

Date: 24 August 2004

TO: All Members of the Executive  
FOR ATTENDANCE

TO: All Other Members of the Council  
FOR INFORMATION

Dear Sir/Madam

Your attendance is requested at a meeting of the **EXECUTIVE** to be held in the **CIVIC HALL, WANTAGE** on **Friday, 2nd September, 2005** at **2.30 pm**.

Yours faithfully

Terry Stock  
Chief Executive

Members are reminded of the provisions contained in Part 2 of the Local Code of Conduct, and Standing Order 34 regarding the declaration of Personal and Prejudicial Interests.

## **A G E N D A**

### **SECTION I** (Open to the Public including the Press)

A Large print version of this agenda and any background papers referred to may be inspected by prior arrangement with Steve Culliford, Democratic Services Officer on telephone (01235) 540307.

#### **Map and Vision**

**(Page 6)**

A map showing the location of the venue for this meeting, together with a copy the Council Vision are attached.

### **STANDING ITEMS**

1. **Apologies for Absence**

To receive apologies for absence.

2. **Minutes**

To adopt and sign as a correct record the public minutes of the meeting of the Executive held on 5 August 2005, (previously circulated).

**3. Declarations of Interest**

To receive any declarations of Personal or Personal and Prejudicial Interests in respect of items on the agenda for this meeting.

In accordance with Part 2 of the Local Code of Conduct and the provisions of Standing Order 34, any Member with a personal interest must disclose the existence and nature of that interest to the meeting prior to the matter being debated. Where that personal interest is also a prejudicial interest, then the Member must withdraw from the room in which the meeting is being held and not seek improperly to influence any decision about the matter unless he/she has obtained a dispensation from the Standards Committee.

**4. Urgent Business and Chair's Announcements**

To receive notification of any matters, which the Chair determines, should be considered as urgent business and the special circumstances, which have made the matters urgent, and to receive any announcements from the Chair.

**5. Statements and Petitions from the Public Under Standing Order 32**

Any statements and/or petitions from the public under Standing Order 32 will be made or presented at the meeting.

**6. Questions from the Public Under Standing Order 32**

Any questions from members of the public under Standing Order 32 will be asked at the meeting.

**7. Referral under the Overview and Scrutiny Procedure Rules or the Budget and Policy Framework Procedure Rules**

**8. Referrals from the Overview and Scrutiny Committees and Other Committees**

**9. Items Deferred from the Previous Meeting**

**10. Financial Monitoring**

(Pages 7 - 9)

Members are requested to consider any significant budget variances, and any requests for virement or permanent budget adjustment.

**KEY DECISIONS**

**11. Forward Plan**

(Pages 10 - 13)

To receive the Forward Plan containing Executive decisions to be taken from September to December 2005.

*Recommendation*

*that the Forward Plan be received.*

**OTHER MATTERS**

**12. Future of the Old Gaol**

**(Pages 14 - 18)**

To receive and consider report 74/05 of the Strategic Director.

**13. Corporate Governance - First Quarter (April, May, June) 2005/06**

**(Pages 19 - 65)**

(Wards Affected: All Wards)

To receive and consider report 75/05 of the Directors' Group.

**14. Abbey Meadows Pool**

(Wards Affected: Abingdon Abbey and Barton)

To receive and consider report 76/05 of the Strategic Director (**TO FOLLOW**).

**15. Tilsley Park – Health and Fitness Phase 2**

**(Pages 66 - 71)**

(Wards Affected: Abingdon Dunmore; Sunningwell and Wootton; )

To receive and consider report 77/05 of the Assistant Director (Leisure).

**16. Civic Halls Procurement of Trust Management**

**(Pages 72 - 75)**

(Wards Affected: All Wards)

To receive and consider report 78/05 of the Strategic Director.

**17. Comments and Complaints Review**

**(Pages 76 - 85)**

Each year the Council publishes an analysis of the comments, complaints, compliments and suggestions received during the last Council year. This is the eleventh year that this exercise has been completed.

The Annual Review on the comments, complaints, compliments and suggestions received during 2004/05 is set out in report 79/05. This review shows that the Council monitored 247 comments and complaints and 299 compliments. The analysis shows that in most cases an explanation or apology was sufficient to satisfy the complainant and the Chief Executive dealt with only 8 complaints at Stage 2 of the procedure. The Local Government Ombudsman determined 10 complaints made against the Council (one of which was subsequently determined to be the responsibility of a partner organisation). Once again the Vale continued its proud claim to have no findings of maladministration found against it.

The contact officer is Helen Bishop, Assistant Director (Contact Services) (Tel: 01235 540372).

**Recommendations**

- (a) *that report 79/05 on the 2004/05 Comments and Complaints be noted; and*
- (b) *that it be agreed that the report be published.*

**18. Development of Open Space, Mably Way, Grove**

(Pages 86 - 88)

(Wards Affected: Grove)

To receive and consider report 80/05 of the Assistant Director (Leisure).

**19. Exclusion of the Public, including the Press**

The Chair to move that in accordance with Section 100A(4) of the Local Government Act 1972, the public, including the press, be excluded from the remainder of the meeting to prevent the disclosure to them of exempt information, as defined in Section 100(I) and Part 1 of Schedule 12A to the Act when the following items are considered:-

**Item 20 Minutes**

(Category 7 - Information relating to the financial or business affairs of any particular person (other than the authority).

(Category 9 - Any terms proposed or to be proposed by or to the authority in the course of negotiations for a contract for the acquisition or disposal of property or the supply of goods or services).

**Item 21 Honorarium**

(Category 1 - Information relating to a particular employee, former employee or applicant to become an employee of, or a particular office-holder, former office-holder or applicant to become an office-holder under, the authority).

**Item 22 Haines Court, Marcham**

(Category 9)

**20. Comprehensive Performance Assessment Use of Resources Self Assessment**

The Comprehensive Performance Assessment ('CPA') regime, which is used to rate the performance of every council, has changed. One of the new requirements is for district councils to complete an annual 'Use of Resources Self-Assessment'. This scores the Council on its overall value for money and financial management arrangements, from a score of 1 (inadequate performance) to 4 (performing strongly). The first self-assessment is due to be returned to the Audit Commission by the end of September.

The self-assessment comprises a number of Key Lines of Enquiry criteria which councils are expected to demonstrate are met by providing evidence. Officers will complete the self-assessment and collate the evidence. However, the Audit Commission are expecting to see broader corporate commitment to the process, as demonstrated by the self assessment being approved by a senior Member. It is therefore recommended that this approval be delegated to the Leader.

The Audit Commission will carry out fieldwork to validate the self-assessment in January, before reporting our Use of Resources score in March 2006. The Use of Resources score is

one of several scores which will contribute to the Council's next overall CPA rating.

**Recommendation**

*That the Executive delegates authority to the Leader to approve the Use of Resources Self-Assessment on behalf of the Council.*

**STANDING ITEMS**

**21. Minutes**

To adopt and sign as a correct record the Exempt minutes of the meeting of the Executive held on 5 August 2005, (previously circulated).

**KEY DECISIONS**

**OTHER MATTERS**

**22. Honorarium**

(Pages 89 - 91)

To receive and consider report 81/05 of the Strategic Director.

**23. Haines Court, Marcham**

(Pages 92 - 94)

(Wards Affected: Marcham and Shippon)

To receive and consider report 82/05 of the Strategic Director.

**24. Property Matters**

**(a) Other Property Matters**

To consider any other property matters.



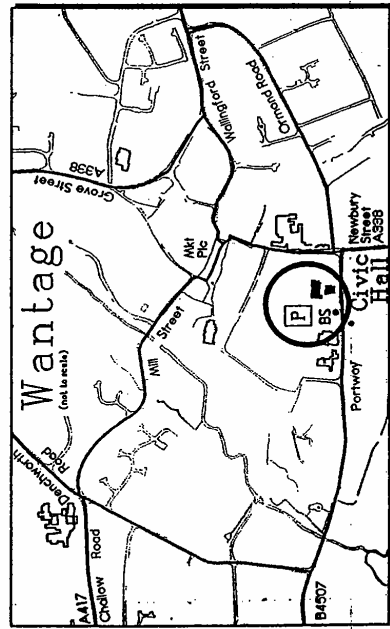
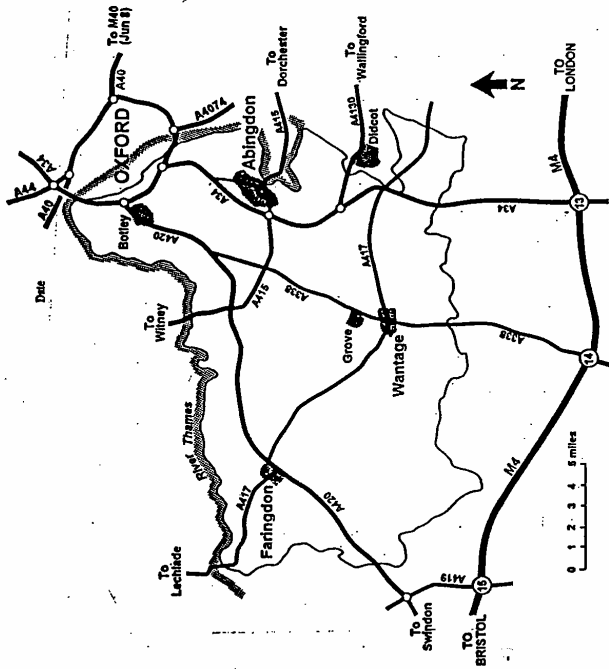
**Our Vision** - To build and safeguard a fair, open and compassionate community

**Our Objectives** -

We aim to:

- provide high quality public services which are effective, A efficient and responsive to the needs of people within the Vale
- Strengthen local democracy and public involvement B through freedom of information and accountability, so that everyone can take part in our community and contribute to the decisions which affect our lives
- Oppose all prejudice and discrimination C
- Protect and improve our environment D
- Create a safer community E
- Encourage a strong and sustainable economy which is F beneficial to all who live in, work in or visit the Vale
- Improve the quality of life of all members of the G community

Adopted by Vale of White Horse District Council 18 October 1995



KEY : BS = Bus Stop

Vale of White Horse District Council  
The Abbey House, Abingdon, Oxfordshire OX14 3JE Telephone (01235) 520202

# LOCATION MAP



**Note for Executive Briefing**

**Virements Received During Period to 23rd August 2005**

**Key to Type**

- 1 Within a subjective within a cost centre
- 2 Within a Cost Centre but across subjective headings
- 3 Within the cost centres of a committee or sub committees and within a service area but across cost centres
- 4 Across the cost centres of committees or sub committees or across service areas
- 5 Over £10,000

No.	Date received	Account From	Cost Centre Code	Cost Centre Name	Account To	Cost Centre Code	Cost Centre Name	Virement Total £	Virement Percentage	Reason	Preventative Action	Type	Authorised by Director	TO BE AUTHORISED by EXECUTIVE	
1	19/08/05	119 Agency & Temp staff	T21	Licensing	102 Overtime	T21	Licensing	8,000	7.1%	Increased overtime in lieu of employing agency staff	N/A	2	Y	Y	
		<b>Total Virements</b>						<b>8,000</b>							
<b>Note</b>															
				<b>Summary</b>											
				Total Type 1				-							
				Total Type 2				8,000							
				Total Type 3				-							
				Total Type 4				-							
				Total Type 5				-							
				<b>Total</b>				<b>8,000</b>							

**Permanent Budget Adjustments Requests Received  
Period to 23rd August 2005**

**Key to Type**

- 1 Within a subjective heading within a cost centre
- 2 Within a Cost Centre but across subjective headings
- 3 Within the cost centres of a committee or sub committees and within a service area but across cost centres
- 4 Across the cost centres of committees or sub committees or across service areas
- 5 Over £10,000

No.	Date received	Account From	Code From	Cost Centre Name	Account to	Code To	Cost Centre Name	Adjustment total £	Reason	Type
1A	09/06/05	211 Hire of Rooms	P80	Arts Development	424 External Services	P80	Arts Development	2,040	Reallocation of funds after OYAP services externalised	2
1B	09/06/05	216 Business Rates	P80	Arts Development	424 External Services	P80	Arts Development	460	Reallocation of funds after OYAP services externalised	2
2	25/07/05	Various (see Attached)	A00	Economic Development	498 Contingency Adjustments	N80	Contingency	50,160	Savings arising from the refocusing Economic Development and Tourism Support	5
3	01/08/05	920 Fees for Services	N70	Corp Resources Admin	498 Contingency Adjustments	N80	Contingency	5,000	Vale Housing Association no longer require this service which results in a loss of income to District Council	4
								<b>57,660</b>		
							<b>Summary</b>			
							Total Type 1	-		
							Total Type 2	2,500		
							Total Type 3	-		
							Total Type 4	5,000		
							Total Type 5	50,160		
							<b>Total</b>	<b>57,660</b>		



**Summary of Budget Adjustments for CC A00**

**PBA Adjustments**

	<b>Dr</b>	<b>Cr</b>	<b>Original Budget</b>	<b>Revised after PBA</b>
124 A00		-1000	1000	0
211 A00	250		0	250
220 A00		-200	200	0
310 A00	1100		1100	2200
402 A00		-1150	2000	850
414 A00		-17800	25800	8000
415 A00	50		0	50
418 A00		-1650	1700	50
420 A00		-1300	1300	0
423 A00		-3470	6970	3500
424 A00	4980		44020	49000
435 A00	2000		0	2000
436 A00		-640	2140	1500
437 A00	9260		5740	15000
439 A00	50		0	50
452 A00		-4350	4450	100
506 A00		-34780	86280	51500
918 A00		-1510	-9490	-11000
	<u>17690</u>	<u>-67850</u>	<u>173210</u>	<u>123050</u>
			Difference	-50160

**VALE OF WHITE HORSE DISTRICT COUNCIL**

**FORWARD PLAN**

**CONTAINING EXECUTIVE KEY DECISIONS TO BE TAKEN FROM 1 SEPTEMBER 2005 - 31 DECEMBER 2005**

This Forward Plan sets out a schedule of Key Decisions likely to be taken over the four-month period shown above. It is a rolling plan, subject to change monthly. A Key Decision is a decision of the Executive which is likely to result in: the Council incurring significant expenditure or making significant savings; a high proportion of the community being affected; or an impact on two or more agendas or services. Executive decisions can be taken by the Executive as a whole, a committee of the Executive, an individual Member of the Executive, an officer of the Council, an Area Committee, through joint arrangements with other bodies, or another Council.

Where the decision is to be taken by the Executive, this comprises the Leader of the Council, Councillor Jerry Patterson, and the following elected Members: Councillors Mary de Vere, Tony de Vere, Joyce Hutchinson, Jim Moley, Roz Smith and Tessa Ward.

Representations can be made on any of the following issues before a decision is taken. Representations must be made to the relevant contact officer shown below by 5pm on the working day preceding the date of the decision.

Decision	Key decision?	Decision maker	Date first published	Consultees	Consultation method	Contact Officer	Documents used
Financial Monitoring		Executive 2nd Sep 2005	This item will appear on the Executive agendas each month	Executive Portfolio Holders	Consultation with budget holders	Steve Bishop, Strategic Director and Section 151 Officer Tel. (01235) 540332 steve.bishop@whitehorsecouncil.gov.uk	2005/06 Budget
Corporate Governance - First Quarter 2005/06		Executive 2nd Sep 2005	September 2005	Councillor Jerry Patterson		Tim Sadler, Strategic Director Tel. (01235) 540360 tim.sadler@whitehorsecouncil.gov.uk	Report from last quarter 2004/05
Future of the Old Gaol	KEY	Executive 2nd Sep 2005	September 2005	Councillor Tony de Vere	Consultation with Steering Group and potential partners through meetings and correspondence	Steve Bishop, Strategic Director and Section 151 Officer Tel. (01235) 540332 steve.bishop@whitehorsecouncil.gov.uk	Consultant's Draft Feasibility Study

Decision	Key decision?	Decision maker	Date first published	Consultees	Consultation method	Contact	Documents used
Tilsley Park – Health and Fitness Phase 2		Executive 2nd Sep 2005	May 2005	Councillor Joyce Hutchinson	Consult with Management Contractor	Nick Garnett Tel. 01235 540337 nick.garnett@whitehor sedc.gov.uk	Management Contract
Civic Halls		Executive 2nd Sep 2005	July 2005	Councillor Joyce Hutchinson		Nick Garnett Tel. (01235) 540337 nick.garnett@whitehor sedc.gov.uk	None.
Honorarium for Introduction of LSP2		Executive 2nd Sep 2005	September 2005	N/A	N/A	Helen Bishop Tel. 01235 540372 helen.bishop@whiteho rседc.gov.uk	None.
Abbey Meadows Pool		Executive 2nd Sep 2005	September 2005	Councillor Jerry Patterson	Abingdon Town Council	Nick Garnett Tel. (01235) 540337 nick.garnett@whitehor sedc.gov.uk	Abbey Meadows Master Plan
Comments and Complaints Review		Executive 2nd Sep 2005	September 2005	N/A	N/A	Helen Bishop Tel. 01235 540372 helen.bishop@whiteho rседc.gov.uk	None.
Mably Way - Development of Open Space		Executive 2nd Sep 2005		Councillor Joyce Hutchinson	Grove Parish Council	Nick Garnett Tel. 01235 540337 nick.garnett@whitehor sedc.gov.uk	None.
North East Area Community Grants		North East Area Committee 8th Sep 2005	September 2005	Councillor Joyce Hutchinson	N/A	Toby Warren Tel. (01235) 540695 toby.warren@whitehor sedc.gov.uk	Grant applications

Decision	Key decision?	Decision maker	Date first published	Consultees	Consultation method	Contact	Documents used
South East Area Community Grants		South East Area Committee 13th Sep 2005	September 2005	Councillor Joyce Hutchinson	N/A	Toby Warren Tel. (01235) 540695 toby.warren@whitehor sedc.gov.uk	Grant applications
Review of Home Renewal Strategy and Housing Capital Grants Policy		Executive 7th Oct 2005	May 2005	Councillor Mary de Vere		Paul Staines Tel. (01235) 540621 paul.staines@whitehor sedc.gov.uk	Existing strategy and policy
Parish Cleansing Grants - Review		Executive 7th Oct 2005	October 2005			Steve Bishop, Strategic Director and Section 151 Officer Tel. (01235) 540332 steve.bishop@whiteho rседc.gov.uk	None.
Abingdon Area Community Grants		Abingdon Area Committee 11th Oct 2005	October 2005	Councillor Joyce Hutchinson	N/A	Toby Warren Tel. (01235) 540695 toby.warren@whitehor sedc.gov.uk	Grant applications
West Area Community Grants		West Area Committee 18th Oct 2005	October 2005	Councillor Joyce Hutchinson		Toby Warren Tel. (01235) 540695 toby.warren@whitehor sedc.gov.uk	Grant applications
Vale Wide Community Grants		Executive 21st Oct 2005	October 2005	Councillor Joyce Hutchinson		Toby Warren Tel. (01235) 540695 toby.warren@whitehor sedc.gov.uk	Grant applications

Decision	Key decision?	Decision maker	Date first published	Consultees	Consultation method	Contact	Documents used
Customer Contact Strategy		Executive 4th Nov 2005		Councillor Roz Smith	LSP2 Project Board IEG Steering Group	Tim Sadler, Strategic Director Te. 01235 540360 tim.sadler@whitehorse dc.gov.uk	None.
Corporate Governance Report - Second Quarter 2005/06		Executive 4th Nov 2005		Executive Members	Senior Management Group (SMG)	Tim Sadler, Strategic Director Tel. 01235 540360 tim.sadler@whitehorse dc.gov.uk	None.
Business Rates - Discretionary Relief Criteria Review		Executive 4th Nov 2005	July 2005	Councillor Jim Moley	Revenue and Benefits Unit	Toby Warren Tel. (01235) 540695 toby.warren@whitehor sedc.gov.uk	Existing criteria

REPORT OF THE STRATEGIC DIRECTOR  
TO THE EXECUTIVE  
2 SEPTEMBER 2005

**Future of The Old Gaol**

**1.0 Introduction and Report Summary**

- 1.1 A feasibility study was commissioned into the redevelopment of the Old Gaol as a combined Arts and Cultural Centre. Approval to the appointment of ABL Cultural Consulting Limited was given on Friday, 5 November 2004. A copy of the study report has been circulated to all members of the Executive. Anyone else wishing to see a copy of the report should contact the Democratic Services Officers on 01235 540306.
- 1.2 This report appraises the Executive of the findings of the feasibility study which has now been completed.
- 1.3 The contact officer for this report is Andrew Morgan, Assistant Director (Property Services) (01235 520202, Ext 542).

**2.0 Recommendations**

- (i) *That the Council accepts the report's content and findings on the feasibility of developing the Old Gaol site as a mixed cultural/Heritage/Social Centre;*
- (ii) *that, if recommendation (i) is accepted, the Council does not proceed to commission the redevelopment of the Old Gaol as a Cultural/Heritage/Social centre; and*
- (iii) *that the Executive receives a further report on the future use of the Old Gaol site in order to consider the possible options.*

**3.0 Relationship with the Council's Vision, Strategies and Policies**

- (a) Complies with the Council's Vision Statement and objectives A, B, D, F and G.
- (b) This report does not conflict with any Council Strategy.
- (c) This report supports the Town Centre and Village Vitality District Council priority.

**4.0 Background**

- 4.1 The Old Gaol Working Group comprising this Council, Oxfordshire County Council, Abingdon Town Council and Abingdon Performing Arts Group Enterprise (APAGE) agreed a project brief and specification to appoint Consultants to conduct a feasibility study. Copies of these documents are available as background papers. In essence the aim of the study was:-

- To provide a professional, unambiguous and objective analysis of the feasibility of developing the Old Gaol as envisaged in the earlier studies, in order for the Partners to determine their ability to develop and operate such a facility. Such an analysis was to focus upon:
  - The capital costs of the scheme.
  - The revenue implications of operating the facility.
  - The market for the services offered.
  - The probability of securing external funding towards the capital costs of the project.
  - Meeting the needs of each of the stakeholders or operating Partners.
  - The viability of establishing appropriate and successful long term management structures.
- On completion of Phase I and assuming viability could be proven, the Partners were to consider commitment to Phase II. This phase was to arrange:
  - The submission of an application for Heritage Lottery Funds (and/or such other bodies) and to ensure that any issues attendant on the submission(s) were promptly and effectively dealt with.
  - The drafting of all the paperwork required by the Partners to appoint a design team to lead the capital project.

Phase I was completed at the end of July 2005 with Phase II being dependant upon its findings. Phase II has not been commissioned.

- 4.2 The scheme itself consisted of redeveloping the Old Gaol; as a multi-functional community and cultural attraction comprising:
- Flat floor facility
  - Theatre (or a combined theatre/cinema)
  - Cinema
  - Library
  - Museum
  - Restaurant/Bar
  - Café Bar
  - Shops/additional business space
- 4.3 The study was conducted over a period of approximately seven months. It involved full and active participation of the partners via an informal working group. This allowed ABL to keep all Partners updated on its progress and in particular the results of market analysis, cost appraisals and other relevant information as it became available. All Partners have accepted the report's contents in terms of factual accuracy and are happy for that report to go forward formally to the respective decision-making bodies.

## 5.0 **Financial Implications**

- 5.1 The financial consequences of this Council embarking upon a development as envisaged, with the scope of service being offered, are somewhat stark. In essence there are a range of possible development options and services that could be delivered. Each of these options has been costed. To simplify matters the table below indicates the capital costs of the options both in terms of the cost of development, and in terms of the loss of revenue which that capital is currently generating for this Council. This revenue currently funds a range of council services and activities.

Total Required Capital Contribution			Vale Capital Requirement	
Option	Capital Cost – Full Scheme	Total Annual Cost of Capital	Vale Portion of Capital Cost	Total Annual Loss of Investment Income to the Vale
Option 2C	£21.7 million	£1,085,000	£15.7 million	£785,000
Option A (Includes Programmed and Non Programmed Model)	£19.7 million	£985,000	£12.6 / 9.9* million	£630,000 / £495,000
Option B	£21.2 million	£1,060,000	£16.3 million	£815,000
Option 3B	£17.2 million	£860,000	£11.1 million	£555,000
* The difference in the Vale Portion of Capital Cost between the Programmed and Non Programmed version (ie between the £12.6 million and £9.9 million) is explained by the assumed sale of the commercial elements in the Non Programmed Option (the lower figure). This sale would generate capital which would be used to offset the Capital Development costs of the project.				

Vale Revenue Position			
Option	Estimated Net Revenue Cost Per Annum	Total Annual Loss of Investment Income to the Vale	Estimated Total Revenue Cost Per Annum
Option 2C	£450,281	£785,000	£1,235,281
Option A – Programmed Model	£247,194	£630,000	£877,194
Option A – Non Programmed Model	-£183,558	£495,000	£311,442
Option B	£313,910	£815,000	£1,128,910
Option 3B	To be provided	£555,000	To be provided
* All of the above revenue figures exclude lettable areas, the library and museum i.e. those areas whose overheads would be covered by commercial tenants, Oxfordshire County Council or Abingdon Town Council. It also assumes that the occupiers would bear a proportional cost of running the communal areas in accordance with the floor space occupied by them.			

Full details on what each of the options envisages by way of the type and range of services offered are set out in full within the ABL report. Option A emerged as the preferred option for the majority of shareholders. It was assessed as **Option A The Programmed Model**. In addition, ABL also assessed a reduced cost version of Option A, called **Option A The Non Programmed Model**. These are both explored below.

**Option A The Programmed Model** assumes a busy schedule of film and theatre events with high staff costs to organise such a programme. **Option A The Non Programmed Model** (or “Hires Only”) assumes that the staff, marketing and promotional costs, of both programming the theatre function and advertising to the public, will be significantly less. This predicts a possibility of reducing the revenue cost by approximately £400,000 pa. This indicates a small surplus to be generated until one considers the cost of using £9.9 million of capital at an annual cost of lost income of approximately £495,000.



The return the Council generates from its capital cash balances is currently in the order of 5%, or £50,000 per million per annum.

## 6.0 **ABL Report Findings**

6.1 ABL, having analysed the feasibility of the project, came to various conclusions which are set out below:

- The scheme is expensive and external capital funding to any significant extent is not available. On the figures available it should be stated that the scheme could not be countenanced unless the three funding partners of Oxfordshire County Council, The Vale of White Horse District Council, and Abingdon Town Council, were able to contribute in full to their proportion of the costs. Even if this was to be the case a significant shift in capital and revenue resources would be needed to ensure success in developing the site. The service consequences of lost revenue generated by the use of capital would have to be managed. This would undoubtedly mean that severe service realignment would be required to ensure resources matched services. The affordability of the development is therefore at best problematic and at worst would have enormously difficult financial consequences which would have to be managed for many years to come.
- The annual revenue costs of running such a facility to maximise its potential are high. This immediately causes grave concern as to its affordability and sustainability in revenue terms. If one considers that large amounts of revenue income would no longer be available to fund the facility, the ongoing commitment would effectively limit the deployment of existing services and restrict any development or expansion to meeting changing needs. Flexibility in operation of services, many of which already exist, would therefore inevitably result. It will simply cost too much to run.
- Whilst the scheme is innovative and has been described as “excellent” by the Consultants, the resources of the partners given the above are inadequate to deliver such a project. In addition the intrinsic risks in implementing such a development on this scale would inevitably mean that there would be a risk that costs would rise due to unknown or unforeseen events. This risk factor must be considered when assessing the viability of the proposal.
- That ABL have identified a level of demand for a small scale arts centre. This, it has been argued, is not being adequately met.
- That the opportunity to attract external funding from a body such as the Heritage Lottery Fund, SEEDA etc. on the scale required would very probably be unsuccessful. As a consequence the financial resources of the three authorities who have been working in partnership together with APAGE – the voluntary arts group, would be all that was available with any certainty to deliver such a project.

6.2 The report indicates the respective positions of the various Authorities who could be expected to contribute to the development and operation of the scheme.

6.3 Oxfordshire County Council have a range of competing priorities for capital monies. The County Council has indicated that this project will not be of sufficiently high priority amongst many priorities for its limited capital resources. The £3.2 - £3.5m which would be required from the County to participate in this scheme would comprise its entire available annual capital programme budget. It is not in a position to make this choice nor to make this level of commitment for the whole of the County.

6.4 Abingdon Town Council with limited assets and cash reserves would find the £2 - £3 million required for the Museum element extremely difficult to fund. Funding this project would entail a significant redirection of its resources. A similar position exists with respect to its revenue commitment.

6.5 No authority, at the time that this report was prepared, had taken a formal resolution as to its position.

## 7. Options

7.1 In formally accepting the Consultants conclusions that no financially viable scheme to develop the Old Gaol as a Cultural Centre has been identified, the Council has two options, as set out below:

### 7.2 Option 1

This Council could decide to make no decision regarding the findings of redeveloping the Old Gaol. This would effectively place the report in limbo and leave the use of the facility for multicultural purposes undecided. This is not recommended given the clarity of the report's findings as regards financial viability. The scheme's feasibility has been properly explored and the report's findings regarding the feasibility of development should be accepted.

### 7.3 Option2

This Council could accept that ABL have thoroughly and properly investigated the feasibility of redeveloping the Old Gaol complex and accept the report's findings. This would mean that the future redevelopment of that facility for a combined arts/cultural/heritage centre would, on the basis of the capital and revenue costs involved, have to be rejected.

## 8. Conclusion

The completeness of the report submitted by ABL should be recognised and the findings in relation to the feasibility of redeveloping the Old Gaol as a Cultural Centre reluctantly acknowledged. As a consequence Option 2 is the only realistic approach to adopt, as reflected in the recommendation.

ANDREW MORGAN  
Assistant Director (Estates Management)

STEVE BISHOP  
Strategic Director

Background papers: Consultants Report

REPORT OF THE DIRECTORS  
TO THE EXECUTIVE  
2 SEPTEMBER 2005

**Corporate Governance Report First Quarter (April, May, June) 2005/06**

**1.0 Introduction and Report Summary**

- 1.1 To consider issues referred to the Executive from the detailed consideration of the Directors' Corporate Governance Report by the Strategic Management Group.
- 1.2 The Contact Officer for this report is Tim Sadler, Strategic Director (01235) 540360.

**2.0 Recommendations**

*The Executive is recommended to:*

- (a) *Note the Directors' Group Corporate Governance Report*

**3.0 Relationship with the Council's Vision, Strategies and Policies**

This report

- (a) relates primarily to the Vision Statement.
- (b) relates to the Best Value Performance Plan, and
- (c) Complies with Corporate Planning Timetable.

**4.0 Background and Supporting Information**

4.1 The Directors' "Corporate Governance Report" for the first quarter looks at the key areas of:-

- Key issues
- CPA Improvement Action Plan monitoring
  - Corporate
  - Housing
  - Open Spaces
  - Implementing Electronic Government (IEG)
- Best Value Performance Indicators
- Local Performance Indicators linked to priorities for improvement
- Financial Information
- Key staffing data

**4.2 Key Issues**

This has been updated in line with Service Plans and the budget and has also been aligned with the Service and Personal Plans of the Assistant Directors.

**4.3 CPA Improvement Action Plans**

These have been reviewed and updated.

#### 4.4 Best Value Performance Indicators

A full report including first quarter performance with updated national quartiles is attached.

#### 4.5 Local Performance Indicators

These are being updated in the light of the budget and the redefining of the Council's priorities around:

- Helping to facilitate the provision of affordable housing
- Creating cleaner, greener, safer and healthier community and environment
- Improving and modernising access to our services

#### 4.6 Financial Issues

The financial report is attached. This suggest that the Council is heading for modest underspend.

#### 4.7 Staffing Issues

Compared to the last quarter average sickness has reduced. This may be due to the time of year as generally sickness is at it's peak in Q4 and reduces in the summer months. However, some Service Areas retain their high levels of sickness, including Finance and Planning which have actually more sickness per FTE on average than last quarter, and EH which remains at a similar levels to last quarter. Service Areas which have reduced their average sickness include Contact Services and Housing and Community Safety.

In respect of turnover we had a good start to the year in Quarter 1. If the turnover in that period continued throughout the year the turnover rate at the year end would be 7% compared with the target of 17%. However, this is unlikely and we have already seen a slight increase in July. Nevertheless this is a good start to achieving or bettering our target this year.

#### 4.8 Risk Management

A major review was carried out in June. No significant changes.

##### 4.8.1 General

Previously only the headlines and issues of concern have been reproduced in the report to the Executive. To assist in the communication of performance, progress and areas for improvement to staff, members, stakeholders and the public the Executive is asked to consider the publication of the whole report in future.

## DIRECTORS GROUP

**Background Papers:** Corporate Governance Report of the Directors Group

**CORPORATE GOVERNANCE – KEY ISSUES AND PROJECTS REPORT**

**1<sup>st</sup> Quarter 2005-06**

Programme	Lead Member	Lead Officers	Comment	Milestones	Next Milestone
<b>HELP FACILITATE THE PROVISION OF AFFORDABLE HOUSING</b>	TDV	TS/PS	Improve the data held and its collation by the Council to support planning policies and negotiation of affordable housing at new developments	Housing needs survey refreshed for Local Plan Enquiry. Agreed in principle to joint Housing Needs Assessment for Oxon.	Agree steps for routine refresh of information Sept. 05
	TDV	TS/RH	Focus on and prioritise the Local Plan process to prevent delays	Has been prioritised in Planning Strategy team	IEP completed September 05
	TDV	TS/RH	Complete Supplementary Planning Guidance on the provision of affordable housing	Draft published	Inspector's Report Jan 06
	MDV	TS/PS	Introduce local performance indicators to track the performance in respect of housing provision.	List agreed between Planning and Housing and being built into service plans.	First publication Oct 05

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Programme	Lead Member	Lead Officers	Comment	Milestones	Next Milestone
	MDV	TS/PS	Strengthen the housing services input into the development team approach	Pick up good practise across South East.	Team training & Development Sept 05
	MDV	TS	Integrate the aims for the provision of affordable housing with planning policies and budget provision	Housing Strategy achieved "Fit for purpose"	SMG September 05
	MDV	TS/PS	Provide an outline business case to re-model hostel accommodation in time for budget process 2006/07	Director/Portfolio holder briefed	SMG September 05
	MDV	TS/PS	Review Hostel allocation policy Sept 05	Approval by executive July 05.	Implement
	MDV	TS/PS	Put forward proposal re BVPI 176 domestic violence grant in time for budget 2006/07		Report to SMG September 05

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Programme	Lead Member	Lead Officers	Comment	Milestones	Next Milestone
<b>CREATE A CLEANER, SAFER AND HEALTHIER ENVIRONMENT</b>	TDV	TS/RH	Implement an action plan agreed with the Government Office for the South East (GOSE) for housing delivery	On target	Next review meeting with GOSE
	TDV	SB/DS	Achieve Recycling Rate of 25% from existing green box and bring schemes	Rate is up on 2004/05 but waste arising up too. Cleanaway capacity constraint being addressed.	½ yearly Service Area Report Oct. 05
	TDV	SB/DS	Improve the Recycling Rate by an additional 2% from the introduction of a pilot composting scheme	Scheme collections commenced w/c 15 <sup>th</sup> August 05.	½ yearly Service Area Report Oct. 05
	TDV	TS/RH	Achieve the milestones in the Local Development Scheme 2005-08	Local Plan inquiry commenced 16 <sup>th</sup> May. Closure programmed for 15 <sup>th</sup> Sept 05	Receipt of Inspector's report Dec.05/Jan06 Pre-production & evidence gathering for the LDF "statement of Community Involvement", "Core Strategy" and "Dev. Control Policy" documents

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Programme	Lead Member	Lead Officers	Comment	Milestones	Sept-Dec 05 Next Milestone
	TDV	TS/RH	Improve planning performance against national Best Value Performance Indicators and ensure all are out of bottom ¼ and on target	Re-structure of Admin Support agreed. Investigated route to improved backfill where experiencing high staff turnover. Investigating voicemail. Reviewing Scheme of Delegation	Check progress of BVPI's
	MDV	TS/PS	Hold a "mainstreaming Community Safety event" which ensures that all parts of the council are aware of the contribution they can make.	Event held June 05	CLOSE
	MDV	TS/PS	Introduce a twice a year update on Community Safety for staff/members/partners on community safety issues		First edition October 05
	JH	TS/NG	Improve Leisure, Culture and Recreational Facilities by the conclusion of agreements in respect of the future use of: <ul style="list-style-type: none"> <li>• Tugwell Fields</li> <li>• Stockham Park</li> <li>• Mably Way</li> </ul>	Tugwell Field – Discussions continue with County Council & Wantage Silver Band. Stockham Park – Options for play facility are being pursued Mably Way – Negotiations continue with Grove Parish Council. Potential for agreement has been identified and is likely to	Sept 05

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<b>Programme</b>	<b>Lead Member</b>	<b>Lead Officers</b>	<b>Comment</b>	<b>Milestones</b>	<b>Next Milestone</b>
	TDV	SB/DS	Improve our waste management services following the recent Best Value Review – implementation of Action Plan	BVR Improvement Plan being drafted. Scrutiny Committee have been consulted.	Due for October Executive and Scrutiny cycle.
	JP	TS/RH	Provide an effective contribution which protects the interests of the Vale in the development of the regional spatial strategies for the South East and South West	Vale comments on the South East Plan: Draft for Public Consultation (Jan.05) agreed by Council & forwarded in time to meet SEERA deadline.	Provide a response to consultation on strategy options for Central Oxon. Sub-region Sept/Oct 05
	JP	TS/RH	As above	Regional Spatial Strategy for the South West: Vale comments on Swindon sub-regional study delivered at Joint Member and Officer Steering Group meetings Mar/Apr 2005	Respond to formal consultation on draft Regional Spatial Strategy Spring 06
	JH	TS/NG	Develop a Parks and Open Spaces Strategy which includes playground provision	Brief for consultant has been drafted and is being consulted upon.	Finalise brief by end Sept & engage consultant
<b>Programme</b>	<b>Lead Member</b>	<b>Lead Officers</b>	<b>Comment</b>	<b>Milestones</b>	<b>Next Milestone</b>
	JH	TS/NG	Carry out review to enable Council as planning authority to optimise contributions	Brief for consultant has been drafted. This is	Finalise brief by end Sept &

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			from new developments towards leisure, culture and recreation	being consulted upon.	engage consultant
	TDV	SB/DS	Street Cleansing - Investigate ways which will incentivise our contractors to higher performance	Raised at Scrutiny presentation in July.	Scrutiny Committee Report Oct 05
	TW	SB/DS	Publish an enforcement policy and implement associated procedures for "environmental crime"	Adoption of policy of presumption towards prosecution for fly tipping offences.	Draft Plan by October 05
	TDV	SB	Improve our waste services following the recent Best Value Review	As above	Review of Best Value Review Action Plan as part of ½year Service Report
	MDV	SB	Ensure that a seamless range of Assisted Travel Services are researched and communicated to residents	Continuing to promote the alternative schemes to bus tokens, but otherwise complete.	Completed CLOSED
	JH	TS/AM	Provide a Skate Park in Abingdon.	Initial consultation being planned on long list of sites. Identify preferred site.	Consultation completion Oct 05
	JH	TAS/DQ	Adopt a Child Protection Policy	Prepare Child Protection Policy – Consulted Benchmarking and Oxfordshire Authorities for examples of Best Practice on the 10th June and NG on Leisure issues. Next milestone is to prepare draft for September SMG. Aligning this work with	

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<b>Programme</b>	<b>Lead Member</b>	<b>Lead Officers</b>	<b>Comment</b>	<b>Milestones</b>	<b>Next Milestone</b>
	JH	TS/NG	Carry out review of children's and young people's services and integrate with Children's and Young Peoples Plan	County Council approach to development of the plan is progressing.	Draft Children & Young People's Plan produced by County Oct. 05
	TDV	SB	Future use of Old Gaol	Receive feasibility report	Report to Executive
<b>IMPROVE AND MODERNISE ACCESS TO SERVICES</b>	RS	TS/HB	Complete the integration of Environmental Health back office processes into the local services points and customer contact centre	First 3 processes completed	Complete next 6 October 05
	MDV	SB	Investigate the improvement of revenues and benefits services by integrating business process re-engineering, workflow and customer contact centre (now incorporated into Vale- South Oxon District Council financial Shared Service project)	Appoint temp to lead on shared service bid. Submit bid Procurement decision	Sept 05 Nov 05 Feb 06
	RS	TS/HB	Implement a programme to develop Customer Focus	Programme being developed alongside Customer Contact Strategy	SMG September 05
<b>Programme</b>	<b>Lead Member</b>	<b>Lead Officers</b>	<b>Comment</b>	<b>Milestones</b>	<b>Next Milestone</b>
	RS	TS/HB	Continue roll out of call centre approach to services with high volume telephone contacts		Identify which area next October 05

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	RS	TS/HB	Introduce Service Standards progressively across all service areas	Environmental Health ready to publish	Where next? October 05
	RS	TS/HB	Complete and implement a Customer Contact Strategy	In draft form	Executive November 05
	RS	TS/HB	Investigate the potential for sharing Customer Contact Centre with other authorities	Initial talks with County Council & adjoining authorities	Decide options SMG November 05
	TDV	TS/RH	Implement public access to planning applications and link to planning portal to enable planning applications to be made on-line via the national portal	System selected. Connection to Planning Portal made. Beginning to receive applications on line.	Go live Phase 1 September 05
	JH	TS	View of residents on ease of access – views of marginalised groups	Awaiting support from newly appointed Communications Officer	Nov. 05
	TDV	TS	IEG – 2004-05 programme including: E-Planning Applications Procurement/e-procurement	In progress	Review by IEG Board
<b>BUILD OUR CAPACITY THROUGH MANAGERIAL &amp; ORGANISATIONAL DEVELOPMENT</b>	JP	BMcA	Design and implement an organisational development programme	The first phase of the plan is to deal with the recent selection procedure for Assistant Directors. Intensive work has begun on this and will be completed in September.	Proposals for new structure October 05
<b>Programme</b>	<b>Lead Member</b>	<b>Lead Officers</b>	<b>Comment</b>	<b>Milestones</b>	<b>Next Milestone</b>
	JM	TB	Publish and implement our Pay and Workforce Strategy	Working Group established to develop People Strategy and Pay & Workforce Strategy	Prepare draft

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	MDV	SB	Streamline accounting processes to reduce workload whilst providing necessary information and controls (now incorporated into Vale-South Oxon District Council financial Shared Service project)	Work up Shared Service proposition incl. new Accountancy unit structure, working arrangements & Vale-SODC agreement	Feb 06
	JP	BMc	Re-confirm role and resources available to the "Corporate Core" to support our improvement programme		Initial paper from Sam Turner on Audit projects, Performance Management etc. September 05
	RS	TS/ST	Draw up action plan from the Procurement Health Check carried out in 2004 and implement new Procurement Strategy	Have engaged IDEA to work up action plan with us.	Action Plan adopted Oct. 05
	RS	TS/ST	Review, integrate and implement our risk and project management and procurement processes	Preliminary work commenced June 05	
			<b>Comment</b>	<b>Milestones</b>	<b>Next Milestone</b>
	RS	TS/ST	Improve performance management by rolling out performance review meetings to all service areas	Started in June 05	Audit progress Oct. 05
	RS	TS/ST	Publish a guide for staff and members to Performance Management in the Vale	In draft form	Publish Sept. 05
	RS	TS/ST	Update our Information and Communications Technology Strategy to support themes and priorities of the Council	Possible bid to Capacity Fund	Prepare brief

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					Review our Standing Orders and Financial Regulations in light of Procurement Strategy	DQ		Initial work underway	Put to Council Nov. 05
	JP	TDV	SB		Meet the earlier statutory timetable for accounts to close down 2004/05 by 31.7.05 and make preparations to ensure close down of 2005/06 by 30.6.06 (31.7.05 target achieved)		2005-06 closedown	30.6.06	
	JM		TAS/TB		Complete the Investors in People Re-assessment in the autumn of 2005		Investors in People (IIP) Group meeting to plan actions and reassessment. Agree revised standard.	Prepare for assessment	
	JM		TAS/TB		Implement our Human Resources system to improve workflow		Gateway review being planned.		
					<b>Comment</b>		<b>Milestones</b>	<b>Next Milestone</b>	
	JM		TAS/TB		Resolve Pay and Grading competency bars		Discussion around principles commenced	Agree way forward with JCC.	
	JM		TAS/TB		Review our appraisal scheme to contribute to improvements in performance management		Review commenced by sub-group and being confirmed as basis for consultation.	New scheme proposed and approved.	
	RS		TS/ST		Devise a 5-year Audit Plan to meet current needs of the Council		Not Started	Report to Executive Dec.05	
<b>DELIVER THE</b>		TDV	SB		Co-ordinate & report on the delivery of the		Formal reporting of SPP	Quarterly	

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<b>MEDIUM TERM FINANCIAL PLAN</b>			Service Prioritisation Plans approved in the budget	achievements & transfer of saved budgets to Contingency	Report
	JH	TS/NG	Re-align Community & Partnership Grants	Grant Policy revised. Approved by Council July 05	Review Partnership Grants Sept. 05
	JH	TS/NG	Replace Abingdon Open Air Pool with water feature	Proposal from pool campaigners received July 05	Executive September 05
	JM	TS/NG	Replace grant to Tourism Information Centres with Tourist Information points	Tourist Information Points running	Electronic information points available
<b>Programme</b>	<b>Lead Member</b>	<b>Lead Officers</b>	<b>Comment</b>	<b>Milestones</b>	<b>Next Milestone</b>
	JH	TS/NG	Transfer Halls managed by Council to Non Profit Distributing Organisation	Project Plan has been devised and implementation commenced. Advert for expressions of interest is about to be published.	Shortlisting
	JH	TS/NG	Reduce administration costs to developmental activities	Implemented	CLOSED
	TDV	TS/RH	Increase Car Park income by redistributing staff parking	Monitoring impact	Decide to continue Oct. 05

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				Reduce expenditure on discretionary housing grants		TS/PS	MDV		Review Policy being looked at by SRC	Oct. 05
				Ensure the Direct Services Organisation reduces its deficit		SB/BF	RS		Undergoing investigation and realignment of organisation and financial management – initial report on viability due in Aug 05	Review position after half year.
				Reduce staff travel costs		TAS	JP		Local Car Scheme Joint W.G. meets on 27.7.05 to progress the issue	Conclude negotiations
					<b>Comment</b>				<b>Milestones</b>	<b>Next Milestone</b>
				Reduce support costs		SB	TDV		Notify Assistant Directors of service saving targets in 2006 Budget-setting process	30.9.05
				Reduce subsidy grant paid to SOLL (Vale) through development of gym and fitness extension at Tilsley Park		TS/NG	JH		Agreed in principle by Executive Capital approved by Council.	Detailed proposal to Executive September 05
				Implement Action Plan from Best Value Review of Revenues and Benefits Services (now incorporated into Vale-South Oxon District Council Financial Shared Service project)		SB	MDV		Implement Action Plan after procurement decision	Feb 06
				Achieve additional benefit fraud income to at		SB	MDV		Monitor financial	Review if

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			least match all costs arising from additional fraud officer	performance to ensure cost neutral appointment	covering costs Dec. 05
	JM	SB/AM	Continue to seek to increase investment income through sound commercial property investment	Exchange of contracts on Canterbury investment opportunity has occurred	Further investment opportunities being sought
<b>IMPROVE BOTH INTERNAL AND EXTERNAL COMMUNICATION</b>	TW	TAS	Review both internal and external communication strategies	Appointed	Officer in post Oct 05
	TW	TAS	Develop and implement action plans	When officer in post.	Oct 05

**CPA CORPORATE HIGH LEVEL IMPROVEMENT PLAN**

	<b>RESPONSIBLE OFFICER</b>	<b>ACTION FOR IMPROVEMENT</b>	<b>MILESTONES</b>	<b>TIME- SCALE</b>	<b>PROGRESS AS AT 30<sup>th</sup> June 2005</b>
1.1	JP / TAS	Refine and simplify vision, aims, and objectives	Review vision	Nov 04	Work commenced. Now time tabled for Oct. 05
			Identify Community Strategy themes for Council to lead on.	Nov 04	Agreed by VSP Sep 04. Completed.
			Produce a Corporate Plan linked to priorities(TS)	Feb 05	Draft Corporate Plan completed.
			Link priorities into the Integrated Service and Financial Planning process	Feb 05	Reflected in 05/06 budget – influencing service planning and will underpin budget 06/07. Specific links to priorities are identified in individual Service Plans.
			Identify Management Values		Management Values approved by PRAC March 05. Completed.
			Build understanding & commitment	Oct 05	
1.2	JP / TS	Identify resources to support and facilitate the remaining strands in the Community Strategy led by other partners	Other partners volunteer		Leads identified.
			Partners propose structure and work programme		Some evidence of leads being taken.
			ISFP Process	Feb 05	Will feed into ISFP 06/07.
1.3	JP / TAS	Implementation of Communication Strategy	Ensure approved Consultation and Communication Strategies, in which feedback requirements are explicit, are delivered.	From Nov 04	Communications Officer Recruitment in progress

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	RESPONSIBLE OFFICER	ACTION FOR IMPROVEMENT	MILESTONES	TIME- SCALE	PROGRESS AS AT 30 <sup>th</sup> June 2005
			Structure and Staffing of Communications & Consultations posts needs to be determined.	Nov 04	As above.
			Appointment of Communications officer(s).	Nov 04	As above.
2.1	JP/TAS	Improve internal leadership through alignment of Portfolios and service areas and the working of Executive and Directors	Portfolios linked to service areas.	Completed May 04	Completed
			SMG created to provide focus on medium to long term issues.	Completed May 04	Completed
			Re-consider management structure post leisure trust	Completed Oct 04	Interim Structure in place. Interim Director commenced. Review of structure in progress.
2.2	JP/TAS	Review working of & resourcing the Policy Overview and Scrutiny Committees	Review of constitution and decision making arrangements	Completed Apr 04	Completed.
			Introduction of Strategic Review Committee (SRC)	Sep 04	Completed

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	RESPONSIBLE OFFICER	ACTION FOR IMPROVEMENT	MILESTONES	TIME- SCALE	PROGRESS AS AT 30 <sup>th</sup> June 2005
			Review working of SRC/Scrutiny	Sep 05	Reviewed by Audit Commission Nov 2004. Final Report rec'd Feb 2005. Scrutiny Cttee explicitly identify packages of work & resources which includes time & skills of Scrutiny Cttee members.
			Need to conclude Audit Commission report Action Plan	Oct 05	Action Plan to be reported to Council.
			Resourcing of SRC and Scrutiny Committees to be addressed through ISFP.	Feb 05	SRC model established in 2004 is less well developed. Will be exploring how work of this committee can more explicitly support the agenda of the council and what support it in turn requires.
2.3	JP/TAS	Priorities for planned service improvements need to be clear	Executive to assign priority order to planned service improvements.	Feb 05	Reviewed in detail at SMG. Reflected in BVPP & Service Plans. To be reflected in Corporate Plan.
			Cut off on priorities needs to be realistic to allow time both to develop skills and to address strategic issues	Feb 05	As above.
3.1	Awaiting restructure	An effective change management process needs to be embedded	Ensure an appropriate level of Project management is utilised for all projects.	Sep 05	In progress. Monthly monitoring process for projects.
			Ensure Risk Management methodology is fully applied.	Sep 05	Risk Registers complete. Review of most risk registers completed in May/June 05..

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	<b>RESPONSIBLE OFFICER</b>	<b>ACTION FOR IMPROVEMENT</b>	<b>MILESTONES</b>	<b>TIME- SCALE</b>	<b>PROGRESS AS AT 30<sup>th</sup> June 2005</b>
			National Procurement Strategy adopted and implemented.		In Progress. E.g. SPPO (strategic procurement partnership for Oxfordshire); Joint stationery tender; alternative service provision being actively explored ("Appendix F").
			IDEA procurement Healthcheck action plan approved	Oct 05	IDEA Healthcheck undertaken. Action Planning with IDEA to commence July 05.
3.2	Awaiting restructure	Sharing lessons learnt	Tie internal and external lessons learnt into performance management.	Feb 05	Council has engaged Interim Director to assist in development of this & other issues. Interim Director now commenced.
4.1	TAS	Ensure sufficient and appropriate staffing resources are available to deliver agreed priorities	Pay and Grading completed	Nov 04	"main" P&G completed. Consequential actions incl. competency criteria are scheduled until Oct 05. Turnover being monitored through corp gov reporting. 2002/03 19.07% 2003/04 15.99% 2004/05 15.41%
			Restructuring report.	Oct 04	Interim Structure in place. Interim Director in place and review of structure in progress.
4.2	Awaiting restructure	Management skills not developed	Management training being planned, programme established	Feb 05	Interim Director in place. Mgt Devt programme to follow.

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	<b>RESPONSIBLE OFFICER</b>	<b>ACTION FOR IMPROVEMENT</b>	<b>MILESTONES</b>	<b>TIME- SCALE</b>	<b>PROGRESS AS AT 30<sup>th</sup> June 2005</b>
4.3	Awaiting restructure	Capacity of key staff needs to be appropriate	Capacity planning to be linked to ISFP and identified priorities	Feb 05	In progress via PWS. New Service Plan format (Nov 04) will help this.
5.1		Performance Management Culture needs to be embedded	CEO, Directors & Executive Members to take greater leadership in performance management through Corporate Governance process at SMG and Executive	Implemented	Process to facilitate this is Implemented. Guide to PM being produced. Review of appraisals has commenced.  Contribution to SOLACE/ODPM performance workshops pilot has commenced.
5.2	Directors Group.	Use management information to manage	Cascade use of Corporate Governance information throughout the management of the Council.	Dec 04	In progress. Regular monitoring in place.  Format agreed for Exec Member involvement in regular performance reviews. Commenced June 05.  Performance Management IT Project – standard format for presenting data completed. Implemented in Corp Gov report 4th Qtr 2004/05.  Evidence of data driving decisions.  Improving BVPIs.

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	<b>RESPONSIBLE OFFICER</b>	<b>ACTION FOR IMPROVEMENT</b>	<b>MILESTONES</b>	<b>TIME-SCALE</b>	<b>PROGRESS AS AT 30<sup>th</sup> June 2005</b>
5.3	TS/ST/RW pending restructure	Best Value 4Cs need to be more consistently applied	Review approach to Best Value.	Dec 04	Report to Jan Exec approved review programme & approach.  BVR of waste mgmt completed. Action Planning commenced.  BVR of Revenues and Benefits. Joint review. Consultants were appointed Feb 05. Review commenced Mar 05. Reported to Exec June 05.  Housing scheduled next; due to commence Jul 05.

## HOUSING IMPROVEMENT ACTION PLAN

RESPONSIBLE OFFICER	WEAKNESSES IDENTIFIED	ACTION FOR IMPROVEMENT	MILESTONES	TIME-SCALE	PROGRESS AS AT QUARTER 1
1. Paul Staines	Gaps in the Council's Data on some groups such as elderly, black, minority & elderly (BME)	Updated HNS  Update House Condition Survey	Resources approved Brief drafted Providers sought Provider chosen Start Completion  Starts Completed Review policy, objectives and targets	Dec 04 Dec 04 Dec 04 Jan 05 Jan 05 Mar 05  Oct 04 Jan 05 Feb 05	Bid completed Draft produced. Commissioned refreshed version of 2000 survey  Taking advice of Audit Commission and Housing Inspectorate re methodology and time re Housing Market Assessments. Oxfordshire local authorities have agreed in principle to Joint Housing Market Assessment of central Oxfordshire.  Refreshed assessment completed March 05 House Condition Survey (HCS) – Completed draft March 05
2. Paul Staines	Outdated housing needs and private sector stock condition surveys	Consider revising frequency surveys carried out	Cost benefit analysis on more up-to-date data.	Dec 04	No clear advice from Government Office of the South East (GOSE) or Housing Inspectorate on 'correct' frequency. Looking at what can be done to refresh between surveys.

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<b>RESPONSIBLE OFFICER</b>	<b>WEAKNESSES IDENTIFIED</b>	<b>ACTION FOR IMPROVEMENT</b>	<b>MILESTONES</b>	<b>TIME-SCALE</b>	<b>PROGRESS AS AT QUARTER 1</b>
3. Paul Staines	Affordable housing is not an explicit aim	Update Council priorities against community strategy - Affordable Housing becomes explicit priority	Consider at Executive Reflect affordable housing as a priority in ISFP Reflected in budget	June 05	Affordable Housing now a priority of the Council.
4. Rodger Hood	Slow development of the Local Plan	Ensure sufficient resources to prevent slippage of local plan timetable  Consider refocusing and increasing resources in development policy teams to give greater priority to the local plan/development plan.  Improved project management	<ul style="list-style-type: none"> <li>• Inquiry date for current local plan to 2011 fixed for May 2005</li> <li>• Bid to Executive (November 2004) to use Planning Delivery Grant to provide additional resources for local plan inquiry</li> </ul>	May 05  Nov. 04	Portfolio holder agreed to retention of £50K of Planning Delivery Grant award as contingency sum to provide additional resources for the Local Plan inquiry should this prove necessary. Some use of consultants required during inquiry session dealing with affordable housing.
			<ul style="list-style-type: none"> <li>• Adopt Local Plan to 2011</li> <li>• Prepare Local Development Scheme (LDS) for submission to Secretary of State by 31<sup>st</sup> March 2005 LDS will specify Local</li> </ul>	Jul. 06  Jan. 05	Local Plan inquiry underway. Programmed for completion by 16 <sup>th</sup> Sep.  Local Development Scheme (LDS) submitted to GOSE end of Feb 2005 and now agreed by GOSE

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				Development Framework (LDF) for preparation of future planning policy documents and will allocate resources, set out project management methods and timescales.		
<b>RESPONSIBLE OFFICER</b>	<b>WEAKNESSES IDENTIFIED</b>	<b>ACTION FOR IMPROVEMENT</b>	<b>MILESTONES</b>	<b>TIME-SCALE</b>	<b>PROGRESS AS AT QUARTER 1</b>	
5. Rodger Hood		Ensure that service planning adequately reflects the desired compromise between timescales, quality and resources	<ul style="list-style-type: none"> <li>Update Service Plan to reflect the Local Plan and LDS requirements</li> </ul>	April 05	First draft of Service Plan for 2005/06 prepared. Initial stages of new Local Development Framework (as set out in the LDS) included as core service objective with resource implications for 2005/06 spelt out. Service Plan agreed by Portfolio Holder, awaiting Executive approval.	
<b>RESPONSIBLE OFFICER</b>	<b>WEAKNESSES IDENTIFIED</b>	<b>ACTION FOR IMPROVEMENT</b>	<b>MILESTONES</b>	<b>TIME-SCALE</b>	<b>PROGRESS AS AT QUARTER 1</b>	
6.		Consider reduction in scope of	<ul style="list-style-type: none"> <li>Consultation on LDF to</li> </ul>			

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Rodger Hood		consultation to reduce pressure on staff resources and decision making processes to enable speedier progress	be determined through preparation of the Statement of Community Involvement as required by latest Planning Regulations - consultation on level of Community Involvement	Nov 05	Preparation of Statement of Community Involvement programmed for Sept/Oct 05
7. Katie Barrett	No Supplementary Planning Guidance (SPG) on affordable housing	Draft published for consultation Consider responses – publish revised draft, then final version when Local Plan to 2011 adopted	<ul style="list-style-type: none"> <li>Revised draft to be published after inspector's report received</li> </ul>	May/June 2006	Action not required until May/June 2006
8. Katie Barrett	Currently behind Structure Plan targets for the delivery of affordable housing	Draft Structure Plan targets first published September 2003 Support draft targets at the examination in public (EIP) Defend draft targets in Local Plan at Local Plan Inquiry Implement draft affordable housing SPG and linkage to Social Housing grant.	<ul style="list-style-type: none"> <li>Attending Structure Plan EIP affordable housing session</li> <li>Local Plan 2011 Inquiry programmed</li> <li>Seek maximum possible affordable housing provision through development control process using draft Local</li> </ul>	Oct. 04 May 05 (commencement) Oct. 04 onwards	Achieved Oct. 04 Affordable Housing Local Plan Inquiry round table session conducted on 7 <sup>th</sup> June 05. Now awaiting Inspector's report. Ongoing. Dev.Control staff negotiating with Developers as appropriate
Rodger Hood					

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Rodger Hood/Katie Barrett		More explicit monitoring against current targets. From local PI to incorporate in service delivery statement and corporate governance report.	<ul style="list-style-type: none"> <li>Plan Policy and draft SPG</li> <li>Full implementation of SPG including new targets upon adoption of Local Plan</li> <li>Establish local performance indicator for achievement of affordable housing</li> </ul>	Nov. 06  Jan 06	Target to be set following receipt of Inspector's report on Local Plan Inquiry which will determine affordable housing percentage target and development site size thresholds
9. Tim Sadler		Strengthen Housing Services input into the development control team approach to advise on the amount and type of affordable housing needed (see review below)	Report to Executive	Dec 04	Report received and approved at Jan 2005 Exec on new outline strategy and capacity to implement.
<b>RESPONSIBLE OFFICER</b>	<b>WEAKNESSES IDENTIFIED</b>	<b>ACTION FOR IMPROVEMENT</b>	<b>MILESTONES</b>	<b>TIME-SCALE</b>	<b>PROGRESS AS AT QUARTER 1</b>
10. Tim Sadler	No strategic response to loss of Local Authority Social Housing Grant (LASHG)	Strategic response to loss of LASHG in place -Report to Executive stating our position in time to feed into integrated service and financial plan	Report to Executive	Dec 04	As above
11. Tim Sadler	Limited mechanisms in place to maintain information base	Review enabling role as part of report to Executive on loss of LASHG.- Enabling role re-focused to provide relevant and up-to-date information to support bids, planning and	Report to Executive	Dec 04	As above

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12. Tim Sadler	Worst quarter performance on Best Value Performance Indicators (BVPI's)	negotiations on individual sites Implement existing Service Development Plans for BVPI's for 62, 64, 183a (Vale Value Proposition (VVP) Re-consider position in respect of 183b	BVPI's monitored monthly Improve understanding of calculation and what indicator sensitive to. Review targets etc for BVPI 62 following HCS in Feb 05  Maintain work on empty homes Re-consider position in respect of hostels.  Consider position re rent arrears and temp accommodation.	Done  Feb 05  Dec 04  Feb 05  June 05	BV64- out of bottom quartile  BV62- improvement takes us out of bottom quartile  ODPM permit exclusion of exceptional cases.  This has improved figures.  Executive approved report on alterations to allocations policy to improve BVPI 183b
13. Katie Barrett	Failing to deliver against the targets set in Structure Plan	Implement action plan for housing delivery and monitoring framework agreed with GOSE	<ul style="list-style-type: none"> <li>Action Plan first revision to be completed by November 2004</li> <li>Review revised action plan with Government Office for South East, as required</li> <li>Local Plan Inquiry programmed to commence May 2005</li> </ul>	Summer 05	Vale sent updated action plan to GOSE 13.11.04. Vale meeting with GOSE on 12 <sup>th</sup> January 05. Agreed 31 <sup>st</sup> Jan 05
14. Rodger Hood/Katie Barrett		Defend the increase in the amount of housing land identified in the second deposit plan at the local plan inquiry		May 05	Local Plan Inquiry Housing Land Supply round table session conducted on 24 <sup>th</sup> May 05. Now awaiting Inspector's report.

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### OPEN SPACES ACTION PLAN

RESPONSIBLE OFFICER	WEAKNESSES IDENTIFIED	ACTION FOR IMPROVEMENT	MILESTONES	TIME-SCALE	PROGRESS AS AT QUARTER 1
Rodger Hood	Slow to finalise Local Plan	Consider adjusting priorities or allocating more resources	Strengthen Local Plans team and speed up Local Plan	March 2005	See Housing Diagnostic Action Plan
David Stevens	Service Standards not well developed or communicated	Develop and publish service standards for key environmental services	Standards published	March 2005 Sept 05	<ul style="list-style-type: none"> <li>Environmental Health (EH) Services all described on website</li> <li>EH Standards table under development, due Sept. 05</li> </ul>
Steve Bishop	Little focus on wider sustainability issues	Consider the wider sustainability role sustainability should play in environmental issues	Resolve its future role	March 2005	Preliminary work commenced, currently under discussion with Councillor Ward/S Bishop
David Stevens	Street cleaning an area of dissatisfaction	Work with new contractors to direct resources at key areas	Improved satisfaction	March 2005	<ul style="list-style-type: none"> <li>Continued progress in Fast Roads Service (A34)</li> <li>Contractor performance improved.</li> </ul>
David Stevens	Longer term plans for refuse collection unclear	Develop and agree plans for refuse collection	Clearer plans and better services	June 2005	<ul style="list-style-type: none"> <li>Continued participation in County-wide strategy through Member and other groups</li> </ul>

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RESPONSIBLE OFFICER	WEAKNESSES IDENTIFIED	ACTION FOR IMPROVEMENT	MILESTONES	TIME-SCALE	PROGRESS AS AT QUARTER 1
					<ul style="list-style-type: none"> <li>Adoption of joint service provision research as a service priority for 05/06</li> <li>Contractor recommendations discussed by Scrutiny Committee</li> </ul>
David Stevens	New contract does not provide incentives for improvements	Negotiate and agree incentives with contractor	Improved performance through clear incentives	June 2005	Some improvement identified through negotiations
David Stevens	No focus on enforcement	Develop and publish enforcement strategy for key areas	Reduced complaints through more effective enforcement	March 2005	<ul style="list-style-type: none"> <li>Environment Warden post created</li> <li>Principle Environmental Health Officer (EHO) transferred to Environmental ProtectionP team</li> <li>EH Public Spaces Programme constructed and in progress</li> </ul>
Paul Staines	Community safety not embedded	The Council will consider the relative priority of community safety as part of its reflection on the actions contained within the Vale Community Strategy	New Community Safety Strategy drafted. New Strategy communicated internally	March 2005	<ul style="list-style-type: none"> <li>Strategy adopted by Executive May 05.</li> <li>S17 Crime &amp; Disorder Act seminar</li> </ul>

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RESPONSIBLE OFFICER	WEAKNESSES IDENTIFIED	ACTION FOR IMPROVEMENT	MILESTONES	TIME-SCALE	PROGRESS AS AT QUARTER 1
		and the implications for service areas and action plans			held for Members and Senior Officers June 05 <ul style="list-style-type: none"> <li>First twice-yearly community safety briefing due October 05.</li> </ul>
Nick Garnett	No needs analysis undertaken and no strategy for youth provision	Carry out needs analysis and develop and publish a youth strategy	Better awareness of and provision for the needs of youth	April 2005	With the advent of the need for a County-wide Children and Young People's Plan a revised timescale has yet to be determined due to the County work.
Nick Garnett	No playground strategy	Develop and publish a playground strategy	Improved playground provision and use through production of strategy	Sept. 2005	To be incorporated into Parks and Open Spaces Strategy work identified for the 2005/06 Service Plan. Timescale needs to be revised to marry with the Service Plan, April 2006.
David Quayle	No overall child protection policy	Develop and publish a child protection policy	Greater safety through preparation of policy	March 2005	Timescale will need revising

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## IEG ACTION PLAN

RESPONSIBLE OFFICER	WEAKNESSES IDENTIFIED	ACTION FOR IMPROVEMENT	MILESTONES	TIME-SCALE	PROGRESS AS AT QUARTER 1
Jeremy Beach	<p><b>BVPI 157</b> score of services delivered electronically</p> <p>a) is in middle quartile (national rankings)</p> <p>b) has fallen short of Council's target of 85% for end March 2005</p> <p>c) is projected to achieve 94% by end 2005 if all projects delivered on time.</p>	<p>Service areas to publish remaining content relating to "Provision of information" and "Provision of network links" – <b>DONE</b></p> <p>Select e-forms and online payment technologies for public facing web site and implement relevant services online – <b>STILL TO DO</b></p>	<p>BVPI 157 Score = 75%</p> <p>BVPI 157 Score = 100%</p>	<p>31<sup>st</sup> March 2005</p> <p>31<sup>st</sup> December 2005</p>	<p>BVPI 157 = <b>74.5%</b></p>
Jeremy Beach	<p><b>ODPM IEG Priority Outcomes.</b></p> <p>The Council's IEG4.5 statement shows the current and expected status of these outcomes: this is published on our web site.</p> <p><b>The following lines are listed as RED: Preparation and planning, to include projects that are being planned or being piloted.</b> These are at greatest risk of not being undertaken or completed [does not include lines dependent upon other agencies or are not relevant to VVHDC]</p> <ul style="list-style-type: none"> <li>• <b>G4, G12</b></li> </ul> <p><b>This is an excellent improvement on the last report.</b></p>	<p>Each RED or AMBER line must have a responsible manager identified, and they should create an activity plan that will identify how the Outcome will be achieved by the end of December 2005 or end of March 2006, as appropriate.</p> <p>Careful monitoring of individual lines and overall situation is required in order to keep Council on track to completion.</p> <p>Non compliance with any</p>	<p>Completion of all "R" and then all "G" Outcomes.</p>	<p>All "R" Outcomes must be achieved by end December 2005.</p> <p>All "G" Outcomes must be achieved by end March 2006.</p>	<p>See IEG4.5 Statement on our web site.</p>

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Jeremy Beach	<p>The following lines are listed as <b>AMBER: Implementation Stage, roll-out of approved projects.</b> These require <b>careful monitoring</b> to ensure that they are implemented to the proper quality and on time.</p> <ul style="list-style-type: none"> <li>R5, R9, R10, R11, G10, G11, R13, G13, R16, G15, R18, G17, G18, R23, G19, G20, G22, R29, G25.</li> </ul>	line must be approved by an explicit decision at Executive level.  Sanctions may include poor CPA rating, mandatory consultants, and claw-back of IEG funding.			
	The following ODPM Priority Outcomes are reliant in part on the conclusion of the Revs & Bens review. R11, G15, R16 (related to CT and Housing Benefit)	Come to conclusion on review of Revenues and Benefits service provision. Identify project sponsor and create project activity plan. Assign resources. Follow activity plan.	Finalised activity plans  Achievement of relevant outcomes	31 <sup>st</sup> March 2005  31 <sup>st</sup> December 2005	Way forward finalised by SODC and VWHDC. These outcomes must be specified for inclusion in revised service provision.

**Quarterly Governance Report  
Best Value Performance Indicators. Our current performance in 2005/06.**

**Key:** N/a = Not Applicable  
**Trend arrows** Top and Bottom quartile data is against all Districts  
 The arrow compares first quarter performance with the last quarter 2004/5. It is not possible to do this comparison for all indicators.  
**Quartile column:** Top (T), Middle (M), Bottom (B) - Q1 performance against 2003-04 quartiles

Red - off target	Yellow - on target	Green - above target
↑	↓	→
↑	↓	→

BVPI	Indicator Description	Tgt/ Ind	TQ 03/04	BQ 03/04	Actual 04/05	Target 05/06	Actual Q1	Actual Q2	Actual Q3	Actual Q4	on/off Tgt	Comments	Quartile	Perf Trend	Target 06/07
<b>Corporate Health</b>															
2a	Equality Standard for Local Government Level	T	0	0	2	2	2	0	0	0	0		N/a	→	2
2b	The duty to promote race equality checklist score	T	55	26	58	68	58	0	0	0		Work profiled for later in the year	T	→	78
8	% Invoices paid on time	T	96.74	90.89	91.05	100	94.05	0	0	0		Making steady progress towards target	M	↑	100
9	Council tax collected (%)	T	98.5	97.2	99.5	99.3	29.8	0	0	0			T	N/a	99.2
10	NNDR collected (%)	T	99.12	98	99.7	99.4	29.26	0	0	0			T	N/a	99.4
11a	% of top 5% of earners that are women	I	26.69	14.7	16.67	20	13.33	0	0	0			B	↓	23.5
11b	% of top 5% of earners that are from ethnic minorities	I	2.2	0	0	1.75	7.14	0	0	0			T	↑	1.95
11c	% of top 5% earners with a disability	I	0	0	0	7	7.14	0	0	0		New indicator	N/a	N/a	7
12	Days sick per member of staff	T	8.93	11.82	9.22	9	9.32	0	0	0		Slightly above target	M	↓	9
14	Early retirements / staff	I	0.14	1.02	1.53	0.25	0	0	0	0			T	↑	0.2
15	Ill health retirements / staff	I	0	0.61	0	0.25	0	0	0	0			T	→	0.25
16a	% staff with disabilities	I	4.11	1.72	4.3	4.1	4.66	0	0	0			T	↓	4.1
17a	% staff from ethnic minorities	I	2.4	0.6	2.4	2.4	2.47	0	0	0			T	↓	2.4
157	% types of interaction delivered electronically	T	72	50.3	69.1	100	74.5	0	0	0		Projected outcome at end of December 2005 is 94% if all projects completed on time.	T	↑	100

<b>Housing</b>															
BVPI	Indicator Description	Tgt/ Ind	TQ 03/04	BQ 03/04	Actual 04/05	Target 05/06	Actual Q1	Actual Q2	Actual Q3	Actual Q4	on/off Tgt	Comments	Quartile	Perf Trend	Target 06/07
64	No of vacant private sector dwellings returned into occupation	T	0	0	11	4	0	0	0	0		Cyclical nature of PI activity results in majority of re-occupations being obtained in latter part of FY (most in last quarter of FY)	N/a	↓	3
183a	Average length of stay in B&B (weeks)	T	1.18	8.8	5.73	6	2.71	0	0	0			M	↑	6
183b	Average length of stay in Hostel (weeks)	T	0	22.25	27.89	20	12.36	0	0	0			M	↑	22
202	No of people sleeping rough on a single night	T	0	0	1	1	0	0	0	0		Annual Reporting	N/a	N/a	1
203	% change in average number of families with dependant children in temporary accommodation	T	0	0	-15.77	5	0	0	0	0		Annual Reporting	N/a	N/a	5

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Best Value Performance Indicators. Our current performance in 2005/06.**

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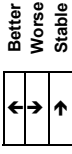
Red - off target  
Yellow - on target  
Green - above target

Better  
↑  
Worse  
↓  
Stable  
→

BVPI	Indicator Description	Tgt/ Ind	TQ 03/04	BQ 03/04	Actual 04/05	Target 05/06	Actual Q1	Actual Q2	Actual Q3	Actual Q4	on/off Tgt	Comments	Quartile	Perf Trend	Target 06/07
213	Number of households considered homeless for whom housing advice casework intervention resolved their situation.	I	0	0	0	0	0.23	0	0	0		Number is based on number of households assisted through successful casework and dividing this figure by the number of thousand households in the Vale (current household figure - 48,174). 11 successful prevention cases in the 1st Quarter with 33 homeless presentations in the period.	N/a	N/a	0
214	Housing advice service: Repeat homelessness (%)	I	0	0	0	0	0	0	0	0		No repeat homeless applications during the 1st Quarter 2005/06 FY	N/a	N/a	0
<b>Benefits</b>															
76a	Benefit security - no of visits per 1000 cases	T	304	64.11	269.55	273	68	0	0	0		Multipled by 4 to give estimated annual figure - 272	M	↓	273
76b	Benefit security - no of investigators per 1000 cases	T	0.48	0.26	0.18	0.19	0.19	0	0	0			B	→	0.38
76c	Benefit security - no of investigations per 1000 cases	T	61.7	32.87	82.59	89	25.82	0	0	0		Multipled by 4 to give estimated annual figure - 97.12	T	↑	89.5
76b	Benefit security - no of prosecutions per 1000 cases	T	5.83	1.77	12.45	10	2.5	0	0	0		Multipled by 4 to give estimated annual figure - 10	T	↓	12
78a	Average time for processing new claims	T	31	46.3	25	36	27	0	0	0			T	↓	36
78b	Average time for processing changes of circumstances	T	7.2	13	5	9	8	0	0	0			M	↓	9
79a	% of cases where calculation was correct	T	99	96.8	99	99	98.4	0	0	0			M	↓	99
79b(i)	% of overpayments recovered as a % of Housing Benefit deemed recoverable	T	55.6	39.32	56.87	55.6	0	0	0	0	N/a	Annual reporting	N/a	N/a	55.6
79b(ii)	% overpayments recovered during the period including overpayments identified during the period	I	0	0	0	105	0	0	0	0		Annual reporting	N/a	N/a	105
79b (iii)	% of overpayments written off	I	0	0	0	5.5	0	0	0	0		Annual reporting	N/a	N/a	5.5
<b>Environment</b>															
82a	% of household waste recycled	T	16.86	10.85	21.3	24	21.3	0	0	0		Promotional schemes have now commenced	T	→	25
82aii	Total tonnage of waste recycled	T	0	0	0	10179	2211	0	0	0		As above	N/a	N/a	10325
82b	% of household waste composted	T	5.14	0	0.02	1	0	0	0	0		New composting scheme now commenced	B	→	3
82bii	Total tonnage of waste composted	T	0	0	0	407	0	0	0	0		As above	N/a	N/a	1239
84	Household waste collected	I	371.7	430.3	348	351	89.39	0	0	0		Waste arising for 1st quarter 2005/6 up by 3% compared with a 7% reduction for 1st quarter 2004/5. Trying to establish cause	T	↓	353

**Quarterly Governance Report**  
**Best Value Performance Indicators. Our current performance in 2005/06.**

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BVPI	Indicator Description	Tgt/ Ind	TQ 03/04	BQ 03/04	Actual 04/05	Target 05/06	Actual Q1	Actual Q2	Actual Q3	Actual Q4	on/off Tgt	Comments	Quartile	Perf Trend	Target 06/07
84b	% change (from previous year) in the waste collected (KG per head per annum)	T	0	0	0	0	0	0	0	0	0	As above	N/a	N/a	0.5
86	Cost of waste collection (£)	T	0	0	41.15	41.9	0	0	0	0	N/a	Annual reporting	N/a	N/a	42.56
166a	Environmental health checklist (%)	T	90	68.4	56.25	73	56.25	0	0	0	N/a	Indicator to be reported as at position on 31 March 2006. Work planned to achieve target to be carried out throughout the year.	B	→	83
199	Cleanliness of relevant land and highways (%)	T	12	25.2	22	18	0	0	0	0	N/a	Annual reporting	N/a	N/a	15
<b>Planning</b>															
106	% new homes on brown field sites	T	86	45.2	92	60	0	0	0	0	N/a	6 monthly reporting	N/a	N/a	60
109a	% of major planning applications in 13 weeks	T	63.58	40.25	51	60	29	0	0	0	0	Only 7 major applications were determined. Major applications require Section 106 agreements for highway contributions with the County Council which is not within the Vale's control. Representations have been made to Oxfordshire County Council to improve their speed of performance on Section 106s.	B	↓	60
109b	% of minor planning applications in 8 weeks	T	71	52	51	65	60	0	0	0	0	See comments in Key issues report	M	↑	65
109c	% of other planning applications in 8 weeks	T	86	73.98	77	80	85	0	0	0	0		M	↑	80
179	% standard searches in 10 days	T	100	93.28	99.6	100	99.87	0	0	0	0	Close to target.	M	↑	100
200a	Did authority submit the Local Development Scheme by 28.3.2005 (new 2005-6)	T	0	0	0	yes	yes	0	0	0	N/a	Annual reporting	N/a	N/a	yes
200b	Has authority met the Local Development Scheme milestones (new for 2005-6)	T	0	0	0	yes	0	0	0	0	N/a	6 monthly reporting	N/a	N/a	yes
200c	Did the authority publish an annual monitoring report by December of the last year	I	0	0	0	yes	0	0	0	0	N/a	Annual reporting	N/a	N/a	yes
204	% appeals allowed against authorities decisions to refuse planning permission	T	0	0	32	35	0	0	0	0	N/a	6 monthly reporting	N/a	N/a	35
205	Quality of service checklist (%)	T	0	0	72	80	0	0	0	0	N/a	6 monthly reporting	N/a	N/a	85
219a	Total number of conservation areas	I	0	0	0	52	0	0	0	0	N/a	Annual reporting	N/a	N/a	52
219b	% of conservation areas with an up to date character appraisal	I	0	0	0	0	0	0	0	0	N/a	Annual reporting	N/a	N/a	10

**Quarterly Governance Report  
Best Value Performance Indicators. Our current performance in 2005/06.**

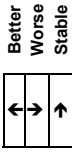
Key: N/a = Not Applicable

Top and Bottom quartile data is against all Districts

Trend arrows

The arrow compares first quarter performance with the last quarter 2004/5. It is not possible to do this comparison for all indicators.

Quartile column: Top (T), Middle (M), Bottom (B) - Q1 performance against 2003-04 quartiles



BVPI	Indicator Description	Tgt/ Ind	TQ 03/04	BQ 03/04	Actual 04/05	Target 05/06	Actual Q1	Actual Q2	Actual Q3	Actual Q4	on/off Tgt	Comments	Quartile	Perf Trend	Target 06/07	
219c	% of conservation areas with published management proposals	I	0	0	0	0	0	0	0	0	N/a	Annual reporting	N/a	N/a	4	
Community Development																
126	Domestic burglaries per 1000 households	I	0	0	5.38	5.36	1.52	0	0	0	0	Off target by four offences. Action by Police to deal with one prolific offender should see an improvement for next quarter	N/a	↓	5.36	
127a	Violent crimes per 1000 population	I	0	0	0	10.46	2.97	0	0	0	0	Could be due to re-categorisation of some common assaults as woundings	N/a	N/a	10.1	
127b	Robberies per 1000 population	I	0	0	0	0.24	0.05	0	0	0	0		N/a	N/a	0.23	
128	Vehicle crimes per 1000 population	I	0	0	6.1	6.9	1.65	0	0	0	0		N/a	↓	6.5	
156	% of authority buildings open to the public - accessible for disabled	T	67	27	83	100	83	0	0	0	0		T	→	100	
174	No of racial incidents recorded per 100,000 population	I	0	0	0	0.86	0.86	0	0	0	0	1 incident reported during the 1st Quarter - this related to racist graffiti in multi-storey car park.	N/a	↓	0.86	
175	% of racial incidents that resulted in further action	T	100	0	N/a	100	100	0	0	0	0	The Council undertook action to remove the racist graffiti reflected by BVPI174.	T	→	100	
225	Actions against domestic violence	I	0	0	0	0	0	0	0	0	N/a	Annual Reporting	N/a	N/a	0	
226a	Advice and guidance services - total spent £	I	0	0	0	200000	200000	0	0	0	0		N/a	N/a	200000	
226b	CSL Quality Mark % monies spent on advice and guidance provided by external organisations	I	0	0	0	75	75	0	0	0	0		N/a	N/a	75	
226c	Advice and guidance services - direct provision £	I	0	0	0	450000	450000	0	0	0	0		N/a	N/a	450000	

## Corporate Governance financial report

All figures are as at end June 2005

Note: Actuals include commitments and have been adjusted to eliminate timing differences

	Original budget	Latest budget	Profiled budget	Adjusted Actuals	Variance £	Variance %
<u>Expenditure</u>						
Salaries	8,387,210	8,225,910	1,942,215	1,844,607	(97,608)	(5.0%)
Leisure salaries	264,460	264,460	66,115	67,806	1,691	2.6%
	8,651,670	8,490,370	2,008,330	1,912,413	(95,917)	(4.8%)
Overtime	88,540	106,790	30,635	38,692	8,057	26.3%
Temporary & Agency staff	74,390	125,140	74,598	63,668	(10,930)	(14.7%)
Training	91,890	91,890	22,973	21,585	(1,388)	(6.0%)
Repairs & Maintenance	335,340	449,240	112,910	24,750	(88,160)	(78.1%)
Temporary accommodation costs	100,000	100,000	25,000	18,303	(6,697)	(26.8%)
Partnership & Community grants	641,580	660,150	176,123	8,569	(167,554)	(95.1%)
Benefit payments	16,919,050	16,919,050	3,240,500	3,369,013	128,513	4.0%
Other expenditure	11,800,770	11,836,950	3,148,036	2,018,594	(1,129,442)	(35.9%)
<b>TOTAL EXPENDITURE excluding support and capital</b>	<b>38,703,230</b>	<b>38,779,580</b>	<b>8,839,105</b>	<b>7,475,587</b>	<b>(1,363,518)</b>	<b>(15.4%)</b>
<u>Income</u>						
Car Parking	(800,920)	(901,420)	(254,895)	(213,911)	40,984	16.1%
Benefit Subsidy	(16,497,020)	(16,497,020)	(4,124,255)	(4,214,678)	(90,423)	(2.2%)
Temporary accommodation	(270,000)	(150,000)	(37,500)	(88,007)	(50,507)	(134.7%)
Planning	(440,000)	(532,400)	(133,100)	(130,668)	2,432	1.8%
Building Control	(545,000)	(545,000)	(136,250)	(125,670)	10,580	7.8%
Leisure	(345,280)	(353,380)	(89,670)	100,311	189,981	211.9%
Investment income	(478,000)	(478,000)	(108,600)	(136,427)	(27,827)	(25.6%)
Other income	(3,855,420)	(3,914,370)	(987,108)	(758,528)	228,580	23.2%
<b>TOTAL INCOME excluding support and capital</b>	<b>(23,231,640)</b>	<b>(23,371,590)</b>	<b>(5,871,378)</b>	<b>(5,567,578)</b>	<b>303,800</b>	<b>5.2%</b>
<b>NET POSITION excluding support and capital</b>	<b>15,471,590</b>	<b>15,407,990</b>	<b>2,967,727</b>	<b>1,908,009</b>	<b>(1,059,718)</b>	<b>(35.7%)</b>

**Corporate Governance Report to Executive  
2005/06 Quarter 1 - to the end of June 2005  
Financial Commentary**

The following comments are provided to explain the attached high level budget monitoring figures.

**SUMMARY**

The attached Corporate Governance report for the first quarter indicates an **underspend** of £1.1m (36%). This reflects expenditure and income transactions to the end of June as recorded on the financial management system ('fms') except for Contingency and external investment income.

The actual income and expenditure for Benefits is accurately shown, having been adjusted to remove the timing effects of late 2004/05 movements. The budget for internal investment income has been approximated for this report, but is considered to be generally accurate.

The overall underspend is due in part to the achievement of Service Prioritisation Plans (SPPs). For example the relevant departmental budgets have not been adjusted for the £400k saving in Assisted Transport, nor the £300k saving in the former Technical Services cost centres, nor any of the other SPPs. These savings will be actioned by way of permanent budget adjustments to Contingency in time for the August-end monthly budget monitoring round and will be reflected in the Second Quarter Corporate Governance report.

The achieved SPP savings do not account for the entire underspend and detailed explanations are provided below. The net underspend position is consistent with the monthly budget monitoring undertaken by Potfolio Holders and Assistant Directors - with few significant variances being highlighted to date.

**DETAILED COMMENTARY**

**Salaries** were underspent by £96k (4.8%) in total. This reflects the achievement of the Service Prioritisation Plan for Realigning Technical Services, following the deletion of engineering posts. This unspent budget will be transferred to Contingency and so will not distort future reports.

The net overspend on **Overtime** covers a number of variances on various cost centres, some of which are significant. In order to ensure these are being actively managed to avoid any year-end overspend I have reminded Assistant Directors to monitor all variances closely and to flag any significant variances with their Portfolio Holder in the monthly review meetings.

The large £88k (78%) underspend on **Repairs and Maintenance** reflects a large brought forward budget provision from 2004/05 which will be utilised later in the year (including Abbey House window redecoration).

The apparent underspend on **Partnership and Community Grants** of £167k (95%) is due to a number of 2004/05 grants still not having been paid out.

The **Benefits** figures have been adjusted to remove the misleading variances caused by the timing of accruals and cashflows. The net position is £38k (4.3%) overspend which is within acceptable tolerances given the volatility and size of these demand-led budgets.

**Car Parking income** is £41k (16.1%) underachieving. This is due to a fall in customer numbers, greater than that envisaged in the budget calculation. Detailed analysis suggests that this trend will continue and updated estimates will inform the Revised Budget setting process. In the meantime officers are assessing possible corrective action to minimise the outturn impact.

**Leisure Income** appears to indicate a £190k underachievement. £168k of this variance is caused by a delay in receiving 2004/05 budgeted dual use and other income. Officers are taking steps to recover the income as quickly as possible. The remaining £22k underachievement is spread over several cost centres, which will be addressed through monthly monitoring.



**Other Expenditure** and **Other Income** cover a myriad budgets which cannot be adequately addressed in this report. The £400k saving arising from the Service Prioritisation Plan for concessionary fares as well as other achieved savings will account for much of the underspend on **Other Expenditure** (these unspent budgets will be transferred to Contingency and so will not distort future reports). Any other significant variances will be examined in the monthly performance management meetings.

# STRATEGIC RISK REGISTER

NB. There is no separate Action Plan. Actions and contingencies are either described herein or referenced if they are described elsewhere

Ref	The Threats: What can happen How it can happen	Category of Risk	Inherent Score	Mitigation	Residual Score / Impact Level	Risk Acceptable or further action needed to reduce it	Owner Member/ Officer	Contingency / Action Plan ref
16	Failure of Financial Management	Operational	25	<ul style="list-style-type: none"> <li>Financial Regulations &amp; Contract Standing Orders</li> <li>Appropriately Trained Staff &amp; members</li> <li>Segregation of duties</li> <li>Robust Financial management system</li> <li>Reporting regime</li> <li>Insurance</li> </ul>	19 Most Severe	Risk acceptable subject to mitigations remaining in force and valid	JP/SB	<ul style="list-style-type: none"> <li>Emergency meeting of SMG to take control of situation involving S151 or deputy</li> </ul>
24	Failure to plan corporately – ISFP	Change	24	<ul style="list-style-type: none"> <li>ISFP Process in place</li> <li>Reporting &amp; Monitoring</li> <li>Scrutiny</li> <li>Strong financial position</li> <li>SMG Review</li> <li>Corporate Plan</li> <li>Resource planning</li> <li>Capacity planning</li> <li>Further review of ISFP to better match outcomes &amp; Capacity</li> </ul>	18 Major	Risk acceptable but can be mitigated further by continuous improvement of existing mitigations	JP/SB	<ul style="list-style-type: none"> <li>Continued focus by SMG and improved engagement of wider Members and Officers.</li> <li>Revise Corp Planning Process Timetable.</li> <li>Service Plan                             <ul style="list-style-type: none"> <li>finance</li> <li>Audit, PM &amp; ICT</li> </ul> </li> </ul>
25	Failure to achieve overall VVP package; Failure to achieve budget reductions required for MTFP; Failure to achieve a Sharper Commercial Focus.	Change	24	<ul style="list-style-type: none"> <li>Assigned member &amp; director responsibilities to achieve</li> <li>Planned &amp; Monitored regularly</li> <li>Spread of risks with multiple projects</li> <li>Regular monitoring of progress on VVPs</li> <li>Corporate Commitment</li> <li>Taking external advice</li> <li>Monitoring progress by SMG</li> <li>Internal Audit Report</li> </ul>	14 Major	Risk acceptable subject to mitigations remaining in force and valid	JP/SB	Identify alternative budget savings to meet MTFP requirement.  Revise Procurement Strategy & Processes;  Agree Shared Services initiatives;

# STRATEGIC RISK REGISTER

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Ref	The Threats: What can happen How it can happen	Category of Risk	Inherent Score	Mitigation	Residual Score / Impact Level	Risk Acceptable or further action needed to reduce it	Owner Member/ Officer	Contingency / Action Plan ref
15	Recruitment & retention of key staff	Operational	23	<ul style="list-style-type: none"> <li>Market Premia policy</li> <li>Training programmes</li> <li>IIP</li> <li>Working environment</li> <li>Specialist Personnel Committee(PRAC) responsible for establishment</li> <li>Joint Consultative Committee</li> <li>Staff Consultative Advisory Group</li> <li>Flexible working</li> <li>Reviewed suite of HR policies &amp; Procedures "Working at the Vale"</li> <li>SPP</li> <li>Pensions</li> </ul>	17 Moderate	Risk acceptable subject to mitigations remaining in force and valid, and actions plan being completed	JP/TAS	<ul style="list-style-type: none"> <li>Pay &amp; Workforce Strategy</li> <li>Conclude pay &amp; grading implementation (Competency bars)</li> </ul>
19	Major IT Failure	Operational	23	<ul style="list-style-type: none"> <li>Anti virus software</li> <li>Distributed systems</li> <li>Disaster recovery plan</li> <li>Back ups maintained off site</li> <li>Manual system back ups</li> <li>Effective user training</li> </ul>	13 Moderate	Risk acceptable subject to mitigations remaining in force and valid	RS/SB	
12	Major Health & Safety incident	Operational	21	<ul style="list-style-type: none"> <li>Health &amp; Safety Management Group</li> <li>H&amp;S Procedures – addressed at every service area</li> <li>Reports to Executive</li> <li>Specialist H&amp;S Advisor</li> <li>Reduced likelihood of negligence through procedures</li> <li>Insurance</li> <li>DDA Policy</li> </ul>	9 Moderate	Risk acceptable subject to mitigations remaining in force and valid	JP / TAS	

# STRATEGIC RISK REGISTER

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Ref	The Threats: What can happen How it can happen	Category of Risk	Inherent Score	Mitigation	Residual Score / Impact Level	Risk Acceptable or further action needed to reduce it	Owner Member/ Officer	Contingency / Action Plan ref
18	Poor Communication with stakeholders and staff	Operational	21	<ul style="list-style-type: none"> <li>Resource Posts</li> <li>Communication Strategy Internal &amp; External Newspapers</li> <li>Membership on outside bodies</li> <li>Network contacts</li> </ul>	13 Moderate	Risk acceptable subject to mitigations remaining in force and valid, subject to actions being implemented.	JP / TAS	<ul style="list-style-type: none"> <li>Appointment of communications staff</li> <li>Implementation of consultation &amp; communications strategy</li> </ul>
20	Political Instability	Operational	21	<ul style="list-style-type: none"> <li>Constitution</li> <li>Annual Budget statement provides over view of medium term direction</li> <li>Key issues list reported &amp; monitored by Executive</li> <li>SMG – to ensure clarity &amp; positive relationships between members &amp; officers</li> </ul>	13 Moderate	Risk acceptable subject to mitigations remaining in force and valid	JP/TAS	<ul style="list-style-type: none"> <li>Clear Corporate Plan &amp; MTFP</li> </ul>
22	Failure to manage major projects effectively	Change	21	<ul style="list-style-type: none"> <li>Project Management methodology</li> <li>Contract Standing Orders &amp; Financial Regulations</li> </ul>	18 Major	Risk acceptable subject to mitigations remaining in force and valid, subject to actions being implemented.	JP/SB	<ul style="list-style-type: none"> <li>Service Plan – Audit, PM &amp; ICT</li> </ul>
4	Changes arising from Central Government Legislation/ EU	External	23	<ul style="list-style-type: none"> <li>LGA membership – spot things coming over horizon</li> <li>County networks to deal with changes</li> <li>Resourcing reports done once change is identified</li> <li>Financial strength Reserves</li> </ul>	12 Minor	Risk acceptable subject to mitigations remaining in force and valid	JP / DMQ	

# STRATEGIC RISK REGISTER

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Ref	The Threats: What can happen How it can happen	Category of Risk	Inherent Score	Mitigation	Residual Score / Impact Level	Risk Acceptable or further action needed to reduce it	Owner Member/ Officer	Contingency / Action Plan ref
6	Failure to address rising public expectations	External	20	<ul style="list-style-type: none"> <li>Communications</li> <li>Community Strategy approach – self help for communities</li> <li>Medium term plan – budget statement</li> <li>Implementation of Community Strategy</li> </ul>	17 Moderate	Risk acceptable subject to mitigations remaining in force and valid, subject to action being implemented.	JP/TAS	<ul style="list-style-type: none"> <li>Implementation of communications and consultation strategies</li> </ul>
10	Failure of partners/contractor to deliver services	External	20	<ul style="list-style-type: none"> <li>Selection processes – including financial aspects/contract standing orders</li> <li>Contract process – creation of robust contracts</li> <li>SLAs</li> <li>Local Strategic Partnership – good communication/shared understanding</li> <li>Learning from past experience</li> </ul>	13 Moderate	Risk acceptable subject to mitigations remaining in force and valid	TdV/DMQ	<ul style="list-style-type: none"> <li>Intervention Board formed at senior level to take over service provision.</li> <li>Business continuity</li> </ul>
1	Industrial Action impacting on our services	External	18	<ul style="list-style-type: none"> <li>Sound HR Policies</li> <li>Union recognition for internal aspects</li> <li>Business continuity plans</li> </ul>	13 Moderate	Risk acceptable subject to mitigations remaining in force and valid, and subject to action being implemented.	JP/TAS	<ul style="list-style-type: none"> <li>Business Continuity plans need updating</li> </ul>
14	Loss of physical infrastructure	Operational	18	<ul style="list-style-type: none"> <li>Business continuity plans</li> <li>Alarm systems</li> <li>ICT Disaster recovery</li> <li>Post room procedures</li> <li>Links to county emergency planning</li> <li>PAT testing</li> </ul>	18 Major	Risk acceptable subject to mitigations remaining in force and valid, and subject to action being implemented.	JM/DMQ	<ul style="list-style-type: none"> <li>Business Continuity plans need updating</li> </ul>

# STRATEGIC RISK REGISTER

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Ref	The Threats: What can happen How it can happen	Category of Risk	Inherent Score	Mitigation	Residual Score / Impact Level	Risk Acceptable or further action needed to reduce it	Owner Member/ Officer	Contingency / Action Plan ref
26	Allegations of illegal act by Member/Officer	Reputation	18	<ul style="list-style-type: none"> <li>Standards Committee</li> <li>Comments &amp; Complaints Procedures</li> <li>Code of Conduct</li> <li>Member Induction</li> <li>Register of Interests/Gifts</li> </ul>	9 Moderate	Risk acceptable subject to mitigations remaining in force and valid, and subject to action being implemented.	JP/TAS	<ul style="list-style-type: none"> <li>CEO/Monitoring Officer/Leader &amp; Leader of Oppositions take control of the situation</li> <li>Prepare Communication Procedure</li> </ul>
7	Major External Natural or Deliberate Disaster	External	15	<ul style="list-style-type: none"> <li>Emergency plan</li> <li>Practises with the County &amp; emergency services</li> </ul>	6 Moderate	Risk acceptable subject to mitigations remaining in force and valid	JP/TAS	<ul style="list-style-type: none"> <li>Emergency Plans</li> </ul>
9	Failure of external institutions affecting financial position	External	15	<ul style="list-style-type: none"> <li>Policy re maximum levels – limits liability</li> <li>Credit ratings</li> <li>Financial management</li> <li>Reserves</li> </ul>	6 Moderate	Risk acceptable subject to mitigations remaining in force and valid	RS/SB	
2	Poor Media Relations	External	13	<ul style="list-style-type: none"> <li>Issue regular media releases</li> <li>Network with press</li> <li>Media invited to events</li> <li>Openness</li> </ul>	5 Minor	Risk not mitigated actions to be implemented	JP/TAS	<ul style="list-style-type: none"> <li>Implementation of corporate communications strategy</li> <li>Profile to be raised</li> </ul>
17	Failure of Operational Management	Operational	13	<ul style="list-style-type: none"> <li>Recruitment &amp; retention of properly qualified and trained staff</li> <li>Service plans</li> <li>Performance indicators</li> <li>Reactive portfolios</li> <li>Clear management responsibilities</li> <li>ISO procedures</li> <li>Regular monitoring of service plans &amp; performance</li> </ul>	8 Minor	Risk acceptable subject to mitigations remaining in force and valid	JP/TAS	<ul style="list-style-type: none"> <li>Intervention by SMG</li> </ul>

## STRATEGIC RISK REGISTER

NB. There is no separate Action Plan. Actions and contingencies are either described herein or referenced if they are described elsewhere

Ref	The Threats: What can happen How it can happen	Category of Risk	Inherent Score	Mitigation	Residual Score / Impact Level	Risk Acceptable or further action needed to reduce it	Owner Member/ Officer	Contingency / Action Plan ref
21	External Intervention	Operational	13	<ul style="list-style-type: none"> <li>CPA Assessment completed</li> <li>Improvement Plan</li> <li>Maintain statutory duties</li> </ul>	6 Moderate	Risk acceptable subject to mitigations remaining in force and valid, and subject to action plan	JP / TAS	<ul style="list-style-type: none"> <li>CPA Action Plans</li> </ul>
8	Minor External Natural or Deliberate Disaster	External	12	<ul style="list-style-type: none"> <li>Emergency planning</li> <li>Flood defence schemes</li> </ul>	12 Minor	Risk acceptable subject to mitigations remaining in force and valid	JP/TAS	
11	Major Legal Claim against the Council	External	12	<ul style="list-style-type: none"> <li>Standing Orders</li> <li>Financial regulations</li> <li>Insurance</li> <li>Monitoring officer report</li> <li>Understanding of staff for their statutory duties</li> <li>Training programmes</li> </ul>	5 Minor	Risk acceptable subject to mitigations remaining in force and valid	JM/DMQ	<ul style="list-style-type: none"> <li>Legal Fund</li> </ul>
3	Loss of major economic player	External	6	<ul style="list-style-type: none"> <li>Economic development strategy</li> <li>Economic buoyancy of SE</li> <li>Economic diversity</li> </ul>	3 Minor	Risk acceptable subject to mitigations remaining in force and valid	JH/TS	
5	Debate starting on Local Government Re-organisation in SE	External	3	<ul style="list-style-type: none"> <li>Nothing</li> </ul>	3 Minor	Risk acceptable	JP / TAS	

**SUMMARY OF SICKNESS 2005-06**

	<b>Q1</b>	<b>Q1 Target</b>	<b>Q2</b>	<b>Q2 Target</b>	<b>Q3</b>	<b>Q3 Target</b>	<b>Q4</b>
	No. average days sickness/mth	Av. days lost per FTE/mth	No. average days sickness/mth	Av. days lost per FTE/mth	No. average days sickness/mth	Av. days lost per FTE/mth	No. average days sickness/mth
Audit & ICT	3.83	0.2					
Benefits	16.83	0.73					
Building Control (inc DSO)	4.5	0.2					
Chief Executives Office	0.83	0.14					
Contact Services	10.67	0.38					
Democratic Services	2.33	0.14					
Emergency Planning	0	0					
Environmental Health	33.17	1.12					
Finance	49.17	2.08					
Housing & Community Safety	11.17	0.49					
Human Resources	1.83	0.28					
Legal Services	0.83	0.1					
Leisure	17.17	0.41					
Planning	78.17	1.89					
Property & Estates	2.33	0.26					
Steve Bishop	3	1.5					
Tim Sadler	0	0					



**SUMMARY OF TURNOVER 2005-06**

	Q1		Q1 Target		Q2		Q2 Target		Q3		Q3 Target		Q4	
	Av. No. employees left/mth	Av. Turnover/mth	Av. No. employees left/mth	Av. Turnover/mth	Av. No. employees left/mth	Av. Turnover/mth	Av. No. employees left/mth	Av. Turnover/mth	Av. No. employees left/mth	Av. Turnover/mth	Av. No. employees left/mth	Av. Turnover/mth	Av. No. employees left/mth	Av. Turnover/mth
Audit & ICT	0.33	1.67%												
Benefits	0.33	1.39%												
Building Control (inc DSO)	0	0												
Chief Executives Office	0	0												
Contact Services	0	0												
Democratic Services	0	0												
Emergency Planning	0	0												
Environmental Health	0.33	1.11%												
Finance	0	0												
Housing & Community Safety	0.67	2.38%												
Human Resources	0	0												
Legal Services	0	0												
Leisure	0.33	0.69%												
Planning	0	0												
Property & Estates	0	0												
Steve Bishop	0	0												
Tim Sadler	0	0												

**Commentary:** These figures are not exactly comparable to those of last year due to the change in structure. However, compared to the last quarter, average sickness has reduced. This may be due to the time of year as generally sickness is at its peak in Q4 and reduces in the summer months. However, some Service Areas retain their high levels of sickness, including Finance and Planning which have actually more sickness per FTE on average than last quarter, and EH which remains at a similar level to last quarter. Service Areas that have reduced their average sickness include Contact Services, Housing and Community Safety.

In respect of Turnover - this has fallen this quarter on average, compared to last quarter, with an average of just under 2 people leaving per month, compared to over 3 in the last quarter.

REPORT OF ASSISTANT DIRECTOR (LEISURE)  
TO THE EXECUTIVE  
2 SEPTEMBER 2005

**Tilsley Park – Health and Fitness Phase 2**

**1.0 Introduction and Report Summary**

- 1.1 This report provides information on the design of the proposed development of Tilsley Park. The report seeks agreement to the design and the progression of the project. A glossary is provided in Appendix 1.
- 1.2 The Contact Officer for this report is Nick Garnett, Assistant Director (Leisure), 01235 540337.

**2.0 Recommendations**

*The Executive are asked to agree:*

- 2.1 *The design of the proposed health and fitness development at Tilsley Park.*
- 2.2 *That Officers finalise the project details with SOLL and implement the development scheme with a view to opening the facility in the summer of 2006.*

**3.0 Relationship with the Council's Vision, Strategies and Policies**

- (a) This report supports vision strands A, F & G.
- (b) This report relates to the Vale's cultural strategy and the Recreation, Culture and Leisure Theme of the Vale's Community Strategy.
- (c) This report does not contradict any existing policy.

**4.0 Background and Supporting Information**

- 4.1 At its March 2005 meeting the Executive considered a report concerning the development of a health and fitness facility at Tilsley Park. The Executive resolved:
- a) That the Director of Social and Cultural Services be authorised to proceed with the development of a health and fitness facility at Tilsley Park;
  - b) That the Assistant Director (Finance) be authorised to determine which basis of capital funding should be used to maximise the return to the Council; and
  - c) That if planning consent is not required, the Executive's approval be sought to the design of the health and fitness development prior to any works taking place on site.
- 4.2 Following this meeting of the Executive Roger Lyons, the architect used to design the original facility, has been engaged to design this extension in keeping with the original planning permission and design criteria. Discussions have taken place with SOLL with respect to the internal layout of the health and fitness facility.
- 4.3 Attached are two plans of the proposed extension. The first three are external layouts of the extension from three sides. The fourth plan is an internal layout. Alterations to the original proposal, given planning permission, are required due to the need for an external

wall at the back of the extension (East elevation). This is due to this originally being an internal wall dividing this area from a bowls hall.

- 4.4 A meeting to discuss these proposals has been held with Development Control and the Chair of the Development Control Committee. The alterations required have been identified as those that can be dealt with as minor amendments to the original planning permission.
- 4.5 The internal layout, plan 4, depicts six main areas with the proposed facility. These being:
- i. A Kinesis Studio;
  - ii. A Dance Studio;
  - iii. A Spinning Studio (labelled 'Spin');
  - iv. A Cardiovascular Studio ( the area with rows of equipment identified);
  - v. A Weights area (between the Kinesis Studio and the area marked 'Reception'); and
  - vi. A Reception and consultation room at the left of the drawing and the entrance to this extension from the existing facility.
- 4.6 Others elements of the proposed scheme include a health spa based facility located in the buffer changing accommodation in the main building and a sunbed. The exact health spa product to be used is yet to be determined although it is likely to be either sauna or steam or some combination of these services.
- 4.7 The Kinesis Studio will have as its core function the Technogym Kinesis concept and equipment. The Kinesis concept is one of mind and body movement in a context that helps achieve inner balance and harmony of the body in space, its objective is to recapture movement at its most natural form. The equipment consists of four stations: Alpha; Beta; Gamma; Delta; which use wires which offer a resistance as the basis for exercise. More details and visuals will be provided. This substantially differentiates this facility from others in the Abingdon area and will be one of only 6 or so in the country to have the product.
- 4.8 Other health and fitness based activities that will be provided for in the new facility include: Pilates; Yoga; Tai Chi; Personal Training and a range of other exercise and relaxation based classes.
- 4.9 A marketing plan is in the process of being drafted that identifies the overall proposition to be provided by this facility.
- 4.10 The capital funding of the scheme has been considered by the Executive and approved by Council. The Council agreed to add a capital scheme to the capital programme for 2005/06- 2006/07 at an estimated cost of £800,000. In this arrangement the Council will receive a higher rate of return on the capital invested than would otherwise have been achieved, and a reduction in SOLL's annual management fee. The return on the capital invested would be guaranteed from the point of handover to the end of the contract. Over the longer term the investment would result in enhanced facilities and increased asset value with greater income-generation capability, which should result in reduced management fees.
- 4.11 Should the Executive give approval for the project then a project manager will be appointed, tendering for the works will follow with a view to have the new facility open in the summer of 2006.

## 5.0 **Options**

- 5.1 The options are to either agree the design as presented; or
- 5.2 Seek amendments to the scheme.

## 6.0 **Conclusions**

- 6.1 This health and fitness project can bring service improvement and financial returns in the form of a grant reduction and a rate of return on the use of the Council's capital.
- 6.2 The scheme meets the requirements of the original planning permission with minor amendments and can therefore be agreed subject to the formal resolution of the minor amendments.

NICK GARNETT  
ASSISTANT DIRECTOR (LEISURE)

TIM SADLER  
STRATEGIC DIRECTOR

Background Papers: None

## **Appendix 1**

### **Glossary:**

**Personal Training:** one to one guidance offered by an instructor for a specific, normally time based, exercise session.

**Pilates:** Pilates represents a unique approach to exercise that develops body awareness, improving and changing the body's postural and alignment habits and increasing flexibility and ease of movement.

**Spinning:** Spinning is a fun and exciting bike based aerobic workout ideal for all fitness levels.

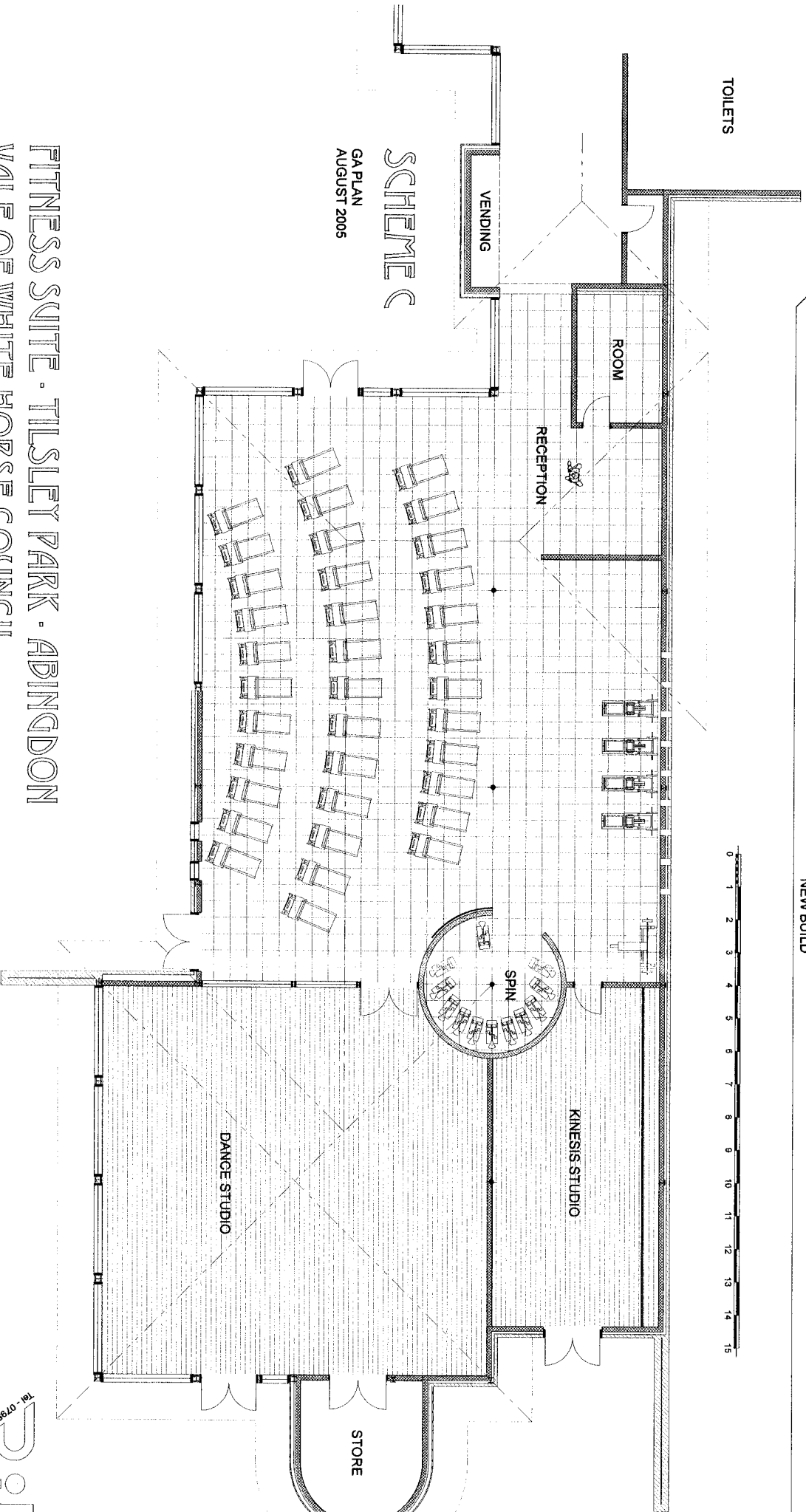
**Tai Chi:** Tai Chi is a Chinese mind/body discipline. A martial art it has been adapted and modified as a vehicle for health promotion, focusing on exercise, meditation and relaxation, incorporated into a healthy lifestyle. Tai Chi promotes postural awareness, deeper breathing and physical relaxation.

**Yoga:** Yoga is a mediation based activity used to free the body of tension and stress.

FITNESS SUITE · TILSLEY PARK · ABINGDON  
VALE OF WHITE HORSE COUNCIL

GA PLAN  
AUGUST 2005

SCHEME C



TOILETS

VENDING

ROOM

RECEPTION

SPIN

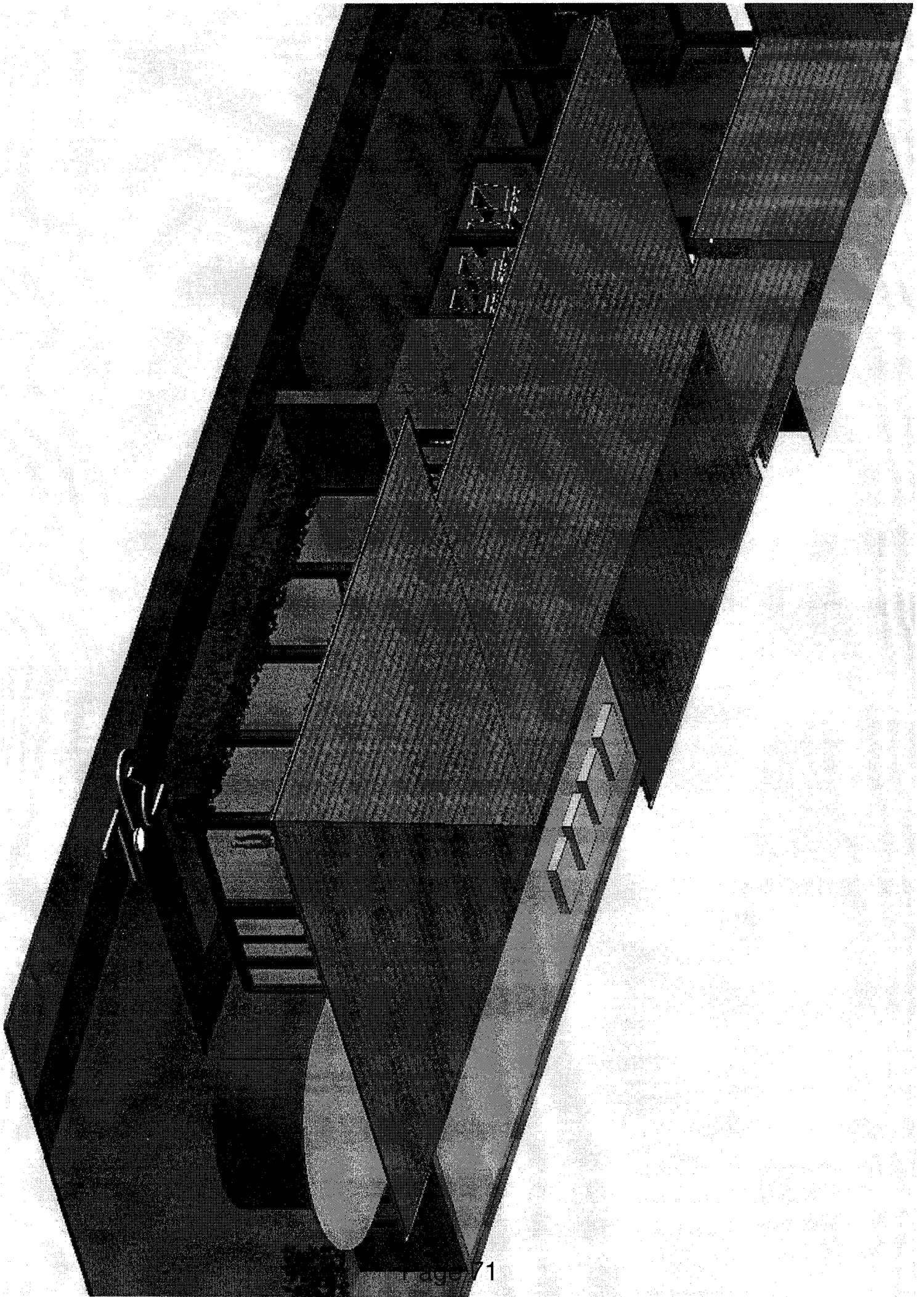
KINESIS STUDIO

DANCE STUDIO

STORE



NEW BUILD



REPORT OF THE STRATEGIC DIRECTOR  
TO THE EXECUTIVE  
2 SEPTEMBER 2005

**Civic Halls Procurement of Trust Management**

**1.0 Introduction and Report Summary**

- 1.1 This report covers the objectives and contract term for trust management of Wantage Civic Hall and Abingdon Guildhall, the democratic function's use of the halls, the Guildhall's potential contribution as a wider cultural venue and the way forward. It does not cover the Faringdon Corn Exchange.
- 1.2 The Contact Officer for this report is Nick Garnett, Assistant Director (Leisure), 01235 540337.

**2.0 Recommendations**

- 2.1 *The Executive is asked to agree the objectives of the Trust Management project as identified in 4.1.3;*
- 2.2 *The Executive is asked to agree that the contract term for management of Wantage Civic Hall and Abingdon Guildhall as eight and a half years;*
- 2.3 *The Executive is asked to agree to proceed with the Trust Management project with the service specified as it is currently provided, including the democratic function, with a view to seeking tenderers proposals on the potential impact of a relocation of this function and the re-development of the Guildhall to better meet the cultural needs of the District; and*
- 2.4 *The Executive is asked to agree the delegation to the Chief Executive, in consultation with the Executive Member with responsibility for the Leisure and Community, to deliver the project, including the shortlisting for the procurement.*

**3.0 Relationship with the Council's Vision, Strategies and Policies**

- (a) The report relates to objectives A, C and G of the Council's Vision
- (b) The report relates to the cleaner, greener, safer and healthier environment priority
- (c) The report does not contradict any Council policies

**4.0 Background and Supporting Information**

**4.1 Objectives for Trust Management of Halls Procurement**

- 4.1.1 Following the success of the transfer of the management of the leisure facilities to a Trust, SOLL (Vale) Limited, the management of the Vale's Halls (Wantage Civic Hall and Abingdon Guildhall) was identified as a possible extension of this means of operation.
- 4.1.2 The Council's budget for 05/06 identified the procurement of Trust Management for the Halls as a project to contribute to the Medium Term Financial Plan (MTFP). A figure of £75,000 was identified as a saving.



- 4.1.3 This saving is therefore the primary objective for the project. A broader statement of project objectives is needed. The following additional key objectives are proposed along the lines of those set for the leisure facilities exercise:
- a. To maximise the potential reductions in revenue expenditure required by those services
  - b. To protect existing Civic Halls from the possibility of needing to make further budget reductions in the future; and
  - c. Subject to not compromising the primary objectives that the following further objectives be set:
    - i. The identification of the potential for re-siting the Vale's democratic function and
    - ii. The identification of opportunities to meet a broader cultural need via the redevelopment of the Abbey Hall or other locations.

#### 4.2 Contract Term for Trust Management of Halls

- 4.2.1 The Council needs to determine the best contract term for the Halls' management contract. The Council's two facility management contracts run for ten years to: 2012 for the White Horse Leisure & Tennis Centre, and 2014 for Wantage and Faringdon Leisure Centres and Tilsley Park.
- 4.2.2 A balance has to be made in deciding on which term to use. A term long enough to provide an incentive to the contractor to develop and potentially invest in the facilities and services versus a contract that is too short where a contractor's margin will be generated from reducing costs.
- 4.2.3 Bringing the timing of contracts together creates the advantage of the Council dealing with one contractor, creating savings in administrative time that can be spent on developing the service. This also allows the Council and contractor to take a more strategic overview of the service.
- 4.2.4 The three main options are:
- a) A simple ten year contract as we have used in our existing arrangements;
  - b) A contract of six years, its termination coinciding with the White Horse Leisure & Tennis Centre (WHLTC) contract;
  - c) A contract of eight and a half years, its termination coinciding with the Wantage and Faringdon Leisure Centres and Tilsley Park contract.
- 4.2.5 A simple ten year contract would provide a good basis for service improvement but prevent contracts being brought together; this is therefore thought to be the least favourable option.
- 4.2.6 A six year contract to bring the contract in line with the WHLTC contract does not have the potential for providing a significant enough period to encourage service and facility investment.
- 4.2.7 An eight and a half year contract where the contracts are brought together giving time to encourage service and facility improvement.

#### 4.3 The Democratic Function

- 4.3.1 The democratic function makes heavy use of both halls but particularly the Guildhall. There is an opportunity to identify whether the democratic function should continue to be

located in these facilities as now or whether an alternative location would better meet the Council's needs.

4.3.2 A space could be created to primarily meet the democratic function's needs while offering a much enhanced venue for seminars and day conferencing. Such a facility could be operated in a re-configured Guildhall, Abbey House or another venue.

4.3.3 Prior to determining whether such a project should be pursued the impact on the loss of use for the Council's democratic function and potential for the space to be let for commercial hire needs to be identified. The Council would, in doing this, need to prevent increasing the cost of managing the Civic facilities, due to a loss in income that can not be replaced, set against the cost of any alternative venue.

#### 4.4 A Cultural Venue for Abingdon and the Vale

4.4.1 A re-figuration of the Guildhall and in particular the Abbey Hall could be considered for a cultural venue should the Old Gaol feasibility not prove viable.

4.4.2 Clearly the Guildhall could not meet all of the cultural functions identified for the Old Gaol e.g. a library and a museum. Which functions, how best to meet them, the cost of any alterations required and the impact they would have financially would require a detailed study.

### 5.0 Options

#### 5.1 Contract term

5.1.1 There are three options, 10 year, 6 year or an 8.5 year contract term.

#### 5.2 Democratic function and cultural use of the Guildhall

5.2.1 Conduct a feasibility in the future location of the democratic function in the Halls and further cultural uses of the Guildhall post tendering.

5.2.2 The alternative is to do this feasibility prior to tendering. This would result, as previously stated, in a significant re-configuration of the service plan and the removal of the £75,000 saving identified in the MTFP.

### 6.0 Conclusions

#### 6.1 Contract term

6.1.1 An eight and a half year contract seems to be the optimum option, where the contracts are brought together with time to encourage service and facility improvement.

#### 6.2 Democratic function and Cultural use of the Guildhall

6.2.1 The future location of the democratic function and the contribution that the Guildhall may be able to make in providing for a cultural venue for the Vale will require substantial work; the linking of these two projects would have to be considered. If such work were to be carried out now the Civic Hall trust management procurement exercise would have to be delayed, preventing the project's contribution to the delivery of the MTFP.

6.2.2 The proposed way forward is therefore to proceed with the procurement of Trust Management for the Civic Halls as planned, tenders being sought on the existing operation including the democratic function. This would allow a like for like comparison of bids and the selection of a Trust for the facilities future management with the objective of securing the sum identified in the MTFP.

6.2.3 In addition the tenderers should be asked to consider.

a. The removal of the democratic usage from the Halls and take a view on whether this function could be relocated, generating a reduction in the overall operating cost of the facilities.

b. The potential for the redevelopment of the Abbey Hall to meet a broader range of cultural needs and the financial impact of these changes.

This additional information would have two functions, to alert the Trusts to potential future changes in service and secondly commence a process which could determine a new direction for these facilities.

6.2.4 On the appointment of a Trust a more detailed feasibility study into these two issues could then commence with the contractor's full involvement. Any change to the service would then require a variation to the contract having jointly identified all of the implications.

NICK GARNETT  
ASSISTANT DIRECTOR (LEISURE)

TIM SADLER  
STRATEGIC DIRECTOR

Background Papers: None

**Review of the Comments,  
Complaints and Suggestions  
Received During 2004/05**

**August 2005**

## **REVIEW OF COMMENTS, COMPLAINTS AND SUGGESTIONS RECEIVED DURING 2004/05**

### **Introduction**

The Council's Vision stresses its commitment to providing high quality services, which meet the needs of those who live or work in the Vale or who visit the district to use the facilities or enjoy the countryside. The Council takes seriously comments and complaints made about the quality, nature or delivery of the services provided. Comments and suggestions are also used to review the effectiveness of the provision of these services. Compliments and thank-you letters are also recorded.

In 1993 the Council introduced a Comments and Complaints Procedure to ensure complaints are handled in a fair and objective way and that views expressed about the quality of services provided are acknowledged.

Leaflets explaining the procedure are available from all Council offices, the Council's Website, local libraries, the Wantage Independent Advice Centre, the Abingdon & District Citizens Advice Bureau and Oxford Citizen's Advice Bureau. The leaflet explains how to make a comment, complaint or suggestion and how it is handled by the Authority.

There are three stages to the Comments and Complaints Procedure. Although it is hoped the Council's staff can resolve complaints at the first stage within their directorates, complainants can request the Chief Executive to investigate their complaint under Stage 2 of the procedure. The third and final stage is when a complaint is referred to the Local Government Ombudsman. All other comments, suggestions and compliments are recorded and responded to, if applicable, at the first stage of the procedure.

This is the eleventh year a report on the comments, complaints, compliments and suggestions has been produced. This report covers those received in the year 1<sup>st</sup> April 2004 to 31<sup>st</sup> March 2005. It gives information about the comments and complaints handled under the procedure.

### **Results for the period 1<sup>st</sup> April 2004 to 31<sup>st</sup> March 2005**

247 comments and complaints were monitored under the procedure during the period (including 8 complaints under Stage 2 of the procedure). This is an increase of 105 from the year 2003/04. 299 compliments were received in the same period compared to 204 in the previous year showing an increase of 95. Table 1 at the end of this report provides the split of the types of communication received by the Council within Directorates.

The communications received are recorded according to the following categories:

**Policy** This category is used if a comment, complaint or compliment is about the Council's policies, commitments and intentions for individual services. For example, the Council has a No Smoking Policy for its headquarters in Abingdon. Staff, Councillors and the public alike are not permitted to smoke whilst attending a meeting there.

**Procedure** This category is used if a comment, complaint or compliment is about working practices. For example, comments regarding despatch of Council Tax reminders when an applicant has submitted a Council Tax Benefit claim.

**Legislation** Much of what the Council does is governed by law, government direction or guidance. An example of a complaint which falls into this category is that the Council wastes money publicising the Best Vale Performance Indicators General Satisfaction Survey. The Council is, in fact, required to do so under Section 4 of the Local Government Act 1999.

**Technical/ Professional** This category covers comments, complaints or compliments about the way in which officers interpret policies, procedures or legislation and their professional judgements. A complaint made by Mr A N Other's neighbour that we should not have permitted Mr A N Other to build his conservatory would fall into this category.

**Staff Attitude** This category is used when recording compliments paid to staff about their work and/or attitude or complaints about staff being rude or discourteous.

**Contractors** The Council employs contractors to run several of its services, such as refuse collection and park maintenance. This category covers any comment, complaint or compliment about the way the Authority's contractors carry out services on behalf of the Council e.g. complaints about failing to cut a grass verge.

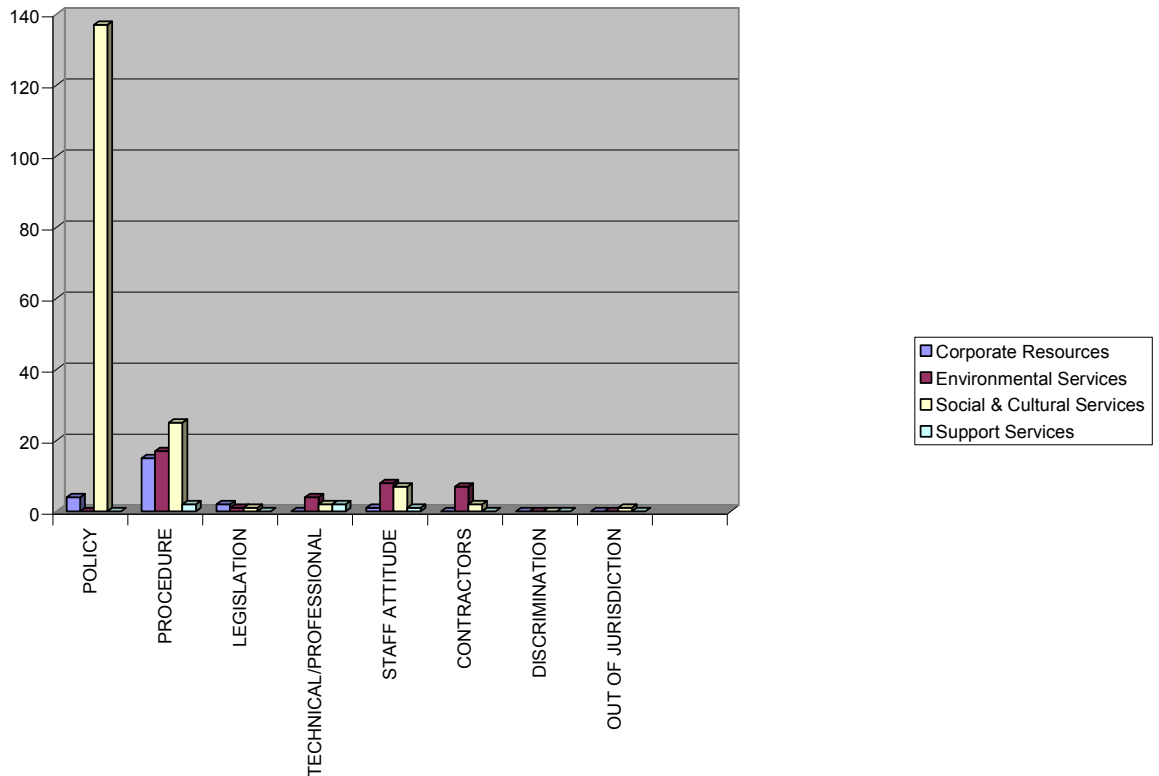
**Discrimination** The Council is governed by legal codes on discrimination (including racial, disability and sexual) when employing staff and the attitude of staff to people with whom they come into contact with. A complaint about the lack of facilities provided for young people would fall into this category.

**Out of Jurisdiction** Some comments and complaints received are about matters over which the Council has no responsibility: most highway matters and the banding of a property for Council Tax purposes for example. In these cases the complaints are passed on to the appropriate authority/agency.

During the period 1<sup>st</sup> April to 31<sup>st</sup> March 2004 219 complaints were recorded. In the majority of cases complaints were resolved to the complainant's satisfaction at Stage 1 of the procedure. The Chief Executive investigated 8 complaints at stage 2.

The majority of complaints related to the policies Council employees have to follow and the procedures that cover the way services are provided or decisions are taken. Table 3 shows a breakdown of the different types of complaints received across the Council.

In 2004/05 the Council received 299 compliments praising specific members of staff for the quality of their work and attitude and thank-you's for advice and help provided. This figure is higher than the 204 compliments received in 2003/04.



The Comments and Complaints Procedure aims to respond to all complaints within seven working days. If, however, the matter is complex the procedure allows for an acknowledgement letter to be sent within two days and a full reply within seven days, or if the matter is very complex an interim report, sent within twenty eight days.

The content of this summary has been set out as per the structure in operation during 2004-05. The new structure came into operation on 1<sup>st</sup> April 2005.

The Social and Cultural Directorate received the highest percentage of complaints (74%) and Environmental Services 17%. The increased level of complaints logged within Social and Cultural Directorate were mainly due to the budget decisions made in February 2005 to remove the assisted travel tokens and the funding for the tourist information offices in Abingdon, Faringdon and Wantage.

### **The Chief Executive's Office**

The Chief Executive's office was responsible for a number of corporate activities, setting policy and giving advice. These included emergency planning, economic development and tourism. The office also provided personnel, training, best value and health and safety support to other Council directorates.

In 2004/05 the office received 29 compliments.

### **Support Services Directorate**

The Legal Division carried out all the Council's legal work, such as drawing up contracts and providing information for land charges and searches. Democratic Services managed the Council's committees, provided services to the Councillors, compiled the electoral register and managed elections. Technical Services and Estates Services maintained Council properties and offered a drain clearance service.

In the year 2004-05 the Directorate received 5 complaints, 1 of which was a complaint to do with a Member. 1 complaint proceeded to Stage 2 of the Comments and Complaints procedure.

The Directorate received 16 compliments during the year

### **Environmental Services Directorate**

This Directorate included Planning, Car Park Operations, Building Control and Environmental Health. Members of staff in the Directorate have a high degree of contact with the general public. They often have to make recommendations, or give information to local residents and applicants for planning permission, building regulations or excess charges, which may not be popular. The Environmental Protection Service runs three major contracts for recycling, refuse collection and street and public convenience cleaning.

In 2004/05 37 complaints were received at Stage 1. 16 of these were to do with the process of handling planning applications from both applicants and objectors. The procedures for handling applications will be looked at in the coming year.

The Chief Executive received 6 complaints related to the Planning and Development Control services for investigation under Stage 2 of the Comments and Complaints Procedure. 4 of these complaints were in connection with the planning application for Westmill Windfarm at Watchfield.

The Directorate also received 14 compliments during the year (7 to Planning, 5 to Environmental Health and 2 to Building Control).

### **Social and Cultural Services**

This Directorate consisted of Housing and Community Safety, Leisure, Benefits and Community Development (now renamed Innovation and Enterprise). The service areas within this directorate covered Housing Allocation, Housing Benefit, Leisure and Civic Centres, Parks and Landscapes, Economic Development and Grants. Each of these service areas had a high volume of customer contact and consequently had the potential to attract a high number of complaints.

Following complaints highlighted in previous years concerning Housing Register applicants the Housing Department introduced a new system of housing allocation – Choice Based Lettings in September 2004. As a result complaints to the Housing Department have dropped by 40%.

In contrast there were a high number of complaints received in Benefits, directly attributable to the withdrawal of travel tokens with effect from 1<sup>st</sup> April 2005. A total of 92 of the 175 complaints received in Social and Cultural Directorate were in connection with this new policy. However, through a comprehensive programme of communication with the public and work with outside agencies the public has been directed to alternative travel concessions.

Additionally 27 complaints were received from individual residents and organisations in connection with the closure of the Tourist Information Centres in Abingdon, Wantage and Faringdon which were related to the reduction in grant paid by the Council. These complaints were dealt with by a number of meetings with relevant agencies throughout the Vale explaining the reasons behind the decision and putting in place alternative tourist information points at these locations.

There were a number of complaints concerning cleanliness and staff attitude at the Leisure Centres and although these centres were taken over by SOLL (Leisure) in September last year these issues have been taken up with staff at each of the Centres and continue to be monitored regularly. Through the introduction of QUEST (a performance management scheme specifically designed for the leisure industry) and Sport England Benchmarking we expect complaints to drop and satisfaction grow in the coming year.



As a result of the complaints received from Benefit applicants regarding the repayment of overpayments, procedures have been put in place to ensure that claimants are aware that they can repay overpayments by instalments thus relieving the hardship being experienced by people in this predicament.

All complaints received in the Directorate were resolved under Stage 1 of the Comments and Complaints procedure with none progressing to Stage 2.

A total of 73 written compliments were received during the year 2004-05:

- 16 Leisure
- 8 Community Development
- 32 Benefits
- 14 Housing & Community Safety
- 3 Management.

### **Corporate Resources Directorate**

This Directorate was responsible for the collection of Council Tax and Business Rates. It also carried out the functions of ICT, accountancy, payroll, audit, insurance and payment of suppliers for the whole Council. Contact Services is responsible for the Local Services Points and the Faringdon Area Office, the Communications Service, the operation of the switchboard and the corporate postal service.

The Directorate ensured there were no irregularities in directorates' procedures and processes, co-ordinated the Council's spending and produced an annual budget and statement of accounts.

In 2004/05 the Directorate received 14 complaints, 8 comments and 167 compliments.

All of the compliments received were for the service offered by Wantage and Abingdon Local Services Points.

Of the 14 complaints received 7 were about the Local Services Points and 7 were concerned with Debtors, Asset Management and Council Tax.

### **Ombudsman Cases**

During 2004/05 10 complaints were determined by the Local Government Ombudsman, compared to 16 in the previous year.

Of these 10 decisions, 3 were considered to be premature, 2 were outside of jurisdiction, 1 was Ombudsman discretion and 4 were no maladministration.

The Ombudsman's Office requires all District Councils to provide a full response to investigations within 21 calendar days (this starts from the date of the letter instigating a full investigation to receiving the District Council's response within its Office). Only 21% of District Councils achieved the target this year. The Vale was within target, achieving an average of 18.8 calendar days.

Table 2 at the end of this report gives details of the cases determined by the Local Government Ombudsman between 1995/96 and 2004/05. In the last 9 years of reporting no maladministration has ever been found against the Council

The table below provides details by directorate of the complaints determined by the Ombudsman during the current year.

Directorate	Number of Cases Determined	Determination Reason
<u>Environmental Services</u>		

➤ Planning	7	3 no maladministration 2 premature 2 outside of jurisdiction
<u>Support Services</u>		
➤ Legal	1	1 no maladministration
➤ Estates	1	1 ombudsman discretion
<u>Social &amp; Cultural</u>		
➤ (insulation grant) *	1	1 premature

\* This Ombudsman case was originally sent to the Vale although it was subsequently determined to be the responsibility of a partner organisation and was passed on to be dealt with under that organisation's procedures.

**TABLE 1: COMPARISON OF COMMENTS, COMPLAINTS, COMPLIMENTS AND THANK YOUS RECEIVED BY DIRECTORATES FOR 2003/04 & 2004/05**

Directorate	Comments		Complaints				Compliments & Thank Yous	
			Stage 1	Stage 1	Stage 2	Stage 2		
	03/04	04/05	03/04	004/05	03/04	04/05	03/04	04/05
Chief Executive's Office	0	0	0	0	0	0	24	29
Corporate Resources	3	8	48	14	0	1	104	167
Environmental Services	0	0	36	37	3	6*	22	14
Social & Cultural Services	0	12	37	163	0	0	34	73
Support Services	0	0	12	5	3	1	20	16
<b>Total</b>	<b>3</b>	<b>20</b>	<b>133</b>	<b>219</b>	<b>6</b>	<b>8</b>	<b>204</b>	<b>299</b>

\* 4 of these complaints related to the same planning application for a windfarm

**TABLE 2: DETAILS OF THE CASES DETERMINED BY THE LOCAL GOVERNMENT OMBUDSMAN FROM 1996/97 TO 2004/05**

	Premature Complaints	Local Settlement	No Mal-administration	Mal-administration	Out of Jurisdiction	Ombudsman Discretion	Total Complaints Determined
No. of cases determined in 1996/97	1	2	7	0	2	0	12
No. of cases determined in 1997/98	0	0	3	0	1	0	4
No. of cases determined in 1998/99	5	0	2	0	2	3	12
No. of cases determined in 1999/00	0*	0	3	0	1	2	6
No. of cases determined in 2000/01	-	0	7	0	1	0	8
No. of cases determined in 2001/02	-	1	9	0	0	5	15
No. of cases determined in 2002/03	6	1	2	0	0	2	11
No. of cases determined in 2003/04	0	0	6	0	2	5	16
No. of cases determined in 2004/05	3	0	4	0	2	1	10

\* Premature complaints deleted from statistics

**TABLE 3: COMPARISON OF STAGE 1 COMPLAINTS BY DIRECTORATE & CATEGORY**

Directorate	Policy		Procedure		Legislation		Technical/ Professional		Staff Attitude		Contractors		Discrimin- ation		Out of Jurisdiction		Totals	
	03/4	04/5	03/4	04/5	03/4	04/5	03/4	04/5	03/4	04/5	03/4	04/5	03/4	04/5	03/4	04/5	03/4	04/5
Chief Executive's Office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Corporate Resources	4	4	34	15	1	2	5	0	3	1	4	0	0	0	0	0	51	22
Environmental Services	1	0	22	17	0	1	14	4	1	8	3	7	0	0	0	0	41	37
Social & Cultural Services	10	137	10	25	2	1	6	2	7	7	0	2	0	0	2	1	37	175
Support Services	0	0	2	2	2	0	13	2	4	1	0	0	0	0	1	0	22	5
<b>Totals</b>	<b>15</b>	<b>141</b>	<b>68</b>	<b>59</b>	<b>5</b>	<b>4</b>	<b>38</b>	<b>8</b>	<b>15</b>	<b>17</b>	<b>7</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>151</b>	<b>239</b>

REPORT OF THE ASSISTANT DIRECTOR (LEISURE)  
TO THE EXECUTIVE  
2<sup>ND</sup> SEPTEMBER 2005

**Development of Mably Way Open Space, Grove**

**1.0 Introduction and Report Summary**

1.1 This report details the progress made in order to develop the Mably Way open space. It recommends the development of the site and the transfer of the land to Grove Parish Council with them taking on the full maintenance responsibility for the site. A plan of the site showing the layout of the pitches will be circulated at the meeting.

**2.0 Recommendations**

*The Executive approve:*

2.1 *The development of the Mably Way open space and approve the release of the capital sum identified in the 2005/06 budget.*

2.2 *The transfer of the land to Grove Parish Council via a 25 year lease at a peppercorn rent where the Parish take on the full responsibility for the maintenance of the site.*

**3.0 Relationship with the Council's Vision, Strategies and Policies**

- (a) The report relates to objectives A, C and G of the Council's Vision
- (b) The report relates to the cleaner, greener, safer and healthier environment priority
- (c) The report does not contradict any Council policies

**4.0 Background and Supporting Information**

4.1 The District Council acquired 4.82 hectares of public open space in February 2002 through a Section 106 Agreement relating to the development of the new Health Centre at Mably Way Grove. The land is covenanted. This covenant restricts the use of the land to being laid out as a garden or used for purposes of recreation in its reference to the Open Spaces Act 1906.

4.2 The site was handed over to the District Council but there was no commuted sum for the development of the agricultural land for public recreation, as it was envisaged that the site would be planted with trees by the Forestry Commission at no cost (and with little maintenance costs) to the Vale. The area has been identified in the Local Plan as an important open space to be retained between Grove and Wantage.

4.3 The Executive agreed in May 2004 to the development of two football pitches and associated landscaping/tree planting as identified in the attached plan. The scheme involves the planting of trees and shrubs to add to the amenity value of the land and for it to fulfil its role in contributing to the strategic green gap between Wantage and Grove. The planting scheme is to be funded entirely via a grant from the Forestry Commission.

4.4 The Executive requested a further report covering the following points:

- i) The outcome of negotiations with Grove Parish Council for capital and revenue contributions towards the scheme or a separate but linked scheme.
- ii) Negotiations with other parties (e.g. the Wilts and Berks Canal Trust to protect the canal route, the Health Centre regarding the car parking, sports clubs regarding changing accommodation).
- iii) The need for a pull-in area/lay-by for coaches.
- iv) The possibility of lorry and coach parking in the Wantage and Grove area being located on this site.

4.5 Parts iii and iv were addressed at the Executive of June 3<sup>rd</sup> Members noting the covenant covering the transfer of the land to the Council precluded such a use, the land designated for public recreation.

4.6 In respect of point i, negotiations with Grove Parish Council have progressed. The Parish Council have indicated that they are happy to enter into a 25 year lease with a peppercorn rent for the provision of the identified scheme. This would mean that the District Council would develop the land using the capital sum identified in the 2005/06 budget and transfer the land under a lease to the Parish Council to maintain and operate for the period of the lease. The Parish has previously indicated that it cannot contribute capital to this scheme.

4.7 Negotiations with other parties, point ii, can be reported as follow:

- a) The Wilts and Berks Canal Trust have been consulted regarding these plans. They have indicated that they are happy with these proposals.
- b) The Health Centre has been approached concerning the use of their car parking facilities at weekends to facilitate pitch use. Officers have indicated that this would be a possible but it would have to be go before the centre's management committee, the next one being in October.
- c) Grove Rugby Club have a responsibility under their lease to provide access to changing accommodation for the resident football clubs. Currently, demand for both rugby and football changing accommodation out strips supply. The Rugby Club have produced proposals to extend and refurbish their clubhouse to better meet these needs. A grant application to supply this project has been received and Officers are discussing the proposals with the Club.
- d) In addition the football clubs have sought and obtained planning permission for separate changing accommodation to the south of the Grove Recreation Ground. No further progress has been made with that project as yet. Clearly consideration has been given to the changing accommodation needs of this area and the development of further buildings is likely to be progressed in the near future.

4.8 Should the Executive approve the leasing of the land to the Parish Council then heads of terms would be drawn up and agreed with the Parish Council with a view to completing a lease prior to commencement of any works on site. This would then allow a tendering exercise to be carried out for the development works. These works would be planned for the spring of 2006.

## 5.0 **Options**

5.1 In making this land available for public recreation and meeting a demand for football pitches the Council has the following options:

- a) develop the recreational open space and maintain it at the Council's cost
- b) develop the recreational open space and have the maintenance carried out by the Parish Council
- c) not develop the land.

5.2 The Section 106 Agreement and related covenants covering the land allow the Council to develop it for public recreation. Some development of the land for this purpose is desirable. The least cost option based on this would therefore be option B identified above, having discounted option C.

## 6.0 **Conclusions**

6.1 The Council has a desire but no obligation to provide recreational open space on the Mably Way site. The proposals identified contribute to reducing the deficit in sports pitches in the area and continues to provide a green gap between the two towns. An agreement with Grove Parish Council to maintain the land under a lease is the most cost effective means of delivering this scheme.

NICK GARNETT  
ASSISTANT DISRECTOR (LEISURE)

TIM SADLER  
STRATEGIC DIRECTOR

Background Papers: None



By virtue of paragraph(s) 1 of Part 1 of Schedule 12A  
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of the Local Government Act 1972.

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