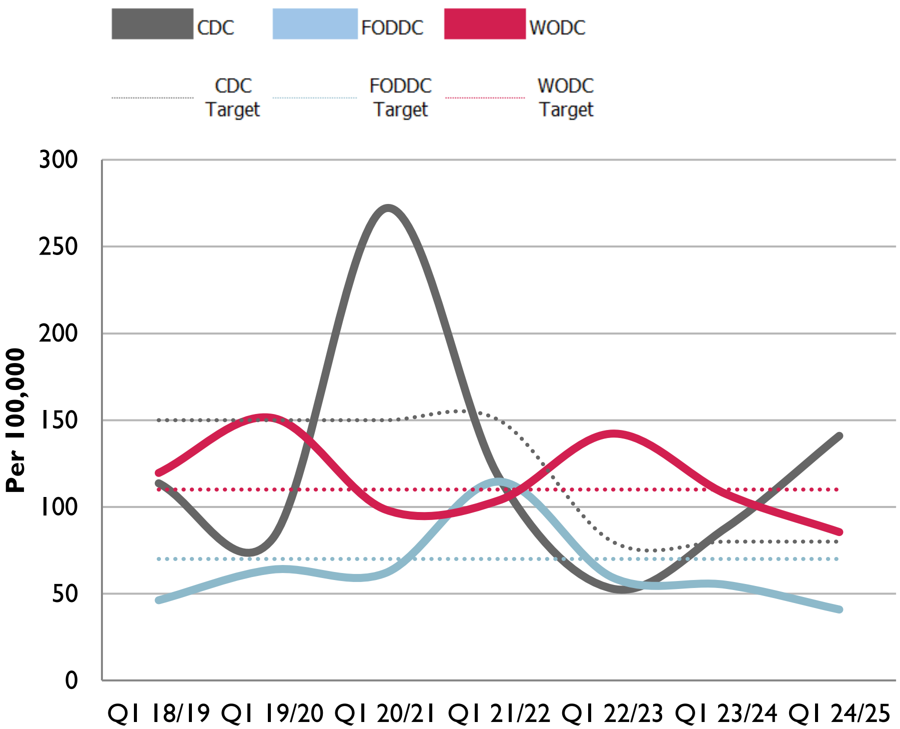
Q4 22-23 Benchmark	Kg	CIPFA Rank	Quartile
West Oxfordshire	**85.56**	**4/16**	**Top**
Stroud	76.83	1/16	Top
Tewkesbury	104.61	7/16	Second
Rushcliffe	114.93	11/16	Third
Lichfield	117.41	14/16	Bottom
Bromsgrove	126.69	16/16	Bottom

The team is currently awaiting the data for June from Oxfordshire County Council. The pattern of residual waste throughout the year is cyclical and targets are profiled according. We typically see an increase in Q3 due to the Christmas period.

In general, the Council is experiencing a lower presentation of all types of waste.

Based on the data available, the residual waste per household is lower than or in line with the comparative period of the previous year.

Missed bins per 100,000



Direction of Travel

Against last Quarter

Against last Year

Slightly increased since last quarter but decreased since last year

Q1 – Lower is Good

Target	110
Actual	85.59

How do we compare?

The Data & Performance Team will investigate options.

In Q1, the number missed bins per 100,000 collections stayed below target but did see a slight increase of around 5%.. In comparison to the corresponding period last year, the number of missed bins per 100,000 collections decreased by roughly 25%.

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

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

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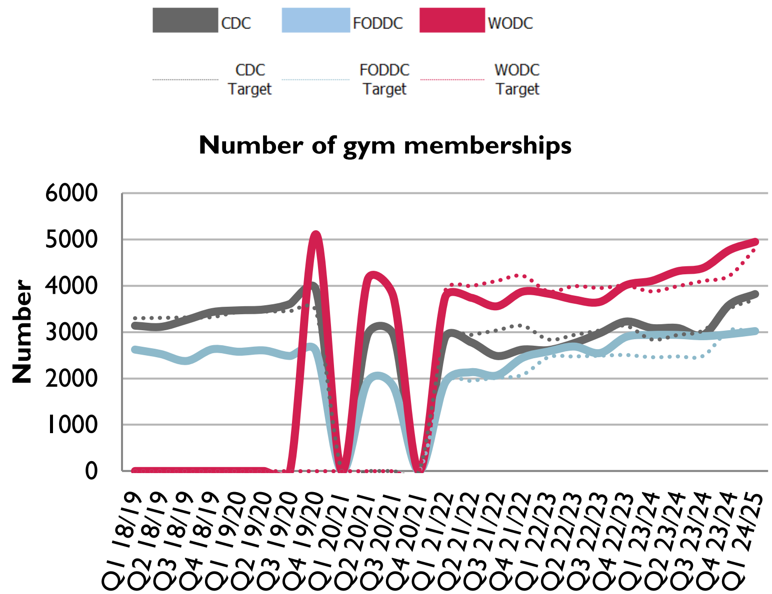

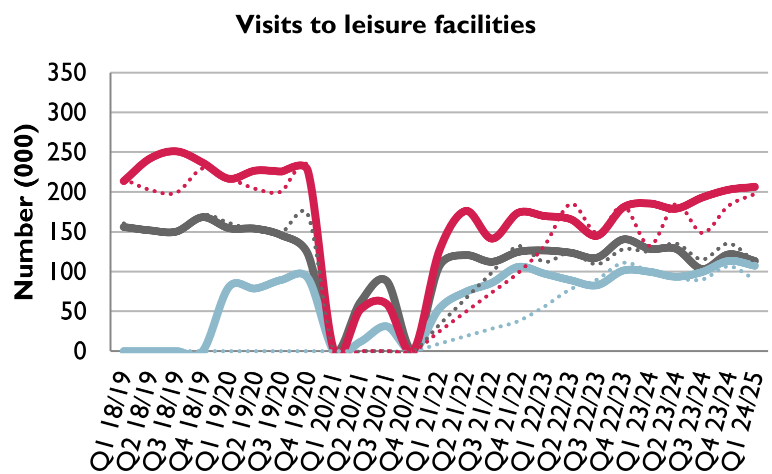

Direction of Travel

Gym Memberships

Against last Quarter	↑
Against last Year	↑

Leisure Visits

Against last Quarter	↑
Against last Year	↑

Gym Memberships - Improved since last quarter and last year
Leisure Visits- Improved since last quarter and last year

Q1 - Higher is Good

Gym Memberships

Target	4,800
Actual	4,949

Leisure Visits

Target	197,500
Actual	206,370

The leisure targets were reviewed at the end of 2021-22, resulting in higher visitor number targets. Visits to leisure facilities increased compared to the previous quarter, surpassing the quarterly target by 4.5%. During Q1, gym memberships also rose compared to both the previous quarter and the same period last year.

Learn to Swim participation figures have remained steady but experienced a slight decline decline across all three sites. This trend is attributed to the national shortage of swim instructors and the backlog reduction resulting from the COVID-19 facility closures.

How do we compare?

The Data & Performance Team will investigate options.

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