# Scrutiny Committee Agenda

Contact: Steve Culliford, Democratic Services Officer
Telephone number 01235 540307
Email: steve.culliford@whitehorsedc.gov.uk
Date: 16 May 2012
Website: www.whitehorsedc.gov.uk

**A meeting of the**

## Scrutiny Committee

**will be held on Thursday 24 May 2012**
**at 7.00pm**
**Abbey House, Abingdon**

### Members of the Committee:

**Councillors**
Jim Halliday (Chairman)
Melinda Tilley (Vice-Chairman)
Eric Batts
Andrew Crawford
Jane Crossley
Tony de Vere
Charlotte Dickson
Jason Fiddaman
Bill Jones
Angela Lawrence
Julie Mayhew-Archer
Fiona Roper

A large print version of this agenda is available. In addition any background papers referred to may be inspected by prior arrangement.

Please note that this meeting will be held in a wheelchair accessible venue. If you would like to attend and have any special access requirements, please let the Democratic Services Officers know beforehand and they will do their very best to meet your requirements.

MJ Reed

Margaret Reed
Head of Legal and Democratic Services

Members are reminded of the provisions contained in the code of conduct adopted on 30 September 2007 and standing order 34 regarding the declaration of personal and prejudicial interests.

# Agenda

## Open to the Public including the Press

**Map and vision**
(Page 4)

A map showing the location of the venue for this meeting is attached. A link to information about nearby car parking is http://www.whitehorsedc.gov.uk/transport/car_parking/default.asp

The council's vision is to take care of your interests across the Vale with enterprise, energy and efficiency.

## 1. Notification of substitutes and apologies for absence

To record the attendance of substitute members, if any, who have been authorised to attend in accordance with the provisions of standing order 17(1), with notification having been given to the proper officer before the start of the meeting and to receive apologies for absence.

## 2. Minutes

(Pages 5 - 9)

To adopt and sign as a correct record the minutes of the committee meeting held on 22 March 2012.

## 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.

## 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, petitions and questions from the public relating to matters affecting the Scrutiny Committee

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

## 6. Staff satisfaction

(Pages 10 - 28)

Appended to this agenda are the presentation slides on the staff satisfaction survey results and a list of questions asked by factor. There will be no presentation at the meeting but councillors will be able to ask questions on the results.

## 7. Housing allocations policy

(Pages 29 - 41)

To consider the report of the head of health and housing.

## 8. Community grants

(Pages 42 - 63)

To consider the report of the head of corporate strategy.

## 9. Board report

(Pages 64 - 109)

To review the board report every quarter and determine whether the committee wishes to invite any heads of service to the next meeting to explain performance.

## 10. Scrutiny work programme

(Pages 110 - 116)

To review the attached scrutiny work programme.

## 11. Dates of meetings

To note the dates of the forthcoming committee meetings:

- 28 June 2012
- 26 July
- 23 August
- 20 September

In each case these are Thursdays at 7pm.

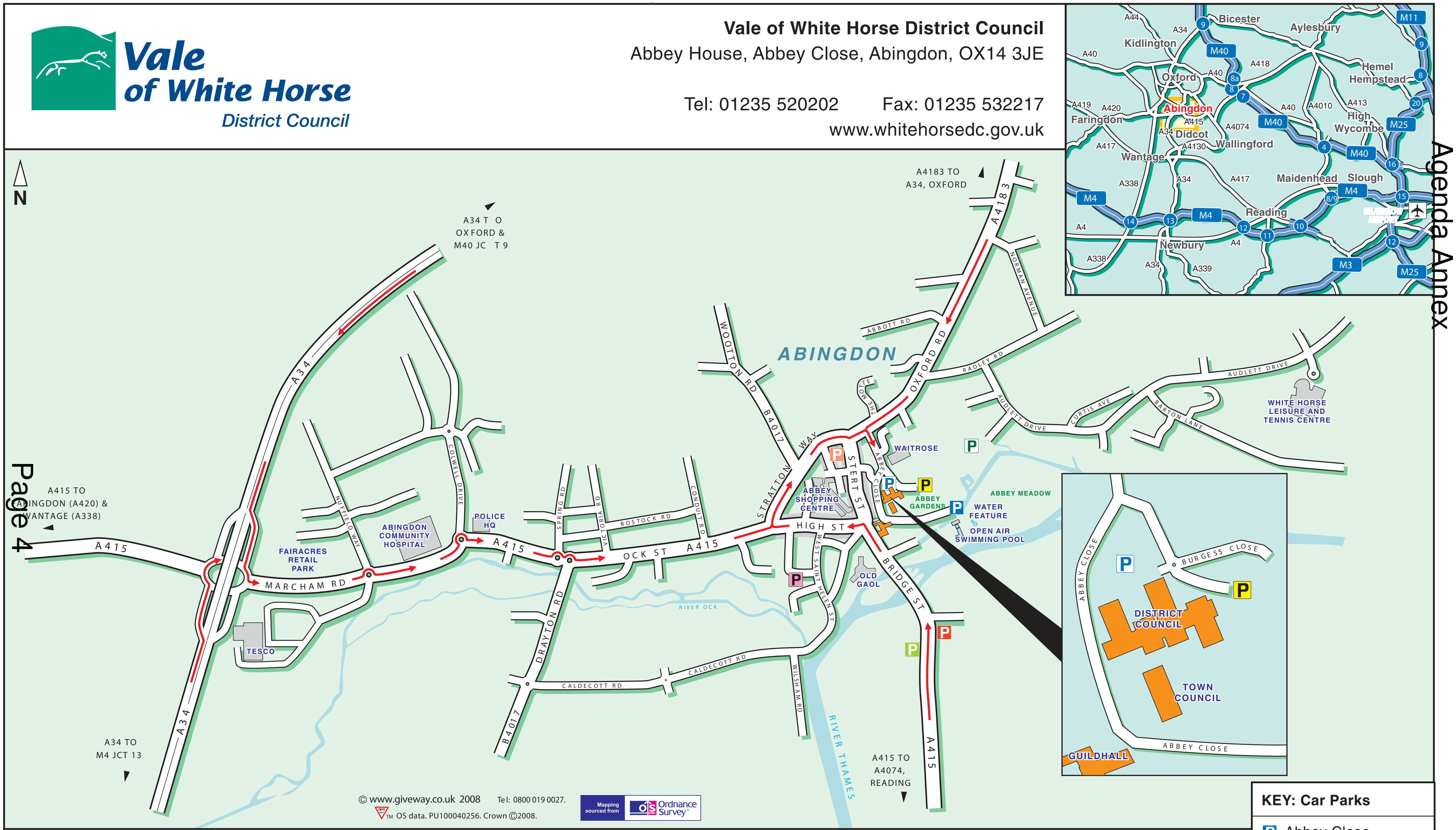
## Exempt information under Section 100A(4) of the Local Government Act 1972

None

**Vale of White Horse**
District Council

**Vale of White Horse District Council**
Abbey House, Abbey Close, Abingdon, OX14 3JE

Tel: 01235 520202 Fax: 01235 532217
www.whitehorsedc.gov.uk



Bicester
Aylesbury
Kidlington
Oxford
Abingdon
Faringdon
Didcot
Wallingford
Wantage
Hemel Hempstead
High Wycombe
Maidenhead
Slough
Reading
Newbury
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A339
N
A34 TO OXFORD & M40 JCT 9
A4183 TO A34, OXFORD
A415 TO ABINGDON (A420) & WANTAGE (A338)
A34 TO M4 JCT 13
A415 TO A4074, READING
ABINGDON
A34
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A4183
B4017
MARCHAM RD
OCK ST
HIGH ST
BRIDGE ST
STERT ST
STRATTON WAY
OXFORD RD
WOOTTON RD
ABBOTT RD
RADLEY RD
NORMAN AVENUE
AUDLETT DRIVE
CURTIS AVE
BARTON LANE
NUFFIELD WAY
COLWELL DRIVE
SPRING RD
VICTORIA RD
BOSTOCK RD
CONDUIT RD
DRAYTON RD
CALDECOTT RD
WEST SAINT HELEN ST
WILSHAM RD
ABBEY CLOSE
BURGESS CLOSE
RIVER OCK
RIVER THAMES
FAIRACRES RETAIL PARK
ABINGDON COMMUNITY HOSPITAL
POLICE HQ
TESCO
ABBEY SHOPPING CENTRE
WAITROSE
ABBEY GARDENS
ABBEY MEADOW
WATER FEATURE
OPEN AIR SWIMMING POOL
OLD GAOL
WHITE HORSE LEISURE AND TENNIS CENTRE
DISTRICT COUNCIL
TOWN COUNCIL
GUILDHALL
P

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OS data. PU100040256. Crown ©2008.
Mapping sourced from Ordnance Survey

**KEY: Car Parks**
- P Abbey Close
- P Cattle Market
- P Charter Multi-storey
- P Civic
- P Rye Farm
- P Hales Meadow
- P Audlett Drive
- P West St Helen Street

**By rail** – the nearest main line railway stations to Abingdon are either Didcot Parkway (seven miles) or Oxford (eight miles). Radley railway station is located on the main line between Oxford and Didcot and is three miles from Abingdon town centre. For details of train times visit www.nationalrail.co.uk or call 08457 484950

**By bus** – there are a number of bus routes serving Abingdon town centre. For details of services and timetables, visit Oxfordshire County Council's website at www.oxfordshire.gov.uk. Contact details for bus operators can be found on the travel information pages on our website www.whitehorsedc.gov.uk

**Parking** – details of car parks charges can be found on our website

# Minutes

**of a meeting of the**

# Scrutiny Committee

**held at 7.00pm on Thursday 22 March 2012**
**at the Abbey House, Abingdon**

## Open to the public, including the press

Members: Councillors Jim Halliday (Chair), Melinda Tilley (Vice-Chairman), Eric Batts, Andrew Crawford, Jane Crossley, Tony de Vere, Charlotte Dickson, Bill Jones, Sandy Lovatt, Julie Mayhew-Archer, and Fiona Roper

Non-participating members: Councillors Reg Waite and Richard Webber

Officers: Marcia Beviere, David Buckle, Steven Corrigan, Ian Matten, Anna Robinson, Margaret Reed, Jennifer Thompson

Others in attendance: Simon Chown, contract manager, Biffa Municipal Limited

Number of members of the public: Nil

## Sc.85 Notification of substitutes and apologies for absence

Apologies were received from Councillor Jason Fiddaman. There were no substitutes.

## Sc.86 Minutes

**RESOLVED:** to adopt the minutes of the committee’s meeting on 16 February 2012 as a correct record and agree that the chairman signs them.

## Sc.87 Declarations of interest

None

## Sc.88 Urgent business and chair's announcements

Councillor Halliday reported that the debt from uncollected payments for the garden waste service had reduced to £33,000. Officers proposed writing off about £35,000 of debts accrued before April 2011 as it was neither cost effective to pursue these nor clear whether these were real debts or errors in recording. The audit committee were monitoring the debt collection and current systems for managing the garden waste service.

The committee asked for a briefing note about the garden waste service setting out the outstanding debt, the proposed write-offs, and the breakdown of these by category before the next meeting of the committee.

## Sc.89 Statements, petitions and questions from the public relating to matters affecting the Scrutiny Committee

None.

## Sc.90 Election review

The committee considered report 89/11 of the head of legal and democratic services setting out progress on the implementation of the scrutiny committee's recommendations on the review of the 2011 local elections.

The committee noted that:

1. Compensation payments received from Paragon in respect of failings in the 2011 elections had to be allocated against the correct expenditure and had taken some time to apportion.
2. The elections team were currently running a parish council by-election for Vale and a district council and a county council by-election for South. A different printer had been appointed for these by-elections. Agents and relevant district councillors would be alerted when the postal votes were issued and a sample of recipients would be asked to notify the council when they received their postal vote.
3. A number of recommendations from the independent review had been implemented. The returning officer was content to involve councillors in the process up to the point where their role as the elected representatives on the council stopped. The public viewed the council as responsible for delivering the elections, and councillors could legitimately oversee the use of council resources and procedures.
4. Count supervisors would be instructed in a consistent and clear method of counting split votes.
5. Letters had been written to the Association of Electoral Administrators, the Electoral Commission, and local Members of Parliament as requested. No responses had been received but any response would be reported to the committee and the task group.
6. A project plan and frequent team meetings would be in place in good time before the police and crime commissioner elections. The risk registers would be updated for this election. However detailed planning was not possible at this stage due to a lack of national guidance about the conduct of these elections. The procurement for the printing for this election would be carried out later in the year and would specify information to be reported to the returning officer at each stage.

The committee commented that:

- Communication with agents and candidates was crucial. Agents should be encouraged to pass information on to candidates. Candidates and agents could make matters worse by being uninformed but could assist the elections team in notifying the team of problems and explaining solutions and steps taken to the public.
- The task group would oversee the process and resources allocated to elections and recommend the level of staffing, IT, resources required. It would also recommend a plan for an adequate communications strategy.

The committee noted the report and progress in implementing the recommendations, and asked for an update on the work of the task group at a future meeting.

## Sc.91 Recycling and waste contract monitoring - performance review of Biffa Municipal Limited in 2011

The committee considered report 90/11 of the head of corporate strategy setting out the performance of Biffa Municipal Limited (Biffa) in providing the household waste collection, street cleansing, and ancillary services in the Vale of White Horse for the period 1 January 2011 to 31 December 2011.

The committee noted the points below:

**Street and environmental cleanliness - litter and detritus**

1. About 800 inspections of street cleanliness were made throughout the district over the year. Officers and the contractor's representatives inspected some sites together. Sites were selected at random from each type of street and were not reinspected. If a site fell below the expected level it would be visited a few weeks later, after cleaning, to check is the standard was now acceptable. Some roads had been inspected before being cleaned.
2. Residents were surveyed via the council's citizens' panel and it was not possible to work out if the unsatisfied residents came from a few areas or more widely across the district.
3. Standards of cleanliness had improved on taking over the contract but were now static.
4. The failure to meet the targets did not reflect the standard of cleanliness. In the town centres this was generally good and had improved, and an increased number of roads were cleaned.
5. Roads scheduled to be cleaned were cleaned roughly every eight weeks, allowing for variations to deal with high visibility or litter-prone areas.
6. Un-cleared and overgrown drains were creating problems for street cleaning as the build up of debris in the drains increased the accumulation of litter and detritus. This would be mentioned to the Oxfordshire Waste Partnership for action.
7. There was a balance needed between targets which were realistic and achievable and those which were unrealistic; and the scoring system needed to be fair and reasonable given that the district had a reasonable standard of cleanliness. Biffa suggested an independent inspection to set a benchmark level of cleanliness.
8. Currently Biffa co-ordinated community litter picks but had no records of regular litter picking carried out by parish councils.
9. Extra street sweeping was carried out in spring and autumn when blossom and leaves fell.

Councillors commented that it was better to keep the targets stretching rather than easily achievable to give the contractor something to strive for.

**Waste collection and garden waste collection services**

10. Refuse crews have clear instructions as to how to collect and replace wheelie bins. Crews worked to demanding targets and could be penalised for missed bins, misplaced bins, obstructing the footpath or driveways, and for leaving lids open.
11. The chips in each bin allow crews to know which bin belongs to which property, problems arise when missed collections are reported because a bin is being used at the wrong address.

12. Biffa was supplied with a list of garden waste bins which should not be collected and this should have been supplied to crews. Garden waste bins were not chipped or necessarily labelled and it could be difficult to tell which should be collected. When, as in spring, few bins were presented, crews were less able to differentiate. It was not cost-effective to supply a coloured sticker each year for a paid-for bin, and there were practical problems in collecting unpaid for bins.
13. The recycling rate for this review period was 69.3 percent and the council was aiming for 75 percent this year. However this was very high and while more recycling of more items could be encouraged there was a limit to any increase. An analysis of residual waste had shown that not much more could be recycled under the current scheme although further analysis is to be carried out.
14. Increasing information about recycling, additional bring banks, and increased garden waste collections could increase the overall recycling rate. Reducing food waste would reduce the amount of waste overall but may also reduce the recycling rate.
15. The rejection rate of material presented for recycling was about four per cent, which is extremely low.

**Call centre**

16. Information had been collected about customer satisfaction with the call centre but was not part of this review.
17. Call centre staff were responsible for logging and passing on job requests and had expected timescales for completion of requests; however they were not responsible for ensuring these were carried out.

The cabinet member reported that some areas were improving and action plans for improvements in other areas were in place. Parish councils would be informed after roads in their parish were cleaned. Better technology on Biffa’s vehicles would reduce problems.

Councillors commented that mangers could test the call centre staff to make sure they had the correct information in response to more irregular or unusual queries.

The committee:

- welcomed proposals to raise the need to clean gullies and drains with the members of the Oxfordshire Waste Partnership;
- recommended that Biffa’s contract manager find out which parish councils regularly litter pick and clean areas within their parishes and co-ordinate Biffa’s and the parishes’ cleaning schedules as far as possible;
- recommended that the cabinet member press for improvements to litter and detritus removal, and dog mess collection standards; and
- congratulated Biffa on their excellent waste and recycling collection services.

**RESOLVED:** To recommend that the Cabinet Member for Finance assess the overall performance of Biffa Municipal Limited in providing the household waste collection, street cleansing, and ancillary services in the Vale of White Horse for the period 1 January to 31 December 2011 as ‘good’.

## Sc.92 Scrutiny work programme

The committee noted the proposed work programme attached to the agenda.

The committee asked for detailed information about the current and proposed schemes for community grants when the report was presented and noted that this may be delayed; and for information about the numbers and categories of people on the housing list and the housing stock and turnover when the report on housing allocations policy was presented.

## Sc.93 Dates of next meetings

The committee agreed that the next meeting would be held on Wednesday 18 April 2012.

## Exempt information under section 100A(4) of the Local Government Act 1972

None

The meeting closed at 9.30pm

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South Oxfordshire District Council

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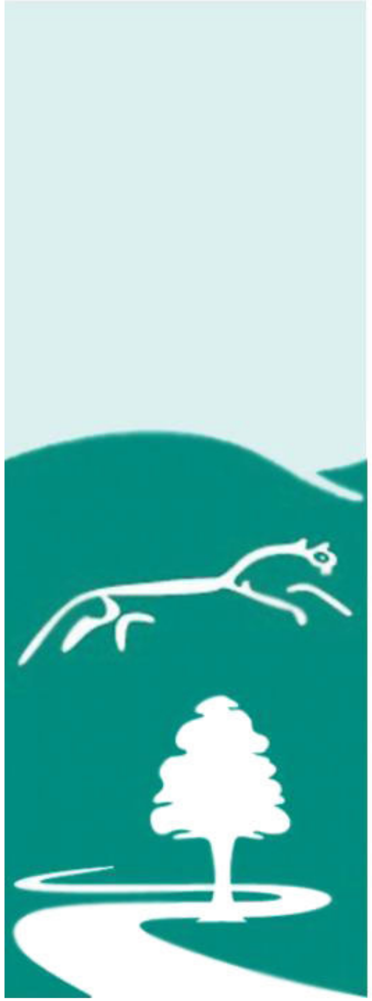
# Best Companies staff survey

## 2012 Results



# 2012 survey

- email and paper surveys conducted during October 2011
- first *combined* South and Vale survey
- looks at eight factors:
    - my manager
    - leadership
    - my company
    - personal growth
    - my team
    - fair deal
    - giving something back
    - well being
- staff asked to indicate how strongly they agree or disagree with a series of statements for each factor

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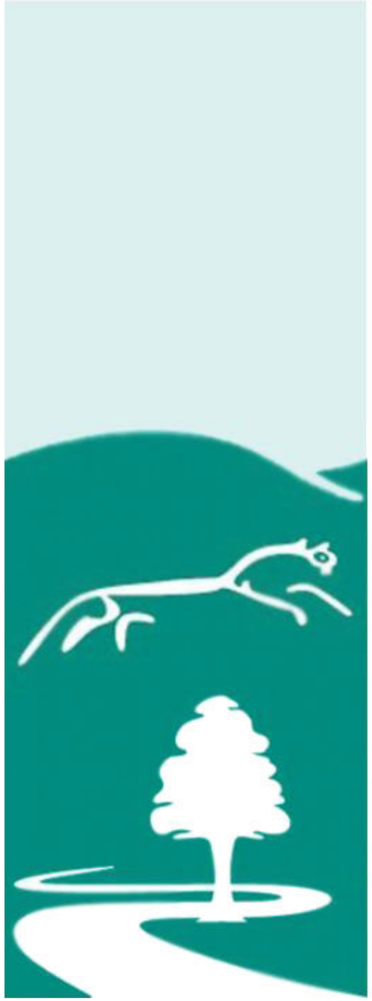

# Presentation of results

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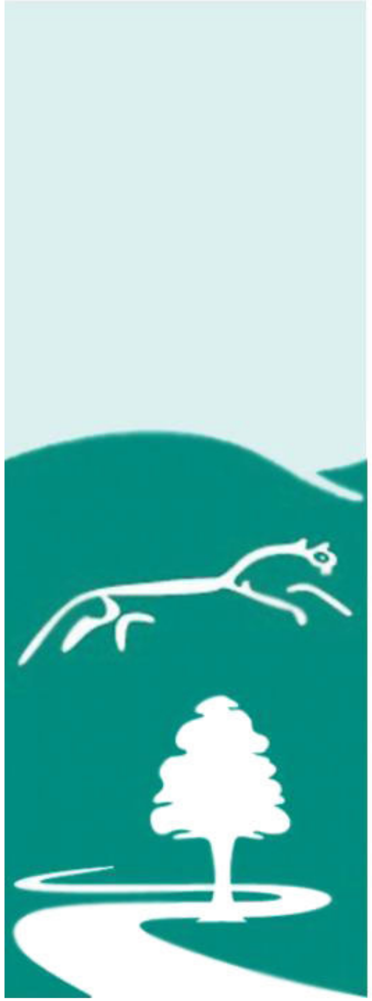
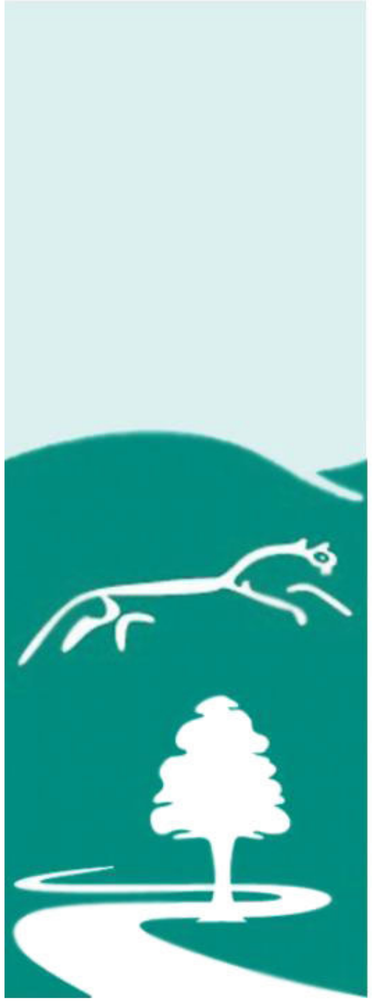
- each statement and each section is scored out of seven – the higher the score the better/the more positive the response
- 2012 results available overall and by service area
- data from last year's separate surveys combined so that we can compare last year's results with the current year's results
- compare service area scores to councils' average



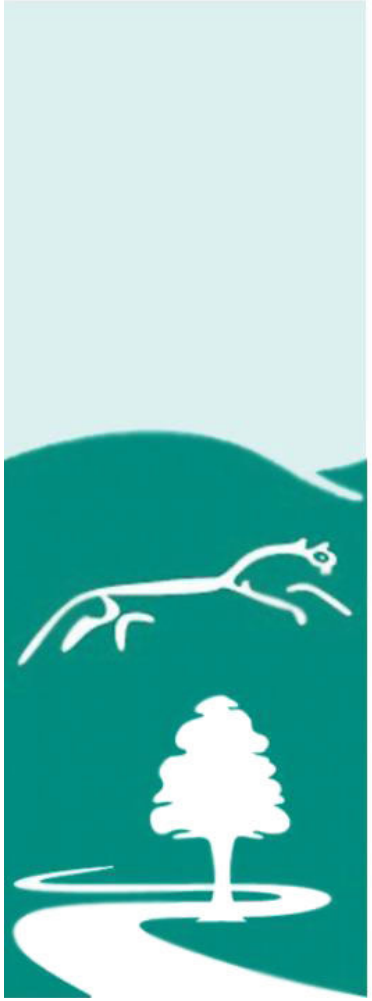
# Top line results

- 58% response rate – best since 2010 and increase of seven percentage points on last year
- all factors showing an improvement since last year except ‘fair deal’ and ‘my team’
- best scores in ‘my team’, ‘my company’ and ‘my manager’
- lowest score in ‘leadership’ – BUT – biggest improvement in this factor since last year



# Reading the charts

- charts are created using an on-line tool
- the scale on the axis showing the score varies between charts and is quite large so it is important to read the axis as well as look at the bars – some small difference can appear larger/more significant than they are.



# Overall comparing 2012 and 2011

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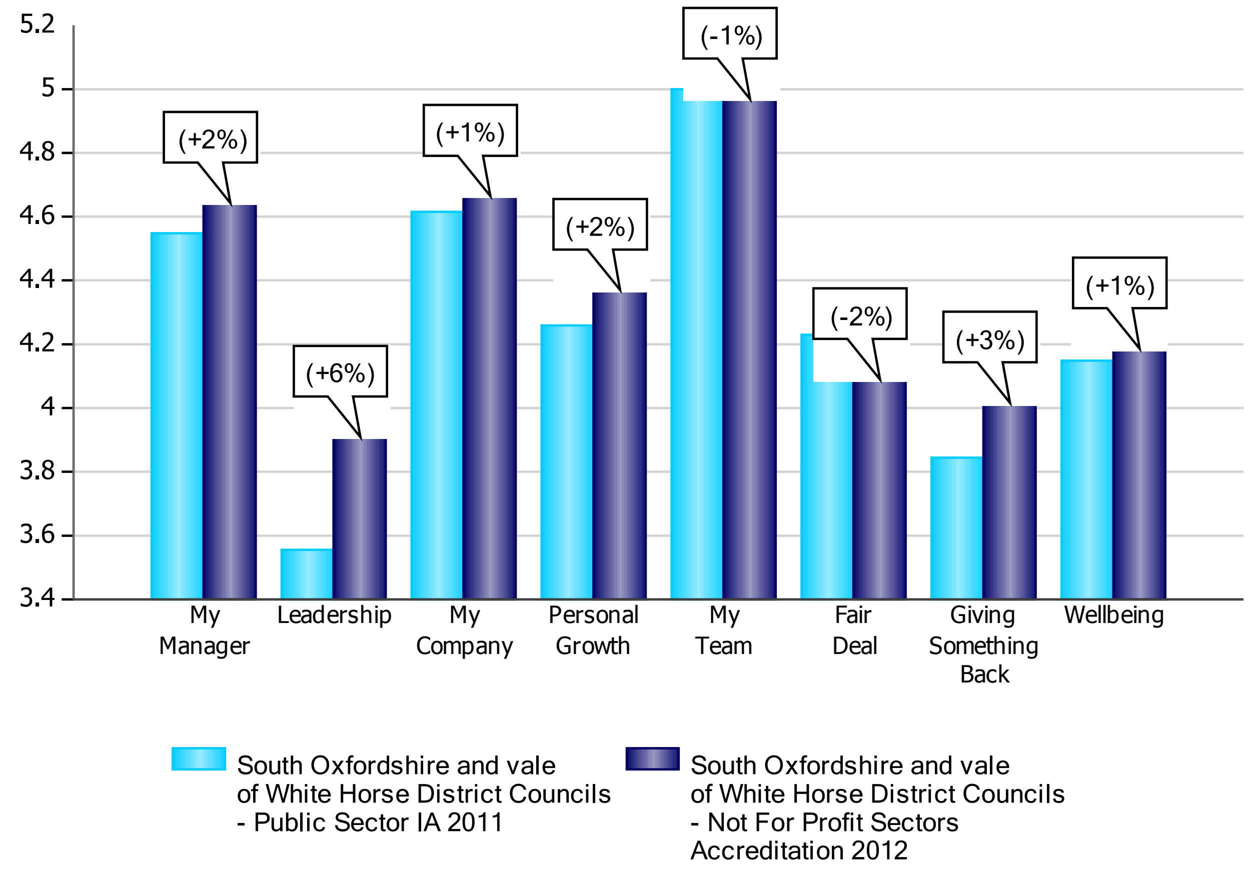
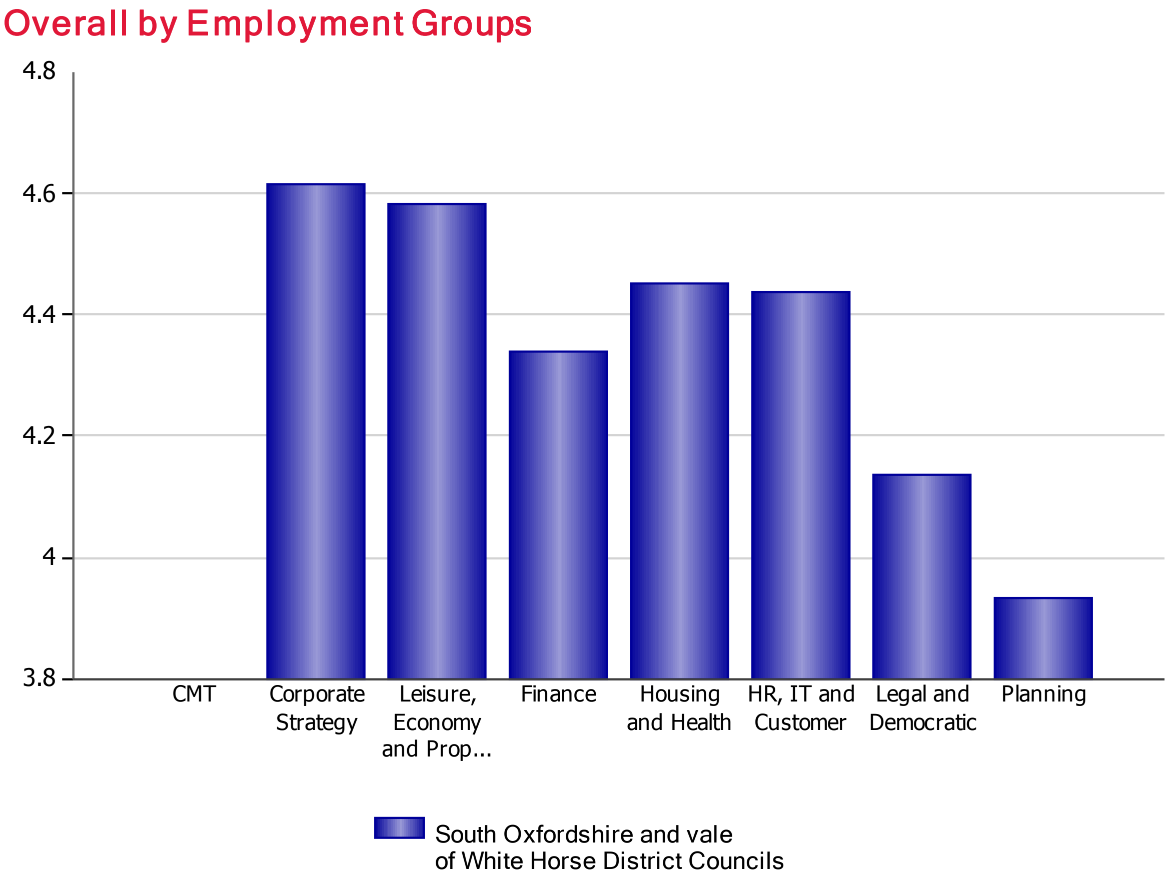
## Overall by Factor



# Overall by employment group



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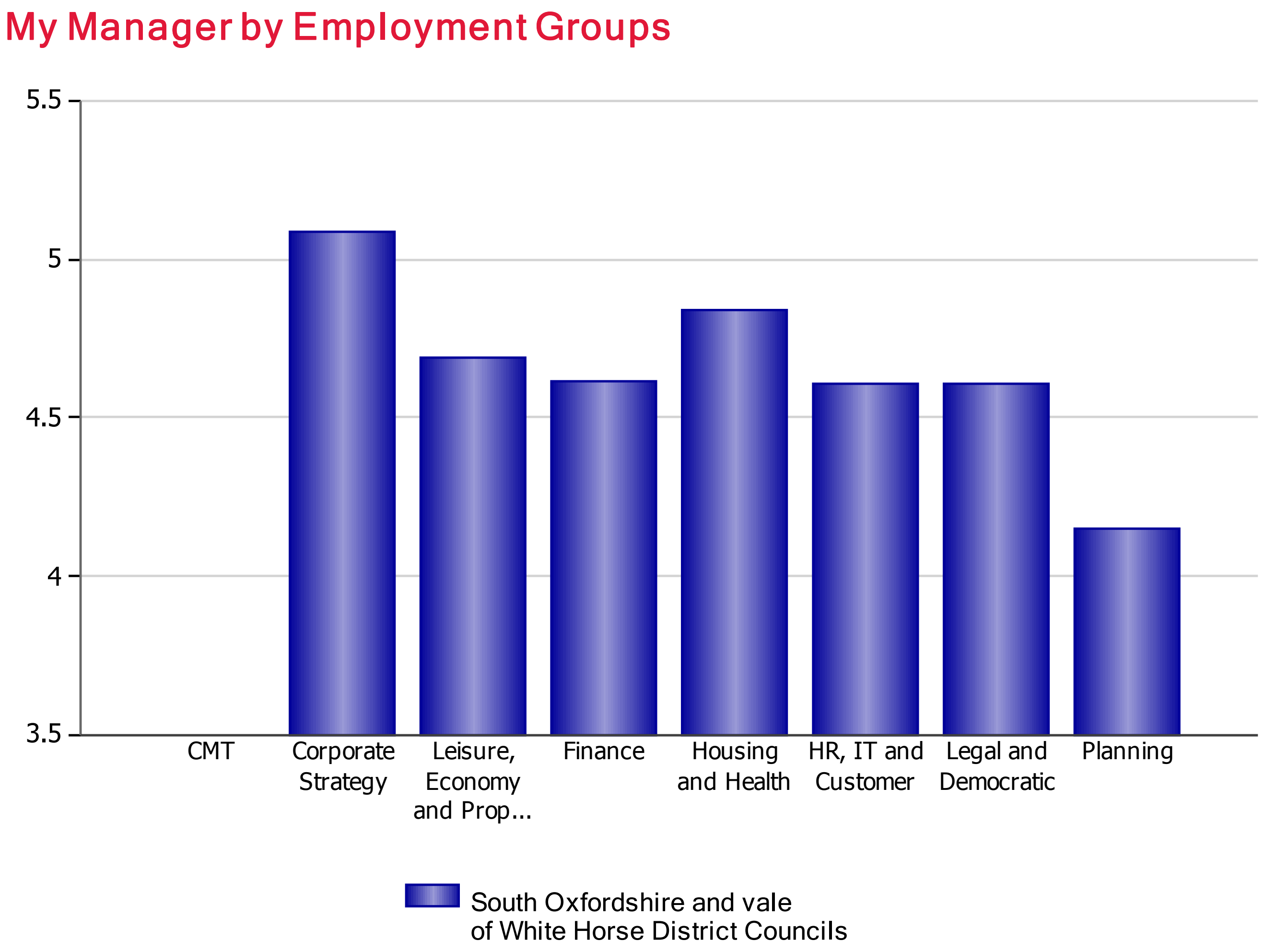
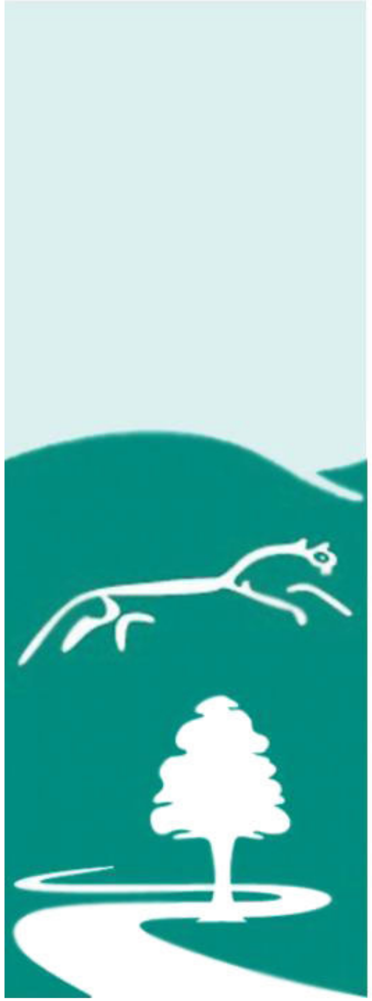
# My manager by employment group





# Leadership by employment group

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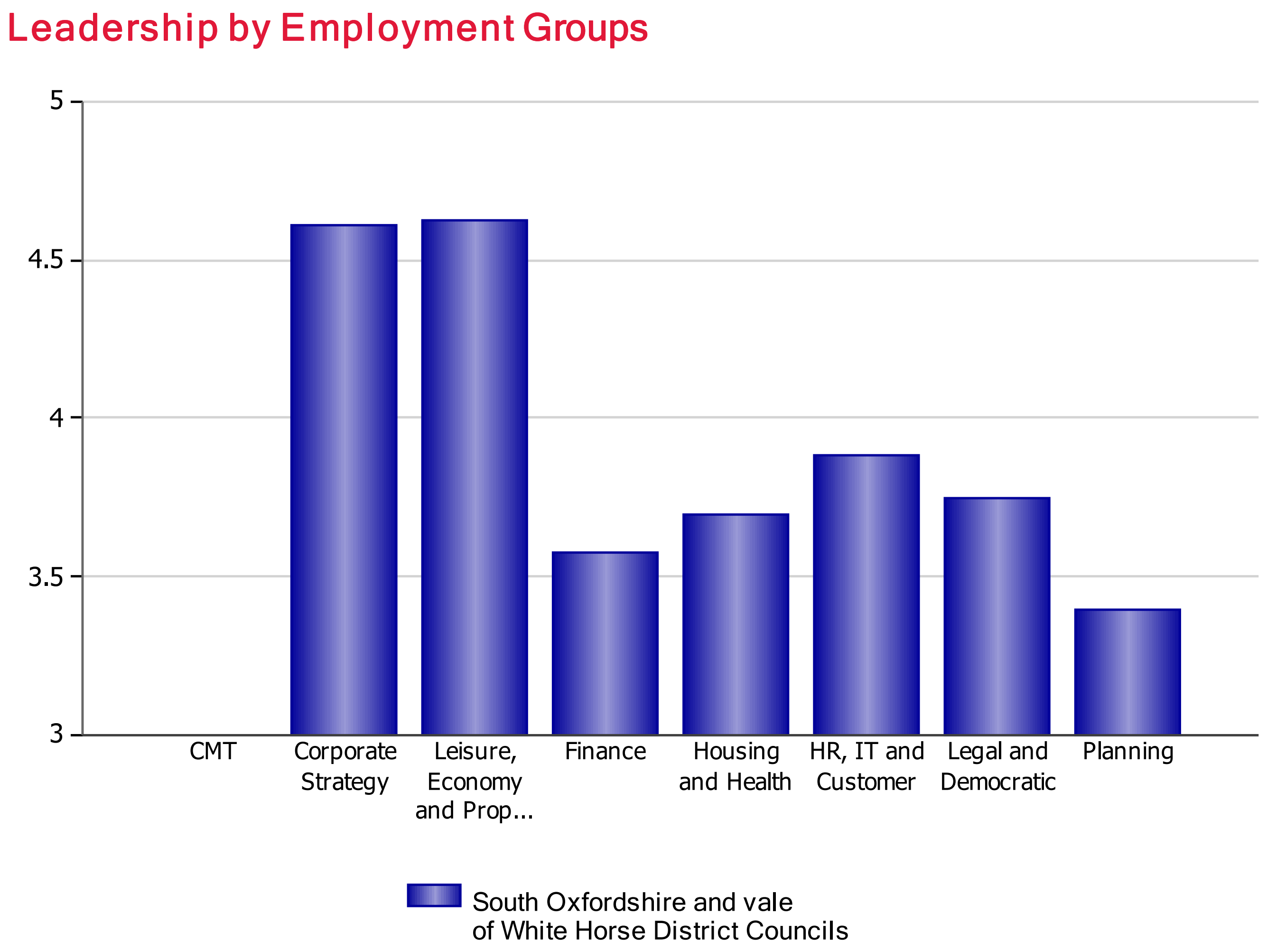
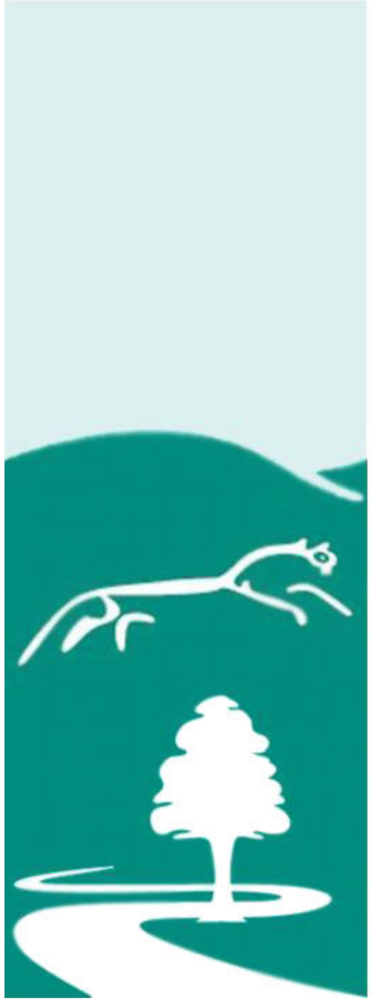
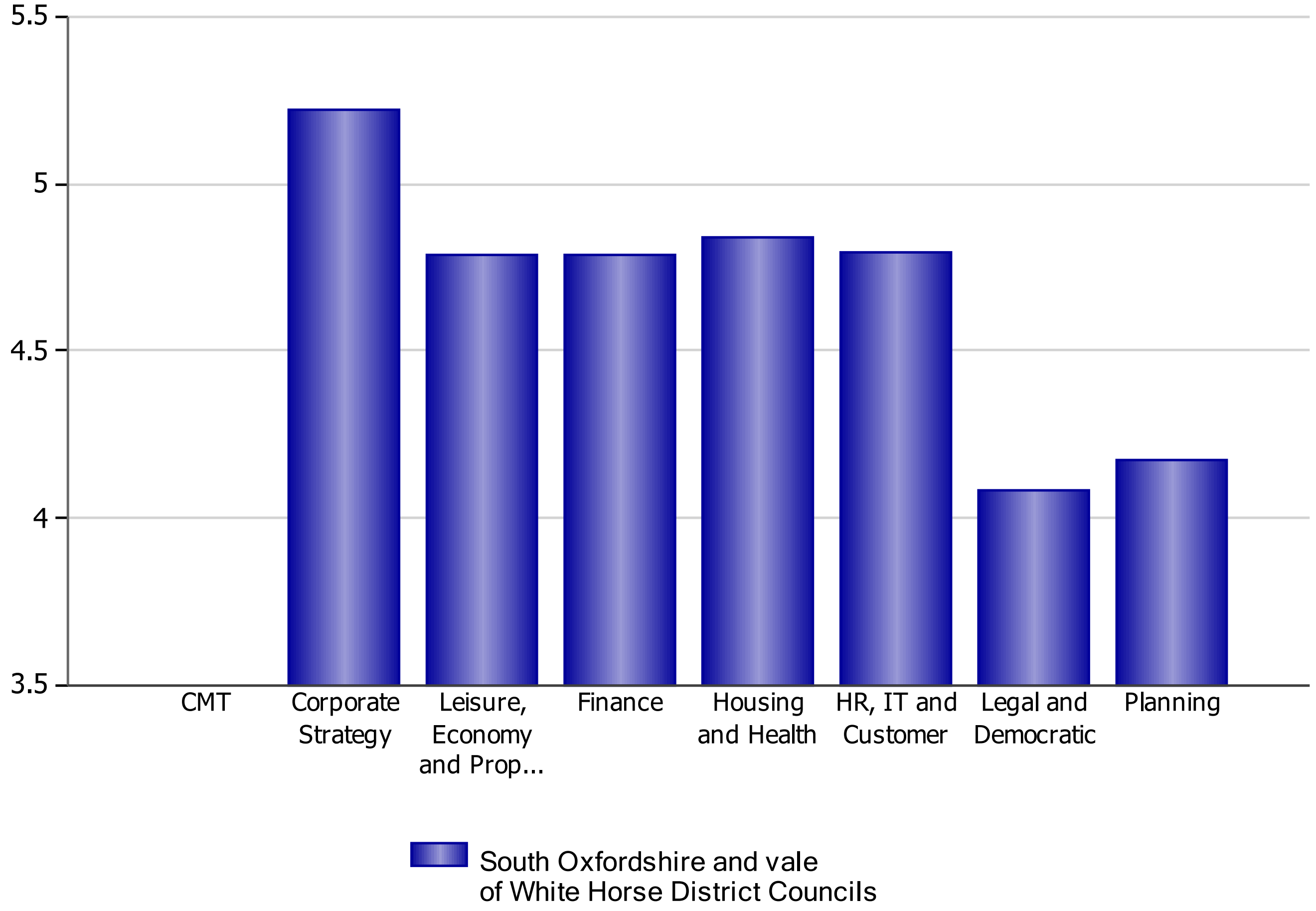




# My company by employment group

My Company by Employment Groups



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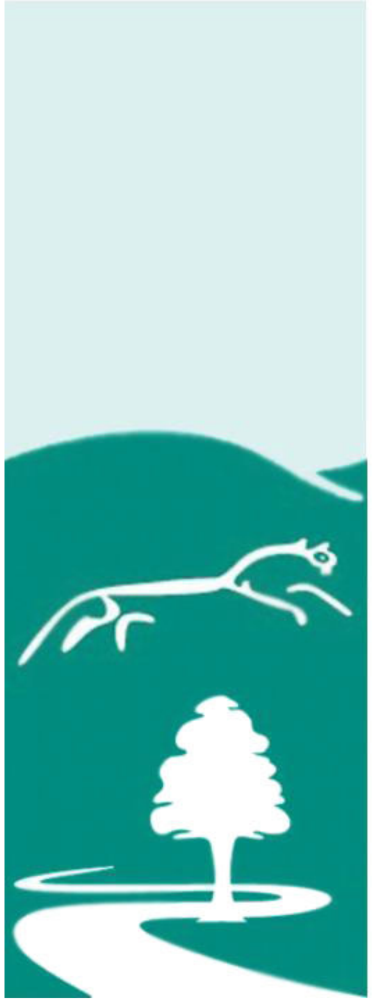
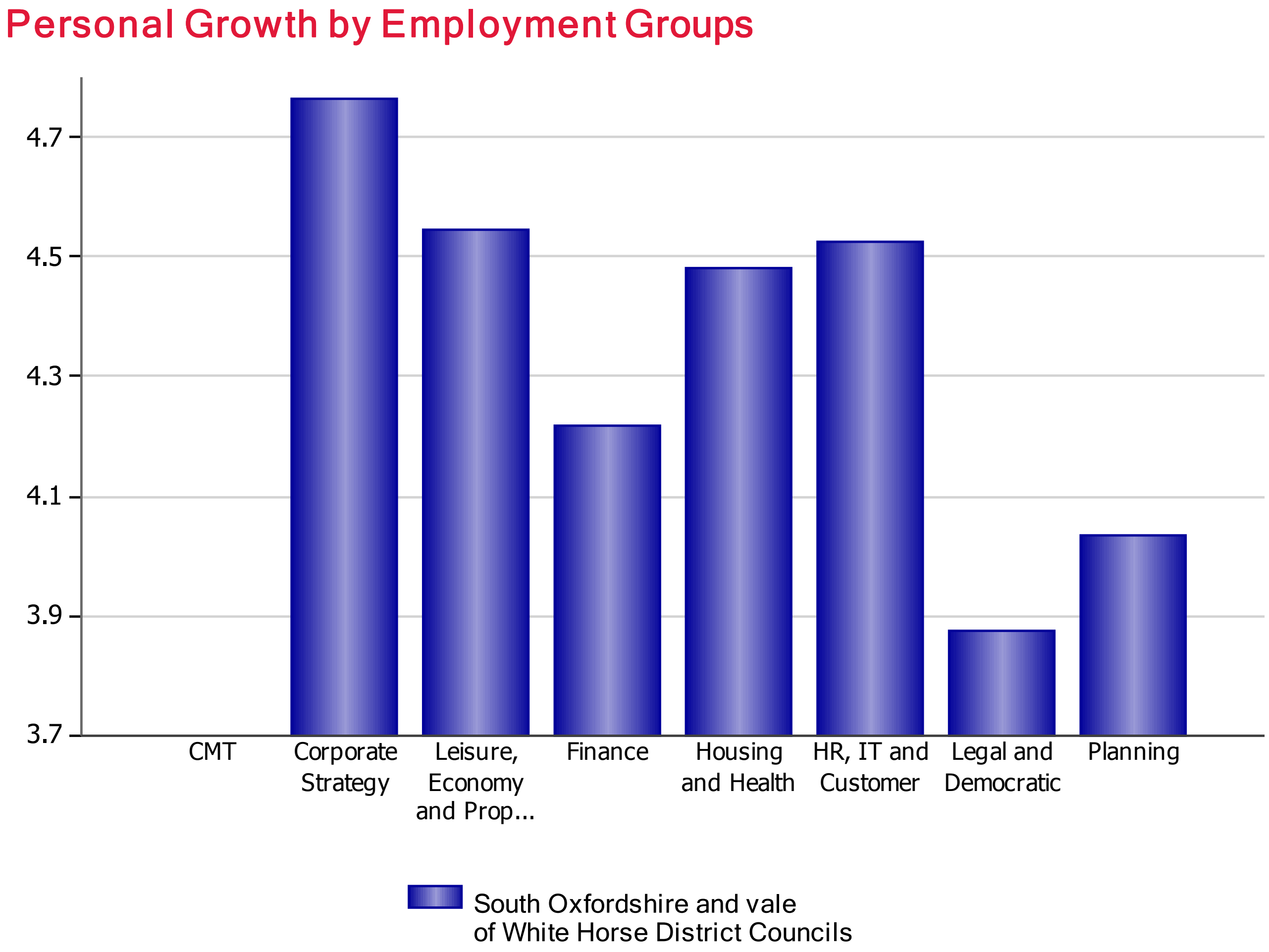


# Personal growth by employment groups



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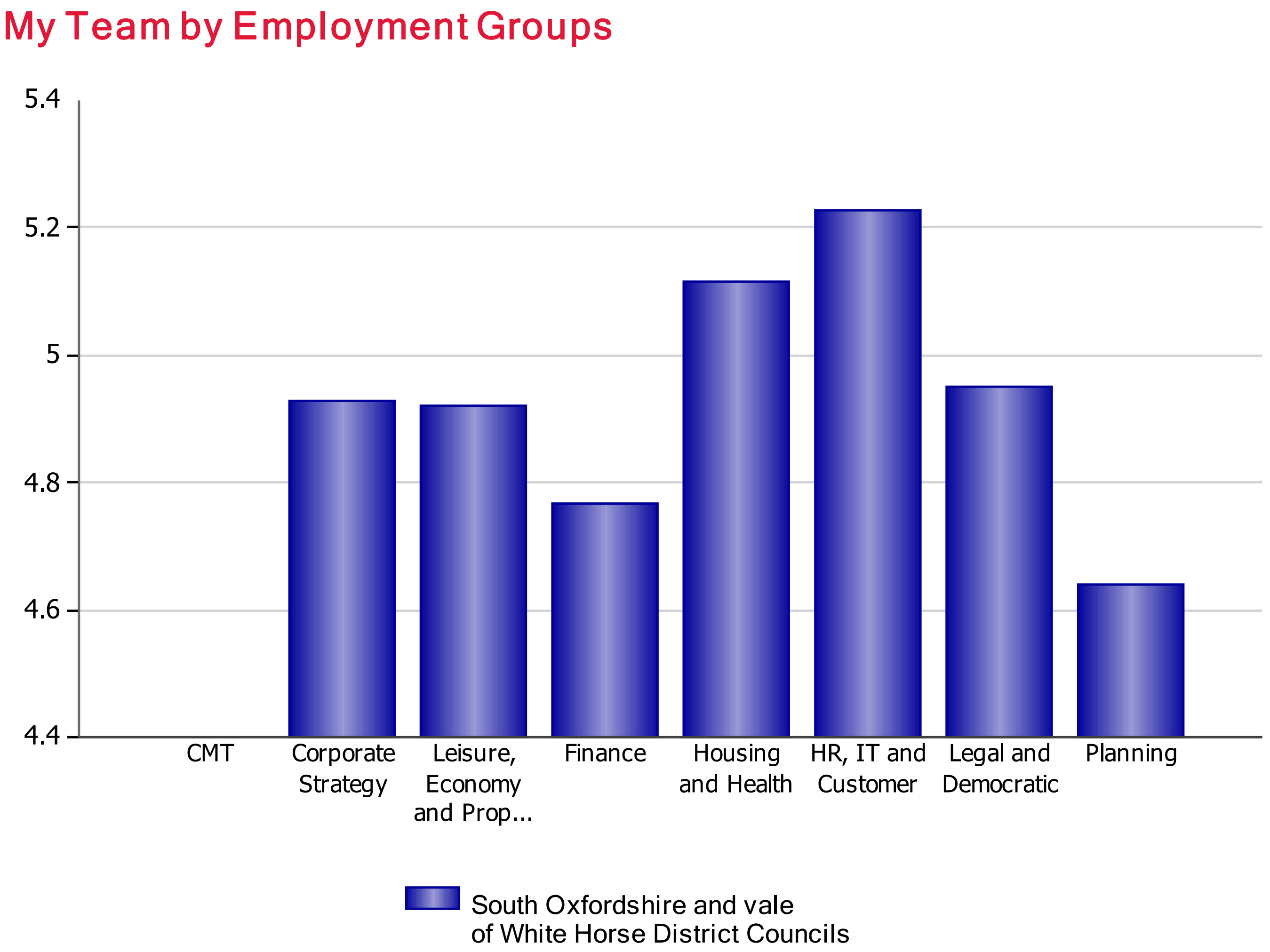
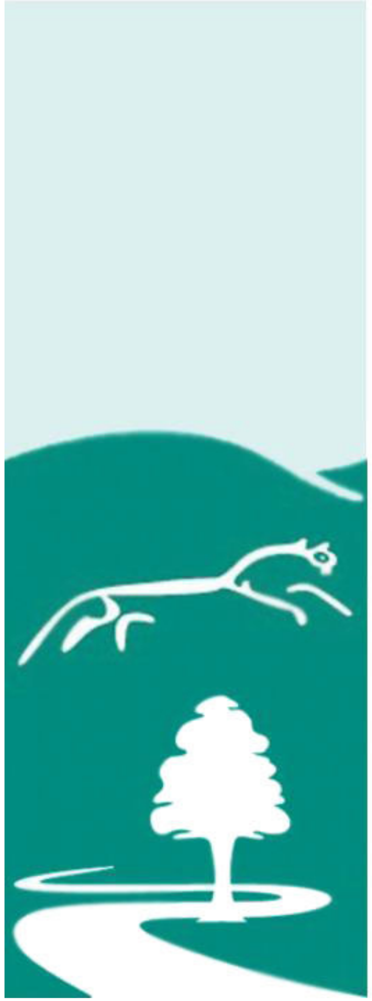
# My team by employment groups





# Fair deal by employment group

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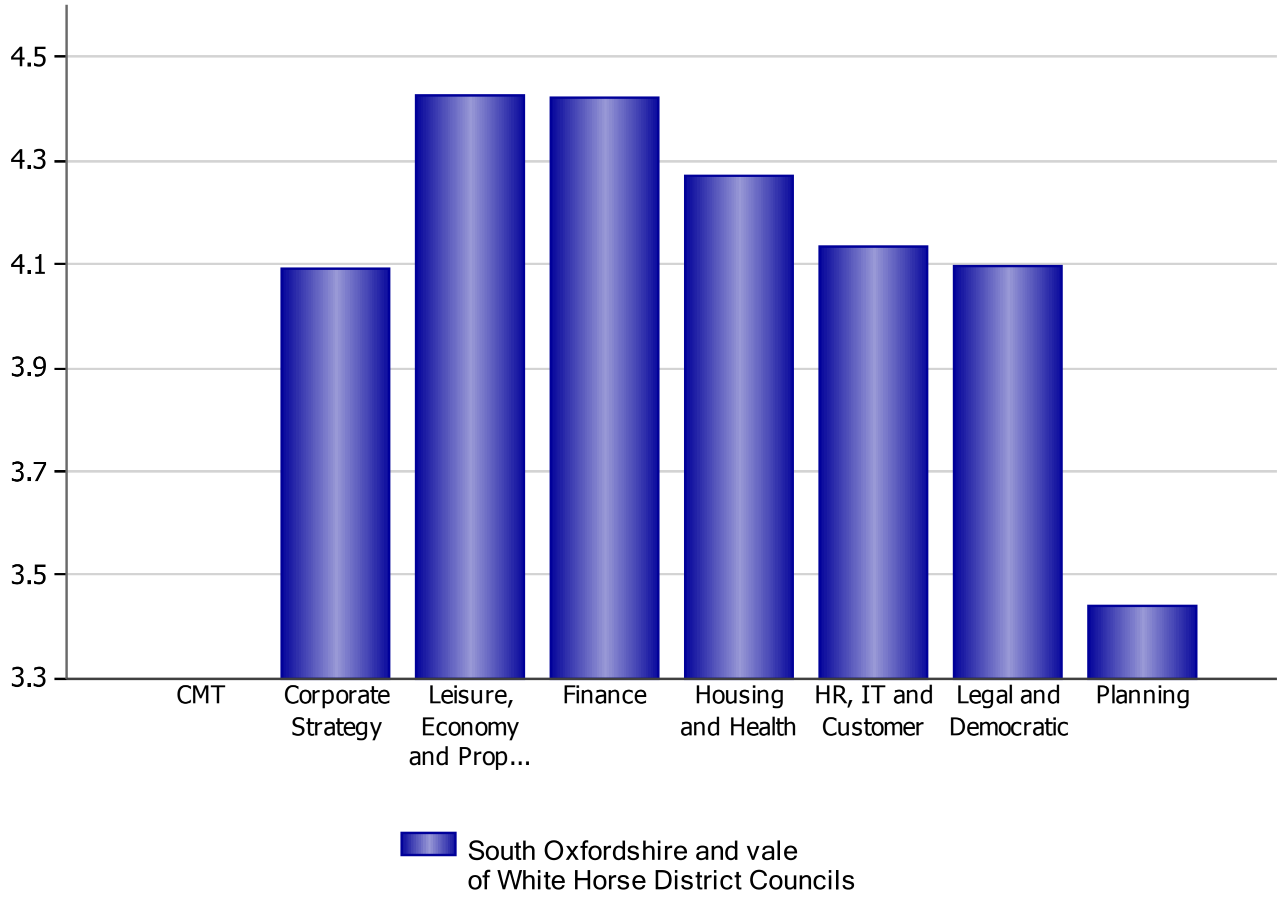
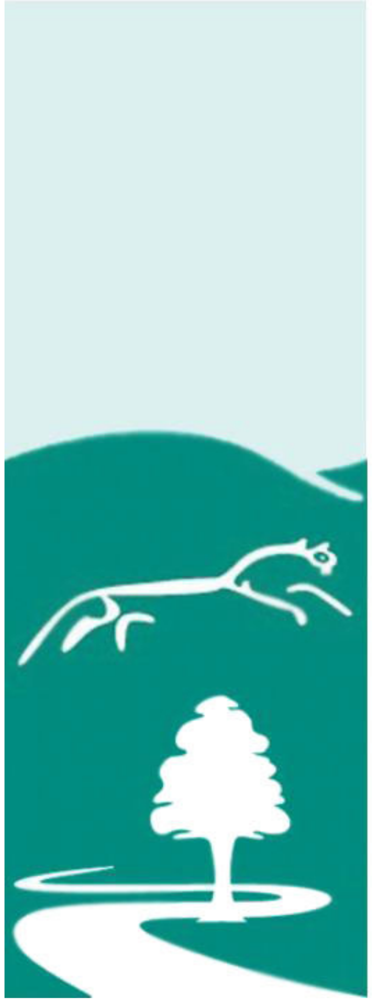
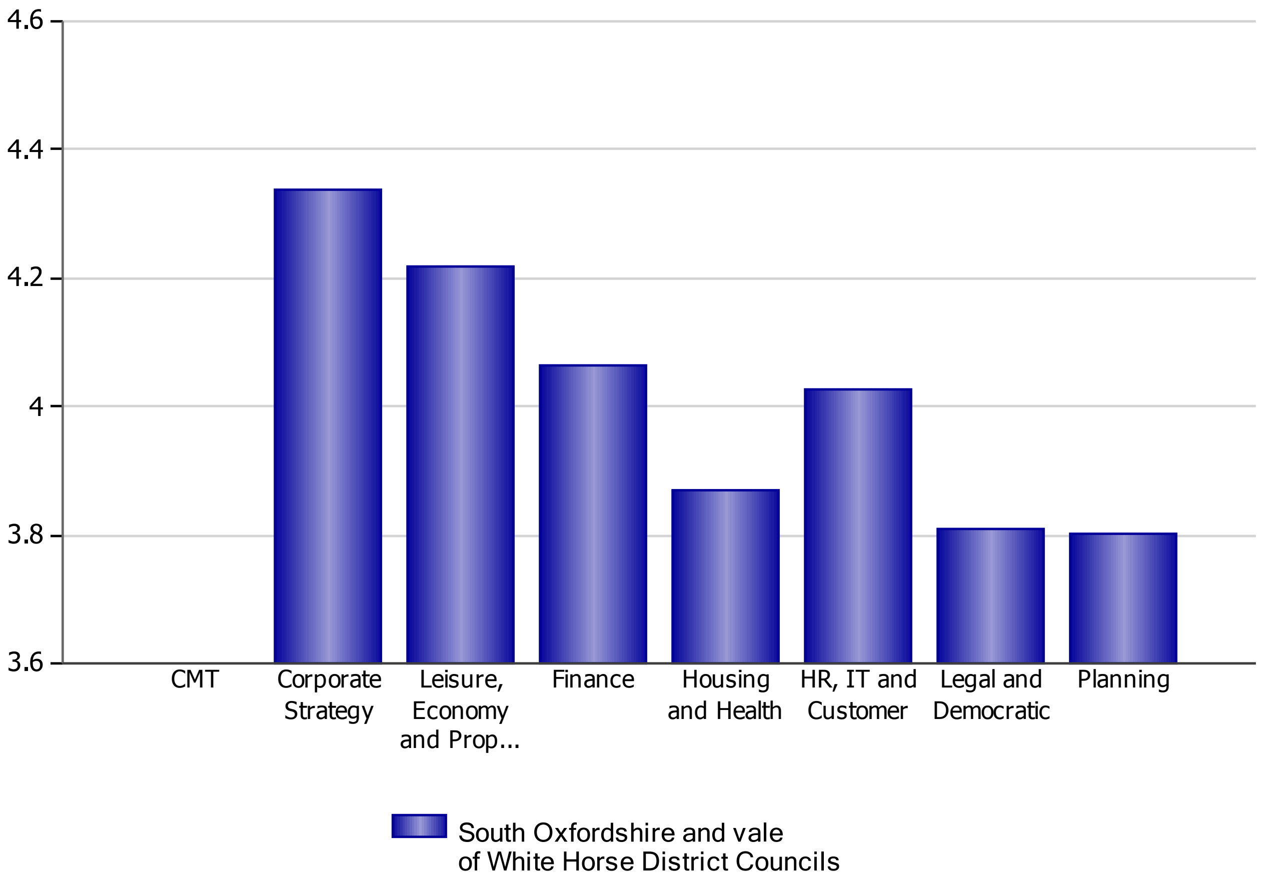
Fair Deal by Employment Groups



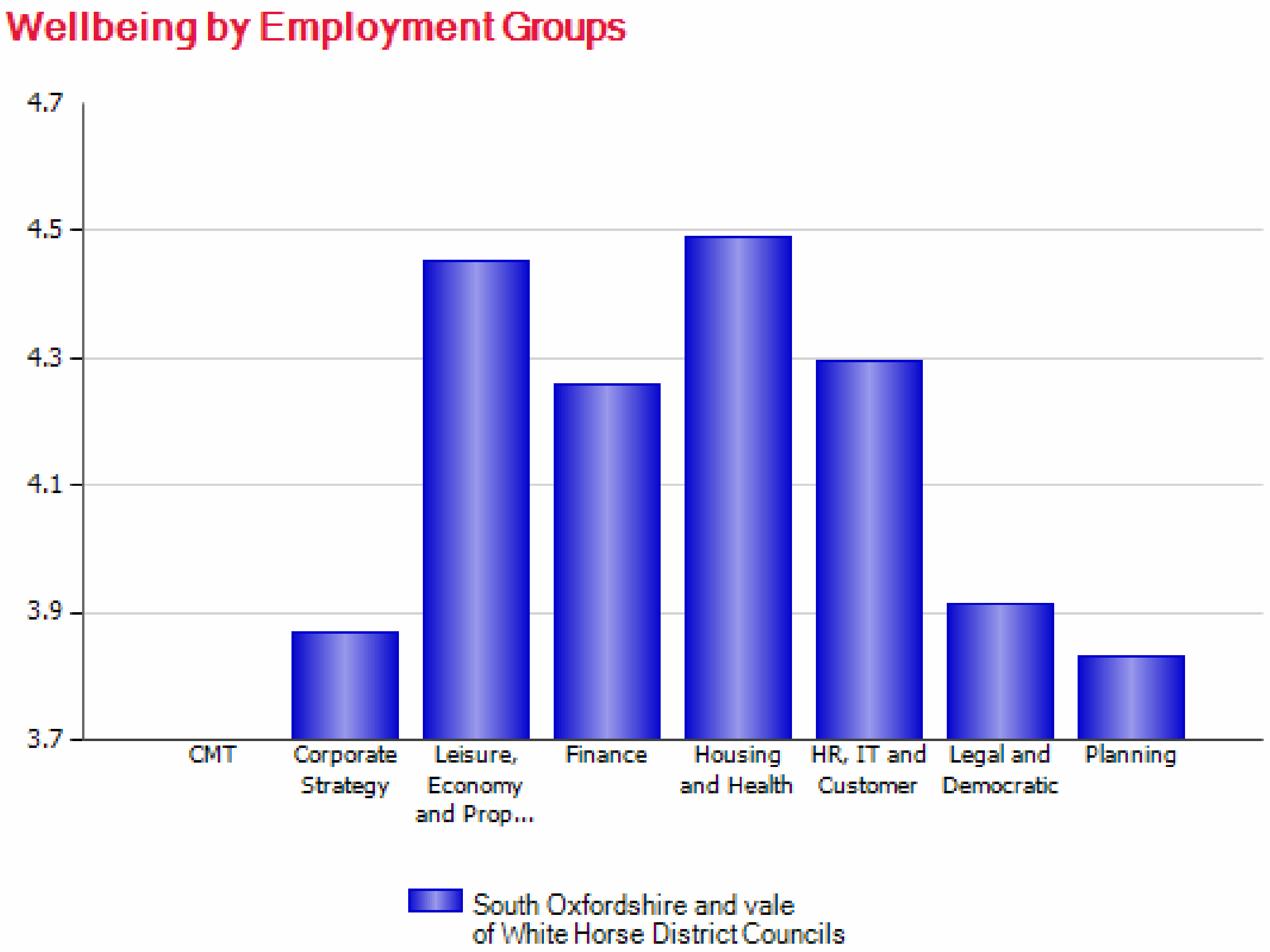


# Giving something back by employment group



Giving Something Back by Employment Groups

# Well being by employment group



# Conclusions and next steps

Vale of White Horse District Council

South Oxfordshire District Council

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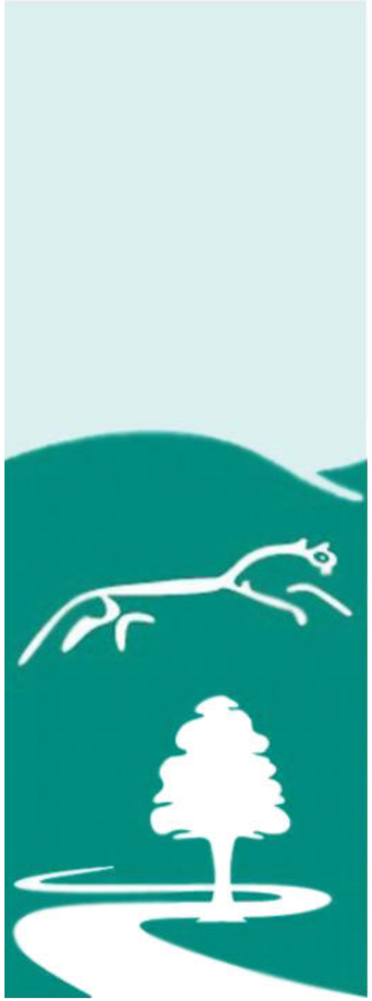
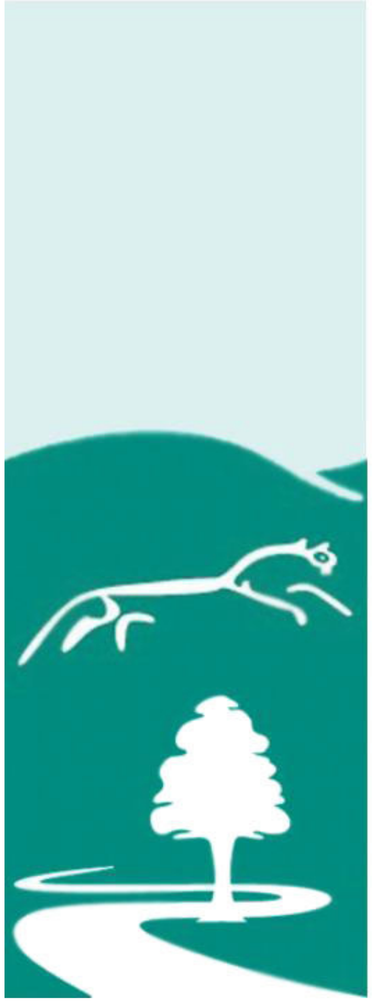
- combined results showing improvement
  - consolidation and settling of new shared management and service delivery
  - action plans arising from last year's staff focus groups following 2011 staff survey results (reports of the focus groups and the action plans are available on the intranet)
- Leadership still low scoring but training/leadership and management programmes to address this, and big improvement on last year



# Conclusions and next steps

- results data packs showing detailed results for their service area have been provided to heads of so that they can pick up any issues particularly relevant to their service areas
- results are available on the intranet



## LIST OF QUESTIONS BY FACTOR

### My manager

My manager helps me to fulfil my potential
My manager is an excellent role model for me
My manager shares important knowledge and information with me
My manager does a lot of telling but not much listening
My manager motivates me to give my best every day
I have confidence in the leadership skills of my manager
My manager cares about how satisfied I am in my job
I feel that I lack support from my manager
My manager cares about me as an individual
I feel that my manager talks openly and honestly with me
My manager regularly expresses his / her appreciation when I do a good job

### Leadership

Senior managers truly live the values of this organisation
I am excited about where this organisation is going
I am inspired by the person leading this organisation
I have confidence in the leadership skills of the senior management team
The leader of this organisation runs this organisation based on sound moral principles
This organisation is run on strong values / principles
I have a great deal of faith in the person leading this organisation
Senior managers of this organisation do a lot of telling but not much listening

### My company

I feel I can make a difference in this organisation
I believe I can make a valuable contribution to the success of this organisation
I love working for this organisation
I feel proud to work for this organisation
My work is an important part of my life

### Personal growth

This job is good for my own personal growth
My work is stimulating
The training in this job is a great benefit to me personally
The experience I gain from this job is valuable for my future
I am bored with the work I do
There are limited opportunities for me to learn and grow within this organisation

### My Team

People in my team go out of their way to help me
I feel a strong sense of family in my team
My team is fun to work with
People in our team don't care much for each other
Working in this team gives me a buzz

## Fair Deal

I am paid fairly for the work that I do relative to others within this organisation
I feel I receive fair pay for the responsibilities I have in my job
I am paid fairly for the work I do relative to people in similar positions in similar organisations
I am happy with the pay and benefits I receive in this job

## Giving something back

My organisation makes a positive difference to the world we live in
Profit/budget concerns are the only things driving this organisation
My organisation's support of worthy causes is driven by a desire for good publicity
I believe this organisation does not do enough to protect the environment
I think this organisation should put more back into the local community

## Well being

Sometimes I feel that this organisation takes advantage of me
My health is suffering because of my work
My work deadlines are unrealistic
My work interferes with my responsibilities at home
I am happy with the balance between my work and home life
I'm spending too much time working
I am under too much pressure at work to perform well
Most days I feel exhausted when I come home from work
I am under so much pressure at work I can't concentrate
I have had stress related symptoms in the last 12 months because of my job

# Scrutiny Committee

**Author: Paul Staines Shared Head of Health and Housing**

**Telephone number: 01491-823471/01235-547621**

**Textphone number:**

**Strategic Director: Anna Robinson**

**Cabinet members: Cllr Roger Cox**

**Wards affected (VWHDC only): All**

# Review of the councils' housing allocation policy

## Purpose of report

1) Government has recently published a revised draft code of guidance for the allocation of affordable housing and has consulted on the content**.** This code of guidance is statutory advice as to the policies local authorities should adopt in allocating housing.

2) The consultation closed on the 30th March and the councils' response is attached as an appendix to this report

3) The draft code of guidance builds on the autonomies in the Localism Act and suggests greater freedoms and discretions for councils in deciding whom they might prioritise for affordable housing, albeit within the existing primary legislation.

4) This report details the new provisions in the code of guidance and proposes how, when the final code is published, they might be implemented.

## Strategic Objectives

5) The report relates to the councils' strategic objectives of meeting housing need.

## Background

6) The draft consultation focuses upon a number of key areas that government wish to review. This report however concentrates on those areas where we believe there are issues for the councils, these are:

   a) Do the councils wish to specifically exclude certain classes of persons from being able to join the housing register, as allowed in the draft code

   b) Do the councils wish to amend their current allocations policy in favour of particular groups or classes of persons, as allowed in the draft code.

   Finally, do the councils wish to consider whether they will continue to operate open housing registers and for a proportion of new developments use a tighter definition of the term local connection.

EXCLUSIONS FROM THE HOUSING REGISTER

**7)** The Localism Act has given councils a greater degree of discretion to exclude groups from their housing registers, the detail of this is now contained in the draft code of guidance.

8) The rationale for exclusions is twofold.

- The first is that there are certain groups of persons whom it is deemed are inappropriate for the housing register by virtue either of their status or behaviour.
- The second is that housing registers are, to some degree, populated by people who have an aspiration for affordable housing, but no great housing need or realistic prospect of being allocated housing. Therefore, to include them on the register does not assist these applicants in understanding their chances of securing housing through the register. It also inflates the numbers on the registers, overstates the degree of housing need and increases workload.

9) At present the councils exclude two groups of applicants, both as a consequence of statutory guidance:

- certain groups subject to immigration control
- people who are guilty of unacceptable behaviour whilst a tenant.

10) The draft code of guidance advises that the requirement to exclude certain groups subject to immigration control will be retained whilst the current legislation relating to unacceptable behaviour will be repealed and replaced by a wider power to exclude.

11) Officers consider that the ability to exclude certain applicants from the register because of unacceptable behaviour as a tenant, on a case by case basis, should be retained as it assists in sending a strong message that the councils will not accept either anti-social behaviour or criminal activity from local residents.

12) The councils could consider other groups it may wish to exclude from the register. Officers recommend the following:

- Owner occupiers who own the property outright, unless there are exceptional reasons to allow their application

- People who have the financial capacity to solve their own housing circumstances

- People who do not have a local connection with the districts (discussed in section 2 of this report) unless there are exceptional circumstances to allow their application.

13) Additional exclusions could also be considered. However, we should be mindful that exclusions are subject to challenge and it would be necessary to establish robust processes to determine such appeals.

14) Turning to the question of whether persons in no housing need should be excluded from the register. An examination of the housing registers shows that such exclusions would have a major impact. The table below shows the numbers on each council's housing register, split by bands according to need. Bands 1-4 are those categories of persons in "housing need".

| | SODC | VWHDC |
|---|---|---|
| Band 1 | 17 | 8 |
| Band 2 | 190 | 190 |
| Band 3 | 822 | 714 |
| Band 4 | 133 | 126 |
| Band 5 | 1843 | 1744 |
| **Total** | **3005** | **2782** |

15) The above table shows that, by excluding band 5, approximately 60% of applicants on the councils' housing registers could be excluded.

16) Whilst at first sight this seems advantageous for the councils, there are two issues to consider.

17) The first is that exclusions would deny applicants the right to build up time on the housing registers. This is important because, within bands, the allocations policy prioritises on the basis of time on the register. Although time on the register might seem a blunt method of prioritising within bands it is popular with applicants who find it easy to understand and consider it to be broadly fair. To deny some applicants the ability to build up that waiting time would undermine this central plank of our allocations policy.

18) The second reason for exclusion is cited in the guidance as reduced workload. However for both councils this issue has reduced with the development of self service, on line applications. This will be enhanced this year with the ability of applicants to update their applications as circumstances change. This means that there is little work involved in processing applications and no saving for the councils from such exclusions.

CHANGES TO THE ALLOCATIONS POLICY

19) Under the new code councils will be given some flexibility over how we prioritise applicants. The draft code of guidance specifically proposes alterations in three areas. These are:

- Under-occupation/overcrowding
- The treatment of former armed services personnel
- Additional priority for those either in or looking for work or whom contribute to the community.

20) Officers believe that, for the last two of these the councils might like to consider their approach.

ARMED FORCES PERSONNEL

21) The draft code of guidance proposes that councils consider giving enhanced priority to former Armed Forces personnel when allocating housing, if they are in "urgent housing need". The code suggests that a former member of the forces is anyone who had served within the last five years.

22) It does not however specify what urgent housing need is, instead recognising that will be different according to local circumstances.

23) Currently the councils, as part of their commitment to the Oxfordshire Armed Forces Covenant, give priority to service personnel who are leaving the service by placing them in band 3 of the registers. This is the equivalent to the priority we give to a private sector tenant who has been served with a notice to quit. The difference is that we give this priority significantly earlier so that armed services applicants can either bid on the CBL system or look for alternative accommodation. They in effect are given a head start.

24) For former Armed Forces personnel no additional priority is provided as a result of their status, except where they have suffered serious injury as a result of their service. Otherwise, they are assessed on the basis of housing need.

25) Officers have discussed the issues and implications and have concluded that the current system of priority strikes the right balance between the rights of armed services personnel when compared to other applicants on the register. We concluded, for example, that to treat all former service personnel as being immediately in urgent need would not accurately reflect what their housing circumstances are and would potentially prejudice other applicants whose housing circumstances are urgent.

26) Government have indicated that they intend to provide a statutory instrument requiring councils to enhance priority for former armed services personnel and the councils have fed back their views on this in the consultation response attached as an appendix to this report.

27) Notwithstanding this consultation officers propose that no immediate alterations to the policy for armed services personnel are considered but that the council awaits the detailed code of guidance.

APPLICANTS WORKING, LOOKING FOR WORK OR CARRYING OUT SERVICE IN THE COMMUNITY

28) The draft code of guidance also suggests that councils could consider using the housing register as a tool to either encourage people into work or to reward those that are either working or take an active part in their community.

29) Our consultation response highlighted some issues which we felt to be of particular relevance to the councils. These are:

a) First our concern that, in areas of high demand, prioritising those in or seeking work will adversely affect our homeless prevention work. This is because we, in part ,use the flow of affordable housing to assist with homeless prevention via our allocations policy and any policy that ring fences part of that flow for certain classes of people leaves less for others.

b) Second we responded that we would welcome guidance on what constitutes seeking work and contributing to the community, as these could be open to wide interpretation.

c) Notwithstanding the above there is a need to recognise the role that housing allocations can play in promoting economic growth, for example offering priority to key workers and weighing that against existing general housing needs.

30) Officers consider that, in order for the councils to make an informed decision about this issue we need to see the detail of the final code of guidance and then carry out modelling of any new policy to assess it's impact.

31) This report therefore suggests that this issue should be deferred until the new code of guidance is published and then suggested amendments be tested and assessed before being brought to cabinets for decision.

LOCAL CONNECTION

32) While not specifically mentioned in the new draft guidance its arrival gives both councils an opportunity to consider both the definition of local connection that we use and the weighting we give it in our policy.

33) The primary legislation already allows councils to give due recognition to local connection. This is already reflected in our allocations policy in that any person in a band with local connection gets priority over someone who has not, regardless of their position on the register.

34) Officers are proposing that the councils should consider two amendments to the policy:

a) Excluding those without a local connection to the district from the Housing Registers.

b) Refining its definition of local connection and prioritising those from the parish or neighbouring parishes for a proportion of new developments.

EXCLUDING THOSE WITH NO LOCAL CONNECTION

35) The rationale for the first of these is that, with a high local demand there is little justification for allowing persons from outside the districts to apply for housing. Whilst the current impact is small there is currently the capacity for applicants in high need to move to the district and we would suggest that this is unfair on local people who do not enjoy the same flexibility. Scrutiny should note that this would not be a blanket exclusion and particular cases, for example witness protection or domestic violence, would be exempted with the policy delegating this discretion to the Head of Health and Housing.

DEFINING LOCAL CONNECTION

36) Turning to the second issue, officers now believe that there is sufficient latitude, both within the draft code of guidance and case law precedent, for it to be possible to utilise a tighter definition of local connection than district wide, but that to do so for all properties would probably not be lawful.

37) One compromise, we believe acceptable in law could be to apply a new definition of local connection to a proportion of nominations on new developments, a suggested level might be up to 20%, dependant upon the size of the development.

38) If the councils are minded to agree to this the next question is how to frame this tighter definition.

39) Currently Rural Exception Sites operate using a local connection definition that prioritises those from the parish where the development takes place, then considers applicants from adjoining parishes and finally considers applicants from elsewhere in the district. This is a tried and tested methodology that has worked well in such instances.

40) An alternative could be to consider applicants from the parish, then ward and finally district, however officers are concerned that the concept of ward is not a widely understood by applicants and could lead to confusion when applying.

41) Officers believe that the advantage of adopting this new definition would be that it offers local people an incentive to allow developments in their area by showing them that there is advantage to people from their parish in allowing the development. This could assist with the councils as they plan and seek to deliver new housing developments.

42) However, it must also be recognised that this would lead to cases where people with a local connection to the wider district, but not the parish/ward concerned would lose out despite having an equivalent housing need and more time on the register, albeit only for a proportion of the properties concerned.

43) Whichever definition is applied there will need to be adjustments to the housing register databases to allow for the sifting of applicants according to these criteria and all applicants will have to be canvassed to gather this new information.

## Options considered

44) In this report officers are suggesting that the following options are approved:

- Exclusions - increased as listed
- Armed forces - no change subject to legislation
- Preference for those in work - no changes until final code published
- Local connection - alterations as described

45) Notwithstanding the likely requirements to revise our policy for armed forces personnel, the fact that the code provides local flexibilities mean that cabinets have a wide range of options for each of the areas. For example leave policies as is, implement now or await the final code of guidance.

46) Officers believe that where there is sufficient clarity for us to amend our policy that action is appropriate, albeit with a low degree of risk. In other areas it is appropriate to note the anticipated changes and await the final detail before altering policy.

## Recommendations

It is recommended that scrutiny committee:

1. Note the recommendations of the report to make no current alterations to the priority given to former Armed Forces personnel and persons in or seeking work until either the code of guidance or revised statute is published.
2. Consider whether they agree to the proposal to amend the allocations policy to allow the following exclusions from the housing register
    - Owner occupiers who own the property outright, unless there are exceptional reasons to allow their application
    - People who have the financial capacity to solve their own housing circumstances, unless there are exceptional reasons to allow their application
    - People who do not have a local connection with the districts, unless there are exceptional reasons to allow their application

3.. Agree to the proposal to amend the allocations policy so that, for any new developments in the districts, that up to 20% of the allocations be ring fenced, in the first instance, for persons from that parish or failing that adjoining parishes.

## Appendix One: Joint response to Consultation

| Question | Vale of White Horse and South Oxfordshire Councils' response |
|---|---|
| 1. Does your allocation scheme/transfer policy already provide for social tenants who are under-occupying to be given priority? | Yes, the policies of both councils state that under occupation is given high priority dependant upon the scale of under occupation, for example under-occupying by 2 or more bedrooms can get the highest priority. This reflects the scale of housing need in the districts and the need for us, where possible, to fully utilise under occupied family accommodation. |
| 2. Do you intend to revise your allocation scheme in order to make it easier for under-occupying social tenants to downsize to more appropriately sized accommodation? | No- we consider that sufficient priority is already allocated for under occupation |
| 3. If so, what changes to your allocation scheme will you be considering – to make it easier for under-occupying tenants to downsize? | N/a |
| 4. Do you agree that members of the Armed Forces and former Service personnel should not be disqualified on residency grounds? Is 5 years from the date of<br>discharge an appropriate time limit for this restriction? If not, what would be a more appropriate period? | Our current residency requirements to qualify as being considered to have a local connection are 3 years out of the last 5, 6 months out of the last 12, employment or residence of family members. Residence in military accommodation does confer a local connection. This mirrors existing local connection definitions contained in housing legislation.<br>We are not convinced that this requirement disproportionally disadvantages people who have left Armed Forces accommodation in our districts. Particularly since armed forces families will form a local connection via their other links with the community, for example schools , jobs etc.<br>We do not therefore agree that armed forces should be exempted from the requirement to form a local connection with a district in order to apply for social housing and are concerned that the effect of this amendment would be to significantly increase demand for social housing in our districts, both of whom have large military bases. |
| 5. Does the draft guidance provide | We believe, as do the network of district |

| Question | Vale of White Horse and South Oxfordshire Councils' response |
|---|---|
| sufficient clarity on how to implement the new power for housing authorities to set their own allocations qualification criteria? If not, in what areas would more guidance be useful? | councils, this is an area where there is potential for significant challenge from applicants and would appreciate more guidance from government.<br>Looking at the issue of exclusion due to low housing need. Whilst this would exclude approximately 60% of applicants for either council the councils are not in favour of this for two reasons. Currently the councils use time on the register as a determinant of need within bands. It's not perfect but it is clear for applicants to understand and popular with them and to exclude people in no housing need would warp this cornerstone of ours and many other council's policies.<br>Secondly both councils are moving to a system of self service for applicants to the housing register which means that the workload for processing new applications is minimal.<br>We do not therefore propose at this stage to implement this new power |
| 6. Do you agree that the bedroom standard is an appropriate measure of overcrowding for the purpose of according reasonable preference? If not, what measure do you consider would be more appropriate? | We believe that measuring overcrowding by bedroom requirement as currently defined is suitable, workable and can be understood by applicants. A move to a more complicated scientific method would not aid transparency of decisions . |
| 7. Should this guidance provide advice on how to define 'overcrowding' for the purpose of according additional preference? If so, would an appropriate measure be two bedrooms or more short of the bedroom standard? | No, whilst the councils agree that the bedroom standard is the appropriate method of giving an applicant reasonable preference, to do the same for any additional preference on top of this would be to ignore the local circumstances. Councils should, we believe, be allowed to take prevailing housing circumstances in their districts into account when awarding additional any additional priority for overcrowding |
| 8. How does your allocation scheme currently define 'overcrowding' for allocation purposes? Does it, for example, use the bedroom standard, the statutory overcrowding standards in Part 10 of the Housing Act 1985, or another definition? If the last of these, please provide brief | Our current policy uses both. We use bedroom standard to determine what would be the appropriate number of bedrooms an applicant would qualify for and then uses Part 10 to define whether the room is of an appropriate size, eg habitable or large enough to be shared. We believe that this |

| Question | Vale of White Horse and South Oxfordshire Councils' response |
|---|---|
| details. | system defines applicants bedroom requirements effectively |
| 9. The Government proposes to regulate to require housing authorities to frame their allocation scheme to provide for former Service personnel with urgent housing needs to be given additional preference for social housing. Do you agree with this proposal? | In principle the councils agree with this approach. However it needs to be recognised that for the vast majority of armed forces personnel the lead in time to them requiring housing upon discharge is quite long. The councils have invested heavily in engaging the local military bases so we can work at an early stage with army leavers to help them secure accommodation. To merely provide a high priority once their situation becomes urgent could remove the impetus of army leavers to engage with us at an early stage and could lead to us having to deal with a greater number of armed forces personnel in housing crisis, forcing us to treat the armed forces personnel as potentially homeless or disproportionably using affordable housing for services personnel leading to problems with community relations. |
| 10. Does your allocation scheme already make use of the flexibilities within the allocation legislation to provide for those who have served in the Armed Forces to be given greater priority for social housing? If so, how does your scheme provide for this? | Yes. Both councils have signed the Oxfordshire military covenant which means that priority is given to armed forces households who have to leave their current military home. However, this does not cover former Army personnel who have already left the service. |
| 11. If not, do you intend to take advantage of the flexibilities in the allocation legislation to provide for former members of the Armed Forces to be given greater priority for social housing? If so, what changes might you be considering? | Not at this stage for the reasons given above. We believe that housing should be allocated primarily on the basis of need.<br>We understand that additional regulation is due from government on this and will await this. |
| 12. Does your allocation scheme already provide for some priority to be given to people who are in work, seeking work, or otherwise contributing to the community? If so, how does your scheme provide for this? | No - however members at both councils have signalled that they would wish to examine this. |
| 13. If not, do you intend to revise your allocation scheme to provide for more priority to be given to people who are in work, seeking work, or otherwise contributing to the community? If so, what changes might you be considering? | Please see above, we will be reviewing as part of a review of the allocations policy.<br>We have given some thought as to whether to give preference to working households for a % of properties. We are however concerned that ,in an area of high demand, this will impact on levels of homelessness and adversely affect our homeless prevention |

| Question | Vale of White Horse and South Oxfordshire Councils' response |
|---|---|
| | work. This is because we in part use the flow of affordable housing to assist with homeless prevention via our allocations policy and any ring fence of that flow of affordable housing for certain classes of people leaves less for others<br>The councils would also welcome in the guidance on what constitutes seeking work and contributing to the community since these could be open to wide interpretation. |
| 14. Are there other ways in which housing authorities can frame their allocation scheme to meet the needs of prospective adopters and foster carers? | It would be possible for priority to be given to persons who have an agreed adoption plan or foster plan with social care. However for foster parents we would argue that there would need to be evidence of sustained commitment to the scheme |
| 15. Does the draft guidance provide sufficient clarity on the extent of flexibilities available to housing authorities when framing their allocation scheme? | No, we would welcome more clarity.<br>In particular the extent to which councils could disregard the reasonable preference categories in favour of, for example enhanced priority for local connection. We would also appreciate guidance on whether councils can define local connection themselves or whether, as the law currently states, it is defined by district. |

# Housing Services

## Main Functions

1. preventing homelessness & providing housing advice
2. Helping people obtain social housing through the Housing Register & Choice Based Lettings (CBL)
3. Development of new social housing within the Vale

This note advises on the second of these functions

## Housing Register and Choice Based Lettings

The council has a statutory duty to have a housing allocations policy for all social housing in the district

We also choose to run a choice based lettings website

### Housing allocations Policy

Policy splits applicants into bands of need, time in need is the determinant of priority within bands

Bands are

1. Exceptional housing need eg witness protection, DV
2. Urgent housing need eg severe overcrowding, homelessness, serious medical or welfare issues
3. Significant housing need eg overcrowding, loss of private rented or armed services accommodation, disrepair
4. Moderate housing need eg more minor medical issues, minor disrepair
5. no housing need

Local connection gets priority – proposal now to close the register

At any one time, approx 2800 applicants on housing register. Circa 60% of those in band 5

### Choice Based lettings

Choice based lettings is web site (www.valehomechoice.org) .where applicants can;

- Apply to join the housing register
- Amend their applications as circumstances change (from 2012)
- View all properties that are available and bid for those that they would like
- Review and see who was successful

# Scrutiny Committee report

Report of Head of Corporate Strategy

Author: Jayne Bolton

Telephone: 01235 547626

Textphone: 18002 01235 547626

E-mail: jayne.bolton@southandvale.gov.uk

Wards affected: All Wards

Cabinet member responsible: Matthew Barber

Tel: 01235 547693

E-mail: matthew.barber@whitehorsedc.gov.uk

To: SCRUTINY COMMITTEE

DATE: 24 May 2012

# Capital Community Grant Scheme

## Recommendations

(a) That scrutiny committee considers and provides comments to cabinet on the new capital community grant policy and procedure as detailed in appendix 1 of this report.

(b) That scrutiny committee considers and provides comments to cabinet on the allocation of the grants budget to the area committees as detailed in paragraph 9 of this report.

## Purpose of Report

1. To consider a new capital community grant policy and procedure as detailed in appendix 1 of this report.

## Strategic Objectives

2. The council has a corporate priority to offer support to local communities by offering grants to voluntary and community organisations who are delivering projects and services that support the council’s own objectives or those in need.

## Background

3. In 2011/12 the council awarded £99,135 in community grants to 50 separate voluntary organisations, to date £70,358 (71%) has actually been paid to these organisations. The balances remaining are mainly due to match funding requirements. These grants were for a mixture of capital, ongoing revenue and one off event expenditure.

4. As part of the budget setting for 2012/13 it was decided to remove the community grants budget from the revenue budget and replace it with a capital community grant scheme. This means that grants can now only be given towards projects for capital expenditure.

## Options

5. The suggested criteria for the new capital community grant scheme are similar to those used by the area committees over the last 12 months. The key difference is that the scoring element relating to how a project contributes to the council's corporate priorities or the vale's community strategy has been removed. The focus of the scoring is now on the level of local need which will be identified through consultation evidence provided by the organisation applying for the grant.

6. The committee/cabinet may wish to consider whether there should be a scoring element within the criteria that shows how a project links to the new corporate priorities.

7. A new section on the viability of a project has also been added to the scoring system, this will help to identify the projects that are most likely to be successful and claim grant payments within the appropriate time scales.

8. The scoring system is similar to that adopted by South Oxfordshire District Council which will enable officers to facilitate the scheme using the shared staff resources currently available.

## Allocation of budgets to area committees

9. In 2011/12 the community grant budget was calculated by dividing the total budget available by the percentage of the electors in each area. There are various options available to the council to allocate this grant budget and a summary of three options is listed below: (more detailed information is included in appendix 1).

**Option 1** The allocation of funds is calculated by dividing the available budget by four (the number of area committees). For example £100,000 divided by 4 = £25,000 per area committee.

**Option 2** The funds are allocated to each committee on a per councillor basis. The rationale being that each councillor has approximately the same number of electors, so this ensures that the funds are distributed evenly.

**Option 3** The funds are allocated to each committee by calculating the number of parishes x £525 and the number of electors x 60 pence in each area. The rationale being that the funds are distributed more evenly. These figures and formula are based on recommendations from a previous scrutiny committee meeting.

10. The committee/cabinet is asked to consider which of these options it prefers.

## Financial Implications

11. The council has a recurring annual capital allocation of £100,000 in its capital programme funded from its capital receipts reserve to offer in capital grants to local community projects.

## Legal Implications

12. The area committees have delegated authority from the previous Executive to determine grant applications. There is also a delegated authority for the head of corporate strategy in consultation with the chair of the relevant area committee to determine grant awards up to £1,000.

## Risks

13. As with most grant schemes there is a risk that projects are not successful and grant awards are not drawn down. The viability section included within the scoring criteria will mitigate this risk. Any project that fails or which cannot meet the grant conditions will not receive its grant award and the grant will be cancelled. These decisions will be taken by the head of corporate strategy. The funds will be available to award grants to other applicants. The head of corporate strategy will also determine any requests for extensions of time when a grant is due to expire.

## Conclusion

14. The new capital community grant policy and procedures have been developed with a scoring criterion that is easy to understand for the benefit of the potential applicants to the scheme. The scoring criterion is familiar to the area committees who have previously used it when considering community grant applications.

APPENDIX 1

# Capital Grant Policy and Procedure

(revised April 2012)

## Introduction

The council has a corporate objective to support local communities and their representative bodies to create opportunities to localise service delivery. It aims to offer grants to voluntary and community organisations who are delivering projects and services that support the council's own corporate objectives or those in need.

The council has a recurring annual capital allocation of £100,000 in its capital programme funded from its capital receipts reserve to offer in capital grants to local community projects.

The scoring criteria and policy and procedure rules will be determined from time to time by the cabinet. Details of the application procedure will be included in the application forms held by the head of corporate strategy.

## What type of project will the scheme fund?

The council seeks to support a variety of community initiatives. Applications for funding towards a wide variety of different community projects can be made. Only capital expenditure, such as spending on buildings, extensions or equipment will be considered under this scheme. Repairs and maintenance work does not fall within capital expenditure. Applications for revenue funding to cover such things as salary costs, heating or rent cannot be considered under this scheme. Retrospective projects will not be considered.

## Who can apply to the scheme?

Any constituted community-based organisation, including not for profit businesses, parish and town councils, may apply. The council will not fund large public sector bodies, such as Oxfordshire County Council or Primary Care Trusts.

The council is committed to promoting equality and diversity and welcomes applications from all sectors of the community, regardless of race, gender, disability, sexual orientation, age, status, religion or belief.

## Schemes initiated by Area Committees

As well as receiving applications from eligible groups, Area Committees may also choose to initiate their own projects. Each area would have to fund its own projects from its overall budget and any consultants costs would have to be drawn from the same budget.

## What is the maximum award from the scheme?

In most cases any grant awarded by the scheme will be up to 50 per cent of the total cost of the project capped to a maximum of £5,000 for any individual project. All grant awards will be offered as a percentage of the total cost of the project, capped with a maximum grant amount. In this way, the council will share 50% of any saving if a project under spends, but does not share the cost if the project overspends.

## Scheme eligibility criteria

Applications will only be considered if organisations/projects meet the following eligibility criteria:

- are a properly constituted charitable or non profit making organisation
- has secured all appropriate planning and listed building consents
- provides two years audited accounts (six months of bank statements for new organisations)
- provides a minimum of two quotations for all work, equipment and fees relating to the costs of the project
- the project has not already commenced

## Opening and closing dates

The scheme will generally have one funding round each year; subject to budget availability a second round will be held. The first round will open for applications in June (unless an election has taken place when it will be September) each year (5 June 2012) and close at the end of July (30 July 2012). Decisions will generally be made by the end of September.

If a second round is required it will generally open for applications in October each year and close at the end of December and decisions will be made in February.

## Decision making

Grant applications will be determined by the relevant area committee; Abingdon, South East, North East and West. The area committees will meet in September and February (if required) each year.

## Allocation of budgets to area committees

In 2011/12 the community grant budget was calculated by dividing the total budget available by the percentage of the electors in each area. There are various options available to the council to allocate this grant budget and three options are listed below:

**Option 1** - The allocation of funds will be calculated by dividing the available budget by four (the number of area committees). For example £100,000 divided by 4 = £25,000 per area committee.

| Description | Abingdon | North East | South East | West | Total |
|---|---|---|---|---|---|
| Equal Area allocation £ | 25,000 | 25,000 | 25,000 | 25,000 | 100,000 |
| Equivalent grant per councillor £ | 1,562 | 2,083 | 1,562 | 2,777 | |

|  |  |  |  |  |  |
|---|---|---|---|---|---|
| Percentage of budget | 25% | 25% | 25% | 25% |  |
| No. of Councillors | 16 | 12 | 16 | 9 | 53 |

**Option 2** – The funds will be allocated to each committee on a per councillor basis. The rationale being that each councillor has approximately the same number of electors, so this ensures that the funds are distributed evenly. The table below shows the detailed calculation of this method.

| Description | Abingdon | North East | South East | West | Total |
|---|---|---|---|---|---|
| No. of Councillors | 16 | 12 | 16 | 9 | 53 |
| Grant per Councillor £ | 1887 | 1887 | 1887 | 1887 | 100,000 |
| Area Allocation £ | 30,192 | 22,644 | 30,192 | 16,983 | 100,000 |
| Percentage of budget | 30.19% | 22.64% | 30.19% | 16.98% |  |

**Option 3** - The funds will be allocated to each committee by calculating the number of parishes x £525 and the number of electors x 60 pence in each area. The rationale being that the funds are distributed more evenly. These figures and formula are for guidance only. They are based on recommendations from a previous scrutiny committee meeting and the figures may no longer be accurate and will need to be updated if councillors support this option.

| Description | Abingdon | North East | South East | West | Total |
|---|---|---|---|---|---|
| No. of parishes | 15 | 18 | 28 | 28 | 89 |
| No. of electors | 27916 | 20245 | 24580 | 16023 | 88,764 |
| £525 per parish £ | 7,875 | 9,450 | 14,700 | 14,700 | - |
| 60p per elector | 16,750 | 12,147 | 14,748 | 9,614 | - |
| Total per area £ | 24,625 | 21,597 | 29,448 | 24,314 | 99,984 |
| Percentage of budget | 24.63% | 21.60% | 29.45% | 24.32% |  |

## Delegated decisions

The head of corporate strategy will make decisions on awards for grants from the scheme of between £1 and up to a maximum of £1,000 in consultation with the relevant area committee chairman (if required) in all instances the scoring criteria will be applied. Any project that fails or which cannot meet the grant conditions will not receive its grant award and the grant will be cancelled. These decisions will be taken by the head of corporate strategy. The funds will be available to award grants to other applicants. The head of corporate strategy will also determine any requests for extensions of time when a grant is due to expire.

If any officer of the council has a pecuniary interest in any application being determined under this delegation the decision will be referred to a strategic director or the chief executive. These decisions will be published to all councillors and an update provided to the next area committee meeting.

## Area Committees

Each area committee will consist of all councillors (elected in the appropriate area) who will consider a detailed evaluation report and receive a presentation from officers including a recommendation, based on the approved scoring criteria (appendix 1) for each application to the scheme.

Each area committee will determine the applications taking into account the budget availability.

## Procedure at meetings of each Area Committee

Meetings of the area committees will be conducted in accordance with the Rules of Procedure set out in Parts 4 and 5 of the council's Constitution.

## Declaration of interests

Declarations of interests by councillors and officers will be conducted in accordance with the Rules of Procedure set out in Parts 4 and 5 of the council's Constitution.

If any officer of the council has a pecuniary interest in any application being determined under this scheme they will take no part in the process and register their interest as required by the employee's code of conduct policy.

## Standard conditions of all grant awards

- grants will not be payable towards any costs incurred before the grant award decision date
- projects must commence within one year of the date of the grant being awarded
- evidence that a contract of works is in place is required before any grants are advanced
- evidence that all funding is in place to **complete** the project must be provided to the grants team prior to commencement of work and the release of any part of the grant award
- council staff must be allowed to enter and inspect the work being carried out, by arrangement, subject to them abiding by any necessary health and safety requirements
- grants will be paid on completion of the project by returning a grant claim form attaching evidence of expenditure
- grants (or part of) will not be paid in relation to any spend that does not comply with the definition of 'capital expenditure'
- requests for information to assist us in monitoring the success of the project must be supplied to the grants team as required
- A plaque, supplied by the council, must be displayed in a prominent position to acknowledge grant awards of over £2,000

Breaches of one or more of the above grant conditions may result in the head of corporate strategy repealing the grant.

# Capital Grant Policy and Procedure

(revised April 2012)

## Scoring criteria

## Assessment methodology for capital grant applications

The council has a corporate objective to support local communities and their representative bodies to create opportunities to localise service delivery. It aims to offer grants to voluntary and community organisations who are delivering projects and services that support our own objectives or those identified as being in need. All applications will be assessed using the scoring system shown below.

## Local issues up to 80 points

Scores of up to 20 points are available for each of the four categories shown below:

| | |
|---|---|
| **Broadening the range** | Is this more of the same or will the project enable new activities to take place?<br>This will involve an assessment of the added value that the proposal brings. To score points a project must include evidence to show that a wider range of people will use the facility. |
| **Community participation** | To what extent has the relevant community been consulted and participated in putting the proposal together? Is the project identified in a local parish plan?<br>A community need does not have to be geographically based and participation is not a headcount – the relevant community will vary in size dependent upon the project being proposed. |
| **Meeting a local need** | How well is this evidenced/detailed?<br>Need and demand are different - this is about a proven lack of something that the project provides. |
| **Community benefit** | Who will benefit? This will go beyond a simple number count, to take account of the imbalance in size between different communities.<br>Community benefit also includes wider social, economic and environmental benefits that contribute to the achievement of sustainable development and energy saving in the district. |

## Viability of project up to 60 points

Scores of up to 60 points are available dependent on the viability of the project.

| | |
|---|---|
| **Viability** | Is the project reasonable and appropriate for the area?<br>Does the project deliver best value for money?<br>Is the project likely to secure full funding and progress within 12 months?<br>Will the organisation be able to manage the project now and in the future? |

## Summary of scoring system

The maximum score is 140 made up as follows:

| **Assessment factor** | **Maximum points available** |
|---|---|
| Broadening the range | 20 |
| Community participation | 20 |
| Meeting a local need | 20 |
| Community benefit | 20 |
| Viability | 60 |
| **Total** | **140** |

# Community Grants 2011/12

## Guidance notes for applicants

# Content

## Section 1 – General information

1. Application deadlines
2. What can be applied for?
3. Who can apply?
4. How much can we apply for?
5. Can we reclaim the VAT on the project?
6. What are the chances of success?
7. What happens once I have submitted my application and who makes the decision?
8. If a grant is awarded what happens next?
9. Sharing information
10. Equalities
11. Contact us

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1. Organisations documentation
2. Project documentation
3. Contact details
4. Organisation details
5. About your project
6. Meeting the priorities of the council
7. Broadening the range
8. Community participation
9. Local Issues – meeting a local need
10. Community benefit
11. General issues
12. Financial details
13. Other sources of funding
14. Capital expenditure
15. Future running expenses

# **Section 1 –** General Information

## 1. Application deadlines

We evaluate community grant requests of £500 - £5,000 twice a year or once per year if all funds are allocated in the first round.

This year the first round will be open on Friday 28 January 2011 and close at 17:00 on Wednesday 2 March 2011. The second round will be open on Monday 1 August 2011 and close at 17:00 on 30 September 2011.

Decisions will be made within ten weeks after the closing date of each round.

## 2. What can be applied for?

The council seeks to support community initiatives. You can apply for funding towards a wide variety of different community projects or services through the Vale's community grants scheme.

Voluntary and community groups can apply for both capital and revenue expenditure. For example spending on buildings, extensions, equipment, one-off events, activities.

Please note: town and parish council's can only apply for capital funding. For example: building works, new heating systems or equipment.

We will not normally fund retrospective projects.

## 3. Who can apply?

Any community-based organisation, including parish and town councils, may apply. Businesses and individuals are not eligible to apply for a grant.

## 4. How much can we apply for?

Applicants can apply for grants for a minimum of £500 up to a maximum of £5,000.

The council's grant funding is limited. The council is a last resort for funding. This means the council should only be approached for funding after all other possible ways of funding a project, event or service have been fully investigated. To help you identify other possible funding sources the council provides a community funding advice service delivered by OCVA (Oxfordshire Community and Voluntary Action). Please contact Hilary Burr at OCVA on 01865 251946 or by e-mail at funding@ocva.org.uk for funding advice.

Priority is given to grant applications that will use council funding to draw in money from other sources. Financial support from other sources indicates that there is widespread support for the benefits of a project or service.

## 5. Can we reclaim the VAT on the project?

You need to ask HMRC for advice if you are not sure whether you can reclaim the VAT costs of your project. We will not offer a grant to cover VAT costs if your organisation can later reclaim the VAT element. A guidance note produced by Oxfordshire Rural Community Council (ORCC) is available on request particularly for village halls.

## 6. What are the chances of success?

The grant scheme is competitive, just like other grant schemes. The amount of funding that applicants seek always exceeds the amount of money available. For the best chance of success, it is important to spend time and thought in filling out the application form. The grants team are available to offer advice on your particular project or to help you complete your application.

## 7. What happens once I have submitted my application, and who makes the decisions?

Once you have submitted your online application form you will receive an automated email informing you that your application has successfully been received. In addition the grants officer may contact you within 14 days of the closing date if we require any further supporting documentation.

Officers will then check to confirm that the group and its project meet the eligibility criteria. Eligible applications will then be assessed by officers so that a recommendation on the amount of grant that should be awarded can be made. The assessment will be made using a scoring system. The benefit of a scoring system to the council is that it ensures there is a consistent approach when prioritising applications for a share of limited funds. It is also transparent and fair to applicants.

All applications for grants of more than £1,000 are decided by the council's executive (if the application is for a Vale wide project) or one of its area committees (west, north east, south east and Abingdon). These committees are made up of elected district councillors.

Applicants, should they wish to, can attend the committee meeting so, at the beginning of the meeting, they can make a statement in support of their application. Applicants who would like to make a statement must notify one of the council’s democratic service officers (tel: 01235 520202) before 10.00am on the day of the meeting.

## 8. If a grant is awarded what happens next?

Any awarded grant must be spent within one year of the award. You must complete a progress report when claiming your grant. This form will be supplied with the formal grant award offer.

The grant can be claimed once the work has been completed to the council's satisfaction. Evidence of all receipts and invoices must be supplied along with confirmation that all planning and building regulation conditions and any other statutory requirements have been met (if applicable). The grants officer may make a site visit if needed. In some instances the grant can be released in stages.

We will specify a number of standard terms and conditions that apply to the grant award. These are:

- you should start the project within one year of the date of the grant being awarded
- the grant can only be claimed once the work has been completed to the council's satisfaction
- you will allow council staff to enter and inspect the work being carried out, at any time, subject to them abiding by any necessary health and safety requirements
- you will acknowledge the council's support in any publicity concerning your project or service
- your project or service must comply with all relevant statutory regulations and consents.

The council may also specify conditions that are particular to the service or project that you require funding for.

## 9. Sharing Information

The council may share the information submitted with other grant giving or relevant bodies. If you have any reason why any information should not be shared please inform the grants officer.

## 10. Equalities

The council is committed to promoting equality and diversity and welcomes applications from all sectors of the community, regardless of race, gender, disability, sexual orientation, age, status, religion or belief.

We encourage applications from minority groups. Should you need advice or assistance to complete an application, please contact Ed Nieburg on 01491 823614.

## 11. Contact us

If you have any queries about the application form or would like further advice on applying for a grant please contact the grants department:

Grants Officer
Corporate Strategy
Vale of White Horse District Council
Abbey House
Abingdon
OX14 3JE

**tel:** 01491 823614 **email:** grants@southandvale.gov.uk

# **Section 2 –** Step-by-Step Guide

**(This information is in addition to the help shown on the online form)**

## Are you able to apply?

To enable us to determine if your project is eligible to apply for community grant, you will need to complete the following checklist. If you do not meet our criteria you will not be able to proceed to the application. If your project has met our criteria you will be asked to begin your application.

| | | |
|---|---|---|
| **1** | Does your project contribute to the Vale's sustainable community strategy? | Grants can only be awarded to applicants who are able to demonstrate that their project or service supports at least one of the priorities in the Vale's sustainable community strategy. |
| **2** | Does your organisation have a constitution or articles of agreement? | Applications will only be considered from town or parish councils and voluntary or community organisations that are properly constituted and non profit making. |
| **3** | Can you provide your organisations last two years audited accounts? | Applicants will need to supply their last two years audited accounts. If your organisation is new we will still consider your application but you will need to provide up-to-date accounts and recent bank statements. |
| **4** | Can you provide cost estimates for your project? | Applications will need to provide at least two up to date quotations for all aspects of capital costs or a detailed breakdown of income/expenditure for all aspects of revenue costs. Your application will not be accepted without these. |
| **5** | If required, has your project obtained planning permission? | If your project requires planning permission you will need to supply a copy of the planning consent for the project. This permission must be in place before applying.<br>If your project does not require planning permission please tick the not required field. |
| **6** | Has your project started? | Retrospective applications will not be considered. |
| **7** | Do you have support from your town or parish council? | Applicants should provide a letter of support from their town council, parish council or parish meetings. In the case of Vale wide applications, applicants should provide evidence that they are also seeking support from the parish and town council's in the Vale.<br>Applications will also have to show some financial contribution from other sources, for example your own funds or support from other funding organisations. In-Kind contributions will also be considered. |

## A Contact Details

| | | |
|---|---|---|
| **A1** | Name of organisation | Give the full name of the body applying for funding. This name must also be shown on all quotations. Any grant award would be made payable to this organisation and cannot be changed at a later date. |
| **A2** | Name of project | The project name, should be a brief description of your project that you need funding towards. |
| **A3** | Organisations address | Full address details of the organisation applying for the grant. |
| **A4** | Main contact for this application | The main contact person for this application. This must be someone from your organisation that knows about the project and can be contacted during office hours. |
| **A5** | Address for main contact | The full address of the contact person. |
| **A6** | Telephone number | Daytime telephone number for the contact. |
| **A7** | Mobile number | Mobile telephone number for the contact. |
| **A8** | Email address | Email address for the contact. If completed, all correspondence will be sent via email. |

## B Project Details

| | | |
|---|---|---|
| **B1** | Give a brief description of the project | The project is everything included in the project costs. Be very specific and only describe the work that you require to be funded. |
| **B2** | Are you applying for: | Applicants can apply to the council's community grants scheme for grants from £500 up to a maximum of £5,000<br>You can apply for capital and revenue funding towards a wide variety of different community projects or services through the scheme.<br>Voluntary and community groups can apply for both capital and revenue expenditure. For example spending on buildings, extensions, equipment, one-off events or activities,<br>Please note: town and parish council's can only apply for capital funding. For example building works, new heating systems or equipment. |

|  |  |  |
|---|---|---|
| **B3** | Do you own or lease the land/building? | If you are applying for a capital grant your organisation must either own or have a valid lease on the land/building to apply for a grant, and be able to provide evidence. If leased evidence of the lessors permission must be supplied.<br>If you are applying for revenue expenditure only you will not need to provide evidence of ownership. In this case please complete the question as not applicable. |
| **B4** | Which area does your project fall within? | Please select the area in which your project will mainly be delivered. If your project will be delivered across the district please select all. |
| **B5** | What type of organisation is applying? | Please specify what type of organisation is applying for a grant. |
| **B6** | Charity number (if applicable) | Please specify the organisations charity number only if applicable. |
| **C** | **Project Information** |  |
| **C1** | Which priority of the Vale community strategy does your project support? | Up to 60 points is available dependent on how well your project or service contributes to at least one of the priorities in the Vale's sustainable community strategy. Please refer to the Vale's community strategy for more information about each priority by visiting www.whitehorsedc.gov.uk/grants. |
| **C2** | How does your project meet this priority? | Applicants will need to explain how they meet at least one of the Vale's community strategy priorities. Please refer to the strategy on our website. |
| **C3** | Does your project meet any other priorities of the Vale community strategy? | Please detail if your project meets more than one priority of the Vale's community strategy. Please detail each additional priority and explain how your project meets each priority you have listed. |
| **C4** | Which priority of the council does your project support? | Up to 40 points is available dependent on how well your project or service contributes to one of the council's priorities. Please refer to the council's corporate plan for more information about each priority.<br>Please detail the priority that your project best meets. |

| | | |
|---|---|---|
| **C5** | How does your project meet this priority? | Please detail if your project meets more than one council priority. Please detail each additional priority and explain how your project meets each priority you have listed. |
| **C6** | Does your project meet any other council priorities? | Please detail if your project meets more than one council priority. Please detail each additional priority and explain how your project meets each priority you have listed. |
| **C7** | How did you consult with the local community? | Up to 20 points is available dependent on how well you have consulted with your current users and the wider community. To score highly you will need to provide evidence that the relevant users and local community has been consulted with, along with being involved in putting the proposal together. The score will take into account that the relevant community will vary in size dependant on the project/service being proposed. |
| **C8** | How do you know that the community need this project? | Up to 20 points is available dependant on the local need for the project. Need and demand are different and to score well in this section your proposal should address a proven lack or something in the community. You should be able to show this based on your community consultation evidence. Consultation evidence should show the reasons for the project and this evidence should help you answer this question.<br>For example: describe the results of your consultation and provide examples of why the project is needed. Describe how residents support your proposal and will use the new facilities. |
| **C9** | Who will benefit from this project? | Up to 20 points is available dependent on how well your project benefits the local community. Your project should include details of who is going to benefit, particularly if any minority groups, such as how people with disabilities are going to use your facility. |

## D Financial Details

| | | |
|---|---|---|
| **D1** | How much are you applying for? | Applicants can apply for grants from £500 up to a maximum of £5,000. |
| **D2** | What is the total cost of your project? (including VAT if applicable) | The total project costs including VAT if applicable. |

|  |  |  |
|---|---|---|
| **D3** | Is your organisation VAT registered? | Please detail if the organisation applying for a grant is VAT registered and if the organisation is able to reclaim VAT. |
| **D4** | How will you fund the remaining balance of the project, using the provided table on the online form? | Please list all sources of funding that you already have or will be applying for, including your own. Please inform us if this information changes as it may alter our scoring of the application.<br>You must have financial support from your town or parish council or at the very least applied for funding. |
| **D5** | Please detail all costs for your project using the provided table on the online form.. | Please complete the table listing each type of expenditure, and who will be the provider/ supplier. Applications will need to provide at least two up to date quotations for all aspects of capital costs or a detailed breakdown of income/expenditure for all aspects of revenue costs. |

## E Submission of documents

You will need to provide the following documents before you can apply for a community grant:

- constitution
- last two years audited accounts
- quotations or cost estimates
- planning consent (if required)
- additional documents (for example consultation, project plan).

This section gives you the option to attach your supporting information to your online application form. To attach a document firstly browse for the document within your computer files by clicking ‘browse’. Once you have found the document then click ‘open’. Finally click the attach button below. The text above the browse button should then say ‘uploaded’.

You can also attach any additional documents on the last attachment field. If you have more than one additional document please combine in one folder, create a zip file and then attach the zipped file to your online application form.

Alternatively you can also send your supporting documents by post to:

Grants Department
Corporate Strategy
Vale of White Horse District Council
Abbey House
Abingdon
OX14 3JE

Please note: all supporting documents should reach us within five working days of submitting your application.

# Community Grants 2011/12

## Scheme information and scoring criteria

Vale of White Horse District Council

## Community grant scheme from 1 April 2011 onwards

The council has a very limited budget for discretionary grants to parish councils and voluntary or community organisations, (including clubs and societies) wholly or partly based in Vale of White Horse District (the Vale). The council will not fund projects or services that are more appropriately funded by other organisations and it will not act as the sole funder of a project. It requires that applicants demonstrate widespread support by obtaining most of its funding from other organisations. Projects will have to show some financial contribution from other sources, for example their own funds, their local parish council or support from other funding organisations. Contributions 'in-kind' will be considered.

All projects must comply with disability discrimination legislation, the council's equal opportunities policy and race equality scheme (see www.whitehorsedc.gov.uk) and must be open to all sections of the community (accepting that some projects or services may be focussed on certain sections of the community, for example: young people or people with disabilities.

## Assessment methodology for community grant applications

All applications will be assessed using the scoring system shown below. Applications that score the highest number of points are likely to be funded.

## Contributing to the Vale Community Strategy up to 60 points

Scores of up to 60 points are available dependent on how well the project contributes to the following priorities:

| | |
|---|---|
| • Healthier communities<br>• improving the quality of life for older people<br>• safer communities<br>• fostering a greater sense of the community<br>• a good understanding of town and parish priorities<br>• involving young people<br>• helping those without a car to access services. | Does the project contribute to at least one of these priorities? Scores are based on how well a project contributes to a particular priority. |

| | |
|---|---|
| • Affordable homes<br>• good quality homes<br>• access to good quality green spaces, sports, cultural and leisure facilities<br>• addressing economic weaknesses<br>• building on our economic strengths<br>• maintaining and enhancing the health and vitality of market towns<br>• a low carbon Vale<br>• living with extreme weather<br>• using resources wisely<br>• reducing waste and increasing recycling<br>• a high quality natural and historic environment. | |

Applications that do not score more than 19 points in this section will not be scored further and will be withdrawn from the evaluation process.

## Contributing to the Council's own priorities up to 40 points

Scores of up to 40 points are available dependent on how well the project contributes to the following priorities:

| | |
|---|---|
| • Meeting people's need for housing<br>• supporting a vibrant local economy<br>• rising to the challenge of climate change<br>• helping to maintain a safe Vale<br>• keeping the Vale a clean place to live | Does the project contribute to at least one of these priorities? Scores are based on how well a project contributes to a particular priority. |

## Consultation up to 20 points

| | |
|---|---|
| **Consultation** | To what extent has the relevant community been consulted and participated in putting the proposal together? The broader and more extensive consultation will score more points. |

## Local need up to 20 points

| | |
|---|---|
| **Meeting a local need** | How well is the evidence of local need? Evidence from parish plans or gathered through various consultation exercises to support the project will score more points. |

## Community benefit up to 20 points

| | |
|---|---|
| **Community benefit** | Who will benefit from the project? The wider number of beneficiaries the better. Projects that help to assist minority groups will score more points in this section. |

## Finance up to 15 points

To encourage funding of projects from a variety of sources applicants are encouraged to ask for smaller grant awards. In this section, the smaller the grant amount requested equates to a higher number of points. Scores of up to 15 points are available dependent on the percentage of the project costs requested:

| **Percentage of the project costs** | **Points available** |
|---|---|
| Up to 20 per cent of the project costs | 15 points |
| 21 – 40 per cent of the project costs | 10 points |
| 41 – 60 per cent of the project costs | 5 points |

## Summary of scoring system maximum score 175 points

The maximum score of 175 points is made up as follows:

| **Assessment factor** | **Maximum points available** |
|---|---|
| Priorities of the community strategy | 60 |
| Priorities of the council | 40 |
| Consultation | 20 |
| Local need | 20 |
| Community benefit | 20 |
| Finance | 15 |

| **Total points** | **175** |
|---|---|

Applications scoring over 115 points will be eligible for an award, subject to **budget availability:**

| **Total points score** | **Option 1** |
|---|---|
| 150 or more | officers recommend that the project is a funding priority |
| 125 or more | officers recommend that the project receives some funding |
| 115 or less | officers recommend that the project does not receive funding |

## General conditions of all grants

Grants must be spent solely for the purpose they are given. All grants will be offered for a period of one year from the date of the decision. Only one grant for a particular project or service will be awarded to an organisation in any one financial year. The council's support must be acknowledged on all publicity for the project or service.

South Oxfordshire District Council
Listening Learning Leading

Vale of White Horse District Council

# Board report

## A graphical summary of the councils' performance

MARCH 2012

# South and Vale board report

## MARCH 2012

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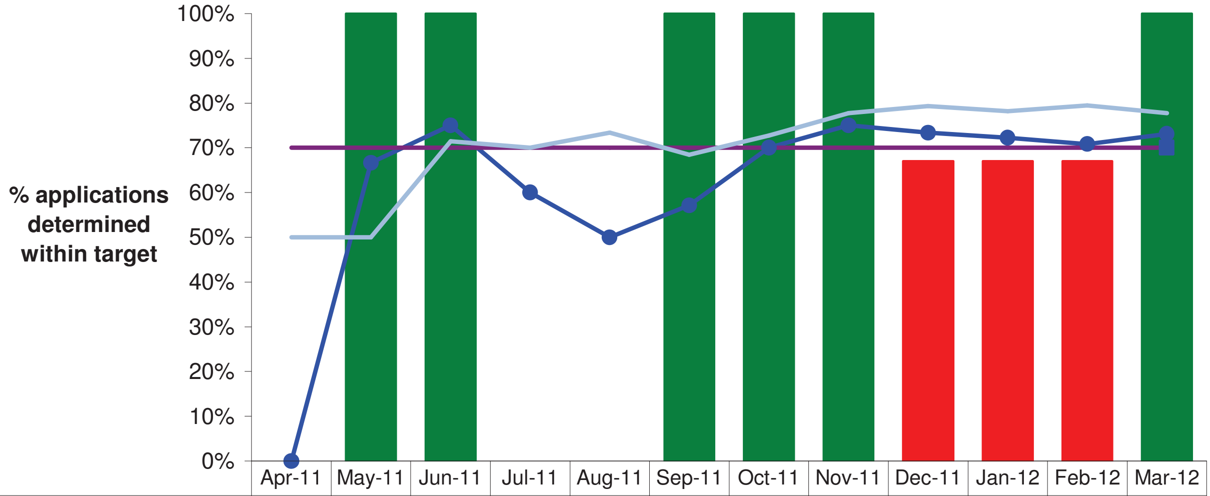
# SECTION 1 – PLANNING

## Major planning applications determined in 13 weeks (high is good)

### South

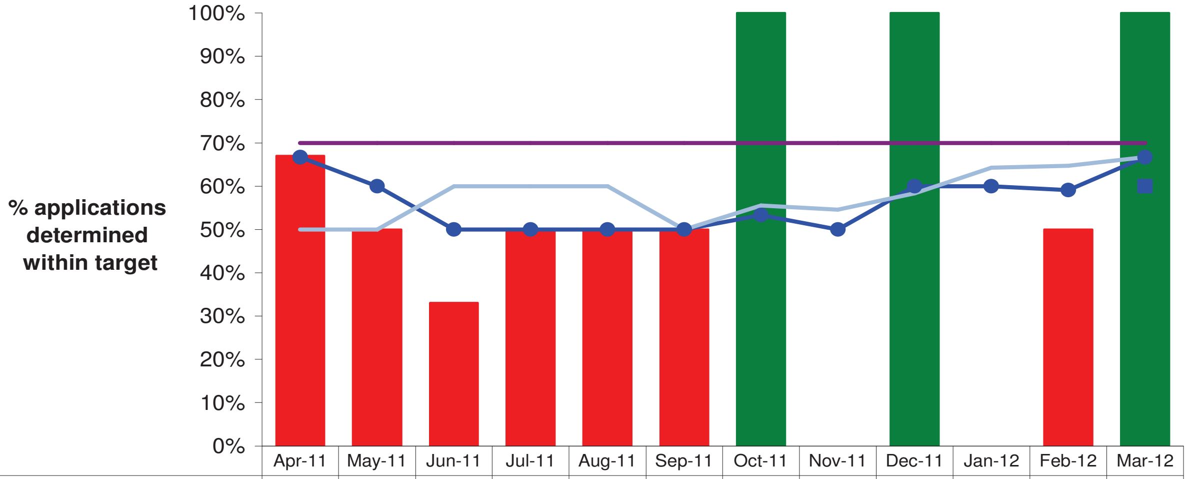
**Major Applications determined within target (of those determined this month)**



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 Major Applications determined within 13 weeks (on or above target) | | 100% | 100% | | | 100% | 100% | 100% | | | | 100% |
| 🟥 Major Applications determined within 13 weeks (below target) | 0% | | | 0% | 0% | | | | 67% | 67% | 67% | |
| ●— Year to date % | 0% | 67% | 75% | 60% | 50% | 57% | 70% | 75% | 73% | 72% | 71% | 73% |
| — Target | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% |
| ■ Officer prediction of year-end performance | | | | | | | | | | | | 70% |
| — 2010-2011 Year to date % | 50% | 50% | 71% | 70% | 73% | 68% | 73% | 78% | 79% | 78% | 79% | 78% |

### Vale

**Major Applications determined within target (of those determined this month)**



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 Major Applications determined within 13 weeks (on or above target) | | | | | | | 100% | | 100% | 0% | | 100% |
| 🟥 Major Applications determined within 13 weeks (below target) | 67% | 50% | 33% | 50% | 50% | 50% | | 0% | | 0% | 50% | |
| ●— Year to date % | 67% | 60% | 50% | 50% | 50% | 50% | 53% | 50% | 60% | 60% | 59% | 67% |
| — Target | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% |
| ■ Officer prediction of year-end performance | | | | | | | | | | | | 60% |
| — 2010-2011 Year to date % | 50% | 50% | 60% | 60% | 60% | 50% | 56% | 55% | 58% | 64% | 65% | 67% |

**Notes**

**1.** Very few major planning applications are being processed by the councils at any one time.

**2.** **Vale -** performance was below target at year-end for the following reasons:

- Performance was noticeably below target in the first months of the 2011/12 financial year because of staff shortages in early 2011, which led to a backlog of applications which took a number of months to clear.

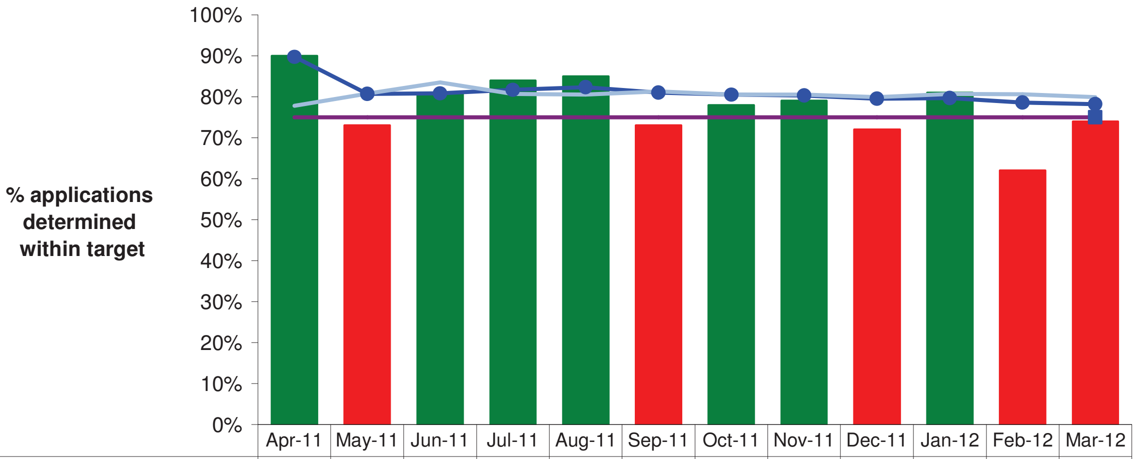
- Performance slipped towards the end of the financial year because of the reduction from eight to seven case officers at the beginning of 2012.

- In March 2012, there was some scheduled downtime during the transition to a new computer system (Ocella), which limited our ability to issue decisions on target.

# Minor planning applications determined in 8 weeks (high is good)

## South

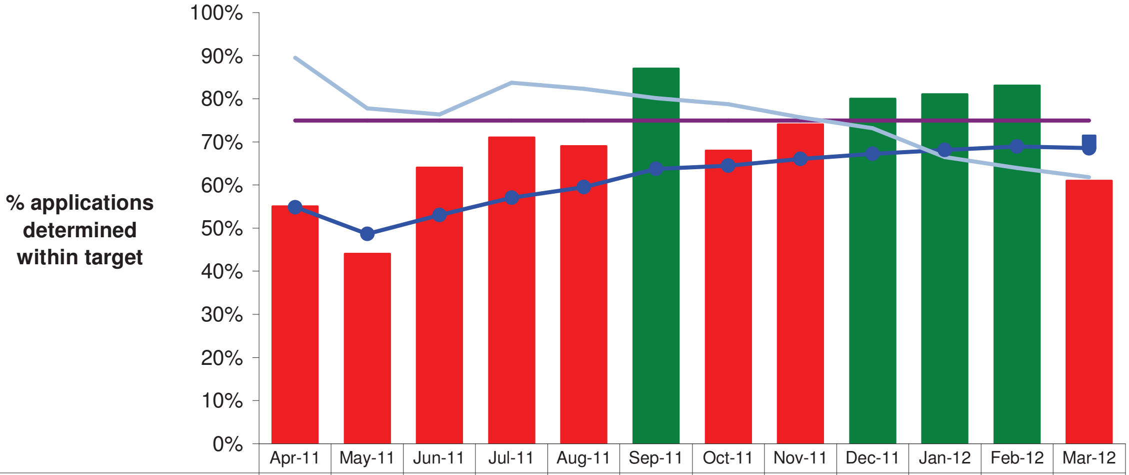
### Minor Applications determined within target (of those determined this month)



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 Minor Applications determined within 8 weeks (on or above target) | 90% | | 81% | 84% | 85% | | 78% | 79% | | 81% | | |
| 🟥 Minor Applications determined within 8 weeks (below target) | | 73% | | | | 73% | | | 72% | | 62% | 74% |
| ● Year to date % | 90% | 81% | 81% | 82% | 82% | 81% | 80% | 80% | 80% | 80% | 79% | 78% |
| — Target | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% |
| ■ Officer prediction of year-end performance | | | | | | | | | | | | 75% |
| — 2010-2011 Year to date % | 78% | 81% | 83% | 81% | 81% | 81% | 80% | 80% | 80% | 81% | 81% | 80% |

## Vale

### Minor Applications determined within target (of those determined this month)



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 Minor Applications determined within 8 weeks (on or above target) | | | | | | 87% | | | 80% | 81% | 83% | |
| 🟥 Minor Applications determined within 8 weeks (below target) | 55% | 44% | 64% | 71% | 69% | | 68% | 74% | | | | 61% |
| ● Year to date % | 55% | 49% | 53% | 57% | 60% | 64% | 65% | 66% | 67% | 68% | 69% | 69% |
| — Target | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% | 75% |
| ■ Officer prediction of year-end performance | | | | | | | | | | | | 70% |
| — 2010-2011 Year to date % | 89% | 78% | 76% | 84% | 82% | 80% | 79% | 76% | 73% | 66% | 64% | 62% |

**Note**

**Vale –** performance was below target at year-end for the following reasons:

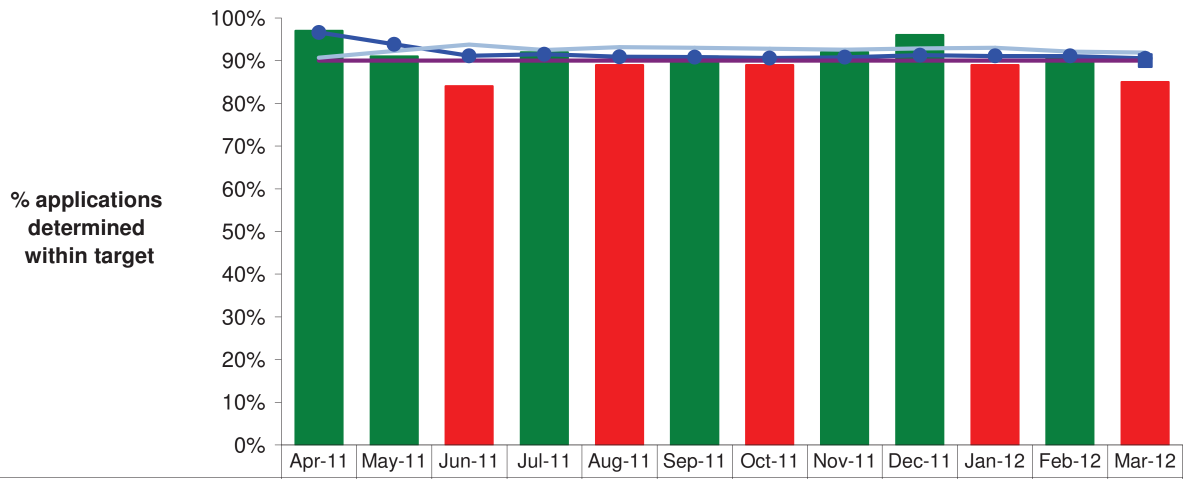
- Performance was noticeably below target in the first months of the 2011/12 financial year because of staff shortages in early 2011, which led to a backlog of applications which took a number of months to clear.

- Performance slipped towards the end of the financial year because of the reduction from eight to seven case officers at the beginning of 2012.
- In March 2012, there was some scheduled downtime during the transition to a new computer system (Ocella), which limited our ability to issue decisions on target.

# Other planning applications determined in 8 weeks (high is good)

## South

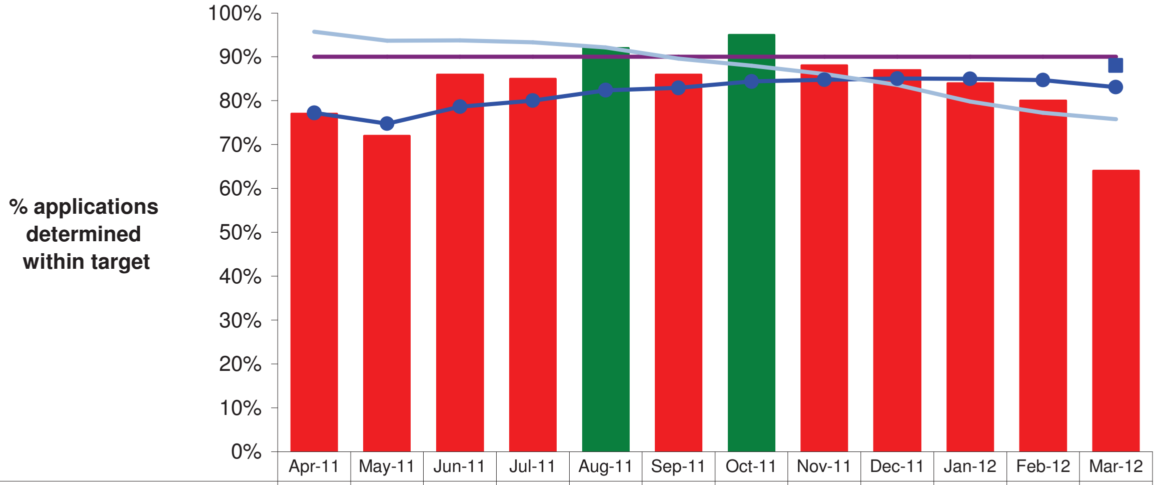
### Other Applications determined within target (of those determined this month)



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 Other Applications determined within 8 weeks (on or above target) | 97% | 91% | | 92% | | 91% | | 92% | 96% | | 91% | |
| 🟥 Other Applications determined within 8 weeks (below target) | | | 84% | | 89% | | 89% | | | 89% | | 85% |
| Year to date % | 97% | 94% | 91% | 92% | 91% | 91% | 91% | 91% | 91% | 91% | 91% | 91% |
| Target | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |
| ■ Officer prediction of year-end performance | | | | | | | | | | | | 90% |
| 2010-2011 Year to date % | 91% | 92% | 94% | 93% | 93% | 93% | 93% | 93% | 93% | 93% | 92% | 92% |

## Vale

### Other Applications determined within target (of those determined this month)



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 Other Applications determined within 8 weeks (on or above target) | | | | | 92% | | 95% | | | | | |
| 🟥 Other Applications determined within 8 weeks (below target) | 77% | 72% | 86% | 85% | | 86% | | 88% | 87% | 84% | 80% | 64% |
| Year to date % | 77% | 75% | 79% | 80% | 82% | 83% | 84% | 85% | 85% | 85% | 85% | 83% |
| Target | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |
| ■ Officer prediction of year-end performance | | | | | | | | | | | | 88% |
| 2010-2011 Year to date % | 96% | 94% | 94% | 93% | 92% | 90% | 88% | 86% | 84% | 80% | 77% | 76% |

**Note**

**Vale -** performance was below target at year-end for the following reasons:

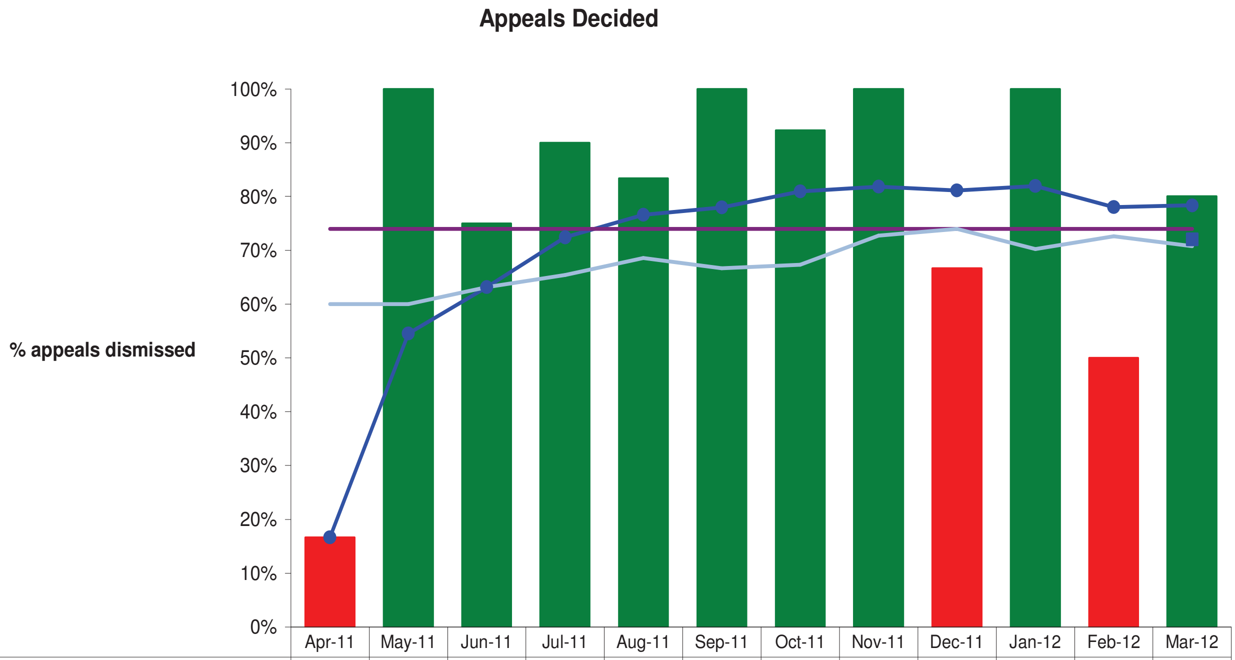
- Performance was noticeably below target in the first months of the 2011/12 financial year because of staff shortages in early 2011, which led to a backlog of applications which took a number of months to clear.

- Performance slipped towards the end of the financial year because of the reduction from eight to seven case officers at the beginning of 2012.

- In March 2012, there was some scheduled downtime during the transition to a new computer system (Ocella), which limited our ability to issue decisions on target.

# Planning appeals decisions

## South

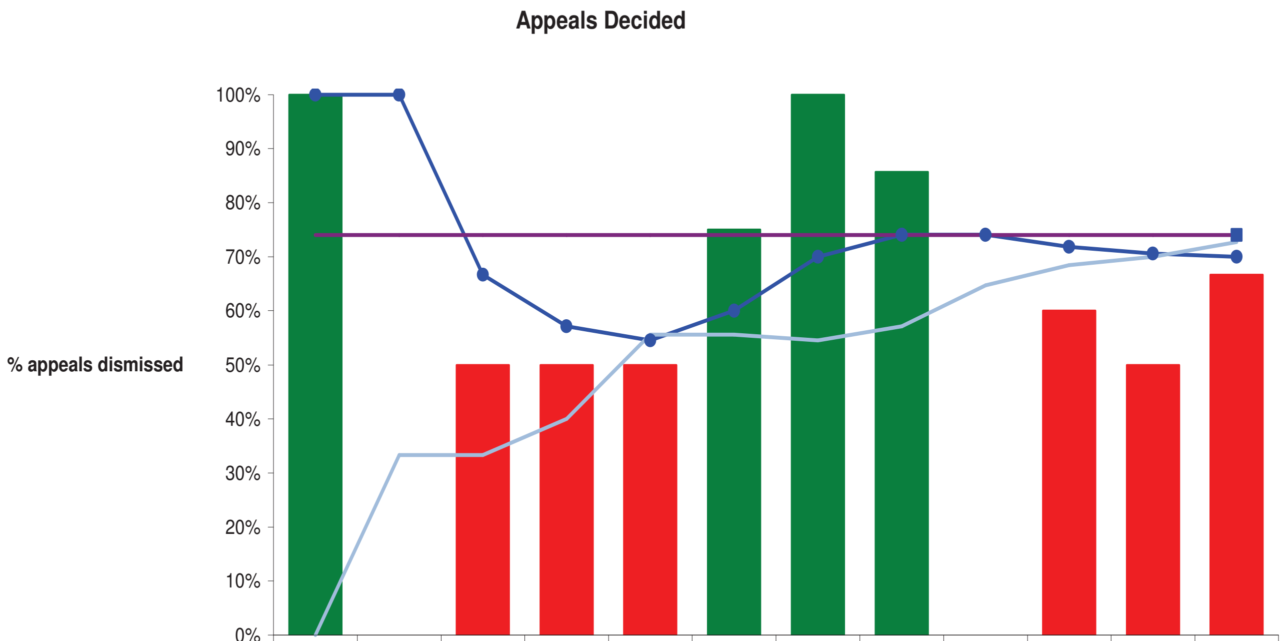


| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 % Appeals Dismissed (on or above target) | | 100% | 75% | 90% | 83% | 100% | 92% | 100% | | 100% | | 80% |
| 🟥 % Appeals Dismissed (below target) | 17% | | | | | | | | 67% | | 50% | |
| No. Appeals Dismissed | 1 | 5 | 6 | 9 | 15 | 3 | 12 | 3 | 2 | 3 | 5 | 12 |
| No. Appeals Allowed | 5 | 0 | 2 | 1 | 3 | 0 | 1 | 0 | 1 | 0 | 5 | 3 |
| No. Appeals Decided | 6 | 5 | 8 | 10 | 18 | 3 | 13 | 3 | 3 | 3 | 10 | 15 |
| —●— Year to date % | 17% | 55% | 63% | 72% | 77% | 78% | 81% | 82% | 81% | 82% | 78% | 78% |
| — Target | 74% | 74% | 74% | 74% | 74% | 74% | 74% | 74% | 74% | 74% | 74% | 74% |
| ■ Officer prediction of year-end performance | | | | | | | | | | | | 72% |
| — 2010-2011 Year to date % | 60% | 60% | 63% | 65% | 69% | 67% | 67% | 73% | 74% | 70% | 73% | 71% |

# Planning appeals decisions

## Vale

Appeals Decided



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 % Appeals Dismissed (on or above target) | 100% | | | | | 75% | 100% | 86% | | | | |
| 🟥 % Appeals Dismissed (below target) | | | 50% | 50% | 50% | | | | | 60% | 50% | 67% |
| No. Appeals Dismissed | 1 | 0 | 1 | 2 | 2 | 3 | 5 | 6 | 0 | 3 | 1 | 4 |
| No. Appeals Allowed | 0 | 0 | 1 | 2 | 2 | 1 | 0 | 1 | 0 | 2 | 1 | 2 |
| No. Appeals Decided | 1 | 0 | 2 | 4 | 4 | 4 | 5 | 7 | 0 | 5 | 2 | 6 |
| —●— Year to date % | 100% | 100% | 67% | 57% | 55% | 60% | 70% | 74% | 74% | 72% | 71% | 70% |
| — Target | 74% | 74% | 74% | 74% | 74% | 74% | 74% | 74% | 74% | 74% | 74% | 74% |
| ■ Officer prediction of year-end performance | | | | | | | | | | | | 74% |
| — 2010-2011 Year to date % | 0% | 33% | 33% | 40% | 56% | 56% | 55% | 57% | 65% | 68% | 70% | 73% |

**Note**

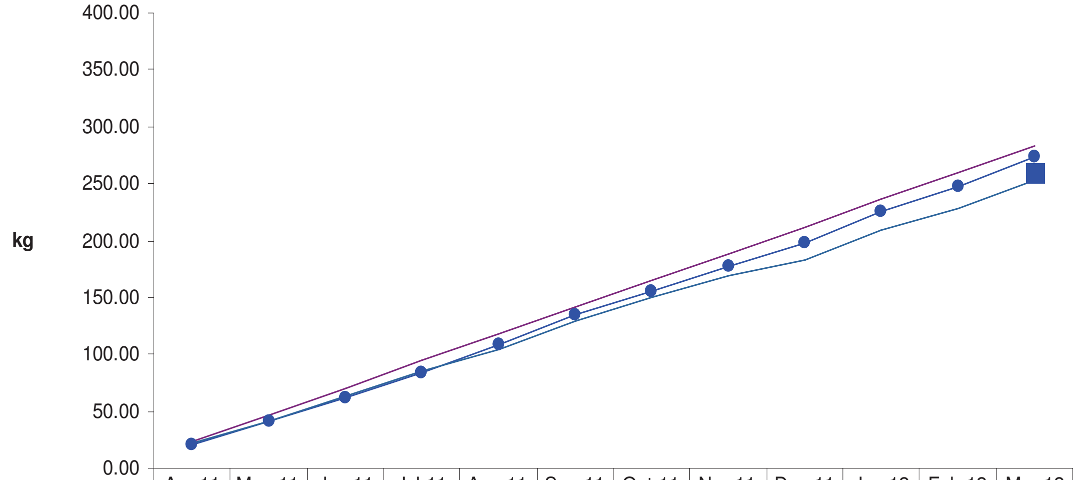
**Vale -** the two appeals we lost in March related to a residential development at Broadwater, Wantage (which the Planning Committee refused contrary to the officer recommendation), and proposed works to a listed building in Gravel Walk, Faringdon (the inspector disagreed with us and felt the proposal would not harm the character of the listed building or the conservation area).

# SECTION 2 – ENVIRONMENT

## Residual waste (kg/household) (low is good)

### South

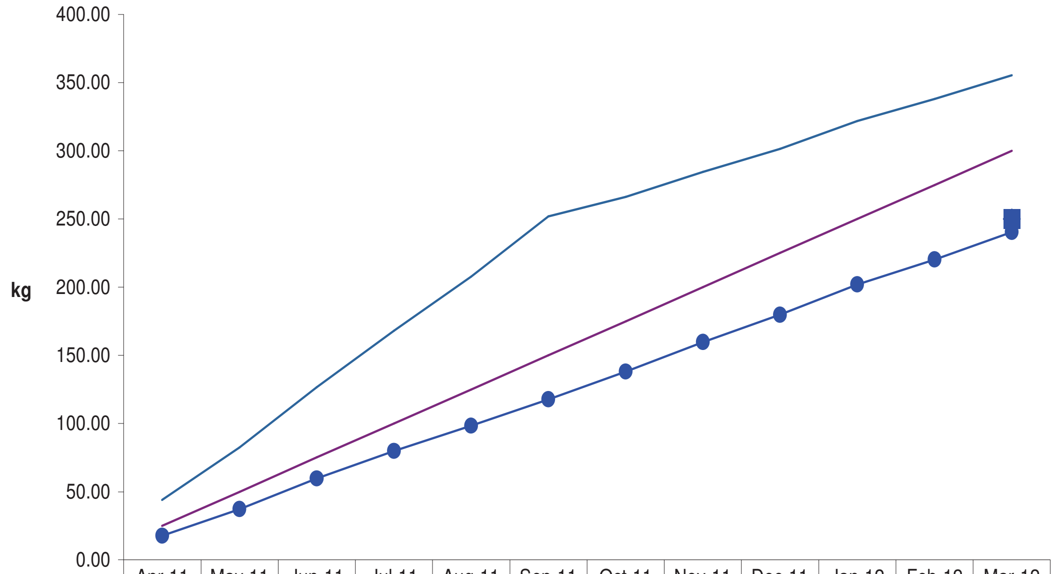
Waste per household



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year to date | 20.48 | 41.46 | 61.96 | 83.61 | 107.96 | 134.18 | 154.84 | 177.19 | 198.48 | 225.08 | 247.66 | 273.06 |
| Target | 23.58 | 47.17 | 70.75 | 94.33 | 117.92 | 141.50 | 165.08 | 188.67 | 212.25 | 235.83 | 259.42 | 283.00 |
| ■ Officer prediction of year-end performance | | | | | | | | | | | | 260.00 |
| 2010-2011 | 22.31 | 41.27 | 63.46 | 85.15 | 105.12 | 128.71 | 149.43 | 168.58 | 182.52 | 208.99 | 227.73 | 252.49 |

### Vale

Waste per household



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year to date | 17.72 | 37.22 | 59.79 | 79.88 | 98.47 | 117.76 | 138.15 | 159.85 | 179.67 | 201.91 | 220.38 | 240.38 |
| Target | 25.00 | 50.00 | 75.00 | 100.00 | 125.00 | 150.00 | 175.00 | 200.00 | 225.00 | 250.00 | 275.00 | 300.00 |
| ■ Officer prediction of year-end performance | | | | | | | | | | | | 250.00 |
| 2010-2011 | 43.87 | 82.38 | 126.40 | 168.06 | 207.77 | 251.89 | 266.20 | 284.59 | 301.36 | 321.69 | 338.02 | 355.35 |

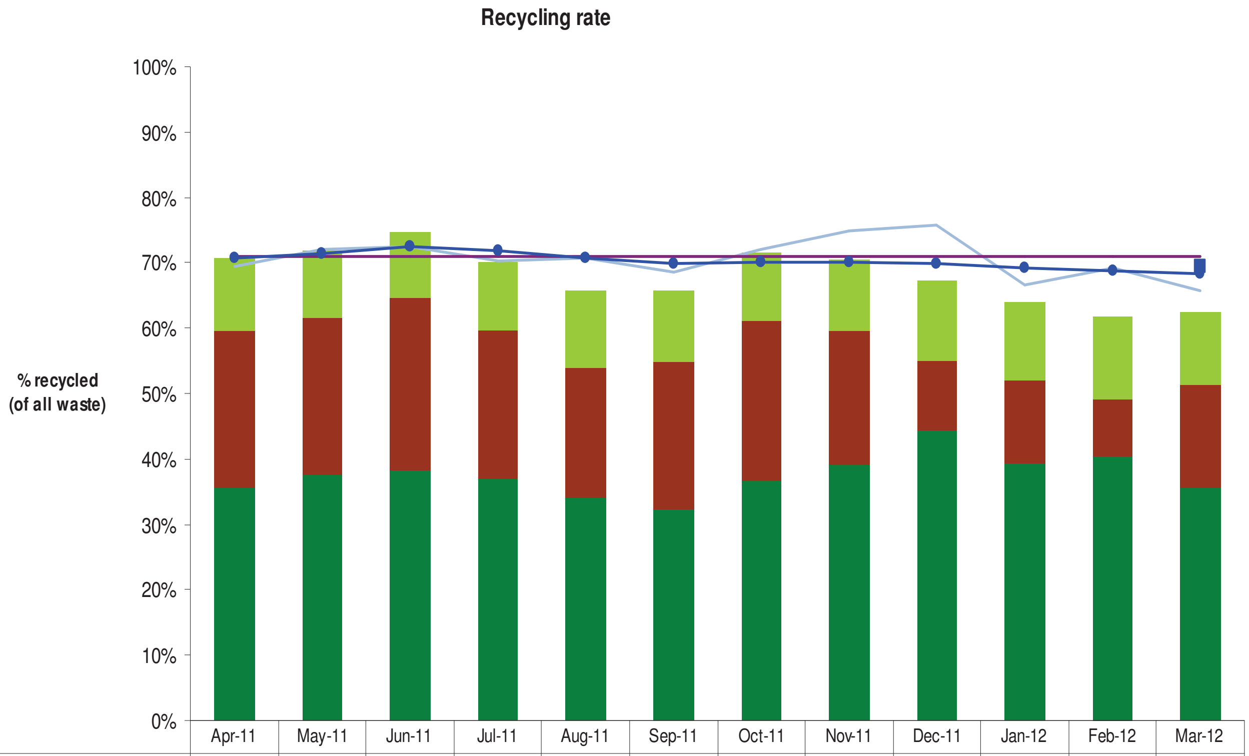
### Notes

**1.** The definitive figures for March’s residual waste are not yet available for either council, so they may change minimally; if this is the case, the final figures will appear in the April report.

**2.** The reasons for the difference in the amount of waste generated between Vale and South remain unclear but it is likely it is a combination of factors that produce this outcome. Biffa have undertaken analysis and we are waiting on the results, which may help inform our understanding of this situation. If the analysis shows the residual waste contains waste that could be recycled we will undertake some targetted education to reduce the differential. If the analysis shows it is purely residual waste there is little we can do as the difference will be down to South residents consuming more non recyclable goods and packaging.

## Recycling rate (high is good)

### South



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 Food | 11.11% | 10.31% | 10.10% | 10.49% | 11.89% | 10.95% | 10.57% | 10.93% | 12.35% | 11.97% | 12.58% | 11.23% |
| 🟥 Garden | 24.06% | 24.03% | 26.31% | 22.76% | 19.71% | 22.47% | 24.33% | 20.53% | 10.60% | 12.65% | 8.76% | 15.79% |
| 🟩 Refuse + dry | 35.58% | 37.51% | 38.25% | 36.89% | 34.14% | 32.28% | 36.70% | 39.16% | 44.37% | 39.33% | 40.38% | 35.51% |
| All recycling | 70.75% | 71.85% | 74.65% | 70.14% | 65.74% | 65.70% | 71.60% | 70.62% | 67.33% | 63.94% | 61.73% | 62.53% |
| —●— Year to date: all recycling | 70.75% | 71.32% | 72.51% | 71.94% | 70.74% | 69.88% | 70.12% | 70.18% | 69.90% | 69.30% | 68.74% | 68.25% |
| — Target | 71.00% | 71.00% | 71.00% | 71.00% | 71.00% | 71.00% | 71.00% | 71.00% | 71.00% | 71.00% | 71.00% | 71.00% |
| ■ Officer prediction of year-end performance | | | | | | | | | | | | 69.50% |
| — 2010-2011 All recycling | 69.50% | 71.95% | 72.48% | 70.31% | 70.68% | 68.53% | 71.99% | 74.91% | 75.75% | 66.69% | 69.15% | 65.81% |

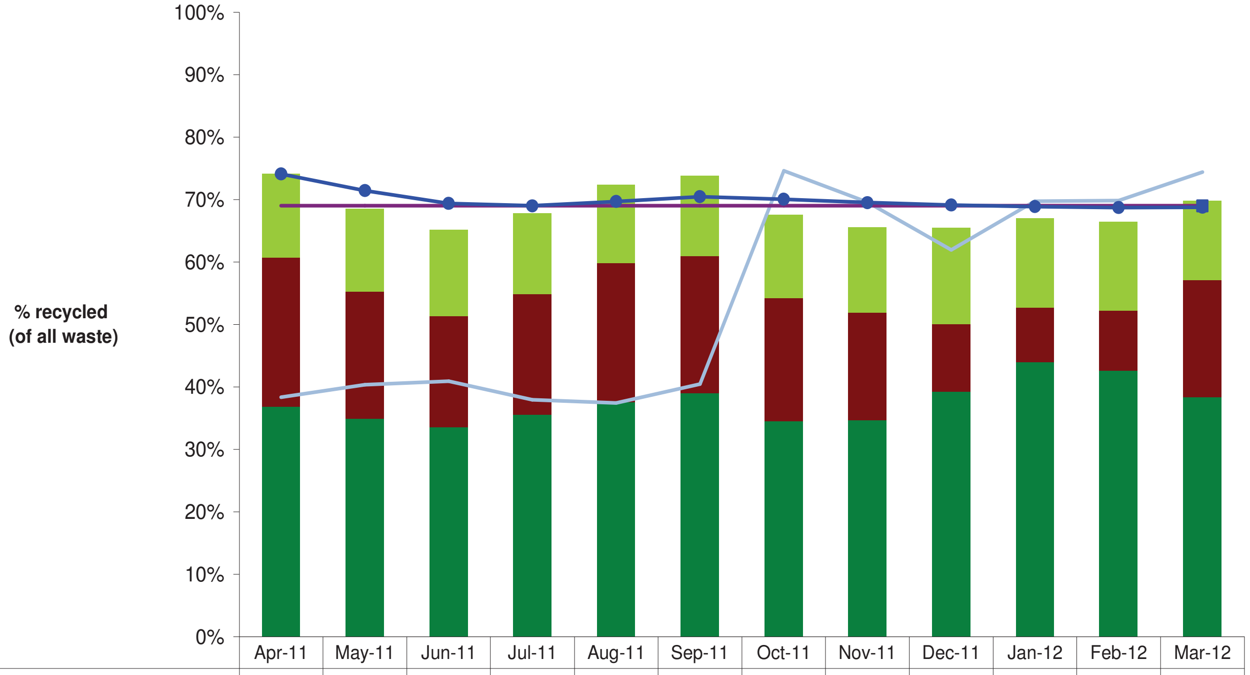
**Note**

The definitive figures for March’s recycling are not yet available, so they may change minimally; if this is the case, the final figures will appear in the April report.

## Recycling rate (high is good)

### Vale

Recycling rate



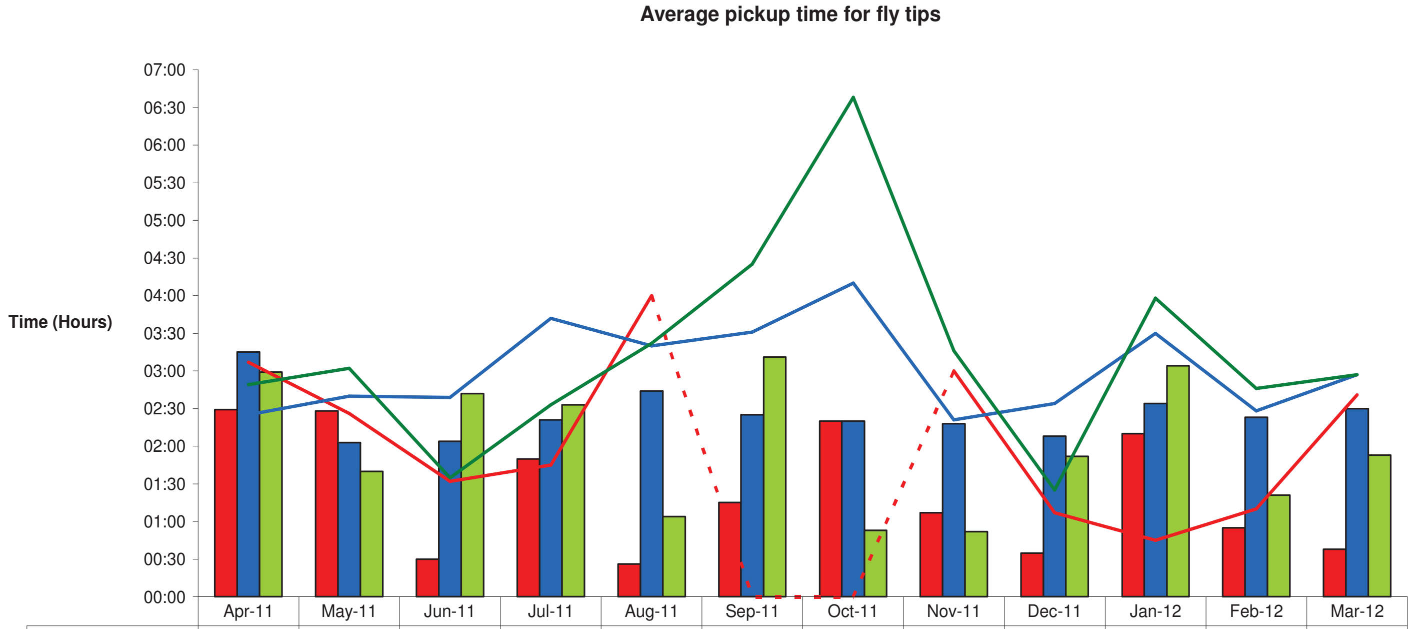
| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 Food | 13.38% | 13.26% | 13.79% | 13.00% | 12.59% | 12.81% | 13.35% | 13.65% | 15.35% | 14.31% | 14.28% | 12.69% |
| 🟥 Garden | 23.84% | 20.42% | 17.81% | 19.19% | 22.27% | 21.97% | 19.60% | 17.16% | 10.86% | 8.69% | 9.58% | 18.69% |
| 🟩 Refuse + dry | 36.89% | 34.87% | 33.61% | 35.61% | 37.56% | 39.02% | 34.59% | 34.72% | 39.21% | 43.99% | 42.64% | 38.39% |
| All recycling | 74.10% | 68.55% | 65.21% | 67.81% | 72.42% | 73.80% | 67.54% | 65.54% | 65.42% | 67.00% | 66.49% | 69.78% |
| —●— Year to date: all recycling | 74.10% | 71.46% | 69.39% | 69.01% | 69.71% | 70.47% | 70.07% | 69.53% | 69.12% | 68.90% | 68.71% | 68.80% |
| — Target | 69.00% | 69.00% | 69.00% | 69.00% | 69.00% | 69.00% | 69.00% | 69.00% | 69.00% | 69.00% | 69.00% | 69.00% |
| ■ Officer prediction of year-end performance | | | | | | | | | | | | 69.00% |
| — 2010-2011 All recycling | 38.36% | 40.37% | 40.90% | 37.93% | 37.42% | 40.48% | 74.61% | 69.61% | 61.94% | 69.75% | 69.86% | 74.43% |

### Note

The definitive figures for March’s recycling are not yet available, so they may change minimally; if this is the case, the final figures will appear in the April report.

# Fly tipping (South clearance time)

## South



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2011-2012 High | 02:29 | 02:28 | 00:30 | 01:50 | 00:26 | 01:15 | 02:20 | 01:07 | 00:35 | 02:10 | 00:55 | 00:38 |
| 2011-2012 Med | 03:15 | 02:03 | 02:04 | 02:21 | 02:44 | 02:25 | 02:20 | 02:18 | 02:08 | 02:34 | 02:23 | 02:30 |
| 2011-2012 Low | 02:59 | 01:40 | 02:42 | 02:33 | 01:04 | 03:11 | 00:53 | 00:52 | 01:52 | 03:04 | 01:21 | 01:53 |
| 2010-2011 High | 03:07 | 02:26 | 01:32 | 01:45 | 04:00 | 00:00 | 00:00 | 03:00 | 01:07 | 00:45 | 01:10 | 02:41 |
| 2010-2011 Med | 02:25 | 02:40 | 02:39 | 03:42 | 03:20 | 03:31 | 04:10 | 02:21 | 02:34 | 03:30 | 02:28 | 02:57 |
| 2010-2011 Low | 02:49 | 03:02 | 01:35 | 02:33 | 03:22 | 04:25 | 06:38 | 03:16 | 01:25 | 03:58 | 02:46 | 02:57 |

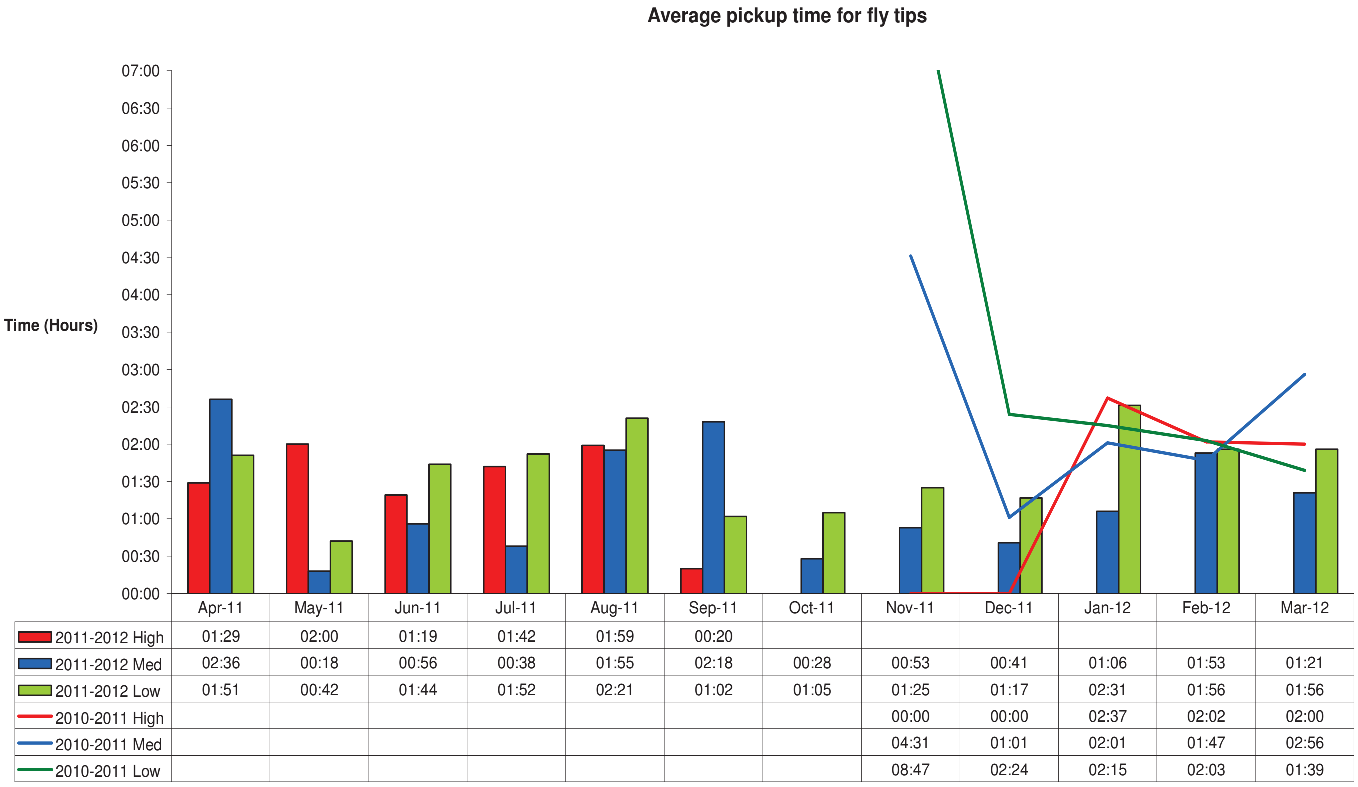
## Notes

1. South and Vale: Land is divided into zones corresponding to their intensity of use: High, Med and Low. The following definitions are used:
   High - busy public areas
   Medium - ‘everyday’ areas, including most housing areas occupied by people most of the time
   Low - lightly trafficked areas that do not impact upon most people’s lives most of the time

2. Does not include private land for either South or Vale since this is the responsibility of the landowner.

# Fly tipping (Vale clearance time)

## Vale



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟥 2011-2012 High | 01:29 | 02:00 | 01:19 | 01:42 | 01:59 | 00:20 | | | | | | |
| 🟦 2011-2012 Med | 02:36 | 00:18 | 00:56 | 00:38 | 01:55 | 02:18 | 00:28 | 00:53 | 00:41 | 01:06 | 01:53 | 01:21 |
| 🟩 2011-2012 Low | 01:51 | 00:42 | 01:44 | 01:52 | 02:21 | 01:02 | 01:05 | 01:25 | 01:17 | 02:31 | 01:56 | 01:56 |
| 2010-2011 High | | | | | | | | 00:00 | 00:00 | 02:37 | 02:02 | 02:00 |
| 2010-2011 Med | | | | | | | | 04:31 | 01:01 | 02:01 | 01:47 | 02:56 |
| 2010-2011 Low | | | | | | | | 08:47 | 02:24 | 02:15 | 02:03 | 01:39 |

## Notes

1. Data started to be collected for Vale in November 2010.

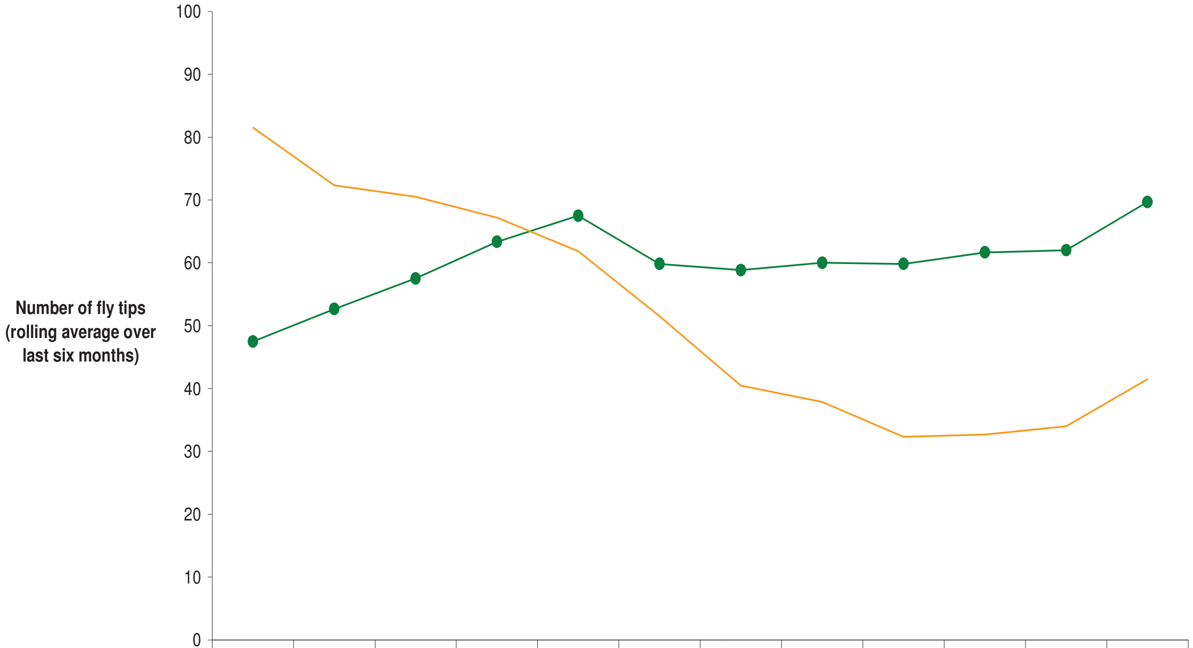
2. Does not include private land for either South or Vale since this is the responsibility of the landowner.

3. There were no fly tips reported in the High Zone in October – March inclusive.

# Number of fly tips (rolling six-month average)

## South

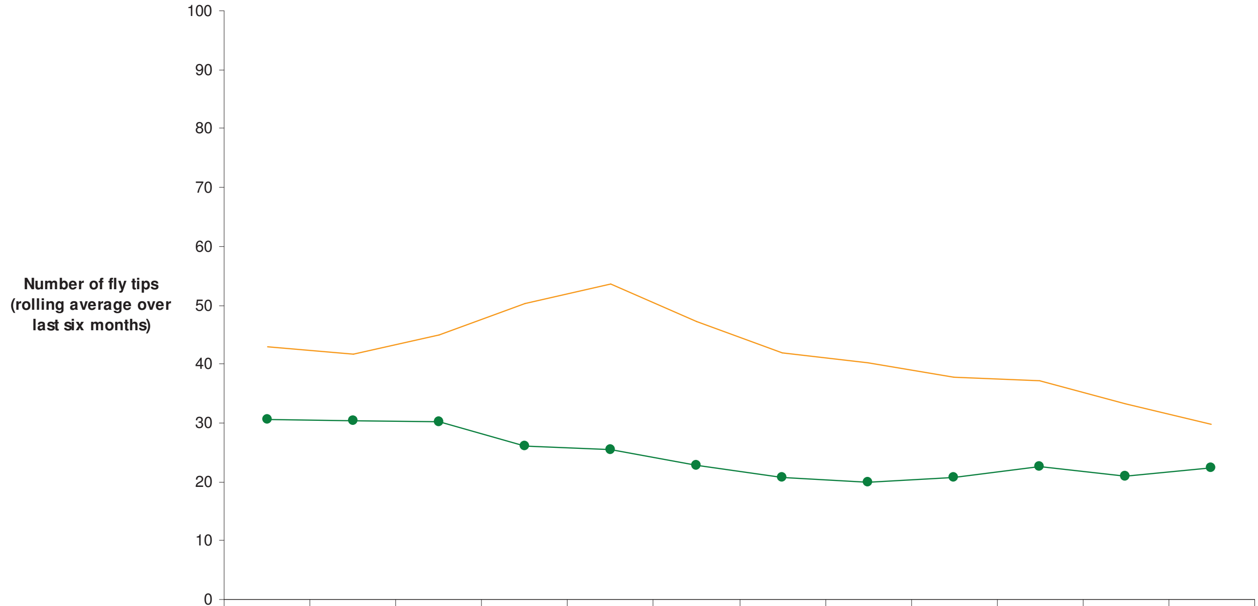
Number of fly tips: rolling six-month average



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| —●— Rolling six-month average | 48 | 53 | 58 | 63 | 68 | 60 | 59 | 60 | 60 | 62 | 62 | 70 |
| Fly tips | 57 | 60 | 47 | 77 | 77 | 41 | 51 | 67 | 46 | 88 | 79 | 87 |
| — Rolling six-month average (previous year) | 82 | 72 | 71 | 67 | 62 | 52 | 41 | 38 | 32 | 33 | 34 | 42 |
| Fly tips (previous year) | 87 | 45 | 51 | 40 | 44 | 42 | 21 | 29 | 18 | 42 | 52 | 87 |

## Vale

Number of fly tips: rolling six-month average



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| —●— Rolling six-month average | 31 | 30 | 30 | 26 | 26 | 23 | 21 | 20 | 21 | 23 | 21 | 22 |
| Fly tips | 25 | 23 | 21 | 19 | 29 | 20 | 12 | 18 | 26 | 31 | 19 | 28 |
| — Rolling six-month average (previous year) | 43 | 42 | 45 | 50 | 54 | 47 | 42 | 40 | 38 | 37 | 33 | 30 |
| Fly tips (previous year) | 52 | 34 | 37 | 47 | 57 | 56 | 20 | 25 | 22 | 43 | 33 | 36 |

## Notes

1. Does not include private land for either South or Vale since this is the responsibility of the landowner.

**2.** **South -** conclusions as to why there are comparatively higher levels of fly tipping when compared to Vale, that are supported by evidence are hard to find but officers believe that a combination of the reasons below apply:

(a) The economic downturn leading to contractors and others seeking to save costs by fly tipping.

(b) The waste disposal licence regime operating across the county which means that both contractors and DIY enthusiasts now have to pay to have a licence to dump waste at any of the recycling/waste sites in the county.

(c) The fact that South is relatively "permeable" as a district. It is easy to drive through and turn off into rural areas, fly tip and then leave. It is therefore perhaps a "softer" target than other districts.

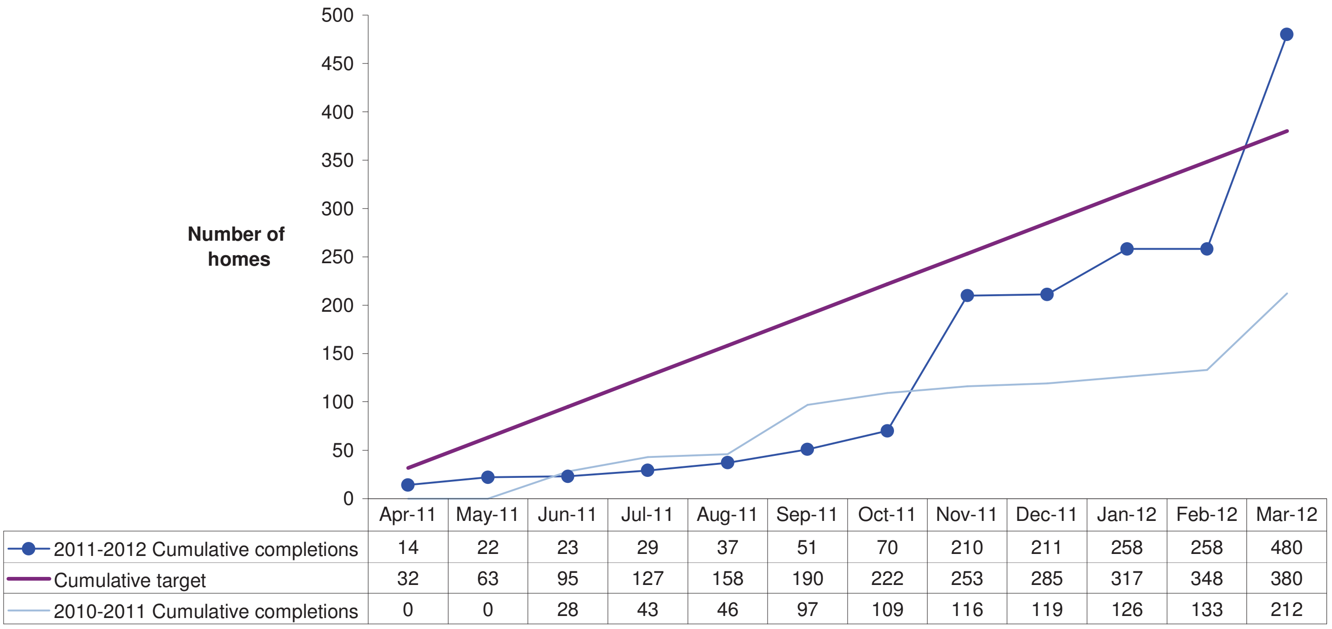
A new enforcement officer was appointed at South on 19 March, as a result of which South and Vale will have similar levels of officer resources dedicated to tackling fly tipping. It is expected that this will result in a noticeable and sustained reduction in the incidence of fly tipping at South in the long-term. It should, however, be noted that the nature of the enforcement process means that the expected reduction will be gradual rather than immediate.

# SECTION 3 – HOUSING

## Net additional homes provided (high is good)

### South

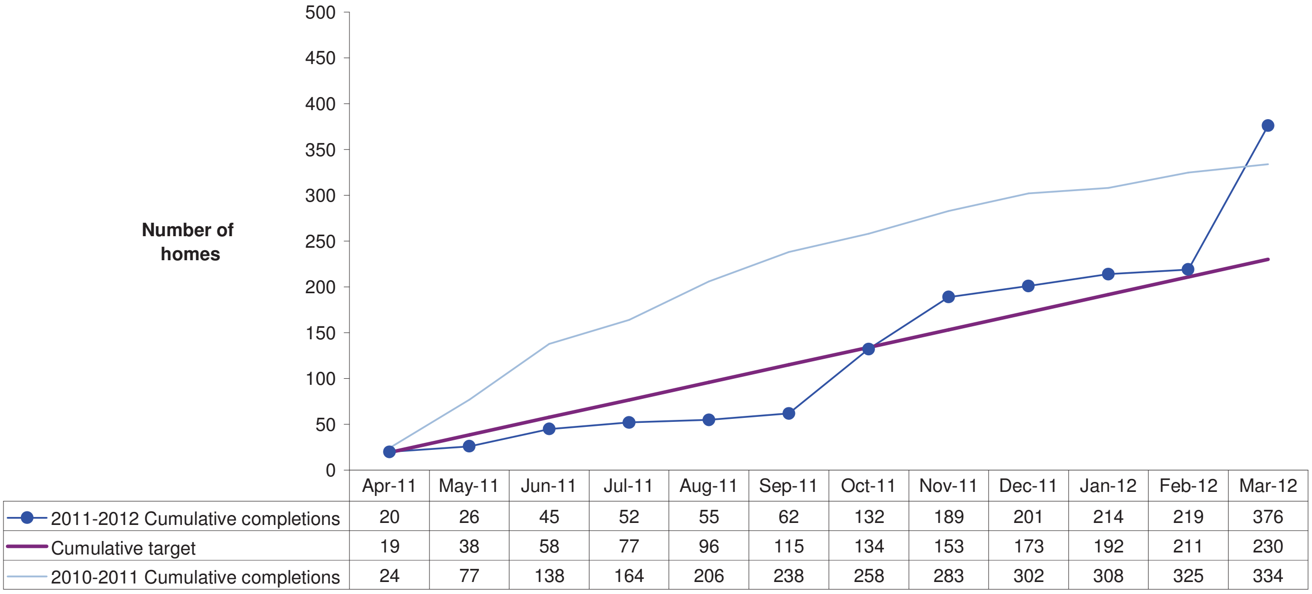
Net additional homes provided



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2011-2012 Cumulative completions | 14 | 22 | 23 | 29 | 37 | 51 | 70 | 210 | 211 | 258 | 258 | 480 |
| Cumulative target | 32 | 63 | 95 | 127 | 158 | 190 | 222 | 253 | 285 | 317 | 348 | 380 |
| 2010-2011 Cumulative completions | 0 | 0 | 28 | 43 | 46 | 97 | 109 | 116 | 119 | 126 | 133 | 212 |

### Vale

Net additional homes provided



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2011-2012 Cumulative completions | 20 | 26 | 45 | 52 | 55 | 62 | 132 | 189 | 201 | 214 | 219 | 376 |
| Cumulative target | 19 | 38 | 58 | 77 | 96 | 115 | 134 | 153 | 173 | 192 | 211 | 230 |
| 2010-2011 Cumulative completions | 24 | 77 | 138 | 164 | 206 | 238 | 258 | 283 | 302 | 308 | 325 | 334 |

**Notes**

1. **Vale –** 157 completions were reported in March. Many of these completions were actually in earlier months, but were reported to the council at year-end; it has not been possible retrospectively to allocate them to the correct months. A significant proportion of the completions were at the Folly Farm site; the remainder were at smaller sites.

2. **South –** there were 222 completions reported in March. The majority of these were at

the following sites:

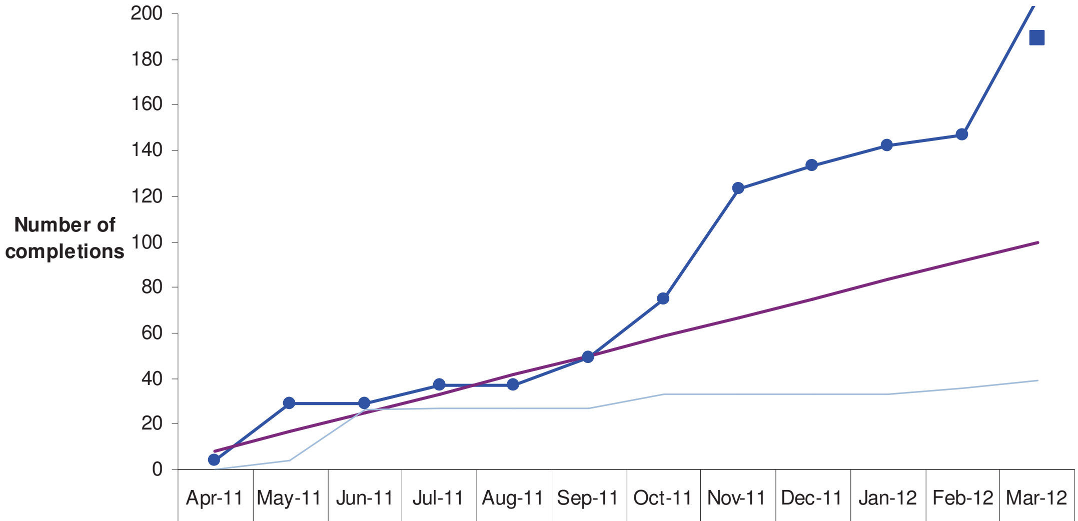
- Great Western Park;
- Fairmile Hospital at Cholsey;
- Chinnor Cement Works; and
- Thame United Football Club Site.

In addition, some of the completions reported in March were at smaller sites, where actual completion was not necessarily in March. It has not been possible retrospectively to allocate them to the correct months.

# Affordable housing achieved against target (high is good)

## South

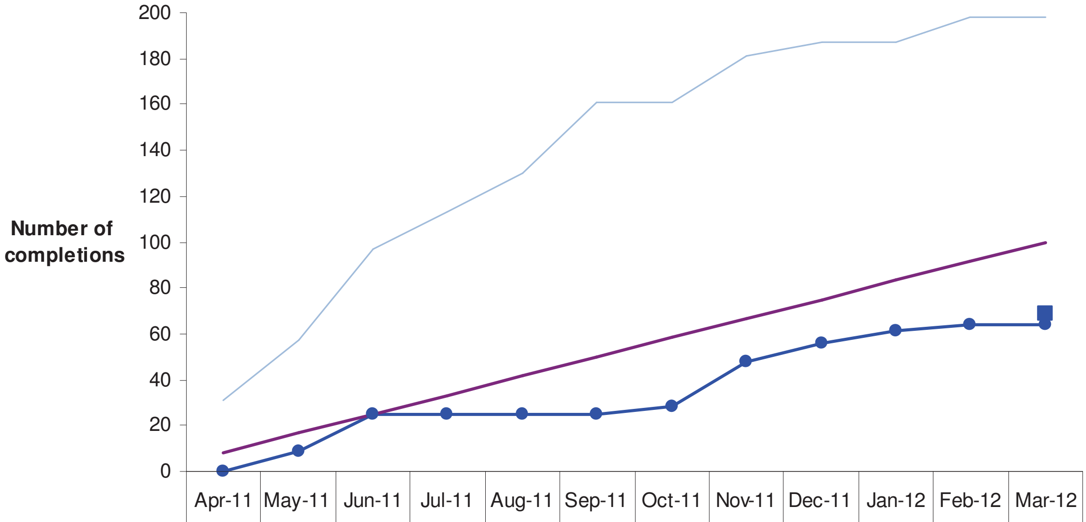
Affordable houses achieved against target



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| —●— 2011-2012 Cumulative completions | 4 | 29 | 29 | 37 | 37 | 49 | 75 | 123 | 133 | 142 | 147 | 207 |
| — Cumulative target | 8 | 17 | 25 | 33 | 42 | 50 | 58 | 67 | 75 | 83 | 92 | 100 |
| ■ Officer prediction of year-end performance | | | | | | | | | | | | 189 |
| — 2010-2011 Cumulative completions | 0 | 4 | 26 | 27 | 27 | 27 | 33 | 33 | 33 | 33 | 36 | 39 |

## Vale

Affordable houses achieved against target



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| —●— 2011-2012 Cumulative completions | 0 | 9 | 25 | 25 | 25 | 25 | 28 | 48 | 56 | 61 | 64 | 64 |
| — Cumulative target | 8 | 17 | 25 | 33 | 42 | 50 | 58 | 67 | 75 | 83 | 92 | 100 |
| ■ Officer prediction of year-end performance | | | | | | | | | | | | 69 |
| — 2010-2011 Cumulative completions | 31 | 57 | 97 | 113 | 130 | 161 | 161 | 181 | 187 | 187 | 198 | 198 |

## Notes

1. **Vale -** major sites have delivered significant numbers of new affordable homes over the last couple of years, however, with some sites having finished, only one major site at Faringdon continued throughout the current year.  One other major site at Cumnor Hill could only recently recommence following sewage plant works but not in time for more homes to be completed by March 2012.  The planning process on other major sites at Grove Airfield and Great Western Park is well under way and will provide a good pipeline

of delivery in future years. Construction has started on the Chilton Fields site and completions are expected from 2012/13 onwards.

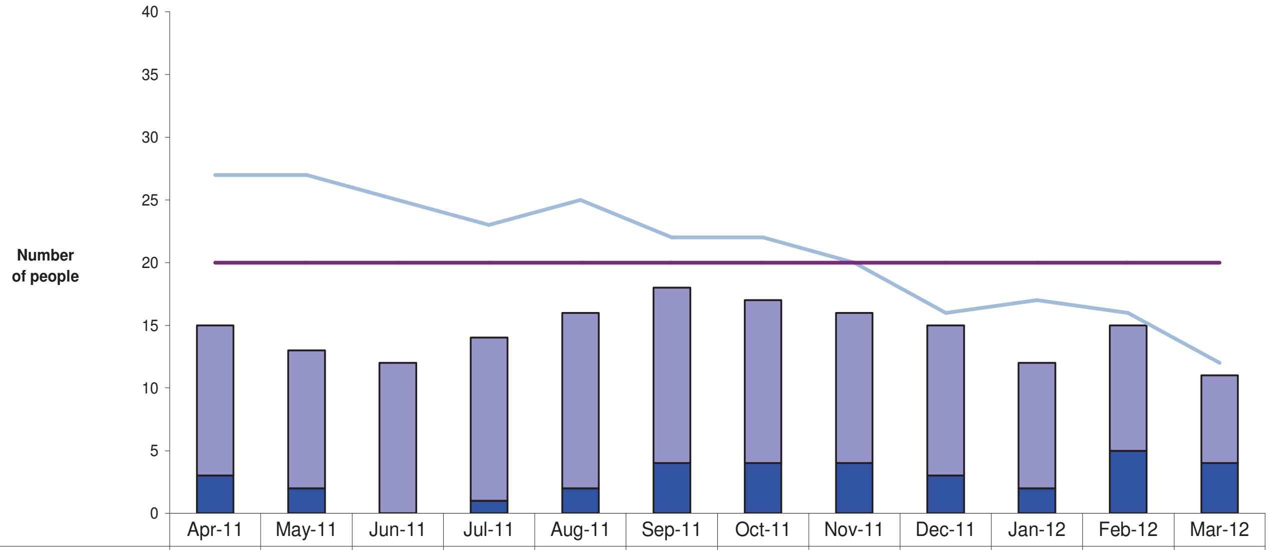
2. **South -** the vast majority of the affordable housing achieved in March was at the following sites:
   - Great Western Park;
   - Fairmile Hospital at Cholsey; and
   - Chinnor Cement Works.

3. **For both South and Vale** - it is possible for the number of ‘Affordable completions’ to exceed the ‘Net additional homes provided’, as has happened in May (both councils) and, for South, both July and February, for the following reasons:
   - ‘Affordable completions’ can more easily be attributed to the exact month in which the houses were completed, as this can be ascertained directly from the housing association concerned. ‘Net additional homes provided’ relies on completion certificates. Some third parties produce these certificates in 'job lots' rather than as and when each home is completed.
   - ‘Net additional homes provided’ subtracts demolitions; ‘Affordable completions’ does not.
   - ‘Affordable completions’ also includes properties made available under the Open Market Homebuy scheme, which are not necessarily new-builds.

# Homeless people in temporary accommodation (low is good)

## South

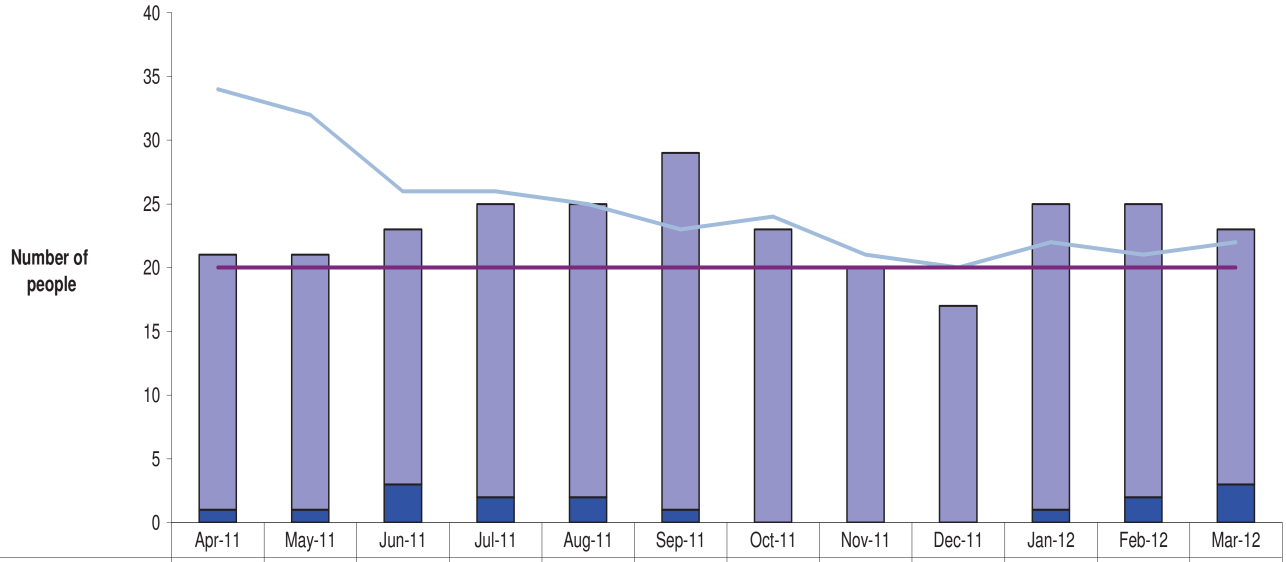
Numbers of people in type of accommodation



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| JP, OSLA and other | 12 | 11 | 12 | 13 | 14 | 14 | 13 | 12 | 12 | 10 | 10 | 7 |
| Nightly paid | 3 | 2 | 0 | 1 | 2 | 4 | 4 | 4 | 3 | 2 | 5 | 4 |
| Ceiling 2011-2012 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 |
| 2010-2011 All types | 27 | 27 | 25 | 23 | 25 | 22 | 22 | 20 | 16 | 17 | 16 | 12 |

## Vale

Numbers of people in type of accommodation



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| JP, OSLA and own stock | 20 | 20 | 20 | 23 | 23 | 28 | 23 | 20 | 17 | 24 | 23 | 20 |
| Nightly paid | 1 | 1 | 3 | 2 | 2 | 1 | 0 | 0 | 0 | 1 | 2 | 3 |
| Ceiling 2011-2012 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 |
| 2010-2011 All types | 34 | 32 | 26 | 26 | 25 | 23 | 24 | 21 | 20 | 22 | 21 | 22 |

## Notes

1. **JP** – Joint protocol. This refers to protocols between each council and their housing association (Sovereign Vale and South Oxfordshire Housing Association) whereby some properties have been retained as temporary accommodation.

2. **OSLA** – Oxford Social Lettings Agency

**3.** **Vale -** the difference in performance between South and Vale over the year is explained as follows below:

There are two key elements that affect the numbers in temporary accommodation (TA):

(i) Demand, i.e. how many people present and are accepted. This figure is similar for both South and Vale.

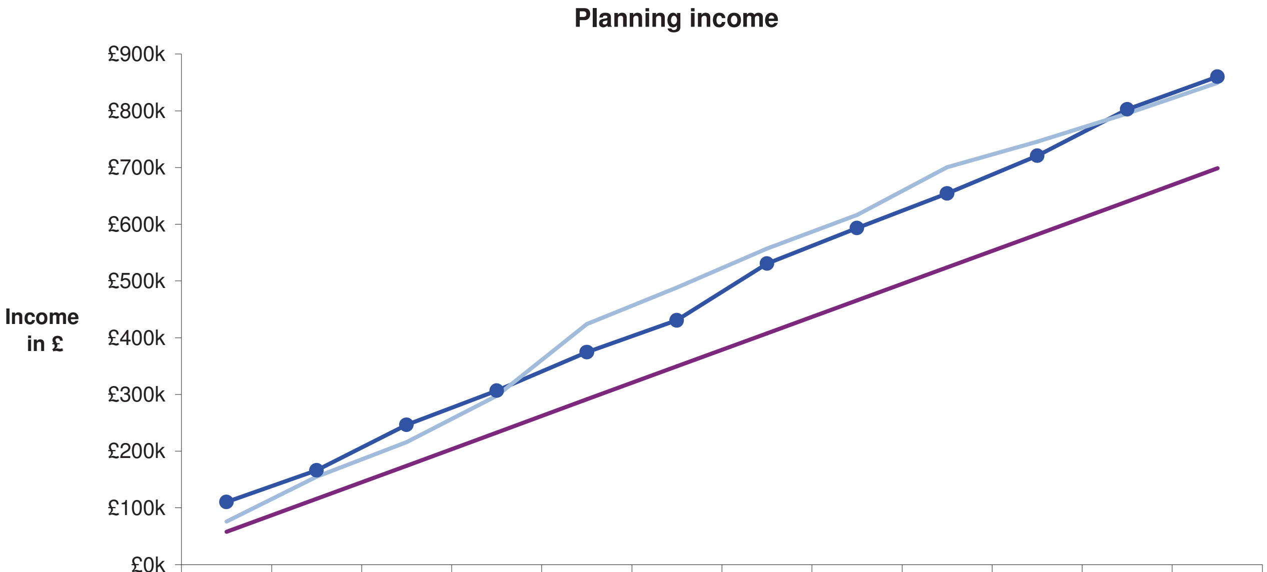
(ii) The supply of affordable housing. Most people moving out of TA (90% plus) do so because they are offered permanent accommodation via the Housing Register. A small number move on as they abandon TA, usually because they return to friends or family.

In Vale, the level of completions of new builds is markedly down on recent years, whereas the picture is the opposite in South. This means that people are staying in TA longer in Vale, as there is reduced supply. Our Housing development team are aware of this.

# SECTION 4 – FINANCE – INCOME

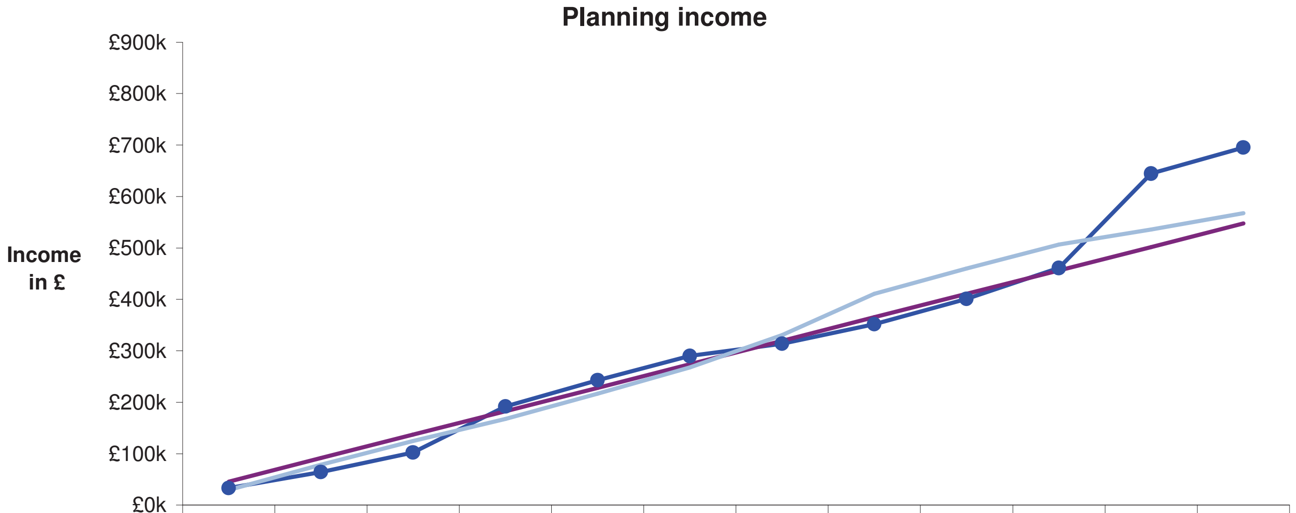
## Planning income vs. profile (high is good)

### South


Planning income

| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2011-2012 | £110k | £167k | £247k | £307k | £375k | £430k | £531k | £593k | £654k | £721k | £803k | £860k |
| Budget | £58k | £116k | £175k | £233k | £291k | £349k | £407k | £466k | £524k | £582k | £640k | £699k |
| 2010-2011 | £76k | £155k | £216k | £298k | £424k | £488k | £557k | £616k | £700k | £745k | £795k | £849k |

### Vale


Planning income

| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2011-2012 | £33k | £64k | £102k | £192k | £243k | £290k | £314k | £352k | £401k | £461k | £644k | £696k |
| Budget | £46k | £91k | £137k | £183k | £228k | £274k | £319k | £365k | £411k | £456k | £502k | £548k |
| 2010-2011 | £29k | £78k | £125k | £167k | £216k | £267k | £331k | £411k | £460k | £506k | £536k | £568k |

**Notes**

**1.** South and Vale data taken straight from the councils' financial management system, Agresso, from Jan 11 onwards.

**2.** For both councils, the following total net income is shown (building control is excluded):

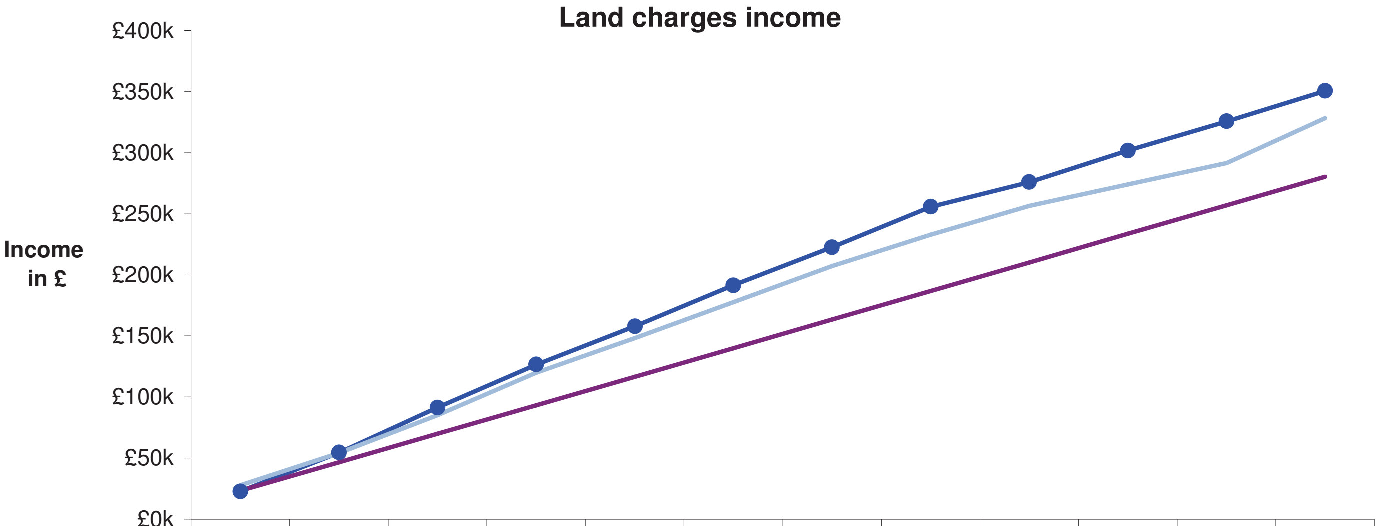
- Condition monitoring
- Pre-applications
- Minor amendments
- Planning applications
- Informal Permitted Development Enquiries
- Lawful Development (Proposed)
- Photocopying

**3.** **South -** planning fee income has been higher than expected as planning application numbers have generally remained steady (rather than falling) and the take up of the paid pre-application advice service has exceeded expectations. We have recently revised our projection for next year's fee income accordingly.

**4.** **Vale** - the income increase for February is due to the receipt of a housing development planning application at Grove airfield (£125,000). If this is removed as a one off event, then fee income is on track.

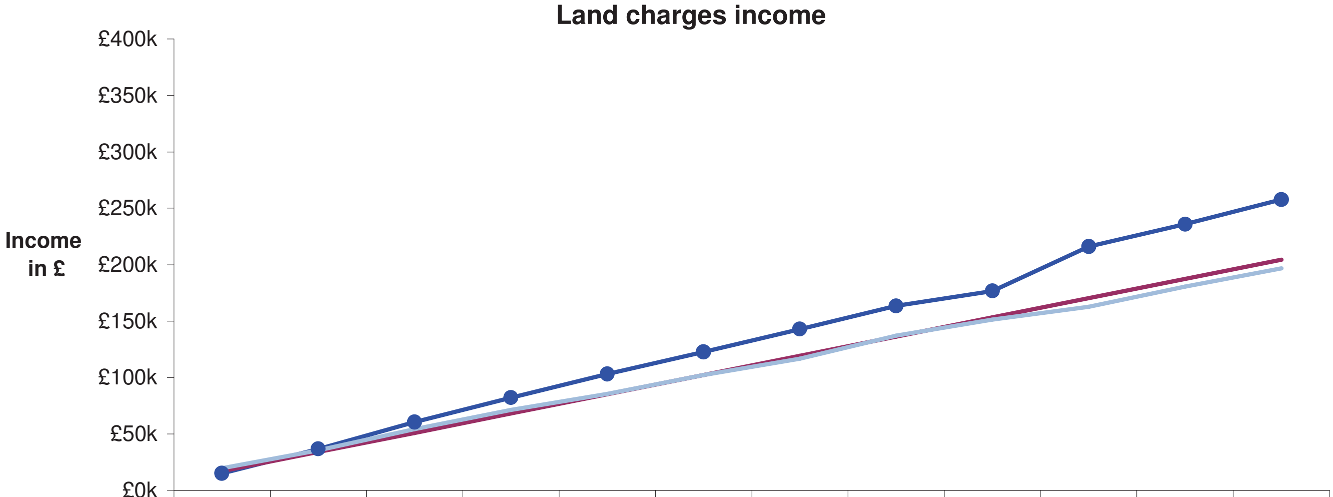
# Land charges – income vs. profile (high is good)

## South


Land charges income

| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2011-2012 | 23k | 54k | 91k | 126k | 158k | 191k | 222k | 256k | 276k | 302k | 326k | 351k |
| Budget | 23k | 47k | 70k | 93k | 117k | 140k | 163k | 187k | 210k | 233k | 257k | 280k |
| 2010-2011 | 28k | 54k | 85k | 120k | 148k | 178k | 207k | 233k | 256k | 274k | 292k | 328k |

## Vale


Land charges income

| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2011-2012 | 15k | 37k | 61k | 82k | 103k | 123k | 143k | 163k | 177k | 216k | 236k | 258k |
| Budget | 17k | 34k | 51k | 68k | 85k | 102k | 119k | 136k | 153k | 170k | 187k | 204k |
| 2010-2011 | 20k | 36k | 54k | 71k | 85k | 102k | 117k | 137k | 151k | 163k | 180k | 197k |

## Notes

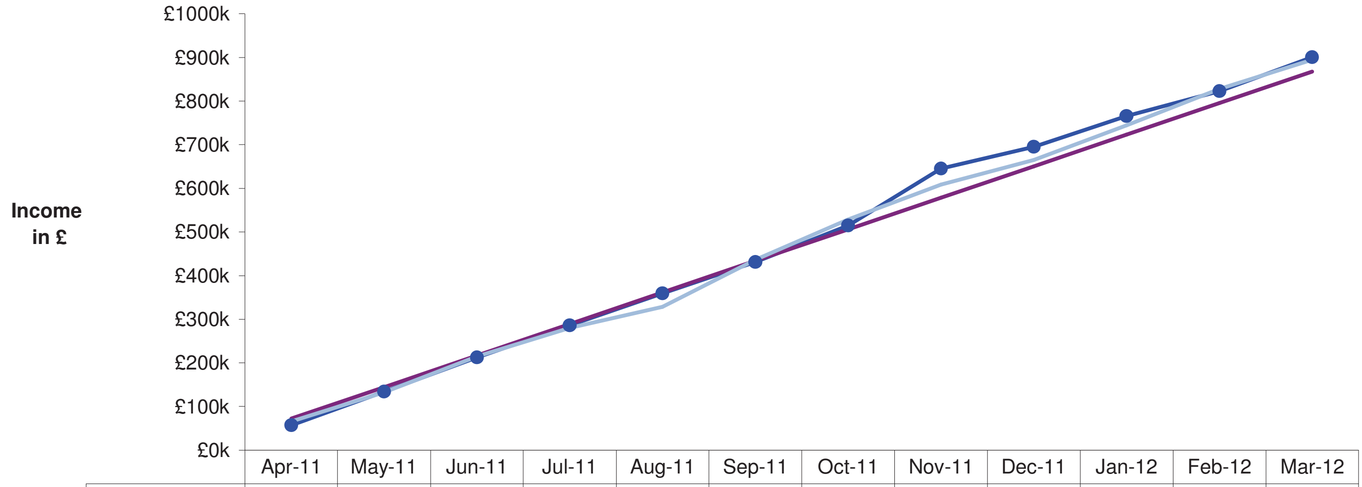
1. **South -** the Land Charges budget under-estimated the number of searches which would be made – this is why the actual performance is ahead of budget.

2. **Vale -** a housing association made 84 searches in January, which explains the higher than expected income (£39k as opposed to a budgeted income of £17k).

# Car parking – income vs. profile (high is good)

## South

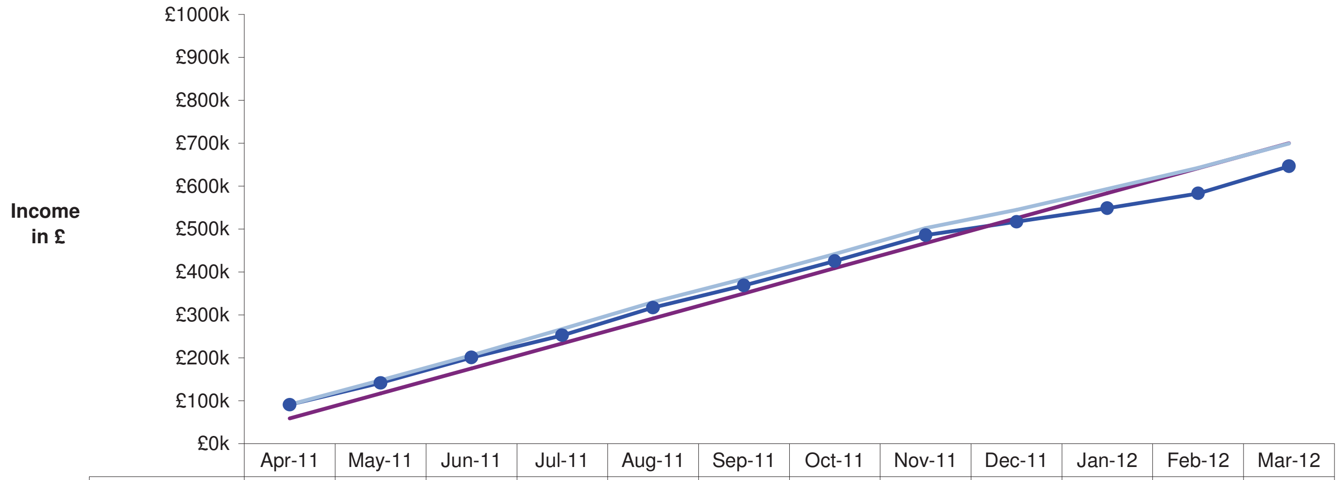
Car parking income profile



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2011-2012 | 57k | 134k | 212k | 286k | 359k | 431k | 515k | 645k | 695k | 766k | 822k | 901k |
| Budget | 72k | 145k | 217k | 289k | 362k | 434k | 506k | 578k | 651k | 723k | 795k | 868k |
| 2010-2011 | 66k | 132k | 215k | 280k | 328k | 436k | 529k | 608k | 665k | 744k | 828k | 895k |

## Vale

Car parking income profile



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2011-2012 | 91k | 141k | 201k | 252k | 317k | 368k | 425k | 485k | 516k | 549k | 583k | 646k |
| Budget | 58k | 117k | 175k | 233k | 292k | 350k | 408k | 467k | 525k | 584k | 642k | 700k |
| 2010-2011 | 90k | 147k | 206k | 267k | 329k | 384k | 441k | 502k | 545k | 593k | 642k | 699k |

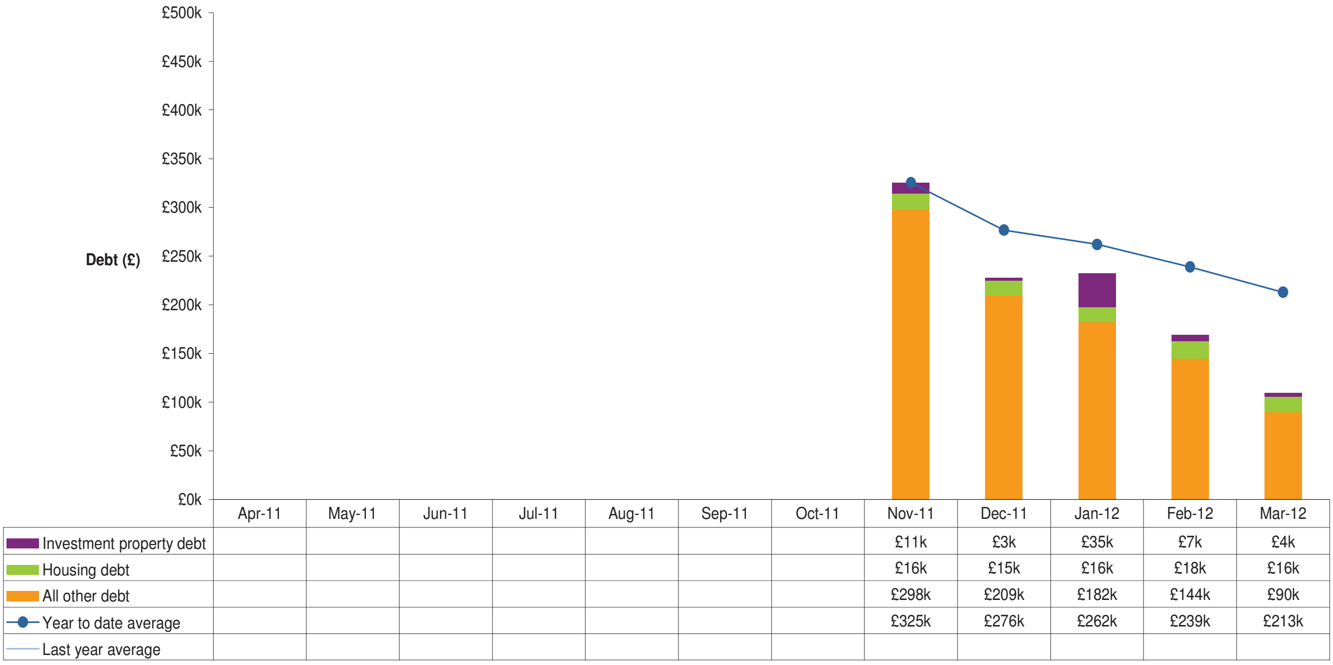
## Notes

1. **Vale -** the free parking was introduced on 9 December. At the end of the financial year, the car parking income was £646k, so the budget was under-achieved by £54k. This loss is less than predicted as, before the free parking was introduced, the projected under-achievement was £64K (from 9 December to 31 March).

# Debt analysis: South – all debts (low is good)

## South

All Sundry Debtors - Debt Analysis (Exc < 30 day debt)



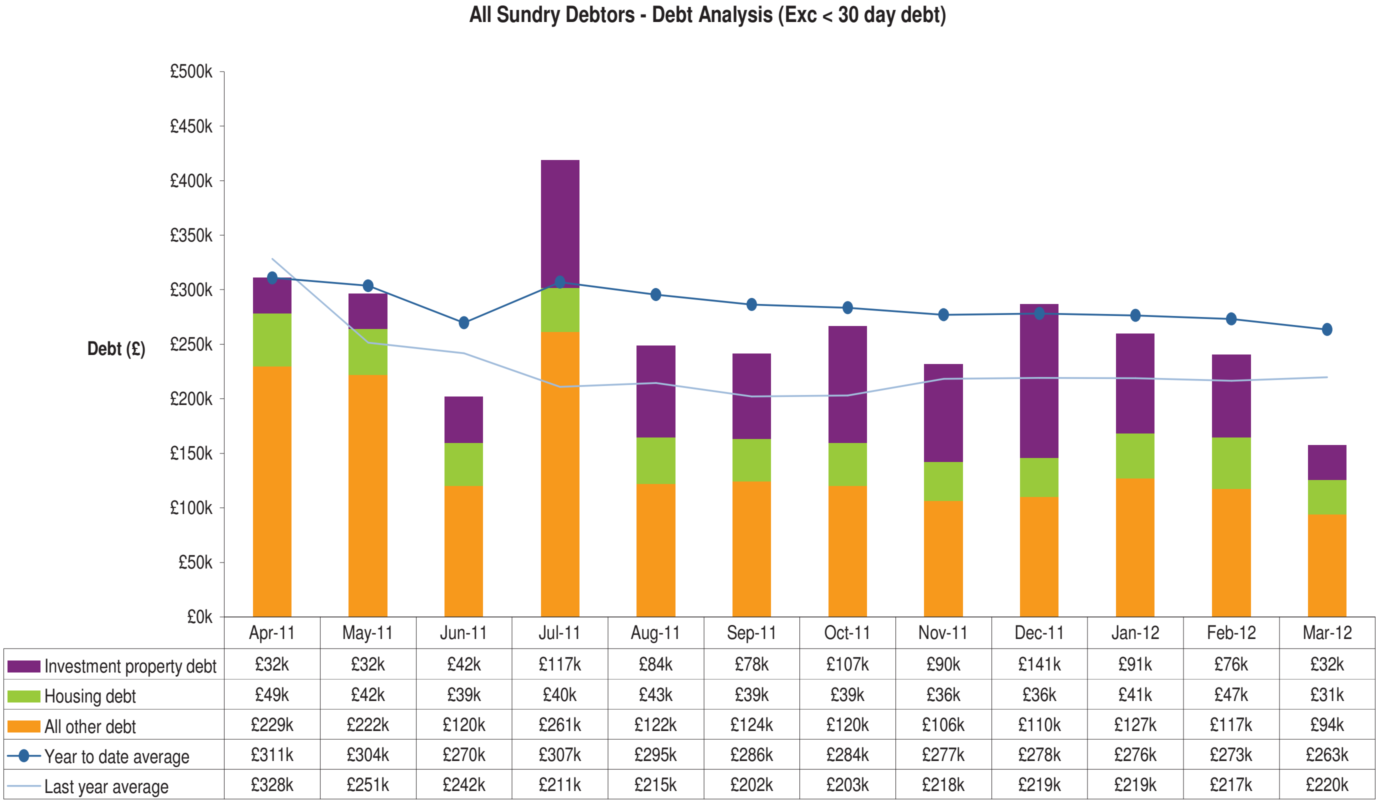
| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Investment property debt | | | | | | | | £11k | £3k | £35k | £7k | £4k |
| Housing debt | | | | | | | | £16k | £15k | £16k | £18k | £16k |
| All other debt | | | | | | | | £298k | £209k | £182k | £144k | £90k |
| Year to date average | | | | | | | | £325k | £276k | £262k | £239k | £213k |
| Last year average | | | | | | | | | | | | |

### Notes

1. Back data for South is not readily available, so this graph starts from November, and there is no ‘Last year average’ at present. All data is taken from Agresso.

2. The total debt in March is the lowest ever. It is worth noting that the total debt was over £1M in 2007.

## Debt analysis: Vale – all debts (low is good)


All Sundry Debtors - Debt Analysis (Exc < 30 day debt)

| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ▬ Investment property debt | £32k | £32k | £42k | £117k | £84k | £78k | £107k | £90k | £141k | £91k | £76k | £32k |
| ▬ Housing debt | £49k | £42k | £39k | £40k | £43k | £39k | £39k | £36k | £36k | £41k | £47k | £31k |
| ▬ All other debt | £229k | £222k | £120k | £261k | £122k | £124k | £120k | £106k | £110k | £127k | £117k | £94k |
| ─●─ Year to date average | £311k | £304k | £270k | £307k | £295k | £286k | £284k | £277k | £278k | £276k | £273k | £263k |
| ── Last year average | £328k | £251k | £242k | £211k | £215k | £202k | £203k | £218k | £219k | £219k | £217k | £220k |

### Notes

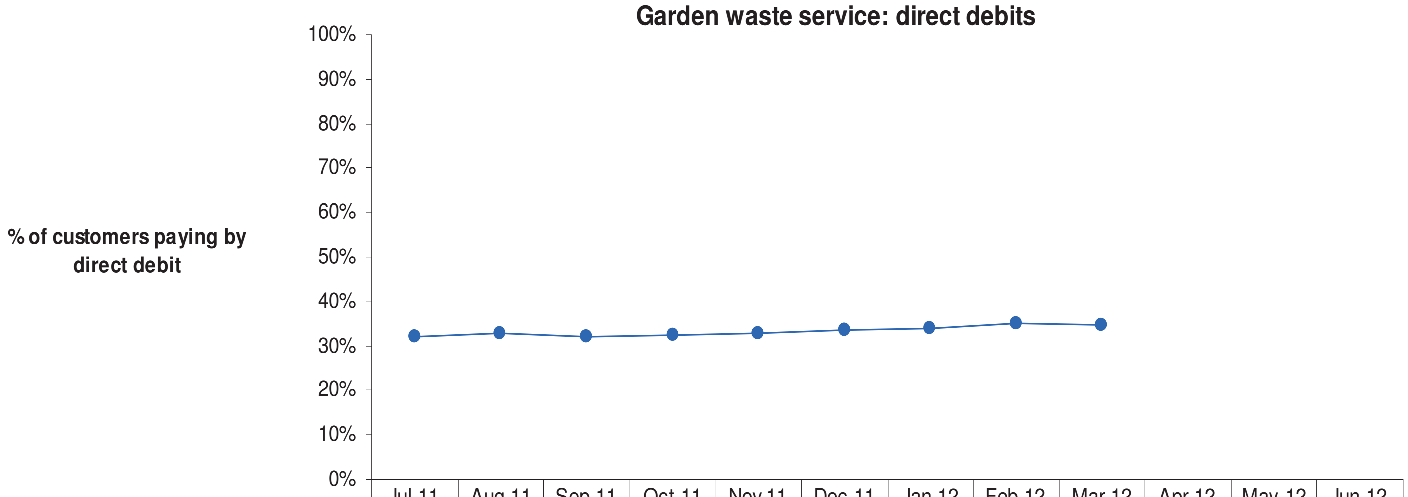
**1.** The components of the debt are:

- Sundry debts held on the Agresso system;
- Housing debts held on the Abritas system; and
- Those property debts which are not held on Agresso.

**2.** The total debt in March is the lowest ever. It is worth noting that the total debt was over £1M in 2007.

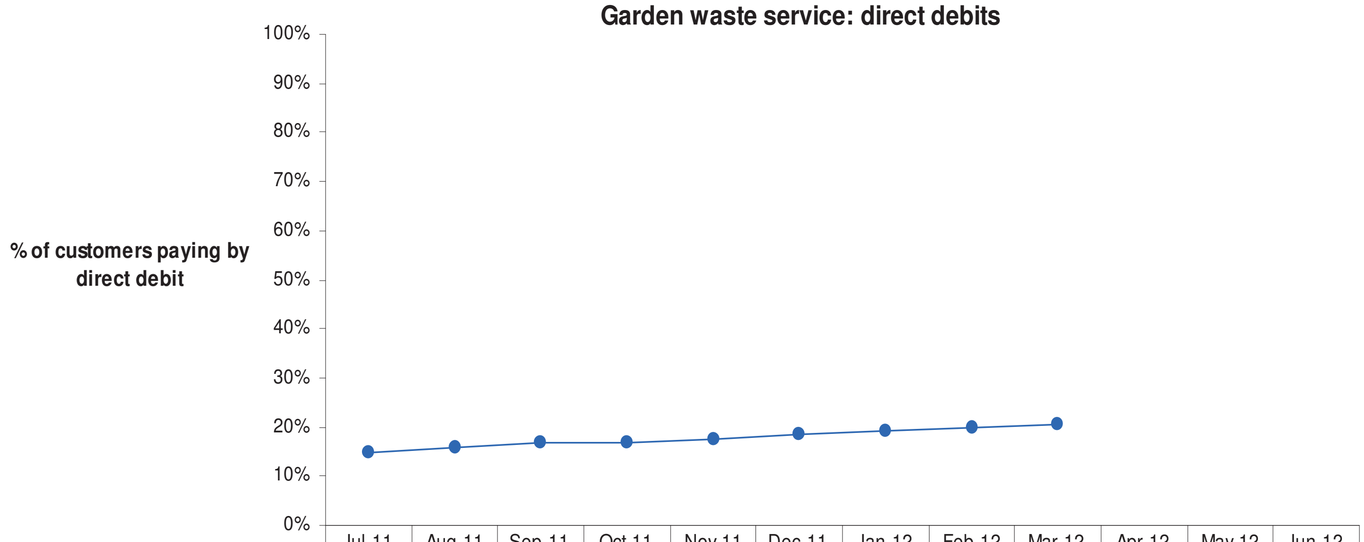
# Garden waste service: direct debits

## South



| | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 | Apr-12 | May-12 | Jun-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Number of customers paying by direct debit | 6677 | 6824 | 7035 | 7103 | 7156 | 7267 | 7388 | 7579 | 7547 | | | |
| Total number of customers | 20798 | 20696 | 21821 | 21859 | 21779 | 21727 | 21662 | 21666 | 21700 | | | |
| % of customers paying by direct debit | 32.10% | 32.97% | 32.24% | 32.49% | 32.86% | 33.45% | 34.11% | 34.98% | 34.78% | | | |

## Vale



| | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 | Apr-12 | May-12 | Jun-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Number of customers paying by direct debit | 2162 | 2329 | 2487 | 2634 | 2707 | 2888 | 2967 | 3076 | 3184 | | | |
| Total number of customers | 14448 | 14809 | 14724 | 15639 | 15608 | 15522 | 15507 | 15529 | 15571 | | | |
| % of customers paying by direct debit | 14.96% | 15.73% | 16.89% | 16.84% | 17.34% | 18.61% | 19.13% | 19.81% | 20.45% | | | |

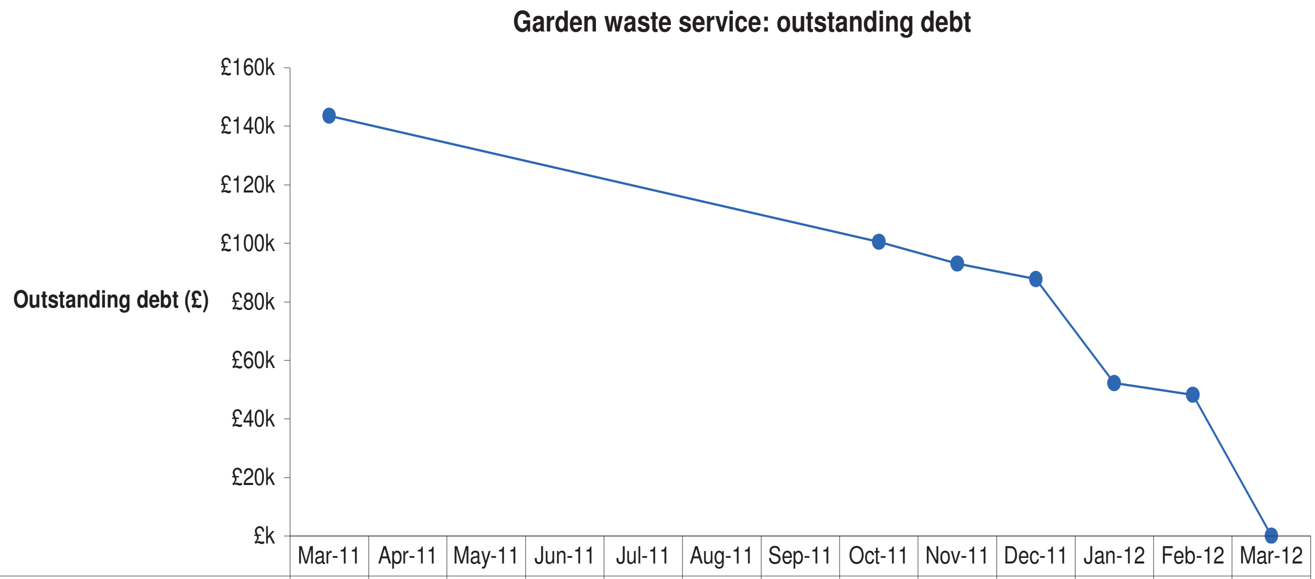
**Notes**

1. The accounts will reduce as Capita amalgamate the accounts of those people with more than one account. Therefore we will see a decrease in accounts over the next year but this does not reflect customers leaving the scheme.

**2.** The proportion of direct debit customers should increase rapidly from May onwards as we start the process of converting the service to direct debit only.

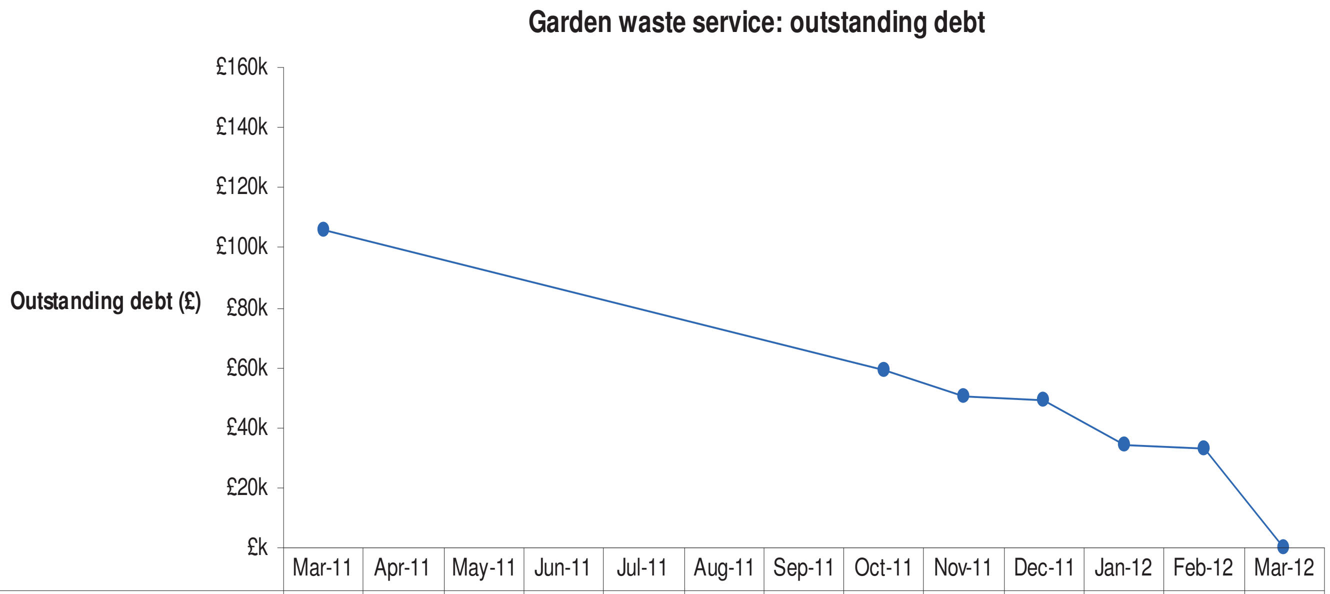
# Garden waste service: outstanding debt

## South



| | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ● Outstanding debt | £144k | | | | | | | £100k | £93k | £88k | £52k | £48k | £0k |
| Debt cleared since 7 March 2011 | £0k | | | | | | | £43k | £50k | £56k | £91k | £95k | £143k |
| % debt cleared since 7 March 2011 | 0.00% | | | | | | | 30.01% | 35.17% | 38.83% | 63.61% | 66.41% | 99.93% |

## Vale



| | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ● Outstanding debt | £106k | | | | | | | £59k | £50k | £49k | £34k | £33k | £0k |
| Debt cleared since 7 March 2011 | £0k | | | | | | | £47k | £56k | £57k | £72k | £73k | £106k |
| % debt cleared since 7 March 2011 | 0.00% | | | | | | | 44.17% | 52.38% | 53.75% | 67.60% | 68.66% | 99.93% |

**Notes**

1 These graphs show the garden waste service debt outstanding at the end of each month relative to the starting historical debt at each council, as measured at 7 March 2011. Data was not available for the inclusive period April 2011 – September 2011.

**2.** For the debt as a whole, from 7 March 2011 until the end of March 2012, we have the following:

| | **South** | **Vale** |
|---|---:|---:|
| Starting debt | £143,573.50 | £105,978.53 |
| Cancellations | £12,420.00 | £5,208.00 |
| Write-offs | £98,003.22 | £77,004.10 |
| Money collected | £33,150.28 | £23,766.43 |

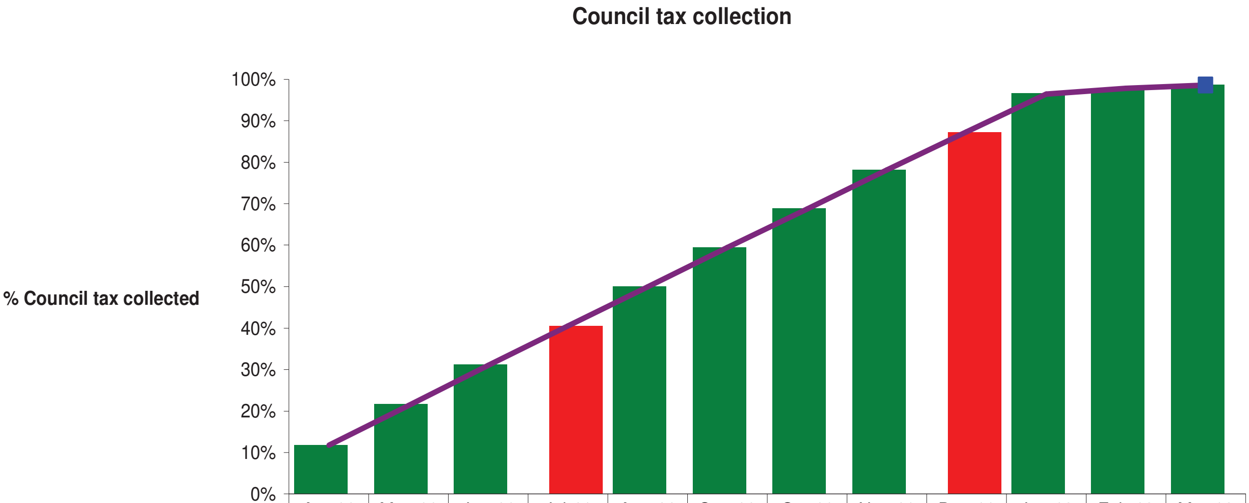
Where:

A **write-off** is
(i) A debt which is pre -1 January 2010, and which has been deemed uneconomical to pursue further; or
(ii) Where the service has been received, but the customer has not paid the invoice and has then moved giving no address.

A **cancellation** is where the user only received part of the service (e.g. for one month) or did not use it at all (e.g. because the user moved house before the invoice was raised). Consequently, the invoice should never have been issued and needs to be cancelled.

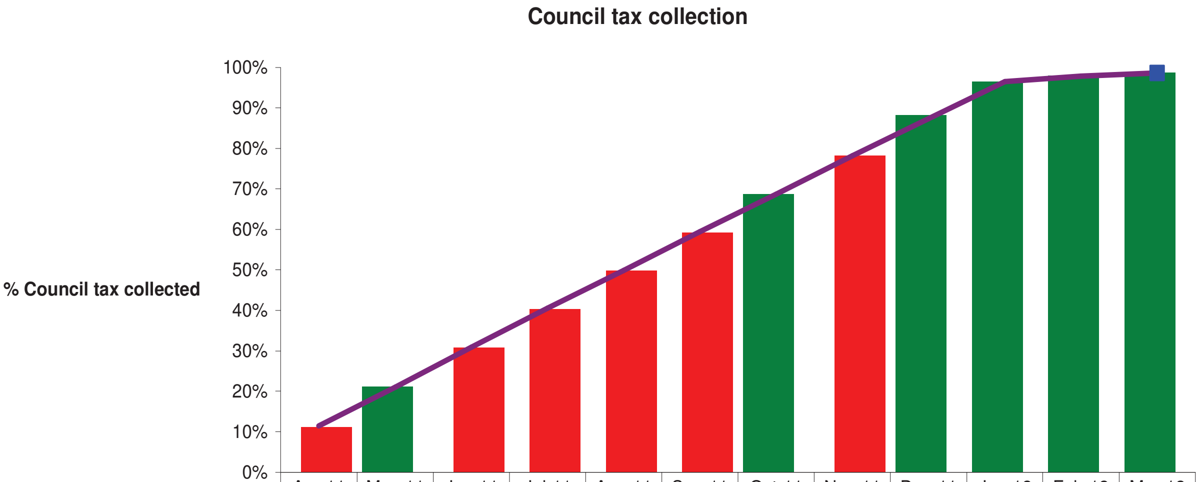
# Council tax collection (% each month) (high is good)

## South



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 Above cumulative target | 11.85% | 21.66% | 31.19% | 0.00% | 49.95% | 59.46% | 68.87% | 78.21% | 0.00% | 96.59% | 97.95% | 98.64% |
| 🟥 Below cumulative target | 0.00% | 0.00% | 0.00% | 40.54% | 0.00% | 0.00% | 0.00% | 0.00% | 87.26% | 0.00% | 0.00% | 0.00% |
| — Target | 11.80% | 21.35% | 31.00% | 40.55% | 49.90% | 59.40% | 68.70% | 78.15% | 87.30% | 96.50% | 97.80% | 98.60% |
| ■ Officer prediction of year-end performance (%) | | | | | | | | | | | | 98.60% |
| 2010-2011 | 11.99% | 21.62% | 31.22% | 40.53% | 49.91% | 59.46% | 68.75% | 77.98% | 87.15% | 96.28% | 97.87% | 98.65% |

## Vale



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 Above cumulative target | 0.00% | 21.19% | 0.00% | 0.00% | 0.00% | 0.00% | 68.72% | 0.00% | 88.19% | 96.54% | 98.01% | 98.71% |
| 🟥 Below cumulative target | 11.22% | 0.00% | 30.83% | 40.31% | 49.76% | 59.14% | 0.00% | 78.11% | 0.00% | 0.00% | 0.00% | 0.00% |
| — Target | 11.40% | 21.05% | 30.90% | 40.50% | 49.90% | 59.40% | 68.70% | 78.15% | 87.30% | 96.50% | 97.80% | 98.60% |
| ■ Officer prediction of year-end performance (%) | | | | | | | | | | | | 98.60% |
| 2010-2011 | 11.35% | 21.15% | 30.85% | 40.27% | 49.61% | 59.19% | 68.58% | 77.76% | 86.93% | 96.14% | 97.73% | 98.68% |

## Notes

1. **South and Vale -** although this is a cumulative graph, bars have been used to aid readability, because the performance is so close to the target. The 2010-2011 data has not been plotted, for the same reason, although it does appear in the data table.

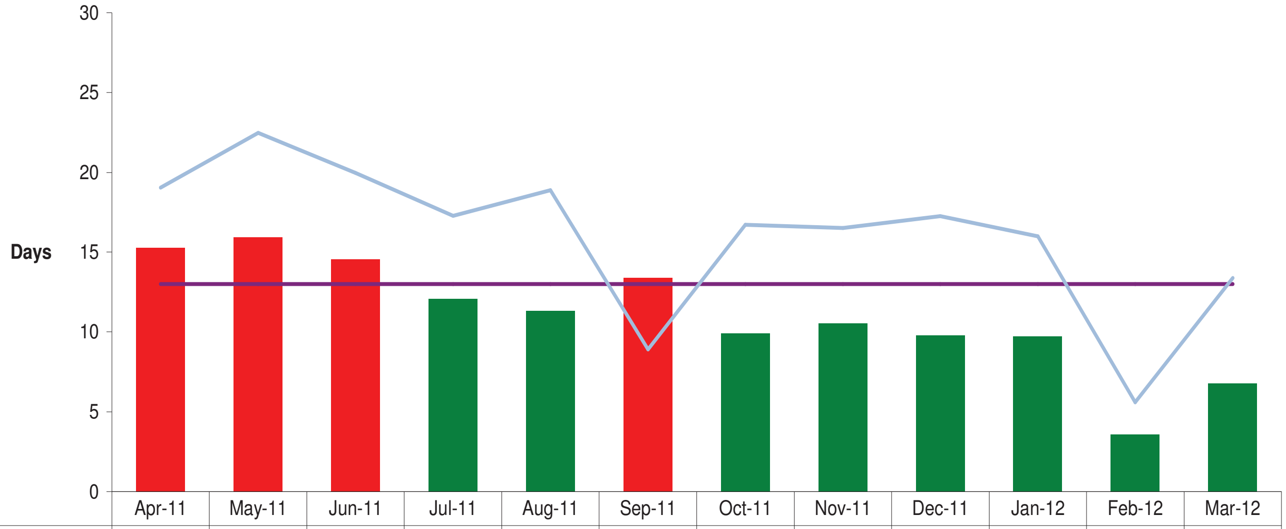
2. **Vale -** the year-end council tax collection rate (98.71%) is the best since council tax was introduced.

# SECTION 5 – BENEFITS

## Time to process housing / council tax benefit new claims and changes, monthly (low is good)

### South

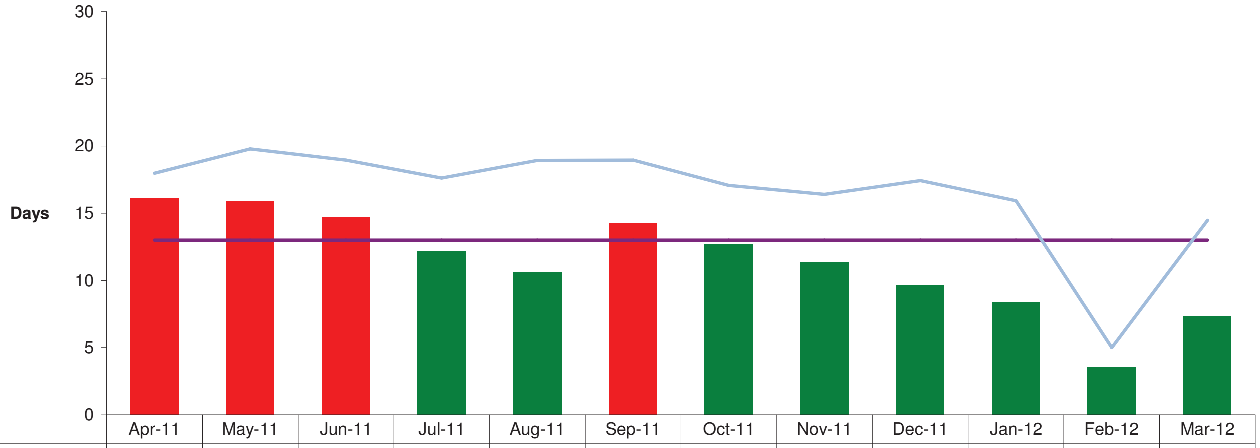
Time to process housing / council tax benefit new claims and changes - monthly performance



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 Better than target | 0.00 | 0.00 | 0.00 | 12.09 | 11.30 | 0.00 | 9.91 | 10.54 | 9.78 | 9.71 | 3.59 | 6.77 |
| 🟥 Worse than target | 15.28 | 15.93 | 14.54 | 0.00 | 0.00 | 13.39 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| — Target (<13 days) | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 |
| — 2010-2011 | 19.04 | 22.48 | 19.97 | 17.29 | 18.87 | 8.91 | 16.72 | 16.52 | 17.25 | 16.00 | 5.60 | 13.38 |

### Vale

Time to process housing / council tax benefit new claims and changes - monthly performance



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 Better than target | 0.00 | 0.00 | 0.00 | 12.15 | 10.61 | 0.00 | 12.71 | 11.36 | 9.66 | 8.39 | 3.52 | 7.33 |
| 🟥 Worse than target | 16.11 | 15.92 | 14.69 | 0.00 | 0.00 | 14.26 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| — Target (<13 days) | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 |
| — 2010-2011 | 17.98 | 19.79 | 18.95 | 17.63 | 18.93 | 18.97 | 17.06 | 16.40 | 17.43 | 15.92 | 5.00 | 14.48 |

### Notes

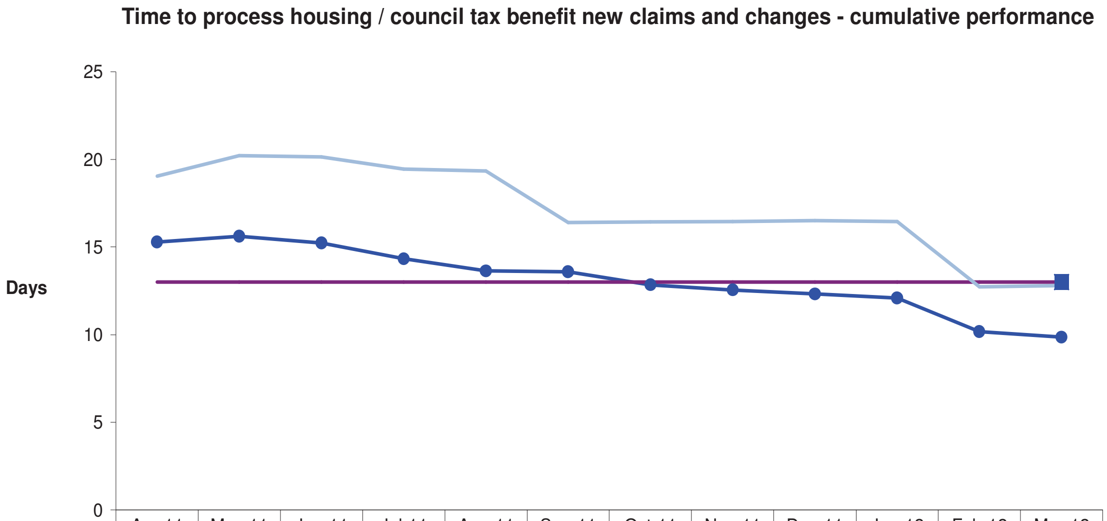
1. **South and Vale -** the target this year (13 days) was far more ambitious than that of last year (20 days). So, in a minority of months (four out of twelve for each council), the performance is below target. However, the performance for each month this year (with the exception of South in September) has been better than in the same month last year.

2. **South and Vale -** although underlying performance has been improving throughout the year, February saw a great number of rent increase changes from our social landlords, which can be processed automatically with minimal manual intervention.

# Time to process housing / council tax benefit new claims and changes, cumulative (low is good)

## South

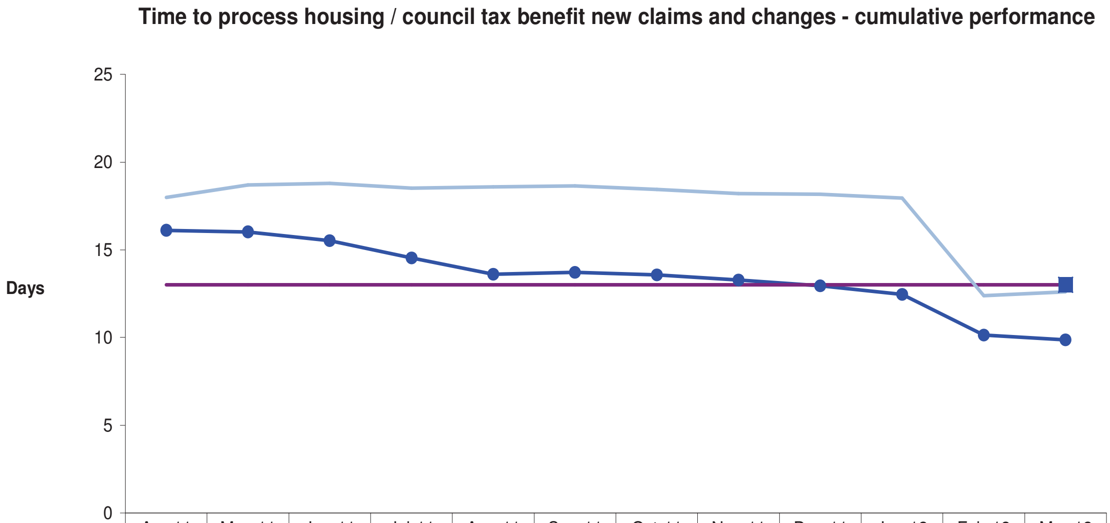
Time to process housing / council tax benefit new claims and changes - cumulative performance



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2011-2012 | 15.28 | 15.62 | 15.23 | 14.33 | 13.64 | 13.59 | 12.85 | 12.55 | 12.32 | 12.09 | 10.18 | 9.86 |
| Target (<13 days) | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 |
| ■ Officer prediction of year-end performance | | | | | | | | | | | | 13.00 |
| 2010-2011 | 19.04 | 20.21 | 20.14 | 19.44 | 19.33 | 16.39 | 16.43 | 16.44 | 16.50 | 16.46 | 12.73 | 12.81 |

## Vale

Time to process housing / council tax benefit new claims and changes - cumulative performance



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2011-2012 | 16.11 | 16.01 | 15.52 | 14.54 | 13.60 | 13.71 | 13.56 | 13.27 | 12.94 | 12.46 | 10.13 | 9.86 |
| Target (<13 days) | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 |
| ■ Officer prediction of year-end performance | | | | | | | | | | | | 13.00 |
| 2010-2011 | 17.98 | 18.70 | 18.78 | 18.50 | 18.58 | 18.64 | 18.44 | 18.21 | 18.17 | 17.96 | 12.39 | 12.60 |

## Notes

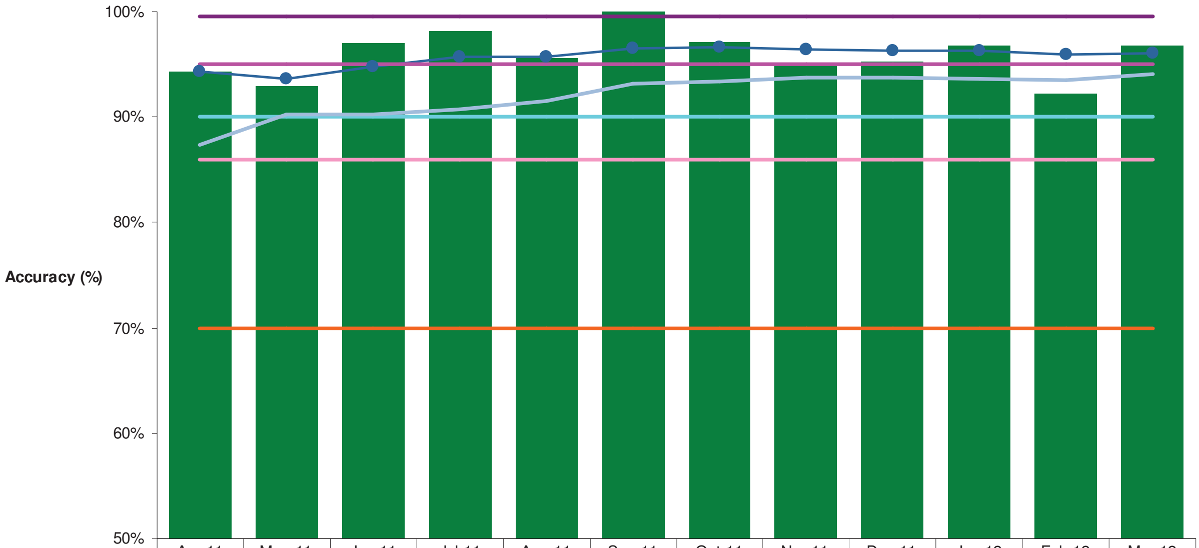
1. **South and Vale -** the target this year (13 days) was far more ambitious than that of last year (20 days). Despite this, performance in South has been lower (i.e. better) than the target since October. Additionally, in Vale, the performance as at the end of December was better than target for the first time, and this improvement has been subsequently sustained.

2. **South and Vale -** the performance at year-end (9.86 days for both South and Vale) is the best since the inception of the financial services contract in 2006.

# Financial accuracy of benefit claims (high is good)

## South

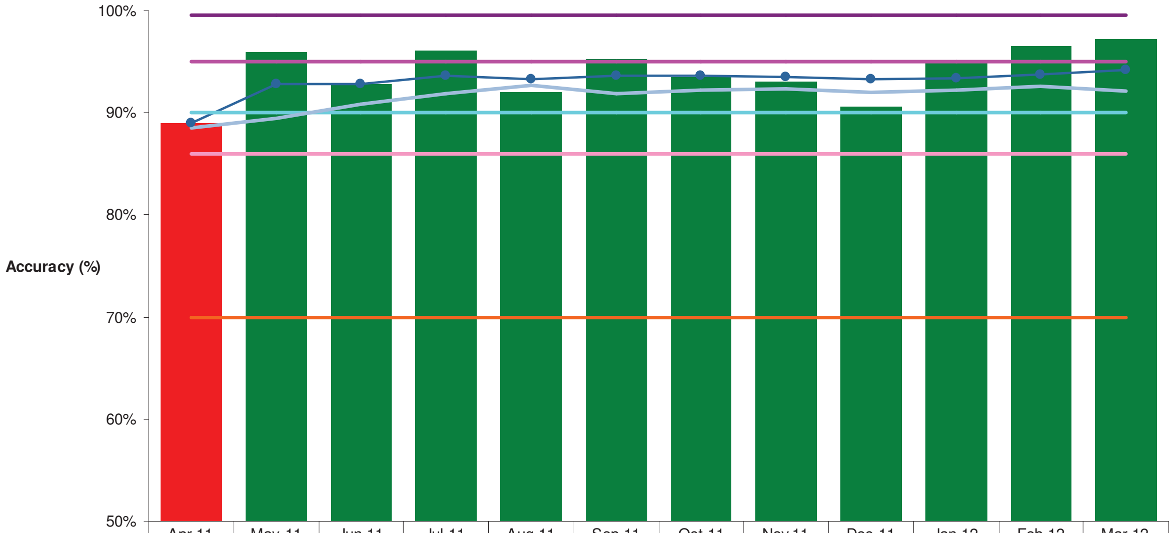
Benefits accuracy (monthly performance and cumulative)



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 Better than 'Median target (lower)' | 94.32% | 92.93% | 97.00% | 98.13% | 95.58% | 100.00% | 97.06% | 94.92% | 95.29% | 96.77% | 92.23% | 96.77% |
| 🟥 Worse than 'Median target (lower)' | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| —●— Year-to-date (i.e. cumulative) | 94.32% | 93.58% | 94.77% | 95.69% | 95.66% | 96.50% | 96.58% | 96.35% | 96.25% | 96.30% | 95.93% | 96.03% |
| — Upper target (5% bonus) | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% |
| — Median target (upper) | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% |
| — Median target (lower) | 90.00% | 90.00% | 90.00% | 90.00% | 90.00% | 90.00% | 90.00% | 90.00% | 90.00% | 90.00% | 90.00% | 90.00% |
| — Lower target (4% penalty) | 86.00% | 86.00% | 86.00% | 86.00% | 86.00% | 86.00% | 86.00% | 86.00% | 86.00% | 86.00% | 86.00% | 86.00% |
| — 16% penalty | 70.00% | 70.00% | 70.00% | 70.00% | 70.00% | 70.00% | 70.00% | 70.00% | 70.00% | 70.00% | 70.00% | 70.00% |
| — 2010-2011 | 87.38% | 90.24% | 90.28% | 90.67% | 91.57% | 93.19% | 93.39% | 93.68% | 93.73% | 93.61% | 93.46% | 94.11% |

## Vale

Benefits accuracy (monthly performance and cumulative)



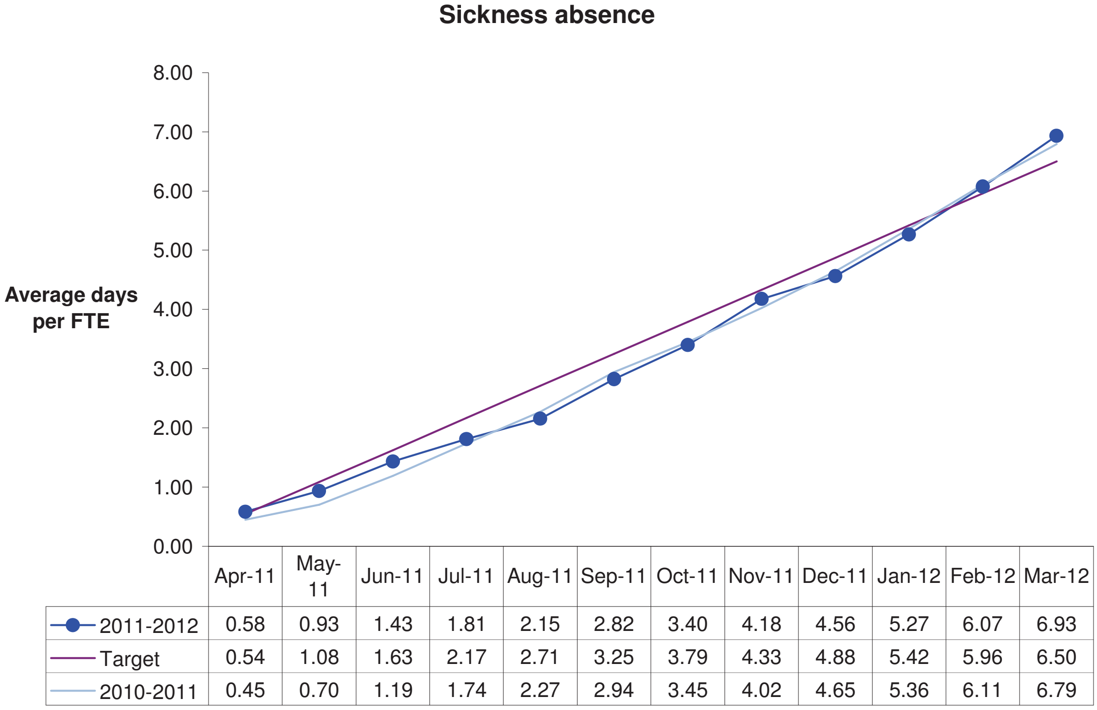
| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 Better than 'Median target (lower)' | 0.00% | 95.96% | 92.86% | 96.00% | 92.04% | 95.19% | 93.46% | 93.00% | 90.59% | 95.10% | 96.49% | 97.24% |
| 🟥 Worse than 'Median target (lower)' | 89.02% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| —●— Year-to-date (i.e. cumulative) | 89.02% | 92.82% | 92.83% | 93.67% | 93.29% | 93.62% | 93.60% | 93.52% | 93.24% | 93.43% | 93.75% | 94.16% |
| — Upper target (5% bonus) | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% |
| — Median target (upper) | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% |
| — Median target (lower) | 90.00% | 90.00% | 90.00% | 90.00% | 90.00% | 90.00% | 90.00% | 90.00% | 90.00% | 90.00% | 90.00% | 90.00% |
| — Lower target (4% penalty) | 86.00% | 86.00% | 86.00% | 86.00% | 86.00% | 86.00% | 86.00% | 86.00% | 86.00% | 86.00% | 86.00% | 86.00% |
| — 16% penalty | 70.00% | 70.00% | 70.00% | 70.00% | 70.00% | 70.00% | 70.00% | 70.00% | 70.00% | 70.00% | 70.00% | 70.00% |
| — 2010-2011 | 88.51% | 89.47% | 90.79% | 91.84% | 92.74% | 91.93% | 92.24% | 92.31% | 92.01% | 92.18% | 92.54% | 92.11% |

**Note: South and Vale -** the year-end cumulative accuracy rates are the best since the inception of the financial services contract in 2006.

# SECTION 6 – HUMAN RESOURCES

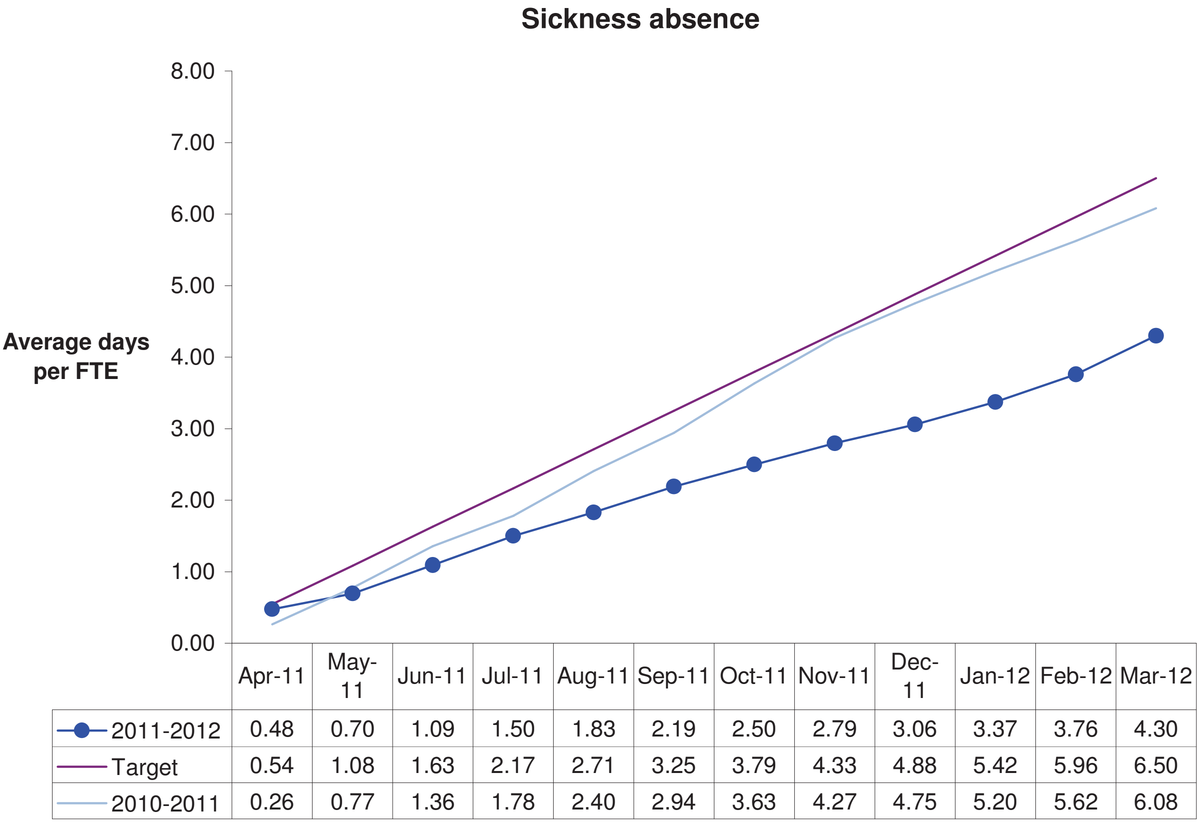
## Sickness absence (low is good)

### South



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ● 2011-2012 | 0.58 | 0.93 | 1.43 | 1.81 | 2.15 | 2.82 | 3.40 | 4.18 | 4.56 | 5.27 | 6.07 | 6.93 |
| Target | 0.54 | 1.08 | 1.63 | 2.17 | 2.71 | 3.25 | 3.79 | 4.33 | 4.88 | 5.42 | 5.96 | 6.50 |
| 2010-2011 | 0.45 | 0.70 | 1.19 | 1.74 | 2.27 | 2.94 | 3.45 | 4.02 | 4.65 | 5.36 | 6.11 | 6.79 |

### Vale



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ● 2011-2012 | 0.48 | 0.70 | 1.09 | 1.50 | 1.83 | 2.19 | 2.50 | 2.79 | 3.06 | 3.37 | 3.76 | 4.30 |
| Target | 0.54 | 1.08 | 1.63 | 2.17 | 2.71 | 3.25 | 3.79 | 4.33 | 4.88 | 5.42 | 5.96 | 6.50 |
| 2010-2011 | 0.26 | 0.77 | 1.36 | 1.78 | 2.40 | 2.94 | 3.63 | 4.27 | 4.75 | 5.20 | 5.62 | 6.08 |

**Notes**

**South -** the difference in year-end sickness rates between South (6.93) and Vale (4.30) is due to the number of significant absences at South. Taking the last three months, for example:

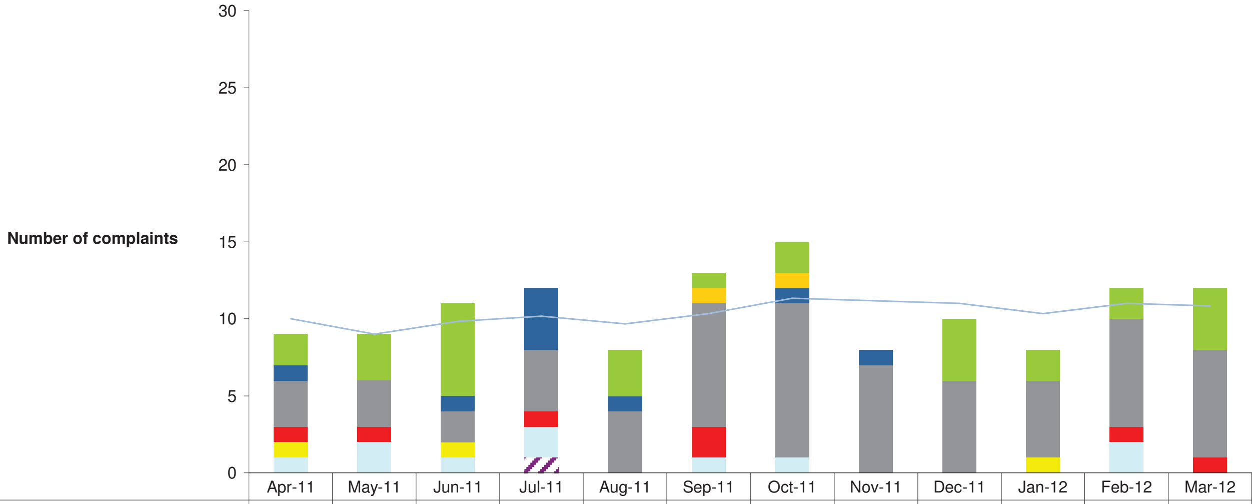
- January (4 members of staff off for a total of 78 days);
- February (6 members of staff off for a total of 82 days); and.
- March (6 members of staff off for a total of 126 days).

It is worth noting that the average total sick days per fte for other district councils is 8.6 days per annum, which has been bettered this year by both Vale and South.

# SECTION 7 – COMPLAINTS

## Number received per month (low is good)

### South

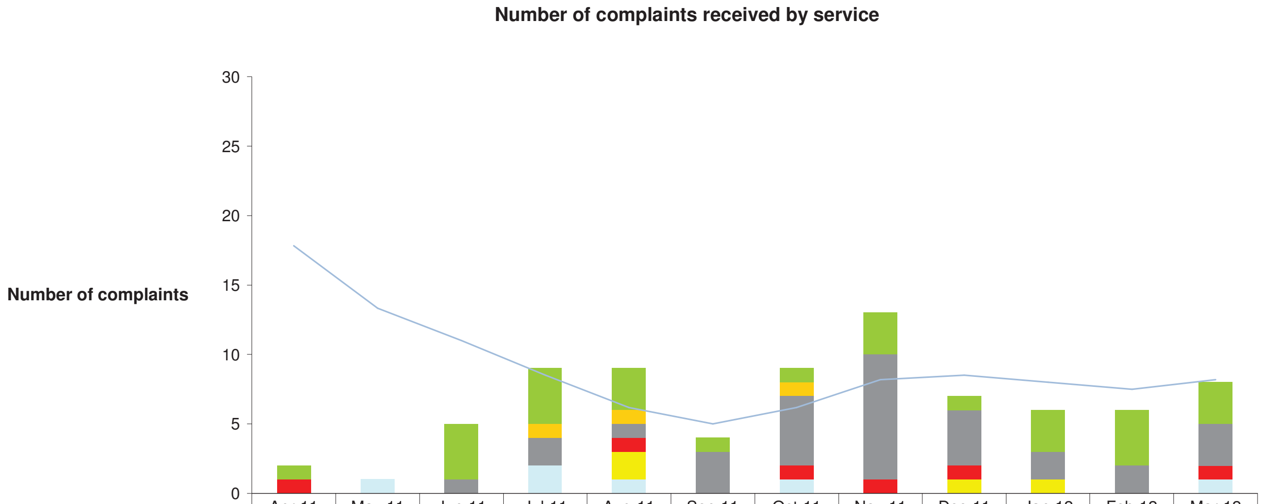


Number of complaints received by service

| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 Planning | 2 | 3 | 6 | 0 | 3 | 1 | 2 | 0 | 4 | 2 | 2 | 4 |
| 🟧 Economy, Leisure & Property | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| 🟦 Legal & Democratic Services | 1 | 0 | 1 | 4 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 |
| ⬛ Finance | 3 | 3 | 2 | 4 | 4 | 8 | 10 | 7 | 6 | 5 | 7 | 7 |
| 🟥 Health & Housing | 1 | 1 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 1 |
| 🟪 CMT & Support | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 🟨 HR, IT & Customer Services | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| ⬜ Corporate Strategy | 1 | 2 | 1 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 0 |
| 🟪 Commercial Services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ▨ No service team recorded | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| — Rolling six-month average (previous year) | 10 | 9 | 10 | 10 | 10 | 10 | 11 | 11 | 11 | 10 | 11 | 11 |

# Number received per month (low is good)

## Vale



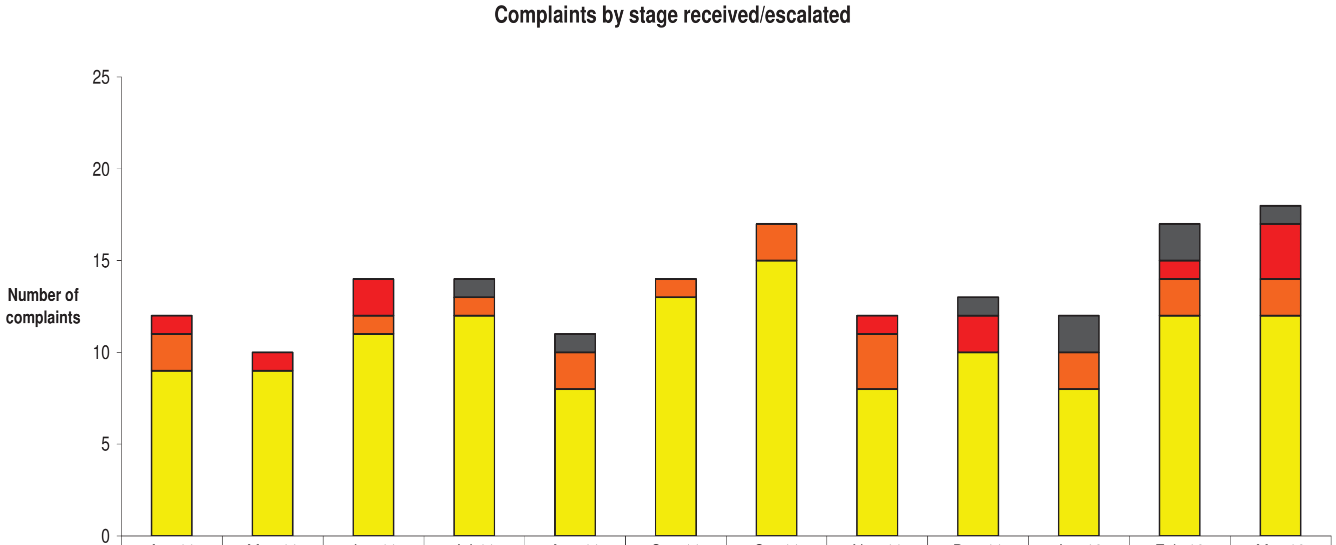
| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 🟩 Planning | 1 | 0 | 4 | 4 | 3 | 1 | 1 | 3 | 1 | 3 | 4 | 3 |
| 🟧 Economy, Leisure & Property | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| 🟦 Legal & Democratic Services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ◼ Finance | 0 | 0 | 1 | 2 | 1 | 3 | 5 | 9 | 4 | 2 | 2 | 3 |
| 🟥 Health & Housing | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 1 |
| ▬ CMT & Support | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 🟨 HR, IT & Customer Services | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 1 | 0 | 0 |
| ▭ Corporate Strategy | 0 | 1 | 0 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| 🟪 Commercial Services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ▨ No service team recorded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| — Rolling six-month average (previous year) | 18 | 13 | 11 | 9 | 6 | 5 | 6 | 8 | 9 | 8 | 8 | 8 |

**Note**

Both charts include only those complaints investigated as part of the formal complaints process.

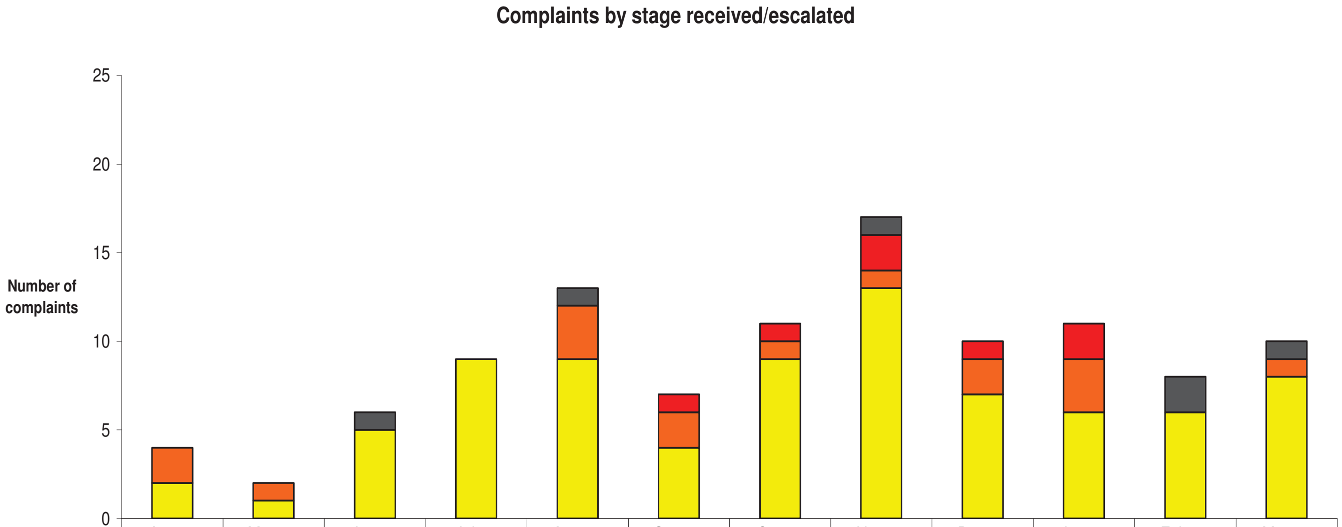
# Number received/escalated per month by Stage of complaint (low is good)

## South



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ■ Ombudsman | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 2 | 2 | 1 |
| 🟥 Stage 3 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 3 |
| 🟧 Stage 2 | 2 | 0 | 1 | 1 | 2 | 1 | 2 | 3 | 0 | 2 | 2 | 2 |
| 🟨 Stage 1 | 9 | 9 | 11 | 12 | 8 | 13 | 15 | 8 | 10 | 8 | 12 | 12 |

## Vale



| | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ■ Ombudsman | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 1 |
| 🟥 Stage 3 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 2 | 1 | 2 | 0 | 0 |
| 🟧 Stage 2 | 2 | 1 | 0 | 0 | 3 | 2 | 1 | 1 | 2 | 3 | 0 | 1 |
| 🟨 Stage 1 | 2 | 1 | 5 | 9 | 9 | 4 | 9 | 13 | 7 | 6 | 6 | 8 |

## Notes

1. For a given month, this chart includes both newly received and escalated complaints. Note that the totals for a given month in this chart will not necessarily match those in the 'Number received per month' chart because this chart includes both new complaints and escalations of existing ones. Retrospective data is not yet easily available for Vale.

2. Both charts include only those complaints investigated as part of the formal complaints process.

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Last updated 8 May 2012.

# SCRUTINY WORK PROGRAMME

## containing scrutiny work to be undertaken 1 May 2012 - 31 July 2012

The scrutiny work programme belongs to the council's Scrutiny Committee and sets out a schedule of scrutiny work due to be carried out over during period shown above. It is a rolling plan, subject to change at each Scrutiny Committee meeting; however, the scrutiny work programme and changes to it are subject to the council's approval.

Representations can be made on any of the following issues before an item is considered by the Scrutiny Committee. Representations must be made to the relevant contact officer shown below by 10am on the day the Committee is due to meet. The meeting dates are shown below.

| Item title | Meeting date | Lead officer | Why is it here? | Scope | Notes |
|---|---|---|---|---|---|
| **Staff satisfaction** | Scrutiny Committee 24 May 2012 | Sally Truman, Policy and Community Engagement Manager Tel. (01235) 540408 Email: sally.truman@southandvale.gov.uk | The committee wishes to review the outcome of the annual staff satisfaction survey. | To review the survey results and make any recommendations to Cabinet. | |
| **Community grants** | Scrutiny Committee 24 May 2012 | Jayne Bolton Tel. 01491 823136 Email: jayne.bolton@southandvale.gov.uk | The committee wishes to review the existing community grants scheme to see whether it is fair and equal in the current financial and economic climate. | To review the scheme and make any recommendations to Cabinet. | |

| Item title | Meeting date | Lead officer | Why is it here? | Scope | Notes |
|---|---|---|---|---|---|
| **Housing allocations policy** | Scrutiny Committee 24 May 2012 | Paul Staines, Head of Housing and Health Tel. (01235) 547621 Email: paul.staines@southandvale.gov.uk | The committee wishes to review the housing allocations policy. | To review the policy and make recommendations to Cabinet. | |
| **Board report - fourth quarter 2011/12** | Scrutiny Committee 24 May 2012 | Geoff Bushell Tel. (01235) 547689 Email: geoff.bushell@southandvale.gov.uk | The committee is asked to review the council's performance for the fourth quarter. | To review performance and make any recommendations to Cabinet. | |
| **Review of the council's website** | Scrutiny Committee Not before 1st Jun 2012 | Shona Ware Tel. (01235) 540406 Email: shona.ware@southandvale.gov.uk | The committee wishes to review the council's website. | To review the council's website and make any recommendations for improvement. | |
| **Section 106 agreements - monitoring implementation** | Scrutiny Committee June 2012 | Adrian Duffield, Head of Planning Tel. (01235) 540340 Email: adrian.duffield@southandvale.gov.uk | The committee has asked to review the administration of section 106 agreements and to look at how the money raised is managed. | To consider the report and feedback any comments to the Cabinet. | |
| **Review of planning enforcement** | Scrutiny Committee Not before 1st Jun 2012 | Adrian Duffield, Head of Planning Tel. (01235) 540340 Email: adrian.duffield@southandvale.gov.uk | The committee wishes to review how the council enforces planning decisions. | To consider the existing system and make any recommendations. | |

| Item title | Meeting date | Lead officer | Why is it here? | Scope | Notes |
|---|---|---|---|---|---|
| **Grounds maintenance contract monitoring** | Scrutiny Committee June 2012 | Ian Matten Tel. (01235) 540373 Email: ian.matten@southandvale.gov.uk | The committee undertakes an annual monitoring of the grounds maintenance contract. | To review the contractor's performance in 2011/12 and make any recommendations the Cabinet member. | Provisional date |
| **Leisure contract monitoring** | Scrutiny Committee 28 Jun 2012 | Kate Arnold Tel. (01235) 540416 Email: kate.arnold@southandvale.gov.uk | The committee undertakes an annual monitoring of the leisure contract A. | To review the contractor's performance and make any recommendations the Cabinet member. | Provisional date |
| **Review of budget consultation process** | Scrutiny Committee Not before 1st July 2012 | Steve Bishop, Strategic Director and Section 151 Officer Tel. (01235) 540332 Email: steve.bishop@southandvale.gov.uk | The committee wishes to review the budget consultation process. | To review the existing consultation method and make any recommendations to the Council. | |
| **Corporate plan 2008-12 - performance review** | Scrutiny Committee 26 Jul 2012 | Sally Truman, Policy and Community Engagement Manager Tel. (01235) 540408 Email: sally.truman@southandvale.gov.uk | The Cabinet is due to receive a report reviewing performance against the 2008-12 corporate plan. | To consider the report and make any recommendations to cabinet. | |

| Item title | Meeting date | Lead officer | Why is it here? | Scope | Notes |
|---|---|---|---|---|---|
| **Leisure contract monitoring** | Scrutiny Committee August 2012 | Kate Arnold Tel. (01235) 540416 Email: kate.arnold@southandvale.gov.uk | The committee undertakes an annual monitoring of the leisure contract B. | To review the contractor's performance and make any recommendations the Cabinet member. | Provisional date |
| **Review of progress against the energy efficiency (carbon management) plan 2011/12** | Scrutiny Committee August 2012 | Clare Kingston, Head of Corporate Strategy Tel. (01235) 540356 Email: clare.kingston@southandvale.gov.uk | The committee undertakes an annual monitoring of the the council's energy efficiency performance. | To review the council's performance and make any recommendations to Cabinet. | Provisional date |
| **Annual equality and diversity update** | Scrutiny Committee August 2012 | Clare Kingston, Head of Corporate Strategy Tel. (01235) 540356 Email: clare.kingston@southandvale.gov.uk | The committee receives an annual update on equality and diversity. | To consider the update report and make any recommendations for improvements. | Provisional date |
| **Consultation** | Scrutiny Committee Not before 1st September 2012 | Sally Truman, Policy and Community Engagement Manager Tel. (01235) 540408 Email: sally.truman@southandvale.gov.uk | The committee wishes to review how the council consults the public. | To review the existing consultation methods and make any recommendations to Cabinet. | |

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| **Objectives of the new leisure contract** | Scrutiny Committee September 2012 | Chris Tyson, Head of Leisure Economy and Property Tel. (01235) 540378 Email: chris.tyson@southandvale.gov.uk | The committee wishes to look at the objectives of the new leisure contract. | To consider the objectives and make recommendations to Cabinet. | |
| **Fit for the future annual review** | Scrutiny Committee September 2012 | Anna Robinson, Strategic Director Tel. (01235) 540523 Email: anna.robinson@southandvale.gov.uk | To receive an update on the fit for the future programme. | To consider a summary report and to question the Cabinet member. | |
| **Grounds maintenance contract review** | Scrutiny Committee September 2012 | Ian Matten Tel. (01235) 540373 Email: ian.matten@southandvale.gov.uk | The committee has asked to review implementation of the new contract. | To consider the report and feedback any comments to the Cabinet. | Provisional date |
| **Financial services contract** | Scrutiny Committee September 2012 | William Jacobs, Head of Finance Tel. (01235) 540455 Email: william.jacobs@southandvale.gov.uk | The committee undertakes an annual monitoring of the financial services contract. | To review the contractor's performance and make any recommendations the Cabinet member. | |
| **Community safety partnership** | Scrutiny Committee November 2012 | Liz Hayden Tel. (01235) 540309 Email: liz.hayden@southandvale.gov.uk | The committee undertakes an annual review of the community safety partnership's performance. | To review the partnership's annual report and make any recommendations for improvements. | |

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| **Budget 2013/14** | Scrutiny Committee 14 Feb 2013 | William Jacobs, Head of Finance Tel. (01235) 540455 Email: william.jacobs@southandvale.gov.uk | Cabinet has recommended to Council the 2013/14 budget. The committee may wish to comment. | To submit any further comments to Council. | |
| **Corporate plan - annual review of performance** | Scrutiny Committee March 2013 | Sally Truman, Policy and Community Engagement Manager Tel. (01235) 540408 Email: sally.truman@southandvale.gov.uk | The committee wishes to the council's review performance against the corporate plan over the past year. | To review performance and make any recommendations to Cabinet. | |
| **Review two hours free parking scheme** | Scrutiny Committee March 2013 | Chris Tyson, Head of Leisure Economy and Property Tel. (01235) 540378 Email: chris.tyson@southandvale.gov.uk | The committee previously asked to review the effectiveness of introducing two hours free car parking. | To review the scheme and make any suggestions to Cabinet. | |
| **Air quality in Abingdon** | Scrutiny Committee March 2013 | Ben Coleman Tel. (01235) 547639 Email: ben.coleman@southandvale.gov.uk | The committee wishes to investigate the impact of free car parking in Abingdon on the town's air quality. | To review changes in air quality and make any recommendations to Cabinet. | |

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| **Waste and recycling contract monitoring** | Scrutiny Committee | Ian Matten Tel. (01235) 540373 Email: ian.matten@southandvale.gov.uk | The committee undertakes an annual monitoring of the waste and recycling contract. | To review the contractor's performance and make any recommendations the Cabinet member. | |