

Date: 29 May 2008

TO: All Members of the Executive  
FOR ATTENDANCE

TO: All Other Members of the Council  
FOR INFORMATION

Dear Sir/Madam

Your attendance is requested at a meeting of the **EXECUTIVE** to be held in the **GUILDHALL, ABINGDON** on **Friday, 6th June, 2008** at **2.30 pm**.

Yours faithfully

Terry Stock  
Chief Executive

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.

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

A large print version of this agenda is available. Any background papers referred to may be inspected by prior arrangement. Contact Steve Culliford, Democratic Services Officer on telephone number (01235) 540307; e-mail: [steve.culliford@whitehorsedc.gov.uk](mailto:steve.culliford@whitehorsedc.gov.uk).

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 Officer know beforehand and he will do his very best to meet your requirements.

**Open to the Public including the Press**

**Map and Vision**

(Pages 16 - 17)

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

**STANDING ITEMS**

**1. Apologies for Absence**

To receive apologies for absence.

**2. Minutes**

To adopt and sign as correct records the public minutes of the meetings of the Executive held on **4 April and 21 May** 2008, (previously circulated).

**3. Declarations of Interest**

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

Any Member with a personal interest or a personal and prejudicial interest in accordance with the provisions of the Code of Conduct, in any matter to be considered at a meeting, must declare the existence and nature of that interest as soon as the interest becomes apparent in accordance with the provisions of the Code.

When a Member declares a personal and prejudicial interest he shall also state if he has a dispensation from the Standards Committee entitling him/her to speak, or speak and vote on the matter concerned.

Where any Member has declared a personal and prejudicial interest he shall withdraw from the room while the matter is under consideration unless

- (a) his/her disability to speak, or speak and vote on the matter has been removed by a dispensation granted by the Standards Committee, or
- (b) members of the public are allowed to make representations, give evidence or answer questions about the matter by statutory right or otherwise. If that is the case, the Member can also attend the meeting for that purpose. However, the Member must immediately leave the room once he/she has finished; or when the meeting decides he/she has finished whichever is the earlier and in any event the Member must leave the room for the duration of the debate on the item in which he/she has a personal and prejudicial interest.

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

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

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

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

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

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

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

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

(a) Personnel Appointments Sub-Committee - 29 April 2008

At its meeting on 29 April 2008, the Personnel Appointments Sub-Committee considered potential mechanisms to recruit to the vacant Strategic Director post. The Sub-Committee has made a recommended "that the Executive be requested to identify the source of funding for the recruitment consultant and the cost of additional interim support".

(b) Council - 21 May 2008

At its meeting on 21 May 2008, the Council received a petition from Age Concern Oxfordshire which contained 932 signatures. It read as follows:

"Age Concern Oxfordshire are very concerned that from April 2008, the Vale of White Horse District Council will not support over 60s and disabled people to use their national concessionary bus travel passes from 9am, instead, they will have to wait until 9.30am before being able to travel. Many older people, particularly in rural areas will not be able to travel until late morning. Disabled people will not be able to attend their day services and work placements on time. People needing to attend hospital appointments will also be affected. Many older and disabled people are already on low incomes and are vulnerable to becoming isolated from the community services that are available to them.

We, the undersigned, are concerned citizens of the Vale of White Horse who urge our political representatives to act now and allow the concessionary bus pass travel time to start from 9am throughout the Vale of White Horse area."

The Council has referred the petition to the Executive for consideration and

determination.

**9. Financial Monitoring**

**(Page 18)**

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

**KEY DECISIONS**

**10. Forward Plan**

**(Pages 19 - 23)**

To receive the Forward Plan containing Executive decisions to be taken from June to September 2008.

Recommendation

*that the Forward Plan be received.*

**OTHER MATTERS**

**11. Corporate Plan 2008-2012**

**(Pages 24 - 47)**

(Wards Affected: All Wards)

To receive and consider report 11/08 of the Principal Performance Management Officer.

Introduction and Report Summary

In 2005 the Council's published the first of a new style of Corporate Plan which covered the period 2005-08 and detailed its aims and priorities. Attached to this report (Appendix1) is a draft Corporate Plan 2008-12 which details the Council's priorities, aims and the objectives for the next 4 years.

The contact officer for this report is Robert Woodside, Principal Performance Management Officer, telephone (01235 520202 ext 499). Email address: [robert.woodside@whitehorsedc.gov.uk](mailto:robert.woodside@whitehorsedc.gov.uk)

Recommendations

- (a) *that the Executive approve the draft Corporate Plan 2008-12 (Appendix 1) and recommend it to Council*
- (b) *that authority be delegated to the Chief Executive, in consultation with the Group Leaders, to approve the final version of the Corporate Plan 2008-12*

- (c) *that authority be delegated to the Chief Executive in consultation with the Group Leaders, to approve an annual update to the Corporate Plan 2008-12*

**12. Corporate Governance - Fourth Quarter 2007/08**

**(Pages 48 - 62)**

To receive and consider report 12/08 of the Senior Management Team.

Introduction and Report Summary

The Corporate Governance Report looks at the key areas of:

Corporate Priorities  
Best Value Performance Indicators  
Progress against Service Prioritisation Plans  
Key staffing data (sickness levels and turnover)  
Progress with Business Process Improvement Reviews  
Financial commentary  
Risk Management

At its meeting on 19<sup>th</sup> May 2008 the Senior Management Team (SMT) considered the fourth quarter 2007/08 Business Performance Report. This is an exception report which covers all of the aspects of corporate governance contained within this report. SMT agreed the exceptions (where performance / actions are not on target) to be reported to the Executive and agreed the comments / actions which have been included in this report. The full versions of the individual reports are available on the Council's website. They can be accessed through the 'about your Council - performance' area of the website.

The contact officer for this report is Robert Woodside, Principal Performance Management Officer, telephone (01235 520202 ext 499). Email address: [robert.woodside@whitehorsedc.gov.uk](mailto:robert.woodside@whitehorsedc.gov.uk)

Recommendation

*That the Senior Management Team's Corporate Governance exception report and proposals be noted.*

**13. Council Aspirations for Future Performance Inspections**

**(Pages 63 - 66)**

To receive and consider report 24/08 of the Strategic Director and Chief Finance Officer.

Introduction and Report Summary

The national performance inspection regime for local government is changing. Previously the Council was inspected in accordance with the 'Comprehensive Performance Assessment' (CPA) rules. Under that regime the Council was formally assessed as being 'Fair' in 2004, which is the middle of five categories (Poor, Weak, Fair, Good and Excellent.)

In addition to the full CPA inspection in 2004, the Council has been annually inspected against a Use of Resources checklist, and in 2007 it's usual '2' score (adequate) on a scale of 1 - 4, improved to '3 (satisfactory).

The CPA regime is being phased out to be replaced with the Comprehensive Area Assessment (CAA) regime, which will consider the performance of all Oxfordshire councils together. The precise details are still being formulated by the Government and it is not yet possible to assess whether the duties and obligations arising from the new regime will be any less onerous than the CPA regime.

In the meantime, there are two performance obligations which will continue to fall on individual councils including the Vale. These will be inspected and so will affect the Council's perceived performance. The Council could choose to put more or less effort into them according to its aspirations. This report requests direction from the Executive.

The Contact Officer for this report is Steve Bishop, Strategic Director & Chief Finance Officer (01235 540332). Email: [steve.bishop@whitehorsedc.gov.uk](mailto:steve.bishop@whitehorsedc.gov.uk)

### **Recommendations**

*The Executive is requested to agree that:*

*Either:*

*(a) No additional effort to that already provided for in service plans is expended by officers on achieving the statutory obligations in respect of the Use of Resources assessment and the Annual Governance Statement;*

*Or,*

*(b) The officers expend as much effort as is required to retain the '3' score in Use of Resources and obtain a complementary inspection opinion on the Annual Governance Statement, acknowledging that specific service plan commitments will need to be forsaken in order to free up the necessary staff resource.*

## **14. Consequential Actions Relating to the Floods of July 2007**

**(Pages 67 - 83)**

To receive and consider report 22/08 of the Deputy Director (Commercial Services) and the Strategic Director.

### **Introduction and Report Summary**

This report relates to the developments arising from the floods of July 2007 conveniences and the updates to related Council policies

The contact officer for this report is Bill Farrar, Deputy Director (Commercial Services), telephone: 01235 540356, email address: [bill.farrar@whitehorsedc.gov.uk](mailto:bill.farrar@whitehorsedc.gov.uk).

**Recommendations**

*that the Executive*

- (i) approves the Vale Emergency Response and Recovery Plan 2008*
- (ii) approves the updates to the Vale Flood Management Policy 2008*
- (iii) accepts the recommendations of the Emergency Advisory Group relating to the consequential actions emanating from the Vale Flood Review 2007*
- (iv) notes the overview of the current financial position relating to flooding*
- (v) approves the proposals for future expenditure on flooding matters, as set out in Section 9 of Appendix A.*

**15. Commercial Services Fees**

**(Pages 84 - 104)**

To receive and consider report 21/08 of the Strategic Director.

**Introduction and Report Summary**

This report contains proposals to update this Council's Scheme of Charges relating to:

- Building Regulations
- Direct Services Organisation (DSO) and
- Address Management.

The changes are intended to ensure that the Charges:

- (a) do not fall below the "proper costs" of the service provided
- (b) are maintained at competitive and reasonable levels and
- (c) continue represent best value and the provision of a quality service

The contact officer for this report is Bill Farrar, Deputy Director (Commercial Services). Tel: 01235 540356, email address: [bill.farrar@whitehorsedc.gov.uk](mailto:bill.farrar@whitehorsedc.gov.uk)

**Recommendations**

*that the Executive recommends that the Council sets revised Charges, effective from 17 July 2008, for*

- (i) Building Regulations and it adopts the revised "Scheme for the Recovery of Building Regulation Costs and Associated Matters" as its formal scheme, made under the Building (Local Authority Charges) Regulations*

1998, and.

- (ii) *the recovery of DSO and Address Management costs.*

**16. Service Area Annual Reports 2007/08**

Copies of Service Area Annual Reports have been circulated to Members of the Executive and all Members of Scrutiny Committee. Members of the Executive are asked to report back to this meeting on any significant issues for the service areas for which they are responsible. A template has been provided.

**17. Homelessness Strategy 2008-2013**

(Pages 105 - 126)

(Wards Affected: All Wards)

To receive and consider report 13/08 of the Strategic Director.

Introduction and Report Summary

The Homelessness Act 2002 introduced a legislative requirement for all local housing authorities to carry out a review of homelessness in their district and to produce a homelessness strategy setting out how homelessness was going to be tackled.

The first strategy was required to be published by July 2003, and strategies must be reviewed at least every 5 years. The Council's first Homelessness Strategy was published in July 2003.

The Council have now produced a second Homelessness Strategy 2008-13, which has been informed by the findings of a review of homelessness in the District carried out over 2007-08.

This report summarises the priority areas that the new Homelessness Strategy will seek to address. The Council is required to publish the Strategy by July 2008.

The Contact Officer for this report is Lyn Scaplehorn,  
[Lyn.Scaplehorn@whitehorsedc.gov.uk](mailto:Lyn.Scaplehorn@whitehorsedc.gov.uk) Housing Advice Team Leader (01235 520202 Ext 579).

Recommendations

- (a) *That the Executive adopt the new Homelessness Strategy 2008-13*
- (b) *That the Executive ask the Housing Advice team to implement the action plans developed as part of the Homelessness Strategy 2008-13*



**18. Swindon Core Strategy**

**(Pages 127 - 131)**

(Wards Affected: Faringdon and The Coxwells; Shrivenham;)

To receive and consider report 14/08 of the Deputy Director (Planning and Community Strategy).

**Introduction and Report Summary**

The Swindon Borough Council (SBC) is preparing its Core Strategy. Following the Issues & Options stage, SBC has now published its Preferred Options (PO) document. This will set the context for future growth at Swindon over the next twenty years.

Much of the document addresses matters local to Swindon. However, for the Vale the document touches on issues such as the relationship with villages outside Swindon and the eastern extension to Swindon comprising 12,000 dwellings. The document asks for the public's views on its contents and seeks responses to a number of specific questions, particularly in relation to the vision and objectives which underpin the preferred options.

A report on this matter was considered by the Strategic and Local Planning Advisory Group on 6 May 2008 (Report No.192/08). Based on this report and the comments of the Advisory Committee, see Minute 40 of that Committee, comments on the Core Strategy were submitted to Swindon Borough Council. Due to a deadline of 12 May for these comments, it was not possible for the Executive Committee to consider these comments before they were submitted. The covering letter for the comments explained that this matter would be taken to the Executive Committee for further consideration and ratification.

The comments which were submitted to Swindon Council were amended to take into account Minute 40 and formatted as responses to be consistent with the section headings in the Borough Council's own comments' form. These responses are set out in the body of this report.

Members should note that since this matter was considered by the Advisory Committee, Thames Water has published its draft Water Resources Management Plan (May 2008) which identifies the proposed reservoir in the upper Thames as the preferred option to maintain security of supply from AMP7 onwards. AMP7 is the period 2020 to 2025. The proposed response has been changed accordingly, see paragraph 4.1.33 below.

The contact officer for this report is Nick Burroughs, Principal Planning Officer, telephone (01235 520202).

Email address [nick.burroughs@whitehorsedc.gov.uk](mailto:nick.burroughs@whitehorsedc.gov.uk).

**Recommendations**

*that the Executive Committee consider the Responses to the Swindon Borough Core Strategy as set out in Section 4 of this report and, subject to any further amendments,*

*agree that these are formally submitted to Swindon Council as the Vale Council's responses in this matter.*

**19. Local Development Framework: Open Space, Sport and Recreation Supplementary Planning Document - Future Provision**

**(Pages 132 - 134)**

(Wards Affected: All Wards)

To receive and consider report 15/08 of the Deputy Director (Planning and Community Strategy).

**Introduction and Report Summary**

At the meeting of the Strategic and Local Planning Advisory Group held on 22 October 2007 Members considered the Draft Open Space, Sport and Recreation Supplementary Planning Document (SPD) prior to its publication for consultation. At a subsequent meeting of the Strategic & Local Planning Advisory Group Members considered the comments submitted during the consultation process and agreed to amending the SPD as recommended in this report.

This report summarises the comments received during the consultation period and recommends changes to the Supplementary Planning Document prior to its adoption. Copies of the Supplementary Planning Document have been made available to Members of the Executive.

The contact officer for this report is Alison Blyth, Principle Planning Officer, telephone (01235) 547633. Email address [Alison.blyth@whitehorsedc.co.uk](mailto:Alison.blyth@whitehorsedc.co.uk).

**Recommendations**

*Members recommend to the Council to adopt the Open Space, Sport and Recreation, Future Provision Supplementary Planning Document subject to the changes set out in the document.*

**20. Conservation Area Appraisals**

**(Pages 135 - 138)**

(Wards Affected: Abingdon Northcourt; Hendreds; North Hinksey and Wytham;)

To receive and consider report 16/08 of the Deputy Director (Planning and Community Strategy).

**Introduction and Report Summary**

The purpose of this report is to outline the work that has been carried out to review the conservation areas at Northcourt in Abingdon, East Hendred and Wytham. It outlines

the consultation process and methodology for the three appraisals, responds to the comments received and recommends the adoption of the appraisal documents and the extensions to the boundaries of all three areas. The future programme of work is also set out.

A schedule summarising the comments received during consultation together with officer observations and recommendation made in response to the comments and copies of the appraisals for Northcourt in Abingdon, East Hendred and Wytham incorporating the amendments recommended have been sent to Members of the Executive.

In addition to the recommended changes made in response to public consultation, other changes have been made to the text including factual information and editorial changes. In particular each document contains new sections on the effects of designation and the future management of the areas.

The contact officer for this report is Grant Audley-Miller, Section Head (Environmental Planning and Conservation), telephone (01235 540343). E-mail address: Grant.Audley-Miller@whitehorsedc.gov.uk.

**Recommendations**

*Members note the steps that have been taken to involve the community in the appraisals of the Northcourt in Abingdon, East Hendred and Wytham Conservation Areas and confirm these steps as appropriate for involving communities in future appraisals .*

*Members are asked to note the responses that have been made to the appraisals of the Northcourt in Abingdon, East Hendred and Wytham Conservation Areas and agree the officer' observations and recommendations.*

*Members recommend the Executive and the Council to adopt the Conservation Area Appraisals for Northcourt in Abingdon, East Hendred and Wytham and extend the Conservation Areas as set out in Map 4 of the Northcourt appraisal, Map 4 of the East Hendred appraisal and Map 4 of the Wytham appraisal.*

*Members are asked to note the current programme of Conservation Area appraisals for Cumnor, Bourton and Sutton Courtenay.*

**21. Provisional Capital Programme Out-turn 2007/08 and Revenue Budget Carry Forward Requests 2007/08**

**(Pages 139 - 143)**

To receive and consider report 17/08 of the Strategic Director.

**Introduction and Report Summary**

This report forms part of the continuing provision of financial information to allow Members to review the performance of their services. Paragraph 4 of the report sets out the development of the capital budget during the year and Appendix A details

capital expenditure in 2007/08 (subject to audit) on projects in the agreed capital programme and requests budget carry-forward where necessary.

Paragraph 5 refers to a list of budgets requested to be carried forward from the 2007/08 revenue budget. The provisional outturn for the year is set out in the Fourth Quarter Corporate Governance Report for 2007/08 elsewhere on this agenda.

The contact officers for this report are Steve Lawrence, Principal Accountant (Technical) (01235 540321) email address [steve.lawrence@whitehorsedc.gov.uk](mailto:steve.lawrence@whitehorsedc.gov.uk) and Alice Brander, Chief Accountant (01235 520202) [alice.brander@whitehorsedc.gov.uk](mailto:alice.brander@whitehorsedc.gov.uk) or the responsible officers for each scheme as indicated.

### Recommendations

- (a) *That Members note the expenditure on capital projects in the financial year 2007/08*
- (b) *That Members agree the revised expenditure profile for capital projects and carry-forward of budgets to 2008/09 (net total £568,040) as shown in Appendix A.*
- (c) *That Members consider the revenue budget carry forward requests and approve the budgets to be carried forward from 2007/08 to 2008/09 (total £64,263).*

## **22. Setting up an Air Quality Action Plan Working Group**

**(Pages 144 - 146)**

To receive and consider report 18/08 of the Strategic Director and Chief Finance Officer.

### Introduction and Report Summary

Under the Environment Act 1990 the Council has a duty to take action to work towards the improvement of local air quality where national objectives are breached at locations where people live. Air Quality Management Areas (AQMA) have now been declared in parts of Abingdon and Botley and Air Quality Action Plans (AQAPs) will now need to be devised and implemented.

By nature AQAPs are broad ranging and require the cooperation of a number of Council Service disciplines and external agencies and require extensive engagement with the public and other stakeholders. This report recommends a Council – wide approach to air quality management including the creation of a project board to oversee the process of AQAP production and implementation.

The contact officer for this report is David Stevens Deputy Director (Environmental Health) tel.(01235540378). Email: [david.stevens@whitehorsedc.co.uk](mailto:david.stevens@whitehorsedc.co.uk).

### Recommendations

*That Executive:*

- (a) *notes the background information concerning current issues that will need to be taken into account in Air Quality Action Planning; and*
- (b) *notes the importance of and implications from adopting a Council-wide approach to the management of local air quality including the creation of an advisory group by the Member with portfolio holder responsibility for Environmental Health..*

**23. Bar Services**

**(Pages 147 - 149)**

To receive and consider report 19/08 of the Strategic Director.

**Introduction and Report Summary**

In February 2007, the external bar contractor providing the bar services at the Guildhall in Abingdon and Civic Hall in Wantage tendered his resignation after being in the post less than one year into a three year contract. The decision to revert back to an in-house operation was taken in consultation with the portfolio holder for Contracts and Procurement and senior officers. The decision created an opportunity for officers to regain direct control on a key part of the Civic Halls service which had become increasingly difficult to resource and direct through external operators.

The Guildhall and Civic Hall are a priority focus for the Council wide Property Review currently being undertaken. It should be noted that any major changes to either building could have significant consequences to the bar operation especially if there was to be any removal or reduction in access to facilities.

By maintaining the service in-house minimises the impact any changes the Property Review may have, compared to using an external contractor and the contractual obligations that could arise.

The in - house team started operations on October 16<sup>th</sup> 2007 and have successfully provided a full range of bar services for a significant number of functions at both facilities to date.

The Contact Officer for this report is Chris Webb [Chris.Webb@whitehorsedc.gov.uk](mailto:Chris.Webb@whitehorsedc.gov.uk) telephone 01235 540358.

**Recommendations**

*That the service continues to be provided in – house until the future of the Civic Halls is confirmed under the property review.*

*That the halls management team be commended for their efforts in setting up and developing the business to a point where it is generating profits within its first six months of operation.*

**24. Waste Procurement**

(Pages 150 - 154)

To receive report 20/08 of the Deputy Director (Contracts and Procurement).

Introduction and Report Summary

South Oxfordshire DC and the Vale of White Horse DC are jointly procuring new waste collection and street cleansing contract(s) to replace existing contracts when these terminate in June 2009 and October 2010.

The procurement project is being managed by the Deputy Director Contracts and Procurement at the Vale of White Horse DC on behalf of both Councils. The procurement is being carried out in accordance with the Public Contracts Regulations 2006 utilising the Competitive Dialogue process. Timetables for the procurement process are appended at appendices A and B. The published timetable requires a decision on short-listing to be made by 27 June 2008, this decision requires the approval of both Councils executive bodies. Officers will not have completed detailed evaluation of the seven responses in time for the Executive meeting of 6 June

The contact officer for this report is Mike Mackay, Deputy Director (Contracts and Procurement), telephone (01235 540337).

**Email: michael.mackay@whitehorsedc.gov.uk.**

Recommendation

- (a) *that the Executive invites the Leader to delegate to the Portfolio Holder the approval of the short-list of companies to be invited to proceed to the next stage of the procurement, in consultation with the Leader, Chair of Scrutiny and Vale councillors on the Project Board.*

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

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

- Item 26 Minutes  
(Category 3 - Information relating to the financial or business affairs of any particular person (including the authority holding that information.)
- Item 27 Waste Procurement  
(Category 3)
- Item 28 Corn Exchange, Faringdon

(Category 1 - Information relating to any individual.)

Item 29 Application for a Village Green, Radley

(Category 3)

(Category 5 - Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.)

Item 30 Property Matters

(Category 3)

**EXEMPT INFORMATION UNDER SECTION 100A(4) OF THE LOCAL GOVERNMENT ACT 1972**

**STANDING ITEMS**

**26. Minutes**

To adopt and sign as a correct record the Exempt minutes of the meeting of the Executive held on 4 April 2008, (previously circulated).

**OTHER MATTERS**

**27. Waste Procurement**

To receive an oral update.

**28. Corn Exchange, Faringdon**

(Pages 155 - 157)

(Wards Affected: Faringdon and The Coxwells)

To receive and consider report 25/08 of the Strategic Director.

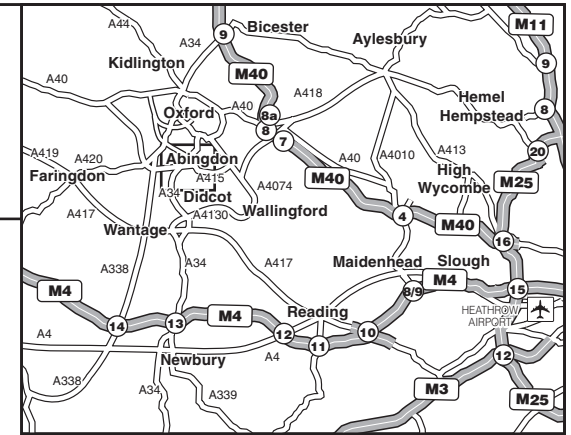
**29. Application for Village Green, Radley Lakes**

(Pages 158 - 207)

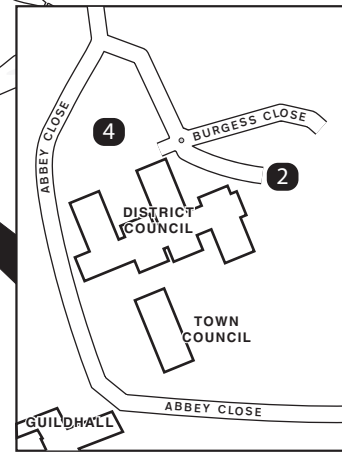
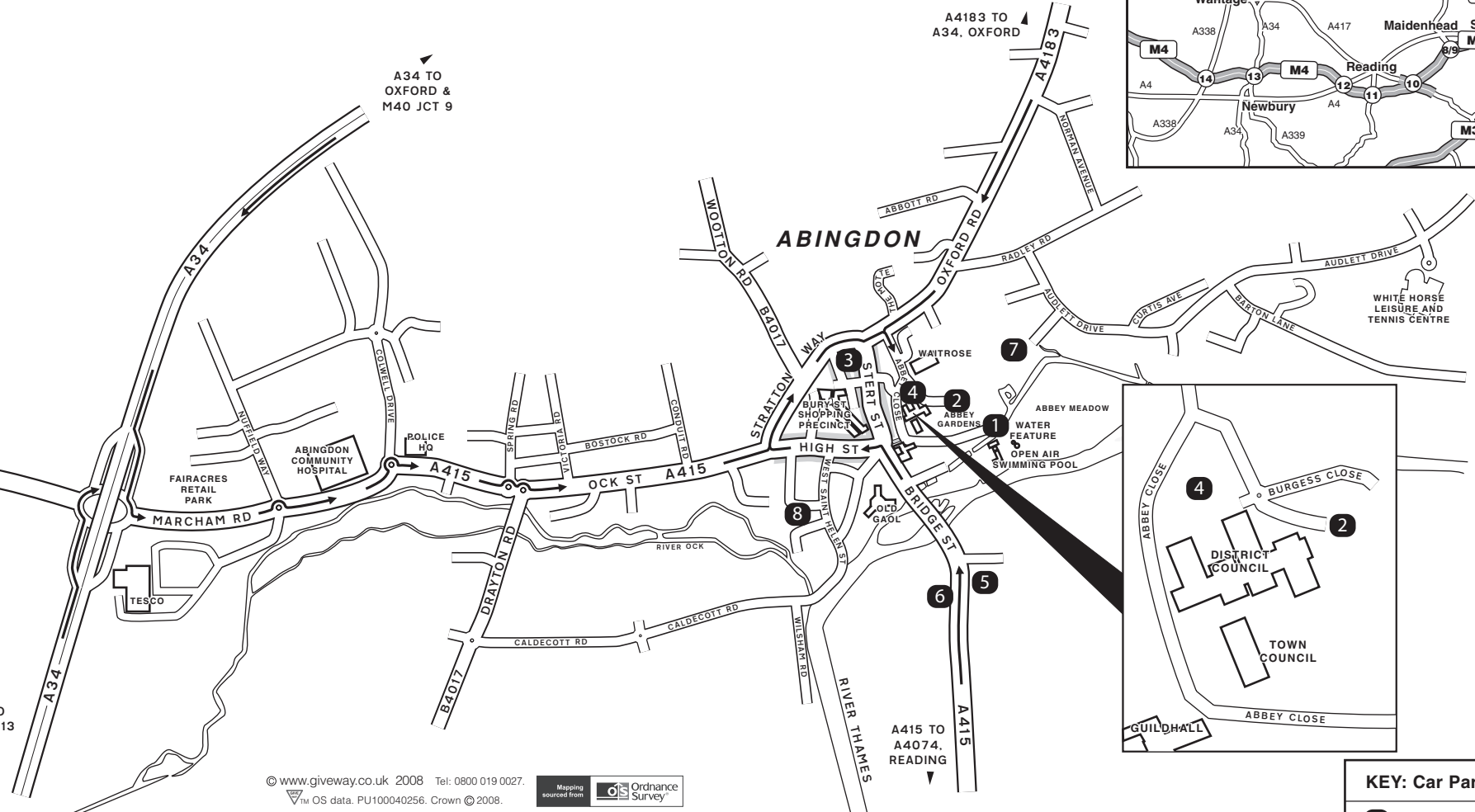
(Wards Affected: Radley)

To receive and consider report 23/08 of the Head of Legal Services and Monitoring Officer.

**30. Property Matters**



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

**KEY: Car Parks**

1	Abbey Close
2	Cattle Market
3	Charter Multi-storey
4	Civic
5	Rye Farm
6	Hales Meadow
7	Audlett Drive
8	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](http://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](http://www.oxfordshire.gov.uk). Contact details for bus operators can be found on the travel information pages on our website [www.whitehorsedc.gov.uk](http://www.whitehorsedc.gov.uk)

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





## **The Council's Vision Statement**

The Vale of White Horse District Council exists to serve its Citizens across all of its three Towns and sixty-five Parishes. This new Constitution sets out the detail of how this is to be managed. Our guiding principles will continue to be as set out in our "Vision Statement", adopted by the Council on 16<sup>th</sup> November 2005.

### ***Our Vision and Aims-***

***Our Vision is to build and safeguard a fair, open and compassionate community***

**The Vale of White Horse District Council aims to:**

**Strengthen local democracy and public involvement through access to information, consultation, and devolution of power so that everyone can take part in our community and contribute to the decisions which affect our lives**

**Create a safer community and improve the quality of life among Vale residents**

**Encourage a strong and sustainable economy which benefits all who live in, work in or visit the Vale**

**Help disadvantaged groups and individuals within the Vale to realise their full potential**

**Provide and support high quality public services which are effective, efficient and responsive to the needs of people within the Vale**

**Protect and improve our built and natural environment**

It will be through the efforts of our staff, our Councillors, our Town and Parish Councils and by all members of our Vale community that we can, together, seek to turn this Vision into action.

*Adopted by the Vale of White Horse District Council  
16<sup>th</sup> November 2005*

**Note for Executive**

**Key to Type**

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

**Budget Virement Requests received at 19 May 2008**

No.	Date	Account From	Cost Centre Code	Cost Centre Name	Account To	Cost Centre Code	Cost Centre Name	Virement Total £	Virement Percentage	Reason	Preventative Action	Type	Authorised by Director/Deputy Director	Requires Executive Approval		
1	01/04/2008	4400	CG11	Community Grants	4066	RS32	Business Rates	96,000	25.0%	The budget for NNDR discretionary rate relief is held in the Community Grants cost centre. However, as the budget is managed by the Revenues & Benefits Client Manager working to criteria set by the Council, it needs to be held within his budget area.	None	5	Y	Y		
2	17/04/2008	5009	CP21	Car Park Operations	2604	CP21	Car Park Operations	2,260	3.4%	There are budgets on 2 different accounts for the cost of Grounds Maintenance but it would be more sensible and provide better control if the budgets were amalgamated.	None	2	Y	N		
3	08/05/2008	1001/1003/1005	CN11	Corporate Administration	1001/1003/1005	LG21	Local Land Charges	1,600	2.0%	To provide budget to allow extra hours to be worked in Land Charges to reduce current backlog.	None - temporary measure	4	Y	N		
4	08/05/2008	3008	CN11	Corporate Administration	4600	CE01	Civic Responsibilities	2,000	100.0%	This budget was transferred to Corporate Admin in February as part of a post transfer. The travel expenses should not have been included and will be returned to the Chairs' Allowance budget.	None	4	Y	N		
<b>Total Virements</b>								<b>101,860</b>								
<b>Summary</b>																
Total Type 1								-								
Total Type 2								2,260								
Total Type 3								-								
Total Type 4								3,600								
Total Type 5								96,000								
<b>Total</b>								<b>101,860</b>								

**VALE OF WHITE HORSE DISTRICT COUNCIL**

**FORWARD PLAN**

**CONTAINING EXECUTIVE KEY DECISIONS TO BE TAKEN FROM 1 JUNE 2008 - 30 SEPTEMBER 2008**

This Forward Plan sets out a schedule of Executive Key Decisions and other planned Executive decisions likely to be taken over the four-month period shown above. It is a rolling plan, subject to change monthly. A Key Decision is a decision of the Executive which is likely to result in the Council incurring significant expenditure or making significant savings, or significantly affecting communities comprising two or more electoral wards. Executive decisions can be taken by the Executive as a whole, a committee of the Executive, an individual Member of the Executive, an Officer of the Council, an Area Committee, or through joint arrangements with other bodies or another Council.

Where the decision is to be taken by the Executive. As at 15 May 2008, the Executive comprises the Leader of the Council, Councillor Jerry Patterson, and six other elected Members: Councillors Mary de Vere, Tony de Vere, Richard Farrell, Jenny Hannaby, Bob Johnston and Angela Lawrence.

Representations can be made on any of the following issues before a decision is taken. Representations must be made to the relevant contact officer shown below by 5pm on the working day preceding the date of the decision. This Forward Plan is published each month and may be inspected at the Council's offices at The Abbey House, Abingdon, OX14 3JE and on the Council's website: [www.whitehorsedc.gov.uk](http://www.whitehorsedc.gov.uk).

Decision	Key decision?	Decision maker	Date first published on Forward Plan	Consultees	Consultation method	Contact Officer	Documents used
Financial Monitoring: Virements and Permanent Budget Adjustments	No	Executive 6 Jun 2008	This item appears on every Executive agenda	Executive Portfolio Holders	Consultation with budget holders	William Jacobs Tel. 01235 540455 E-mail: <a href="mailto:william.jacobs@ridgeway.ssp.gov.uk">william.jacobs@ridgeway.ssp.gov.uk</a>	2006/07 Budget
Corporate Plan	No	Executive 6 Jun 2008	June 2008	Senior Management Team Councillors Jerry Patterson and Tony de Vere	Consult internally	Robert Woodside Tel. 01235 520202 ext. 499 E-mail: <a href="mailto:robert.woodside@whitehorsedc.gov.uk">robert.woodside@whitehorsedc.gov.uk</a>	Existing Corporate Plan

Decision	Key decision?	Decision maker	Date first published	Consultees	Consultation method	Contact	Documents used
Corporate Governance - Fourth Quarter 2007/08	No	Executive 6 Jun 2008	June 2006	Councillor Jerry Patterson	Consult Senior Management Team	Robert Woodside Tel. 01235 520202 ext.499 E-mail: <a href="mailto:robert.woodside@whitehorsedc.gov.uk">robert.woodside@whitehorsedc.gov.uk</a>	Corporate governance data
Review of Flooding in the Vale July 2007 - following publication of Environment Agency report	Yes	Executive 6 Jun 2008	October 2007	Flood Recovery Grant Advisory Group Councillor Jerry Patterson	Review to be undertaken following publication of the Environment Agency's forthcoming report.	Bill Farrar Tel. 01235 540356 E-mail: <a href="mailto:bill.farrar@whitehorsedc.gov.uk">bill.farrar@whitehorsedc.gov.uk</a>	Environment Agency's report
Council Target for Use of Resources Score	No	Executive 6 Jun 2008	June 2008	Executive Portfolio Holders	Consult Heads of Service	Steve Bishop, Strategic Director and Section 151 Officer Tel. 01235 540332 E-mail: <a href="mailto:steve.bishop@whitehorsedc.gov.uk">steve.bishop@whitehorsedc.gov.uk</a>	None.
Homeless Strategy 2008-2013	No	Executive 6 Jun 2008	June 2008	Councillor Mary de Vere	Consult the Executive Portfolio Holder	Paul Staines Tel. 01235 547621 E-mail: <a href="mailto:paul.staines@whitehorsedc.gov.uk">paul.staines@whitehorsedc.gov.uk</a>	Existing strategy
Swindon Core Strategy	No	Executive 6 Jun 2008	June 2008	Strategic and Local Planning Advisory Group	Consultation by Swindon Borough Council	Rodger Hood Tel. 01235 540340 E-mail: <a href="mailto:rodger.hood@whitehorsedc.gov.uk">rodger.hood@whitehorsedc.gov.uk</a>	None.

Decision	Key decision?	Decision maker	Date first published	Consultees	Consultation method	Contact	Documents used
Local Development Framework: Open Space, Sport and Recreation Supplementary Planning Document - Future Provision	No	Executive 6 Jun 2008	June 2008	Councillor Richard Farrell	Consult the Strategic and Local Planning Advisory Group and the Development Control Committee	Rodger Hood Tel. 01235 540340 E-mail: <a href="mailto:rodger.hood@whitehorsedc.gov.uk">rodger.hood@whitehorsedc.gov.uk</a>	None.
Review of Public Conveniences	No	Executive 6 Jun 2008	February 2008	Councillor Bob Johnston	Consult Budget Holders	Bill Farrar Tel. 01235 540356 E-mail: <a href="mailto:bill.farrar@whitehorsedc.gov.uk">bill.farrar@whitehorsedc.gov.uk</a>	None.
Commercial Services Fees	No	Executive 6 Jun 2008	June 2008	Councillor Bob Johnston	Consult the Executive Portfolio Holder	Bill Farrar Tel. 01235 540356 E-mail: <a href="mailto:bill.farrar@whitehorsedc.gov.uk">bill.farrar@whitehorsedc.gov.uk</a>	Existing schedule of fees
Setting up an Air Quality Action Plan Working Group	No	Executive 6 Jun 2008	June 2008	Councillor Angela Lawrence	Consult Executive Portfolio Holder	David Stevens Tel. 01235 540378 E-mail: <a href="mailto:david.stevens@whitehorsedc.gov.uk">david.stevens@whitehorsedc.gov.uk</a>	None.
Budget Carry Forwards Requests	No	Executive 6 Jun 2008	April 2008	All Executive Portfolio Holders	Consult Deputy Directors	Steve Bishop, Strategic Director and Section 151 Officer Tel. 01235 540332 E-mail: <a href="mailto:steve.bishop@whitehorsedc.gov.uk">steve.bishop@whitehorsedc.gov.uk</a>	None.

Decision	Key decision?	Decision maker	Date first published	Consultees	Consultation method	Contact	Documents used
Corn Exchange, Faringdon	No	Executive 6 Jun 2008	June 2008	Councillor Jerry Patterson	Consult Executive Portfolio Holder	Helen Bishop tel. 01235 540372 E-mail: <a href="mailto:helen.bishop@whitehorsedc.gov.uk">helen.bishop@whitehorsedc.gov.uk</a>	None.
Property Matters	No	Executive 6 Jun 2008	April 2008	Councillor Bob Johnston	Consult Executive Portfolio Holder	Andrew Morgan Tel. 01235 520202, ext. 542 E-mail: <a href="mailto:andrew.morgan@whitehorsedc.gov.uk">andrew.morgan@whitehorsedc.gov.uk</a>	None.
North East Area Committee Community Grants	No	North East Area Committee 9 Jun 2008	June 2008	Councillor Richard Farrell	Consult Area Committee Chair	Toby Warren Tel. 01235 547695 E-mail: <a href="mailto:toby.warren@whitehorsedc.gov.uk">toby.warren@whitehorsedc.gov.uk</a>	Grant applications
South East Area Committee Community Grants	No	South East Area Committee 10 Jun 2008	June 2008	Councillor Richard Farrell	Consult Area Committee Chair	Toby Warren Tel. 01235 547695 E-mail: <a href="mailto:toby.warren@whitehorsedc.gov.uk">toby.warren@whitehorsedc.gov.uk</a>	Grant applications
West Area Committee Community Grants	No	West Area Committee 24 Jun 2008	June 2008	Councillor Richard Farrell	Consult Area Committee Chairman	Toby Warren Tel. 01235 547695 E-mail: <a href="mailto:toby.warren@whitehorsedc.gov.uk">toby.warren@whitehorsedc.gov.uk</a>	Grant applications
Abingdon Area Committee Community Grants	No	Abingdon Area Committee 26 Jun 2008	June 2008	Councillor Richard Farrell	Consult Area Committee Chair	Toby Warren Tel. 01235 547695 E-mail: <a href="mailto:toby.warren@whitehorsedc.gov.uk">toby.warren@whitehorsedc.gov.uk</a>	Grant applications

Decision	Key decision?	Decision maker	Date first published	Consultees	Consultation method	Contact	Documents used
Budget Outturn 2007/08	No	Executive 1 Aug 2008	August 2008	All Executive Portfolio Holders	Consult Budget Holders and Executive Portfolio Holders	William Jacobs Tel. 01235 540455 E-mail: <a href="mailto:william.jacobs@ridgeway.ssp.gov.uk">william.jacobs@ridgeway.ssp.gov.uk</a>	None.

*William Jacobs*  
15 May 2008

**REPORT OF THE PRINCIPAL PERFORMANCE MANAGEMENT OFFICER  
TO THE EXECUTIVE  
6<sup>th</sup> JUNE 2008**

**Corporate Plan 2008-12**

**1.0 Introduction and Report Summary**

1.1 In 2005 the Council's published the first of a new style of Corporate Plan which covered the period 2005-08 and detailed its aims and priorities. Attached to this report (Appendix1) is a draft Corporate Plan 2008-12 which details the Council's priorities, aims and the objectives for the next 4 years.

1.2 The contact officer for this report is Robert Woodside, Principal Performance Management Officer, telephone (01235 520202 ext 499). **Email address:**  
**robert.woodside@whitehorsedc.gov.uk**

**2.0 Recommendation**

- (a) *that the Executive approve the draft Corporate Plan 2008-12 (Appendix 1) and recommend it to Council*
- (b) *that authority be delegated to the Chief Executive, in consultation with the Group Leaders, to approve the final version of the Corporate Plan 2008-12*
- (c) *that authority be delegated to the Chief Executive in consultation with the Group Leaders, to approve an annual update to the Corporate Plan 2008-12*

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

This report relates to the Council's Vision in that it supports all of its objectives and does not conflict with any Council Strategies. It supports all of the strands of the Vale Community Strategy.

**4.0 Corporate Plan 2008-12**

4.1 The final version of the Corporate Plan will be made available on the Council's website. In addition, a shorter summary version will be printed, a copy of which will be given to all Members. It is proposed that the plan will be updated each year and this will include all of the relevant National Indicator targets agreed as part of the Oxfordshire Local Area Agreement (see section of the draft plan for more information on National Indicators).

A number of descriptive sections have not been included in the attached draft in order to keep to a minimum the amount of paper used for this report. The sections not included are:

- Introduction. This will be a joint introduction by the Leader of the Council and the Chief Executive
- Section 6 The Executive. This section will have the names and a photograph of all of the Members of the Executive
- Section 7 Chief Executive and Director(s). This section will include names and a photograph.



- Section 8 Council Services. This section will detail the Council's service areas and will include the name and a photograph of the relevant Deputy Director

ROBERT WOODSIDE  
PRINCIPAL PERFORMANCE MANAGEMENT OFFICER

TERRY STOCK  
CHIEF EXECUTIVE

Background Papers: None

**Vale of White Horse District Council Corporate Plan 2008 – 2012**

**Section 1 Introduction**

*Leader of the Council and Chief Executive*

**Section 2 Vision, Aims and Corporate Priorities**

In November 2005 the Council adopted an updated vision statement:

***Our Vision and Aims***

"Our Vision is to build and safeguard a fair, open and compassionate community"

The Vale of White Horse District Council aims to:

- Strengthen local democracy and public involvement through access to information, consultation, and devolution of power so that everyone can take part in our community and contribute to the decisions which affect our lives
- Create a safer community and improve the quality of life among Vale residents
- Encourage a strong and sustainable economy which benefits all who live in, work in or visit the Vale
- Help disadvantaged groups and individuals within the Vale to realise their full potential
- Provide and support high quality public services which are effective, efficient and responsive to the needs of people within the Vale
- Protect and improve our built and natural environment

Our overall aspiration is to protect and enhance the sustainability of the Vale through the economic, environmental and social vitality of our towns and villages. The Council's priorities have been developed to meet the most pressing needs of the Vale. In the 2008/9 budget we have introduced a new priority to tackle climate change. This will ensure that the Council plays its part in reducing greenhouse gases and preparing the Vale to meet the impacts of climate change such as the floods which so badly affected parts of the Vale in July 2007. We are committed as an organisation to devoting extra focus and resources for the next four years towards our Corporate Priorities:

- Facilitating the provision of affordable housing
- Creating a cleaner, greener, safer and healthier community and environment
- Improving and modernising access to our services
- Rising to the challenge of climate change

We have one further Corporate Priority which covers the way the Council is run to improve our efficiency and strengthen our capacity to deliver services:

- Building our capacity through managerial and organisational development

For each of these priorities specific actions have been agreed which detail how we will seek to improve how we deliver services for our communities. The detailed actions and milestones are included in Appendix A. This appendix also includes a number of Local Performance Indicators which have been developed to support the priorities and the new National Indicators which have been agreed as part of the Oxfordshire Local Area Agreement 2008-11 and which directly relate to this Council. Local Area Agreements (LAAs) are three-year agreements between the Government and key partners which set out the priorities for improvement in a local area. They help to join up public services and improve service delivery. LAAs are set at a county or unitary level and should reflect the views of all partners, including district councils. Performance against the new National Indicators will be reported as part of the Quarterly Corporate Governance Report which is considered by both the Executive and Scrutiny Committee.

### **Section 3 The Vale Sustainable Community Strategy and the Local Development Framework**

The Council is in the process of preparing two important policy documents which will help shape the future of the Vale over the coming years. They will play a crucial role in achieving its vision for the District and delivering the priorities to which it has chosen to commit:

- Under the Local Government Act 2000 the Council has responsibility for preparing a **Community Strategy** which will identify the key issues likely to affect the future of the Vale and its residents. In consultation with local people, business and community organisations, it will set out actions and proposals designed to tackle those issues. To ensure the Strategy is sustainable and that it is consistent with the Council's Vision it will be based on the following principles:
  - Social progress which recognises the needs of everyone;
  - Maintenance of high and stable levels of economic growth & employment; and
  - Effective protection of the environment and wise use of natural resources

The Council is working with a range of partners to produce the strategy which will cover the period 2008-2016, replacing the existing strategy which was approved in 2004. There will be public consultation on a draft version of the strategy during the summer of 2008, with the final strategy being approved by the partners in the autumn. Many of the actions referred to below (see section 4 and Appendix A) will be critical not only to the delivery of the Corporate Plan, but also to the implementation of the Community Strategy as there will be a considerable synergy between the two documents.

- Under the Planning and Compulsory Purchase Act 2004 the Council has responsibility for preparing a **Local Development Framework** (LDF) which will guide and manage new development in the District over the next 20 years or so. The LDF will supersede the Council's current Local Plan which runs to 2011, and will seek to promote and secure sustainable development including the efficient use of land and resources. The LDF must integrate policies for the use of land with other policies and programmes, including those in the Community Strategy. Local communities and stakeholders will be involved throughout the preparation of the LDF and arrangements to secure such involvement are set out in the Council's Statement of Community Involvement adopted in December 2006 (this can be viewed on the Council's website).

Work has started on the LDF Core Strategy which will provide the key elements of the new planning framework including major sites to be proposed for development. There will be consultation on the emerging strategy during the autumn of 2008, prior to the submission of the document to central government in 2009. The integration of LDF policies and proposals with those of the Community Strategy will be vital to the successful delivery of the Council's long term vision for the District.

## **Section 4 Aims and Objectives for the next 4 years for the Council's Priorities:**

### **1. Facilitating the provision of affordable housing**

#### ***We aim, to:-***

- Provide the maximum amount of affordable homes through the planning process and by direct grant funding either from Central Government, key partners or the Council
- Increase the quality of existing housing so that it provides a decent home for as many people as possible
- Provide local people in housing need with good quality advice and support to enable them to resolve their housing problems

#### ***Our objectives for the next four years are to:-***

- Provide 400 more affordable homes in the District with at least 300 being social rented housing – this is where the need is greatest
- Deliver the Vale's contribution to the Affordable Housing Stretch Target for the Local Area Agreement for Oxfordshire of an additional 36 homes
- Deliver the Government's Decent Homes Standard by ensuring that the homes of 300 vulnerable people are brought up to the standard by 2010
- Use advice and assistance to prevent 1,000 households from becoming homeless
- Replace all of the Council's shared facility temporary accommodation (like Bed and Breakfast) with self contained accommodation
- Upgrading of the Council's highly successful Choice Based Lettings Scheme
- Develop and approve a new Homeless Strategy

### **2. Creating a cleaner, greener, safer and healthier community and environment**

#### ***We aim to***

- Improve community satisfaction with the cleanliness of the District
- Work with the community to improve their environment in terms of litter, noise and other issues which affect the quality of their environment
- Ensure development is sustainable and protects the attractive nature of the District
- Work in partnership to reduce the fear of crime and create a safer community
- Recognise and optimise the contribution that Council services make to the health of the community.

***The Council's objectives for the next four years are to:-***

- Ensure that the percentages of relevant land and highways having deposits of litter and detritus that fall below an acceptable standard (below grade B) by March 2011 are 7% and 18% respectively, or less.
- Take robust action to tackle “enviro-crimes” such as littering dog fouling and fly-tipping through a series of effective enforcement and awareness raising programmes.

Work with Oxfordshire Councils to reduce Fly Tipping incidents by 10% by 2011.

- Encourage engagement among young people on environmental issues and citizenship through a series of campaigns and initiatives
- Work with Town and Parish Councils to improve visual amenity in open spaces in their areas
- Support and contribute to the Safer Communities element of the Oxfordshire Local Area Agreement
- Implement an Air Quality Action Plan for central Abingdon and any other parts of the Vale needing special measures to secure good air quality.
- Implement a Health Improvement Plan for the Vale with the Oxfordshire Primary Care Trust (PCT) and other key partners and stakeholders

The Objectives for litter, detritus, fly tipping and community safety all contribute directly to the Local Area Agreement for Oxfordshire Councils

### **3. Improving and modernising access to our services**

***We aim to:-***

- Provide modern, reliable and relevant access to information and services
- Improve communication about the Council's activities and achievements
- Provide extensive consultation and opportunities for stakeholders to inform and shape decisions about policies and services
- Ensure equality of access to services reflecting the diversity of our communities
- Provide more varied points of access through the use of technology and other providers
- Reduce transaction costs and take opportunities for efficiencies

***The Council's objectives for the next four years are to:-***

- Complete the roll out of the Council's customer contact strategy and continue to work towards achieving efficiencies.
  - o Work has already started in the Building Control, Land Charges and Planning departments to identify processes which can be carried out in our central telephone contact centre, which should result in savings. Our Local Services Point, which includes the contact centre, has been reviewed to ensure that resources are used in the most efficient way.
  - o The procurement and implementation of a new Customer Relationship Management system is under way, which should improve how we deal with our residents and customers. The initial short list of suppliers has been agreed by the Project Board, with the preferred supplier expected to be chosen in Quarter 1 of 2008/09.

- o The new look Vale website was launched in January 2008. The next phase is to make it capable of performing self service transactions.
- Implement a payments strategy – modernising the way in which the Council accepts payments and increasing the number of access points
  - o The Vale’s Payment Strategy was approved by the Executive in December 2007. Included within the Payments Strategy are the agreed milestones to:
    - Procure and deliver a cash receipting system that will facilitate the distribution of cash, cheques and card payments made in person, by telephone or via the web.
    - Develop and deploy online and telephone payment facilities for each of the Vale’s service areas responsible for collection of payments from quarter 1 of 2008/09 onwards.
- Have in place service standards that are regularly monitored
  - o A review of existing customer service standards has been conducted. The Senior Management Team (SMT) is to be presented with a revised corporate standard, and subject to SMT agreement these will be published and the public consulted. Publication and consultation on the revised standards is scheduled to commence in Quarter 1 of 2008/09.
- Have in place a robust program of stakeholder involvement in service delivery and review
  - o The Vale’s consultation strategy and associated action plan was agreed by the Executive in December 2007. The six aims of the strategy are to:
    - Structure and plan consultation from a central point to ensure consistency and co-ordination;
    - Have effective tools to support the consultation process;
    - Build consultation into the planning process of any project;
    - Help officers and Members understand the value of consultation;
    - Be clear about who is being consulted and why; and
    - Ensure any consultation is inclusive with particular regard to groups who are more likely to have difficulty accessing consultation opportunities and services (including people from ethnic minorities, people with disabilities, older and younger members of the community).
- Roll out the Council’s equality and diversity scheme 2008/09 – 2010/11 and promote equality and diversity by:
  - o Improving access to information about the services we and others deliver
  - o Raising awareness about our services amongst disabled people, people from ethnic minorities and women
  - o Supporting our staff to help meet the needs of service users
  - o Making community and council events accessible
  - o Improving access to our employment opportunities (including maintaining our fair and equal approach to pay)
  - o Raising awareness about reporting race, disability and other types of harassment
  - o Understanding our new migrant communities

#### **4. Rising to the Challenge of Climate Change**

In December the Council adopted its Climate Change Strategy, an important document that sets out the Council's vision for an appropriate and proportionate response. This strategy will provide the framework for the Council to set about reducing the carbon footprint of its own activities while at the same time establishing the methodology for the Council to work in partnership with others in the District to reduce the carbon footprint of the local community.

This Council recognises the significance of Climate Change and will put tackling Global Warming at the heart of its agenda for the next four years. Accordingly the Council will implement a Climate Change Strategy to reduce greenhouse gas emissions and adapt to climate change impacts in the Vale.

**We Aim to:-**

- Tackle the causes of climate change by reducing the amount of greenhouse gases arising directly or indirectly from the Council's operations and to use our local authority powers where possible to influence the actions of others.
- Deal with the effects climate change by adopting an approach to service delivery and Council operations which takes account of the predicted changes in climate and to use our local authority powers where possible to influence others to adapt to climate change.

**The Council's key objectives for the next four years are to:-**

- Implement a carbon management programme to reduce carbon emissions from the Council's operations. The objective for 2008/09 is to establish a baseline assessment and prioritise future actions, to include a review of the Green Travel Plan. This relates to National Indicator 185
- By 2009 implement a sustainable procurement protocol as part of the Council's new Procurement Strategy. This will include reviewing major contracts as and when they are renewed.
- Carry out a Local Climate Impacts Profile to assess the risks posed by future climate change to the Council and its services, and how the Council can effectively manage these risks. This relates to National Indicator 188.
- Use Council powers and influence to reduce per capita CO2 emission. This will be done through enforcement measures associated with emerging planning policies, revised building regulations, reviewing grants / incentives provided through home energy conservation and fuel poverty work, reviewing Council fees and charges. This relates to National Indicator 186.
- Agree and implement a district wide climate change plan through the Vale Partnership and to play an active role in climate change initiatives of the Oxfordshire Partnership.
- Actively promote tackling climate change to the local community.
- Ensure Council strategies are consistent with the aims of the Climate Change Strategy. Of particular relevance is our Waste Management Strategy aim to significantly increase the amount of biodegradable waste recycled, increasing the total percentage recycled to 34 per cent by the end of April 2009

**5. Building our capacity through managerial & organisational development**

Organisational Development and Support has been established within the Vale in response to the drivers from Central Government particularly in respect of the Efficiency Review (2004), which commends efficiencies from delivering services in alternative ways; the Transformational Government Agenda (2005), using technology to improve the delivery of services; and not least Government assessments and targets that are demanding evidence of a culture for continuous service delivery improvement.

### **What is Organisational Development?**

Organisational Development is the practice of planned intervention to bring about significant improvements in organisational effectiveness. This effectiveness can only be brought about by changes to the whole authority not parts; changes in system, not changes to system; changes to culture not just behavior and the treatment of causes not symptoms.

### **Organisational Development at the Vale**

The six strands that make up the Organisational Development programme approved by the Executive in April 2007 are:

- Grow Together – committing a percentage of each person’s time to personal and team development will result in demonstrable benefits to individual and service outcomes.
- Customer Focus – Ensuring customer service excellence within defined parameters, whatever the service, by whichever channel.
- Empowerment and Responsibility – Allowing personnel to assume responsibility for delivering quality results, whilst providing a balanced support programme, will empower staff to act creatively.
- Aim High – Setting the goal of excellence across the board – and proving it to external auditors
- Communications – Understanding and serving the communications needs of the Council’s internal and external stakeholders. Engaging with communities and partner organisations to influence the way forward for service delivery.
- Diversity – Eliminating discrimination and actively promoting equal opportunities in our dealings with the Council’s employees, its suppliers and service providers, and the public.

This year this means increasing the Vale’s capacity to improve through the introduction of a competency framework for all staff and a workforce and management development program. Likewise, supporting all Councillors in their shared leadership of the Vale’s objectives and priorities. Transforming Human Resources as a business partner to our services, ensuring that our HR Service enables the Vale Services to deliver their objectives, and improving and streamlining administration throughout the Vale.

### **Section 5 National Indicators**

The government have developed a new performance framework for local government which includes a new set of 198 National Indicators (NIs). These replaced Best Value Performance Indicators from the 1<sup>st</sup> April 2008. The Vale is only responsible for collecting and reporting against a relatively small number of these indicators. Progress will be reported in annual updates to the Vale Corporate Plan 2008-12. Thirty five of the new indicators will be included in the Local Area Agreement 2008-11 for Oxfordshire. Ten of these indicators will require data to be collected by the Vale. They have been included in Appendix A because they all directly link in with the Vale’s priorities for improvement.

### **Section 6 The Executive**



Explain the role / name the Members (including a photo)

**Section 7 Chief Executive and Directors**

Explain their role, names and photo's

**Section 8 Council Services**

This section will detail the Council's service areas and will include the name and a photograph of the relevant Deputy Director

**Appendix A**  
**Corporate Priorities – Actions and Milestones 2008-09**

**1. Facilitating the provision of affordable housing**

	<b>Action for Improvement</b>	<b>Milestones</b>	<b>Timescale</b>	<b>Officer</b>
1.1	Provide 75 units of affordable rented housing	This is an ongoing programme throughout the year to deliver affordable rented housing primarily as part of new build housing developments throughout the district in accordance with the Council's Local Plan and Local Development Framework (LDF) policies on affordable housing	31.3.2009 (measured quarterly)	Paul Staines
1.2	Provide 25 units of Shared ownership and other intermediate housing	This is an ongoing programme throughout the year to deliver affordable shared ownership and other low cost home ownership housing primarily as part of new build housing developments throughout the district in accordance with the Council's Local Plan and LDF policies on affordable housing	31.3.2009 (measured quarterly)	Paul Staines

	<b>Action for Improvement</b>	<b>Milestones</b>	<b>Timescale</b>	<b>Officer</b>
1.3	Deliver the Vale's contribution to the Affordable housing stretch target for the LAA for Oxfordshire of an additional 36 homes by 31.3.2009	This is an ongoing programme throughout the year to deliver affordable housing primarily as part of new build housing developments throughout the district. The proportion will be 75% rented housing and 25% shared ownership	31.3.2009 (measured quarterly)	Paul Staines
1.4	Deliver the Government's decent homes standard by bringing 75 homes of vulnerable people up to standard	This is a 4 year programme to deliver the Government's target that 75% of vulnerable persons in the vale will live in housing classified as "Decent". The programme will be ongoing throughout the year	31.3.2009 (measured six monthly)	Ian Forster
1.5	Use advice and assistance to prevent 250 families from becoming homeless	Ongoing programme throughout the year using <ul style="list-style-type: none"> <li>• Family mediation</li> <li>• Grants to lengthen private sector tenancies</li> <li>• Rent in advance</li> <li>• Deposit guarantee scheme</li> </ul>	Measured quarterly	Lyn Scaplehorn
1.6	Carry out a feasibility study to examine the best way to replace the Council's stock of temporary accommodation with self contained accommodation.	Budgetary approval given to fund a feasibility study  Specify, and then commission report		Paul Staines
1.7	Develop and approve a new Homeless Strategy	Draft strategy to be completed  Strategy approved by Council	Quarter 1  Quarter 2	Paul Staines
1.8	Implementation of the Council's updated allocations policy	Go live with new allocations policy	Quarter 2	Paul Staines

#### Local Area Agreement 2008-11 - National Indicators

NI	Description	Responsible Officers
154	Net additional homes provided	Paul Staines
155	Number of affordable homes delivered	Paul Staines
156	Number of households living in temporary accommodation	Paul Staines

#### National Indicators and Local Performance Indicators 2008-9

Indicator	Target 2008/09
LPI H1 Number of additional units of affordable housing provided through the Local Area Agreement (LAA)	12
LPI H2 Number of units of affordable housing completed / provided	100
LPI H3 Number of applicants prevented from becoming homeless through advice and assistance	250
LPI H4 Number of vulnerable households homes made decent	75

## 2. Creating a cleaner, greener, safer and healthier community and environment

	Action for Improvement	Milestones	Timescale	Officer
	CLEANER			
Page 35	2.1 Ensure that the percentages of relevant land and highways having deposits of litter and detritus that fall below an acceptable standard (below grade B) by March 2011 are 7% and 18% respectively, or less.	Finalise measurement methodology with EncamsLAA2 targets confirmed	June 2008	Mike Mackay
		Work with OWP, Highways Agency and other partners to produce an improvement plan to improve overall quality of the Fast Roads (A34 and A420) street cleansing service	July 2008	
		Implement Continuous Improvement Plan with the Council's waste contractors, Veolia PLC including intensive cleansing of congested streets	October 2008	
		Launch public link to identify and remedy at least 15 "Grot Spots" in 2008/9	March 2009	David Stevens
	2.2 Take robust action to tackle "environmental crimes" such as littering dog fouling and fly-tipping through a series of effective enforcement and awareness raising programmes. Expected outcomes include a reduction in the number of Fly Tipping incidents in the Vale by 10% by 2011	Devise and implement new enforcement measures appropriate for juveniles in consultation with key stakeholders	March 2009	David Stevens
		Implement an education programme for school age young people through the "Your Vale" campaign	March 2009	

2.3	Work with Oxfordshire Councils to reduce Fly Tipping incidents by 10% by 2011	Participate in the programme for the newly created Oxfordshire waste Partnership's Environmental Quality and cleansing Group.  Agree Vale – related targets and measures	Ongoing  July 2008	
	GREENER			
	Action for Improvement	Milestones	Timescale	Officer
2.4	Encourage engagement among young people on environmental issues and citizenship through a series of campaigns and initiatives.	Incorporate at least 15 environmental debates into the Youth Forum programme 2008 – 9	March 2009	David Stevens
2.5	Work with Town and Parish Councils to improve visual amenity in open spaces in their areas	Implement joint action plans to improve local parks and play space with North. Hinksey and Watchfield Parish Councils  Install interactive water feature in Wantage Town park (subject to funding)  Establish improvements to achieve Green Flag status for one of our town parks	July 2008  March 2009  Jan 2009	Mike Mackay
	SAFER			
2.6	Implement the Vale's Community Safety Partnership Plan 2008 -11	Develop two community safety forums & newsletter to feed local concerns into the strategic intelligent assessment  Pursue Abingdon town Order to prohibit the consumption of alcohol in designated places in partnership with TVP  Pilot a targeted alcohol project for young people with a nominated local voluntary organisation  Complete reparation work in the charter car park with the probation service.  Replace and improve CCTV – 5 new cameras during 2008/9 in	March 2009  March 2009  March 2009  March 2009  March	Paul Staines

		Abingdon, and Wantage. New and improved CCTV signage.	2009	
	HEALTHIER			
2.7	Implement an Air Quality Action Plan (AQAP) for central Abingdon and any other parts of the Vale needing special measures to improve air quality	Further Assessment Report (including source apportionment) for Abingdon confirmed by DEFRA  Consultation on draft Air Quality Action Plan (AQAP) for Abingdon  Finalise AQAP for Abingdon  Further Assessment Report (incl. source apportionment) for Botley confirmed by DEFRA	May  June – Dec 2008 April 2009  April 2009	David Stevens
2.8	Implement the Health Improvement Plan (HIP) for the Vale with the Oxfordshire Primary Care Trust (PCT) and other key stakeholders	Incorporate proposals into service Plans  Establish baselines and targets  Participate in Healthy Communities Peer review by IDEa  Build review findings into revised HIP	April 2008  July 2008  Autumn 2008 March 09	David Stevens
2.9	Devise and Implement a work based healthy eating scheme	Develop pilot scheme Launch scheme jointly with at least one major Vale employer	Sept - Jan. 2009	
2.10	Increase Physical Activity service to cover all areas of the District	Pilot “Young Mums” activity days  Hold “Active for Life” days in Wantage and Faringdon.	June 2008  June – Sept 2008	
2.11	Launch Get Oxfordshire Active (GO Active) project with Oxfordshire Sports partnership	Appoint GO Active Coordinator  Appoint Activators to deliver services across the Vale	Nov 2008  Jan 2009	

		County- wide launch of GO active scheme	Spring 2009	
2.12	Roll out fit @ Work project to businesses in the Vale	Identify at least one major Vale employer Develop an action plan in partnership with the employer and set baselines prior to implementation	March 2009	

The Actions for Improvement for litter, detritus, fly tipping, community safety and GO Active scheme all contribute directly to the Local Area Agreement for Oxfordshire Councils

#### Local Performance Indicators relevant to these priority areas 2008-9

Indicator	Target 2008/09
<b>CLEANER</b>	
LPI EH4 Number of Fixed Penalty notices served	65
LPI EH6 Number of Grot Spots cleaned up	15
<b>GREENER</b>	
LPI EH5 No of environmental Debates	15
<b>SAFER</b>	
LPI-18 Number of Serious acquisitive crimes per 1000 population	TBC

(Note - LPI 18 target to be set by GOSE)

#### Cleaner - Local Area Agreement 2008-11 - National Indicators

NI	Description	Responsible Officers
195	Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting) <i>[BVPI 199a, 199b, 199c]</i>	Mike Mackay
196	Improved street and environmental cleanliness (fly tipping) <i>[BVPI 199d]</i>	Mike Mackay

#### Safer - Local Area Agreement 2008-11 National Indicators

NI	Description	Responsible Officers
020	Assault with injury crime rate	Paul Staines

032	Repeat incidents of domestic violence	Paul Staines
021	Dealing with local concerns about anti-social behaviour and crime by the local council and police	Paul Staines

**Healthier - Local Area Agreement 2008-11 National Indicators**

NI	Description	Responsible Officers
008	Adult participation in sport	Mike Mackay

**3. Improving and modernising access to our services**

	<b>Action for Improvement</b>	<b>Milestones</b>	<b>Timescale</b>	<b>Officer</b>
3.1	<p>Continue to reduce customer contact costs in accordance with Customer Contact Strategy (Source: Budget 2007/08 SPP No 20)</p> <p>Provide modern, reliable and relevant access to information and services</p> <p>Provide more local points and varied points of access through the use of technology and premises not run by the Council</p>	<p>a. Continue to migrate processes to the Contact Centre where tangible and non-tangible efficiency savings can be made The following have been selected to undergo the process next, which may identify back office savings</p> <ul style="list-style-type: none"> <li>Building Control</li> <li>Land Charges</li> <li>Planning</li> <li>Local Service Points</li> <li>Human Resources</li> <li>Local Development Framework</li> </ul> <p>b. Investigate, procure, commission and implement a new Customer Relationship management system, and migrate current data and workflows and/or interface to Meta storm e-works</p> <p>c. Develop the Vale's web site to enable customers to self serve, making payments and accessing services.</p>	<p>Ongoing</p> <p>Quarter 1</p> <p>Quarter 2 onwards</p>	<p>Jeremy Beach</p> <p>Jeremy Beach</p> <p>Nikki Malin</p>
3.2	<p>Provide better and more cost effective alternatives for customer payments</p> <p>Provide more local points and varied points of access through the use of technology and premises not run by the Council</p>	<p>a) Procure new cash management system.</p> <p>b) Assess viability of 'Paypoint' for face-to-face payments, and implement if effective.</p> <p>c) Implement on-line and telephone payment facilities for each of Vale's service areas on a needs basis. To include the payment of Revenues and Benefits.</p> <p>d) Faringdon Cash Office</p> <ul style="list-style-type: none"> <li>• Ensure provision for signposting of services.</li> <li>• Ensure consultation including via Vale Voice panel on alternatives</li> <li>• Ensure alternatives in situ before commencing close down of service</li> </ul> <p>e) Implementation of face-to-face electronic payments if appropriate.</p> <p>f) Review how the electronic payment channels are working and assess the viability of postal payments into the Vale.</p>	<p>Quarter 1</p> <p>Quarter 1</p> <p>Quarter 2 onwards</p> <p>Quarter 1</p> <p>Quarter 1</p> <p>Quarter 2</p> <p>Quarter 3</p> <p>Quarter 4</p>	<p>Helen Bishop</p>



	<b>Action for Improvement</b>	<b>Milestones</b>	<b>Timescale</b>	<b>Officer</b>
3.3	To provide and improve the "Customer Focus" throughout the organisation.	a) Agree, consult and publish the corporate service standards and protocols b) Customer Focus training for all staff c) Review comments and complaints procedure	Quarter 1  Quarter 2 Quarter 3	Jeremy Beach  Nikki Malin
3.4	Ensure equality of access to services reflecting the diversity of our communities (now part of the Equalities and Diversity, Customer Focus and Communications programmes in the OD Programme).	<p>Roll out the Council's equality and diversity scheme 2008/09 – 2010/11 and promote equality and diversity by:</p> <p>Improving access to information about the services we and others deliver. Develop and have agreed a corporate policy on making Council service information accessible</p> <p>Raising awareness about our services amongst disabled people, people from ethnic minorities and women. Produce 3 equality and diversity bulletins per year, to target information to organisations and groups supporting these groups of Vale residents</p> <p>Supporting our staff to help meet the needs of service users.</p> <ul style="list-style-type: none"> <li>• Complete the programmed Equality Impact Assessments for 2008/9</li> <li>• Produce a staff handbook about understanding and meeting the needs of our service users with disabilities</li> </ul> <p>Making community and council events accessible. Produce a checklist for running an accessible event</p>	Quarter 2  Quarter 3  By the end of Quarter 4  Quarter 4 Quarter 2 Quarter 3	Katharine Doherty
		<p>Improving access to our employment opportunities (including maintaining our fair and equal approach to pay).</p> <ul style="list-style-type: none"> <li>• Carry out an equal pay review.</li> <li>• Review recruitment information to ensure it promotes equality</li> </ul> <p>Raising awareness about reporting race, disability and other types</p>	Quarter 4 Quarter 4  Quarter 3	

	Action for Improvement	Milestones	Timescale	Officer
		of harassment. Run an initiative to encourage people to report incidents of disability harassment  Understanding our new migrant communities. Relevant ethnicity data in equalities monitoring summaries from service teams to be reviewed and corporate understanding to be updated annually  Equalities Standard for Local Government. Achieve level 3.	Quarter 4  Quarter 4	
3.5	To ensure structured, consistent and co-ordinated consultation	a) Produce an annual consultation plan b) Effective tools to support the consultation process c) Internal consultation standards	Quarter 1 Quarter 4 Quarter 4	Nikki Malin
3.6	To ensure a consistent approach to maintaining high profile communications, safeguarding the Vale's reputation.	a) Internal communications framework b) Review staff intranet c) Reputations "quality Mark" d) Media training for members and officers e) "Your Vale" campaign	Quarter 1 Quarter 4 Quarter 3 Quarter 1 Quarter 1	Nikki Malin

### Local Performance Indicators 2008-9

Indicator	Target 2008/9
CS1 Number of enquiries at the Local Services Point Wantage	15,000
CS2 Number of enquiries at the Local Services Point Abingdon: Face to Face 35,000 Contact centre 17,000 Visitors 4,600 Web / self serve 2,200 payments made on the web Electronic Payments 4,500 taken by Contact Centre	63,300
CS11 % of calls to be answered within 20 seconds	90%
CS12 % of calls unanswered	2%

#### 4. Rising to the Challenge of Climate Change

	Action for Improvement	Milestones	Timescale	Officer
4.1	Put in place plans and procedures to ensure proper implementation of the Council's Climate Change Strategy.	Ensure climate change actions are in relevant Service Plans Establish Climate Change Project Team and Project Board	March 08 March 08	Mark Saunders
4.2	Implement the Council's Carbon Management plan	Continue with Council wide campaign to reduce non essential energy use from monitors / computers etc  Establish a carbon emissions baseline for the Council and set out key actions to be prioritised for capital funding 2009/10 . Carbon Trust Local Authority Carbon Management Programme will run for 10 months from May 08. Reducing Local Authority CO2 emissions is a LAA2 target, the actual level is likely to be 4% cut in CO2 per year from baseline.  Carry out staff environmental survey including an update of the staff travel survey.  Roll out recycling pilot project to all of Abbey House	Ongoing  March 09  March 08  Sept 08	Mark Saunders Andrew Morgan Mark Saunders Andrew Morgan  Mark Saunders  Andrew Morgan

	<b>Action for Improvement</b>	<b>Milestones</b>	<b>Timescale</b>	<b>Officer</b>
4.3	Deliver our Waste Management Strategy and significantly increase the amount of biodegradable waste being recycled to 34% by the end of April 2009	Support joint work programme for the Oxfordshire Waste Partnership (OWP) including: Continued roll-out of garden waste recycling and diversion of green sack waste from landfill to recycling  Expand Mini Recycling Centres  Introduce additional containers for residents in dwellings which have mini recycling centres  Provide recycling facilities in council buildings and leisure centres  Expand Garden Waste collection scheme to all parts of the Vale	Ongoing	Mike Mackay
4.4	Implement measures to enable the Council to adapt to future climate change	Carry out a Local Climate Impacts Assessment This is an Oxfordshire Local Area Agreement 2 target which will have to be completed this year.  Carry out an adaptation review of Council owned/controlled open spaces.	Dec 2008  2008	Mark Saunders  Mike Mackey
4.5	Require more sustainable new buildings, meeting the Government's challenging timetable and effectively engaging the communities of the Vale as set out in our Statement of Community Involvement	Prepare a Supplementary Planning Document (SPD) on sustainable and resource efficient buildings.  Deliver training on new SPD to staff and Councillors as necessary  Ensure all building control and planning applicants are given climate change and sustainable energy / construction advice	2008  2008  2008	Rodger Hood  Rodger Hood  Rodger Hood, Bill Farrar
4.6	Ensure Council procurement practices are consistent with reducing carbon emissions	Establish a sustainable procurement protocol in-line with the methodology proposed by the South East Centre of Excellence.  Establish a contracts and procurement forum  Provide sustainable procurement staff training  Review waste contract and other major contracts which have a significant carbon burden.	Dec 08  2008  2008  Ongoing	Mike Mackay

	<b>Action for Improvement</b>	<b>Milestones</b>	<b>Timescale</b>	<b>Officer</b>
4.7	Promote climate change to vale residents	Review the work of the Vale Energy Team in light of need to reduce per capita CO2 emissions in the Vale. (Reducing per capita CO2 emissions no longer a LAA2 target)  Promote climate change to Vale Partnership as part of the development of a district wide climate change plan.  Implement a climate change communication plan based around the premise of the Council leading by example.	Sept 08  Ongoing  April 08	Mark Saunders  Rodger Hood  Nikki Malin
4.4	Further develop our Staff and Councillor Green Travel Plan	Carry out staff & Councillor Travel Survey in conjunction with emerging climate Change Strategy  Introduce further incentives to reduce car use  Promotional campaign to encourage Green Travel Consider possible additional measures for phase 2	April / May 2008  June onwards June onwards	Gordon Willcox

#### Local Area Agreement 2008-11 National Indicators

NI	Description	Responsible Officer
185	CO <sub>2</sub> reduction from local authority operations	Paul Staines
186	Per Capita reduction in CO2 emissions in the LA area	Paul Staines
188	Planning to adapt to climate change	Paul Staines
191	Residual household waste per head [BVPI 84]	Mike Mackay
192	Household waste recycled and composted [BVPI 82a1, 82b1]	Mike Mackay
193	Percentage of municipal waste landfilled	Mike Mackay

#### Local Performance Indicators 2008-9

	Target 2007/08
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LPI HEC1 Increase value of Warm Front referrals	£250,000
LPI HEC2 % reduction in annual CO2 levels	2%
LPI Level of insulation activity via insulation schemes supported by the Council. Expressed as the number of properties insulated.	250
LPI EH5 Encourage debates among young people on environmental issues (Greener)	10

## 5. Building our capacity through managerial & organisational development

	Action for Improvement	Milestones	Timescale	Officer
Page 46	5.1 To increase the Vale's capacity to improve	a) Service review/business performance improvement programme for the whole organisation launched and delivery commenced, with documented outcomes and financial efficiency targets at the outset of each review  b) Introduce Competency/Behaviour framework for all staff c) Training procedure re-launched d) DSE risk assessment software implemented for all staff e) "Working Safely" training for all staff f) Wellbeing Strategy for the Vale adopted	Quarter 1 Ongoing  Quarter 1 Quarter 2 Quarter 2 Quarter 3 Quarter 2	Ann Sadler Tim Barnett
	5.2 To improve and streamline administration throughout the Vale	<b>g) Review existing arrangements</b> h)	Quarter 1	Helen Bishop
	5.3 Transform Human Resources as a Business Partner to our services	a) Delivery of increased training in-house  b) HR consultation of managers and staff c) Consider alternative leave and annualised hours arrangements	Quarter 2 Ongoing Quarter 1 Quarter 1	Tim Barnett

	<b>Action for Improvement</b>	<b>Milestones</b>	<b>Timescale</b>	<b>Officer</b>
5.4	Improved Performance Management	Review role of Senior Management Team (Chief Executive, Directors and Deputy Directors)  Review role of Strategic Management Group (Chief Executive, Directors, leader and Cabinet)  Review success of linkages and delivery of corporate priorities, service plans and appraisals		Tim Sadler  Tim Sadler  Robert Woodside
5.5	To support all councillors in their shared leadership of the Vale's objectives and priorities	a) Consideration of Vale's inclusion in national Member manifesto b) Improvement plan to include member/officer relations document, job descriptions, development plans, etc	Quarter 2  Quarter 3	Tim Barnett
5.6	To improve outcomes and accountability from the Organisational Development Programme	a) Implementation of the Organisational Development performance indicators	Quarter 1 onwards	Ann Sadler

**Local Area Agreement 2008-11 National Indicators**

NI	Description	Responsible Officers
179	Value for money - total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	Steve Bishop
005	Overall/general satisfaction with local area	Nikki Malin

**REPORT OF THE SENIOR MANAGEMENT TEAM**  
**TO THE EXECUTIVE**  
**6 June 2008**

**Corporate Governance Report: Fourth Quarter 2007/08 (to 31 March 2008)**

**1.0 Introduction and Report Summary**

1.1 The Corporate Governance Report looks at the key areas of:

- Corporate Priorities
- Best Value Performance Indicators
- Progress against Service Prioritisation Plans
- Key staffing data (sickness levels and turnover)
- Progress with Business Process Improvement Reviews
- Financial commentary
- Risk Management

At its meeting on 19<sup>th</sup> May 2008 the Senior Management Team (SMT) considered the fourth quarter 2007/08 Business Performance Report. This is an exception report which covers all of the aspects of corporate governance contained within this report. SMT agreed the exceptions (where performance / actions are not on target) to be reported to the Executive and agreed the comments / actions which have been included in this report. The full versions of the individual reports are available on the Council's website. They can be accessed through the 'about your Council - performance' area of the website.

1.2 The contact officer for this report is Robert Woodside, Principal Performance Management Officer, telephone (01235 520202 ext 499). **Email address:**  
**robert.woodside@whitehorsedc.gov.uk**

**2.0 Recommendation**

*That the Senior Management Team's Corporate Governance exception report and proposals be noted.*

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

This report relates to the Council's Vision in that it supports all of its objectives and does not conflict with any Council Strategies. It supports all of the strands of the Vale Community Strategy.

**4.0 Exception Reports**

**4.1 Corporate Priorities Report.**

SMT decided that 6 actions and 1 local performance indicators needed to be highlighted from this report. Full details are included in Appendix A.

**4.2 Best Value Performance Indicator (BVPI) Report.**

SMT agreed that there are 11 BVPIs where progress should be reported to the Executive as exceptions. These are:

- Affordable Housing: BVPIs 64 and 183b



- Benefits: BVPIs 78a, 78b, 79a, 79bi & bii
- Community Safety: BVPIs 127a, 127b
- % invoices paid on time: BVPI 8
- Council Tax collected: BVPI 9
- Abandoned vehicles: 218a and b

Full details of the performance of these indicators during the third quarter and the appropriate comments are included in Appendix B.

#### 4.3 **Service Prioritisation Plan (SPP) Progress Report**

SMT tracks progress against all of the 24 SPPs included in the 2007/8 budget. Work on all of the SPPs was either ontrack or complete. There are no specific issues which need to be considered by the Executive. Worked up saving targets for the longer term SPPs included in the 2007/8 Budget were included in the 2008/9 Budget agreed in February 2008.

#### 4.4 **Summary of Sickness and Turnover Report**

Sickness is up this quarter compared to the same quarter last year. It is also higher than the previous quarter, quarter 3. The annual cumulative days lost per FTE for 2007/8 was 8.25 days (a total of 2041 days), up from 7.89% in 2006/7.

Turnover is significantly lower this quarter compared to the same quarter last year and also slightly lower than Q3 this year. The annual turnover rate was 8.9% for 2007/8 which was a total 26 leavers. The average headcount for 2007-8 is 293.5. This is based on average headcount figures at 1.4.07 and 31.3.08.

#### 4.5 **Progress with Business Process Improvement Reviews**

At its meeting on 7<sup>th</sup> December 2007, the Executive agreed a continuing programme of service reviews under the over-arching Organisational Development Framework. It was also agreed that progress would be reported through the Quarterly Corporate Governance Report (Appendix C).

At its meeting on 17<sup>th</sup> March 2008 the Senior Management Team (SMT) considered progress with the review programme and the fact that efficiency savings identified through the current Business Process Improvement programme have yet to be delivered. Officers from the Organisational Change service met with Deputy Directors during late March / early April and identified a number of efficiency savings that can be made (committed), and may potentially be achieved through Business Process Improvement. On 21<sup>st</sup> April, SMT agreed that a group of around 10 members of staff from across the organisation would be trained in Business Improvement Techniques. Organisational Change has sourced Level 2 NVG training free of charge to the Council, and it is intended that the selected members of staff will commence training in late May. Training and practical application of the techniques will continue throughout 2008/9.

It is expected that it will be possible to report actual efficiency savings from the end of the first quarter 2008/9.

#### 4.6 **Financial Commentary to end of March 2008 (as at 19<sup>th</sup> May 2008)**

The report to the Executive on 4<sup>th</sup> April 2008 identified budget pressures within service budgets of £59,000. On 18<sup>th</sup> February the Senior Management Team introduced 'special measures' instructing all budget holders to review their projected outturn expenditure and to hold off non-essential expenditure for the remaining weeks of the financial year in order to ensure that the Council came in within its agreed financial limits. The measures appear to have been successful although the accounts are not yet closed. Work is still in progress to estimate the levels of bad debt provision required and a review undertaken of any contingent liabilities that the Council may need to

provide for. The detail of the property income has still to be determined since some of the shown income may need to be classed as income in advance and will be taken out of the accounts for 2007/08.

The overall budget position with regard to the revenue budgets as at 19<sup>th</sup> May is an under spend against the budgets of (£80,162). This is comprised as follows:

<b>Interim position on 2007/08 outturn as at 19 May 2008</b>	<b>Working budgets (WB) excl. recharges</b>	<b>Actual as at 19 May</b>	<b>Request ed C/fs</b>	<b>Outturn</b>	<b>Variance from WB</b>
Commercial Services	940,890	885,326		885,326	(55,564)
Contracts & Procurement	5,078,710	4,953,683	17,880	4,971,563	(107,147)
Democratic Services	914,750	900,784		900,784	(13,966)
Environmental Health	839,580	789,654		789,654	(49,926)
Ridgeway - Finance	2,207,935	2,358,404		2,358,404	150,469
Housing & Community Safety	351,800	373,456	15,883	389,339	37,539
Legal Services	11,690	161,501		161,501	149,811
Organisational Development & Support	2,806,615	2,554,204	25,500	2,579,704	(226,911)
Planning & Community Strategy	1,064,020	1,030,774		1,030,774	(33,246)
Strategy/CE/SB/TS	921,260	865,705	5,000	870,705	(50,555)
Area Cttee Grant previous years+ current year		159,264	6,678	165,942	165,942
Prop Inc	(1,990,700)	(1,960,646)		(1,960,646)	30,054
Invest Inc	(1,482,300)	(1,558,962)		(1,558,962)	(76,662)
<b>Total</b>	<b>11,664,250</b>	<b>11,513,147</b>	<b>70,941</b>	<b>11,584,088</b>	<b>(80,162)</b>

#### **Commercial Services – under spend (£55,560)**

This total can only be confirmed once the support service charges have been allocated to the Building Regulations Trading Account and the surplus transferred to the Balance Sheet.

Flooding budget pressure £28k.

Imbalance in Building Control Trading Account budgets offset by DSO income exceeding costs resulting in an under spend of (£34k).

Facilities management under spent by (£27k).

Mobile homes – whilst there has been an anticipated under-achievement of income on commission from the sale of mobile homes this has been offset by under spends elsewhere in the budget particularly the water rates budget which has resulted in a reduced over spend of £9.

Property management budgets under spent by (£31k).

#### **Contracts and Procurement - under spend (£107,147)**

Halls (£31k) – un-budgeted NDR refund + other small under spends.

Arts +£15k.

Waste minimisation (£30k), recycling (£20k) with a carry forward request for Waste Performance & Efficiency Grant elsewhere in this agenda. Refuse collection (£38k) as a consequence of reduced demand for bulky waste collections.

Landscape, Grounds & Horticulture - maternity cover +£12k & redundancy costs +£25k with other savings (£10k).

Reprographics a total over spend of +£38 representing +£61k shortfall on recharge income offset by a (£23k) under spend on supplies & services.

Sports & leisure facilities (£85k) representing (£28k) under spend on sports salaries. The remaining under spends as a result of NNDR refunds received for the leisure centres which reduced the cost of the contract to the Vale.

### **Democratic Services - under spend (£13,966)**

Electoral registration – difficulty in recruiting staff (£21k); Member & Town support (£2k); Committee management +£9k.

### **Environmental Health - under spend (£49,926)**

Environmental health, general, water, land, air (£13.2); Animal control/pest control +£2.8; Environmental Warden, food safety, health & safety +£3.7; Licensing general income (£11.2); Taxi Licensing income (£31.9).

### **Ridgeway - Finance - over spend £150,469**

This can not be finalised until benefits data is received from the benefits system.

Ridgeway finance teams +£8.5k (protected TUPE salaries and no vacancies)

Capita Services +£49k - Council Tax (collection level payment).

Benefits transfer payments & fraud team - +£6k - confirmation of final figures still to be received.

Concessionary fares +£87k.

### **Housing & Community Safety - over spend £37,539**

Further analysis is required of the bad debt position on housing rent income to ensure sufficient provision has been made.

CCTV & community safety +£23k

Housing provision, enabling & regulation (£34k)

Home energy conservation +£9k

Housing register (£22.6k)

Homelessness & temporary accommodation & strategy +£46k

Carry forward of unspent ring-fenced grant +£15.9k – unspent DCLG homeless initiative grant and partnership grant requested elsewhere on this agenda.

### **Legal Services - over spend £149,811**

Land charges +£125k – reported shortfall in income; Salaries over spend £25k.

### **Organisational Development & Support under spend (£227k)**

Organisational change, performance management (£93k) – subscriptions, software purchase and fees and hire services under spent.

Consultation (£25k).

Contact management & communication (£3k).

Corporate administration (£48k) (part transfer of vacant post budget from CEO).

LSP's (£59k) - £50k over budgeting for business process re-engineering.

Duty officer & corp. postal service (£22k).

Training & development (£4k).

Recruitment & selection (£7k).

Employee relations +£7k.

Payroll (£3k).

Welfare, H&S, Policy +£4k.

Carry forward request +£25.5k – upgrade to Microsoft, voice over IP implementation & server virtualization project – projects on hold pending finance outcome.

**Planning & Community Strategy under spend (£33k)**

Economic & youth development + community grants (£3k).

Car parks strategy and operations +£98k – reported under achievement of income.

Development control (£108k) – reported over achievement of income.

Development policy (£20k).

**Strategy under spend (£51k)**

Civic responsibilities (£6k).

Corporate core and strategic management (£50k) – unallocated contingency budget.

Carry forward request +£5k - civic responsibilities elsewhere on this agenda.

The Area Committees have been granted a carry forward of £6,678 on their unallocated grant budget for 2007/08. The remaining funding required to meet their allocated but not paid grant awards from 2004/05 to 2007/08 is £159,264 and this is required to be funded separately in the balance sheet and is requested to be funded in the carry forwards report elsewhere on this agenda.

**4.6 Strategic Risk Register**

The Council's Strategic Risk Register was reviewed and updated by the Strategic Management Group on 16<sup>th</sup> May 2008 and the Senior Management Team on 19<sup>th</sup> May 2008. The full version of the updated register is available on the Council's website as detailed in section 1.1 of this report.

**SENIOR MANAGEMENT TEAM**

**Background Papers:**

All of the background reports detailed in section 1.1 of the report can be viewed on the Council's website.

**Appendix A - Corporate Priorities Report – Fourth Quarter to end of March 2008**

**1. Facilitating the provision of affordable housing**

	Action for Improvement	Milestones	Timescale	Comments / Progress	Officer
1.3	Deliver the Vale's contribution to the Affordable housing stretch target for the LAA for Oxfordshire of an additional 36 homes by 31.3.2009	This is an ongoing programme throughout the year to deliver affordable housing primarily as part of new build housing developments throughout the district. The proportion will be 75% rented housing and 25% shared ownership	31.3.2008	Current estimates for delivery of this target across its 3 year cycle are that the Vale will deliver the appropriate number of shared ownership units.  However the Council has still to deliver 9 additional rented units by March 2009. Across the county however estimates suggest that the appropriate number and mix of properties will be delivered	Paul Staines
1.6	Carry out a feasibility study to examine the best way to replace the Council's stock of temporary accommodation with self contained accommodation.	Budgetary approval given to fund a feasibility study  Specify, and then commission report	September 2007	The Council has resolved to replace existing hostel accommodation with self contained accommodation. This will be secured as part of Old gaol development.	Paul Staines

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**Local Performance Indicators**

Indicator	Target 2007/08	Q1	Q2	Q3	Q4	Comments / Progress
LPI H1 Number of additional units of affordable housing provided through the Local Area Agreement (LAA)	12	10	0	0	1 (11 Annual Total)	Actual starts on sites for the LAA programme - 10 were started in 2006/07. None were started in the first half year of 07/08 although the cumulative figure would still have been 10. We have had just one site start very recently - March 08 so we now have a total of 11 starts on sites since the start of the LAA programme. This performance in this period should be seen in the context of the 3 year performance which will see the target exceeded.

**2. Creating a cleaner, greener, safer and healthier community and environment**

	Action for Improvement	Milestones	Timescale	Comments / Progress	Officer
	CLEANER				
2.1	Deliver the cleanliness	Carry out a value for money	Autumn	Through the Oxfordshire Waste	Mike

	stretch targets set out in the Local Area Agreement for Oxfordshire to achieve a 2% improvement each year for the next two years in the percentage of public land and highways that meets the national standards for litter and detritus	review on street cleansing  Work with partners to produce an improvement plan to improve overall quality of the Fast Roads (A34 and A420) street cleansing service	2007	Partnership Environmental Quality and Cleansing Group, a co-ordinated approach is being devised, led by Oxford City Council	Mackay
	GREENER				
	Action for Improvement	Milestones	Timescale	<b>Comments / Progress</b>	Officer
2.5	Lead by example and ensure that all computers and all such non- essential electrical equipment is switched off when not in use	Council wide campaign by ICT and Energy Team. Aim to eliminate all non essential energy use by monitors and computers	September 2007	Campaign delayed to coincide with the launch of the Climate Change Strategy in January 2008. Follow up survey carried out in Feb 2008. This work will be included in the Councils carbon management programme in 2008/9	Mark Saunders
	Action for Improvement	Milestones	Timescale	<b>Comments / Progress</b>	Officer
	HEALTHIER				
2.15	Implement an Air Quality Action plan for central Abingdon and any other parts of the Vale needing special measures to secure good air quality	Detailed assessment for Botley confirmed by DEFRA  Further Assessment Report (incl. source apportionment) for Abingdon  Consultation on draft Air Quality Action plan (AQAP) for Abingdon  Finalise AQAP for Abingdon	Summer 2007  Summer 2007  Autumn 2007  March 2008	Achieved. Report showed an AQMA is needed. Consultation and declaration by end March Delayed until December 2007 due to the need to take account of County traffic data and Vale air monitoring Data post Abingdon Integrated Transport Strategy  Ditto. Now expected to commence January. Further delay in OCC traffic data  Ditto. Now expected July 2008 Now expected April 2009	David Stevens

## 6. Improving both internal and external communication

	Action	Milestones	Timescale	Comments / Progress	Officer
6.3	<p><b>Consultation strategy</b></p> <p>Production of strategy, recommendations, and action plan and recorded outcomes to ensure we reach all citizens in our community</p> <p>Guidelines for staff</p> <p>Consultation action planning template</p> <p>Review consultation programme to identify savings of £4k.</p>	Production of medium-term consultation plan	July to Dec 2007	Currently working on consultation plan – will be having meetings with DDs within the next two months to discuss	Nikki Malin

### Appendix B – Best Value Performance Indicators – to the end of March 2008 (this includes indicators where performance was worse than target)

Where applicable, the Actual Q4 column is the cumulative result for the year or the cumulative result been included in brackets in addition to the fourth quarter result

**Key:** N/a = Not Applicable  
 Top and Bottom quartile data is against all England Authorities

**Trend arrows: compares third quarter performance 2007-8 with the fourth quarter (not possible for all BVPIs)**

**Quartile 06/07 column: actual 06/07**

Performance Trend

Better ↑

**Red - worse than target**

against 06/07 quartile performance data

T = top; B = bottom;  
M = middle quartile

Worse ↓

Stable →

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BVPI		Tgt/ Ind	TQ 06/07	BQ 06/07		Actual 06/07	Quar tile 06/ 07	Target 07/08	Q1	Q2	Q3	Q4	Comments	Perform-ance Trend	
Affordable Housing Priority															.
64	No of vacant private sector dwellings returned into occupation	T	95	8		67	M	80	15	20	22	11 (68)	68 is the annual total. The number of households assisted into Private Rented Accommodation continues to increase year on year. With the securing of additional funding from the Government over the next 3 years and the introduction of White Horse Lettings, the number of households assisted will continue to grow for the foreseeable future.	↓	
BVPI		Tgt/ Ind	TQ 06/07	BQ 06/07		Actual 06/07	Quar tile 06/ 07	Target 07/08	Q1	Q2	Q3	Q4	Comments	Perform-ance Trend	
183 b	Average length of stay in Hostel (weeks)	T	0	14.11		11.21	M	10	11.86	8.93	9.53	10.99	The latest figure is slightly above target but on a positive note, is a reduction on last year's figure. The service team are confident this trend will continue next year. Homelessness prevention is a challenging service and	↓	



													there are many variable factors that can prolong an applicant's stay in temporary accommodation.	
78a	Average time for processing new claims	T	24.5	33.8	29.77	M	28	43.26	38.74	32.9	29.17		The 28 day target was not achieved but since December 2007 Capita "in month" performance has been at top quartile levels. This augurs well for the future and, the incentives within the Financial Services contract should ensure future excellent processing times.	↑
Cleaner greener safer healthier priority														
218 a	% of reports of abandoned vehicles investigated within 24 hours of notification	T	98.55	82	92	M	95	100	87	98	90%		There were a few occasions when the link to the DVLC database was unavailable meaning staff were unable to begin investigations until it was restored.	↓
BVPI		Tgt/Ind	TQ 06/07	BQ 06/07	Actual 06/07	Quar tile 06/07	Target 07/08	Q1	Q2	Q3	Q4	Comments		Performance Trend
218 b	% of abandoned vehicles removed within 24 hours (of legally being able to)	T	97.87	75.5	57	B	90	77	94	87	88%		A review of procedures has resulted in district improvements in performance during the year	↑

General - Non Priority														
BVPI		Tgt/Ind	TQ 06/07	BQ 06/07	Actual 06/07	Quar tile 06/07	Target 07/08	Q1	Q2	Q3	Q4	Comments	Performance Trend	
8	% Invoices paid on time	T	97	91	94.76	M	95.94	84.08	68.08	73	75.58	Poor performance is linked to the Agresso implementation. The Council and Capita have been working together to resolve the problems and significant improvements are expected from in 2008/09	↑	
9	Council tax collected (%)	T	98.48	96.49	98	M	98.53	30.52	58.73	86.86	98.37	Just outside target but is probably the best collection rate achieved. The incentives within the Financial Services should ensure that collections are maximised in the future.	N/a	
78b	Average time for processing changes of circumstances	T	7.8	15.6	6.45	T	6.8	21.32	18.23	15.47	8.92	The 6.8 day target was not achieved but since February 2008 Capita "in month" performance has been at top quartile levels. This augurs well for the future and, the incentives within the Financial Services contract should ensure future excellent processing times. The Q4 figure is the cumulative position to the end of March	↑	
79a	% of cases where calculation was correct	T	99.2	97	88	B	99	91	91.1	91.7	90.6	Although the reported upper quartiles for this indicator are dubious, accuracy and quality across the benefits service remains a concern. "Getting it right first time" is vital to improving front line services	↓	

													and customer satisfaction and, reducing the number of complaints. Capita will be giving this top priority in the coming year and will be working with key stakeholders to improve the situation.	
79b (i)	% of overpayments recovered as a % of Housing Benefit deemed recoverable	T	80.61	63.01	81.2	T	87	94.92	56.03	61.21	73.65	Capita has not performed as well as expected, but overpayment processes have now been moved to its dedicated overpayments team in Mendip and performance should improve.	↑	
79b (ii)	% overpayments recovered during the period including overpayments identified during the period	I	38.38	26.8	37.63	M	42	9.75	18.25	24.11	32.79	Capita has not performed as well as expected, but overpayment processes have now been moved to its dedicated overpayments team in Mendip and performance should improve.	↑	

## Appendix C - Progress with Business Process Improvement Reviews

### Third Quarter Corporate Governance Report 2008-9 – Progress with Business Process Improvement (BPI) Reviews

See comment in main report, section 4.5. A new BPI approach has been agreed by the Senior Management Team (SMT). Cost free scoping exercise is to be conducted by NAC Consultancy alongside NVQ accredited training for multiple staff members across the authority in Business Improvement Techniques. BPI work will then commence across each department, coordinated by Organisational Change, and delivered by the staff trained from within each service area. This process is to commence late May 2008 and planned to continue throughout 2008/09.

Service	Progress	External cost	Internal Cost – officer time	Total Cost of Review	Opportunities for Improvement (cashable / non cashable / satisfaction)	Actual Improvement Delivered	Service Area Lead Officers
<b>Housing Services: Choice Based Letting (CBL)</b>	Mapping exercise carried out by NCC consultants April / June 2007. Final version of Value for Money Report issued (20.6.07). Service plan 2008/9 identifies development work to be completed during the first half of 2008.	£2382	£1641	£4023	<b>Cashable: £0 K</b> <b>Non-cashable: £12.2 K</b> * (A proportion have the potential to be converted to cashable) <b>Customer Satisfaction:</b> Not yet identified	Not yet achieved	Paul Staines / Robert Woodside
<b>Building Control</b>	Report issued by ValueAdding. Jeremy Beach and Richard Beel reviewed proposed actions for improvement on 14 Nov 07.	£0	£313	£313	<b>OD strands:</b> Keeping up to date with regulation; Recruitment and Retention; Competition from private sector; Customer Service. <b>Non cashable:</b> Incremental system & process improvement (no targets identified)	Improved Uniform reports; Draft online fee calculator; Improved website info; Team updates on regulations. Customer surveys to key groups and on all completions.	Richard Beel
<b>Land Charges</b>	Review undertaken by NCC. 'Provision of fees information' CRM process in place. Planning History: Data entry & cleansing	£3500	£205	£3705	<b>Cashable:</b> No target identified. <b>Non cashable:</b> Small amount of work		Tim Treuherz

	admin clerk resource being used, but time-span to completion currently 4 years					transferred to CRM process at LSP.		
Service	Progress	External cost	Internal Cost – officer time	Total Cost of Review	Opportunities for Improvement (cashable / non cashable / satisfaction)	Actual Improvement Delivered	Service Area Lead Officers	
<b>Planning (OneApp)</b>	Scope agreed. NCC. Workshop held, OneApp website risk analysis / BPI report issued by NCC on 21 December 2007.	<b>£3650</b>	<b>£206</b>	<b>£3856</b>	<b>Customer satisfaction:</b> This work concentrated on the successful delivery of the OneApp process.	OneApp in place as per project plan.	Mike Gilbert, Rita Alexander	
<b>Planning (All application processes)</b>	Scope yet to be agreed.				Opportunities and targets yet to be identified.			
<b>Comment:</b> A key recommendation from the OneApp review is to implement an EDRM system into Planning. Project Management assistance was offered to ensure the timely delivery of the OneApp website but this was not required by the Planning Department. The EDRM system is awaiting a decision from Cllr Farrell.								
<b>Abingdon Local Service Point</b>	Scope agreed and Review undertaken by NCC with the report issued on 21 <sup>st</sup> November 2007. Workshops run with OC and LSP to implement activity plan. Final statistics are being worked on to outline the intended efficiency savings.  Key department to be scoped in the initial new BPI framework. Issues surrounding capacity and business focus to be reviewed.	<b>£3650</b>	<b>£933</b>	<b>£4583</b>	<b>Capacity:</b> c. 1.2 FTE (equiv to c £33,500 p.a.) <b>Customer satisfaction:</b> Process developments will ensure service improvement	Some minor quick wins in place. Any major advance depends on new CRM system.	Susan Ellis	
<b>Comment:</b> Work ongoing with the LSP to establish system and process improvement ahead of implementing the new CRM system. Significant improvements and savings are expected via the new CRM during 2008.								
<b>Human</b>	Scope agreed. Review	<b>£3650</b>	<b>£271</b>	<b>£3921</b>	<b>Cashable: £tba</b>		Tim	

<b>Resources</b>	undertaken by NCC and report issued on 21 <sup>st</sup> December 2007.				<b>Non-cashable: tba</b> <b>Customer satisfaction: tba</b>		Barnett
<b>Service</b>	<b>Progress</b>	<b>External cost</b>	<b>Internal Cost – officer time</b>	<b>Total Cost of Review</b>	<b>Opportunities for Improvement (cashable / non cashable / satisfaction)</b>	<b>Actual Improvement Delivered</b>	<b>Service Area Lead Officers</b>
<b>Licensing Unit</b>	Scope agreed. Review undertaken by NCC and signed off report issued. Next actions: Business case for transferring contact point to LSP; Implement life-span CRM process.	<b>£3650</b>	<b>£326</b>	<b>£3976</b>	<b>Cashable / Non Cashable / Customer service: £tba</b> (Analysis due by end March)		Rob Akers, Nicola Dearing
<b>Comment:</b> Work ongoing. Activity plan established and being worked on with the department. Much of the activity plan is centred on CRM system development (which depends on a new CRM system being in place).							
<b>Corporate Admin / Reprographics</b>	Key department to be scoped in the initial new BPI framework. Issues surrounding capacity and business focus to be reviewed.			Costs not yet incurred	Focus on capacity and management structure		Eileen Rennie / Joan Howard
<b>Administration functions within Contracts &amp; Procurement section</b>	Scope due for definition (start late Feb 08)			Costs not yet incurred	Focus on capacity, consolidation of tasks and relationship to corporate administration and LSP		Mike Mackay

Estimated internal cost based on officer time

REPORT OF THE STRATEGIC DIRECTOR  
TO THE EXECUTIVE 6 JUNE 2008

**Council Aspirations for future Performance Inspections**

**1.0 Introduction and Report Summary**

- 1.1 The national performance inspection regime for local government is changing. Previously the Council was inspected in accordance with the 'Comprehensive Performance Assessment' (CPA) rules. Under that regime the Council was formally assessed as being 'Fair' in 2004, which is the middle of five categories (Poor, Weak, Fair, Good and Excellent.)
- 1.2 In addition to the full CPA inspection in 2004, the Council has been annually inspected against a Use of Resources checklist, and in 2007 it's usual '2' score (adequate) on a scale of 1 - 4, improved to '3 (satisfactory).
- 1.3 The CPA regime is being phased out to be replaced with the Comprehensive Area Assessment (CAA) regime, which will consider the performance of all Oxfordshire councils together. The precise details are still being formulated by the Government and it is not yet possible to assess whether the duties and obligations arising from the new regime will be any less onerous than the CPA regime.
- 1.4 In the meantime, there are two performance obligations which will continue to fall on individual councils including the Vale. These will be inspected and so will affect the Council's perceived performance. The Council could choose to put more or less effort into them according to its aspirations. This report requests direction from the Executive.
- 1.5 The Contact Officer for this report is Steve Bishop, Strategic Director & Chief Finance Officer (01235 540332). Email: [steve.bishop@whitehorsedc.gov.uk](mailto:steve.bishop@whitehorsedc.gov.uk)

**2.0 Recommendations**

*The Executive is requested to agree that:*

*Either:*

- (a) No additional effort to that already provided for in service plans is expended by officers on achieving the statutory obligations in respect of the Use of Resources assessment and the Annual Governance Statement;*

*Or,*

*(b) The officers expend as much effort as is required to retain the '3' score in Use of Resources and obtain a complementary inspection opinion on the Annual Governance Statement, acknowledging that specific service plan commitments will need to be forsaken in order to free up the necessary staff resource.*

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

- (a) This report contributes to the Council's Vision and Aims, especially the provision of high quality public services.
- (b) Does not contradict or relate to any specific strategy.
- (c) Does not contradict or relate to any specific policy.

### 4.0 **Annual Use of Resources Assessment**

4.1 Each council is annually inspected against a checklist of criteria which relate to efficient and effective Use of Resources. The checklist comprises almost 200 individual questions spread across five categories. Within each category they are divided into Level 2 questions (which constitute 'adequate' assurance), level 3 questions (good assurance) and level 4 (excellent assurance). If we fail a Level 2 question we are deemed to be Level 1 (unsatisfactory).

4.2 The inspector assesses the evidence provided against each question and scores the Council accordingly. The inspector averages the different scores for questions within a category to generate a category score; and averages the category scores to generate an overall assessment score.

4.3 For 2006/07 the Council scored as follows:

Financial reporting	2
Financial management	3
Financial standing	3
Internal control	2
Vale for money	3
<b>Overall</b>	<b>3</b>

4.4 Each year the checklist is revised and the criteria become tougher. For the 2007/08 assessment this year, the Council would need to address many areas to provide the necessary extra assurance to guarantee another '3' score. This would take up significant officer time across the organisation which is currently fully committed in service plans.

4.5 If Members aspire to retain a '3' score for Use of Resources, officer resource will need to be diverted from service-focused projects, developments and 'dayjob' tasks to making the changes needed to address unmet criteria. Examples of changes needed to attain Level 3 include:



- Linking budgets to operational activity indicators (Question 2.1.16)
- Regular 'fit for purpose' reviews of the financial management arrangements (Q 2.1.17)
- Substantial improvements in risk management processes - annual revisions, assurances around partnership risks, regular reporting on corporate business risks (Q 4.1.6 onward)

4.6 The changes would undoubtedly provide some benefit to the Council and its community, but would be at the expense of locally-determined priorities. Service plans would need to be revised accordingly and some service commitments would need to be forsaken.

4.7 However, if Members are content for the Use of Resources score to slip back to a '2', resources would not need to be diverted and service plans could remain intact.

## 5.0 **Annual Governance Statement**

4.8 Previously the Council had a statutory duty to publish a 'Statement on Internal Control' (SIC). This requirement arose two years ago and in its first year the Council received praise from the inspectors in adopting a rigorous approach to compiling the SIC. Conversely, when the Council adopted a 'light touch' approach in the second year, we received a critical opinion from the inspector.

4.9 The SIC has now been superseded by a new Annual Governance Statement (AGS). This document comprises the same material as the SIC, plus additional information to explain the systems and processes, culture and values by which the Council is directed and controlled and through which we account to the community and lead the community.

4.10 The Government, Audit Commission and local government professional institutes are encouraging councils to use the AGS as an opportunity to involve the whole authority and engage the public in comprehensively reviewing the entire governance framework.

4.11 Good practice guidance and templates have been issued. But councils are still free to decide whether they wish to take a 'big bang' or minimalist approach. Depending upon this decision, officers and Members will either need to invest substantial effort (which will require resources to be diverted from other tasks) or not.

4.12 The AGS will be inspected and the inspector's opinion will count towards the Council's overall performance assessment. There is therefore a simple trade-off between:

- minimal additional effort and continuing to focus on local service commitments (probably leading to a poorer corporate assessment); or,

- 'big bang' approach requiring significant resources to be diverted from services (leading to a better corporate assessment).

## 5 **Conclusion**

- 5.1 The Members are asked to determine the Council's relative aspirations between corporate performance assessment (reflected in the Use of Resources score and Annual Governance Statement) and local service priorities (as set out in the Corporate Plan and service plans).
- 5.2 The Council has limited officer resources, all of which have been committed in 2008/09 service plans. Some officer time has been earmarked in the service plans for corporate assessment work, but most has been directed towards local priorities. The resource available for corporate assessment work is limited, aimed at low level evidence gathering and maintenance, not the creation of new processes and policies.
- 5.3 If Members wish to divert resources to maintain or improve the corporate performance assessment, this can be accommodated and specific service plan commitments will need to be forsaken. If Members wish to safeguard service plan commitments, the Council will need to adopt a minimalist approach to the Use of Resources and Annual Governance Statement which may lead to adverse corporate assessments.
- 5.4 Members are recommended to determine this question.

STEVE BISHOP  
STRATEGIC DIRECTOR & CHIEF FINANCE OFFICER

**Background Papers:** Use of Resources Key Lines of Enquiry  
CIPFA/SOLACE Governance Framework

**REPORT OF THE DEPUTY DIRECTOR (COMMERCIAL SERVICES)**

**TO THE EXECUTIVE**

**6 June 2008**

**Consequential Actions Relating to the Floods of July 2007**

**1.0 Introduction and Report Summary**

- 1.1 This report relates to the developments arising from the floods of July 2007 conveniences and the updates to related Council policies
- 1.2 The contact officer for this report is Bill Farrar, Deputy Director (Commercial Services), telephone: 01235 540356, email address: [bill.farrar@whitehorsedc.gov.uk](mailto:bill.farrar@whitehorsedc.gov.uk).

**2.0 Recommendations**

2.1 *that the Executive*

- (i) *approves the Vale Emergency Response and Recovery Plan 2008*
- (ii) *approves the updates to the Vale Flood Management Policy 2008*
- (iii) *accepts the recommendations of the Emergency Advisory Group relating to the consequential actions emanating from the Vale Flood Review 2007*
- (iv) *notes the overview of the current financial position relating to flooding*
- (v) *approves the proposals for future expenditure on flooding matters, as set out in Section 9 of Appendix A.*

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

3.1 This report relates to the Council's Vision and objectives. It does not conflict with any Council Strategies and supports the following Corporate Priorities:

- *Creating a cleaner, greener, safer and healthier community and environment*
- *Rising to the challenge of climate change*

**4.0 The Emergency Response and Recovery Plan**

4.1 The devastating adverse weather which occurred in this region in July 2007 reminded the Council how important it is to be prepared to respond to unexpected incidents such as flooding. This Council is a Category 1 Responder under the Civil Contingencies Act 2004 and has a duty of care to prepare for emergencies and to react quickly and effectively when they occur, in order to prevent or minimise the effects of the incident.

- 4.2 Although emergencies are described in general terms, Category 1 Responders are left to interpret their duties and obligations and apply them in a reasonable and effective way as well as preparing business continuity and emergency plans.

Of all the emergency scenarios flooding is one of the most likely and one that affects the most numbers. The Council has a crucial community leadership role in an emergency and it also provides support with the emergency services. As response moves to recovery, the Council should take the lead in the rehabilitation of the community and the restoration of the environment.

The Council will play an enabling role with other bodies to meet welfare needs of those recovering from an incident (*e.g. social services support and financial assistance*) and facilitate the remediation and re-occupation of areas affected by an emergency.

- 4.3 In August 2007, the Flooding Recovery Grant Advisory Group was formed to decide on how to allocate the Government funding.

The Vale Internal Flood Review, which was published in November 2007, was followed by the Flood Review by Sir Michael Pitt (December 2007) and the subsequent national and local reviews by the Environment Agency.

The Vale has endured three more significant incidents since the floods of July 2007, i.e. flooding in January and February and the Sutton Courtenay fire in March.

In February 2008, the Vale Flood Fair was held at the Guildhall, Abingdon and the Council assisted the Red Cross charity to issue hardship relief grants to applicants in the Vale.

- 4.4 The Emergency Response and Recovery Plan has been produced to demonstrate how this Council will manage its response to an emergency and assist in the recovery of its community.
- 4.5 It sets out how the Council will muster the appropriate level of manpower and material resources and how it will take appropriate action to resolve or mitigate the effects of the incident whilst working with other organisations.

The key areas of involvement for the Council will be to:

- provide responsive action to vulnerable individuals and groups
- provide assistance to emergency services
- arrange temporary accommodation for homeless people
- maintain its normal services
- provide advice and information to those affected
- deal with media interest in the Council's activities
- restore the situation to normality as soon as possible

## **5.0 Vale Flood Management Policy 2008**

- 5.1 The Department for Environment, Food and Rural Affairs (DEFRA) has policy responsibility for flood and coastal defence in England. However, delivery is the responsibility of a number of flood and coastal defence 'operating authorities', i.e. the Environment Agency, local authorities and internal drainage boards.
- 5.2 Following the floods in 2000 and 2003 the Government published High Level Targets, which are not statutory requirements but important to the delivery of Government Policy. The first target requires each operating authority to publish, maintain and update a policy statement, setting out their plans for delivering the Government's policy aim and objectives in the area.
- 5.3 The Council acknowledges and generally supports the Government's aim and objectives for flood defence whilst recognising that, in law, all actions which Council takes in relation to ordinary watercourses, land drainage and flood defence are "permissive".
- 5.4 It is also important to note that the Council does not normally accept responsibility for maintenance of flood defences or ordinary watercourses on private land, which is the responsibility of the landowner.
- 5.5 This policy, which demonstrates the Council's commitment to flood defence within its District, now combines and incorporates the updated elements of the two previously separate but linked policies, namely, the Policy Statement on Flood Defence and the Enforcement Policy for Clearance of Ordinary Watercourses.
- 5.6 A key feature of the document is that of enforcement. The scoring matrix has been upgraded in order to make it more effective in cases where riparian owners are neglecting their responsibilities.
- 5.7 The policy is supported by operational documents which can be updated as work progresses, e.g.:
- (i) Maintenance Schedules for Ordinary Watercourses
  - (ii) Registers of Areas at Risk of Flooding (Residential Properties) from Watercourses
  - (iii) Flood Prevention Capital Programmes

## **6.0 Consequential Actions Emanating from the Vale Flood Review 2007**

- 6.1 The Vale Internal Review of the Floods 2007 was published in November 2007. It made 16 Recommendations which highlighted areas for attention in order for the Council to be properly prepared in cases of further emergencies.
- 6.2 The Flood Recovery Grant Advisory Council, having met on 4 October 2007 and 7 November 2007, submitted its report and recommendations to the Executive on 7 December 2007 in which it drew attention to a number of flood-related areas of work, based largely on the Flood Review recommendations.
- 6.3 Having transformed the Flood Recovery Grant Advisory Group into to the "Emergency Advisory Group", with revised terms of reference, the Executive asked

this Group to provide a progress report on the actions relating to the Vale Official Internal Flood Review.

- 6.4 Most of the points have been covered and dealt with by the Emergency Response and Recovery Plan and the Flood Management Plan. All of the issues raised from the floods of July 2007 have been addressed and summarised in a Briefing Report, from the Deputy Director (Commercial Services) to the Emergency Advisory Group (see Appendix A).
- 6.5 The Emergency Advisory Group, which met on 20 May 2008 and was Chaired by Cllr. Zoe Patrick, discussed and accepted the Report as an acceptable summary and conclusion of the consequential actions.
- 6.6 The Group requested the Deputy Director (Commercial Services) to commend it, on its behalf, for acceptance by the Executive at its next meeting of 6 June 2008.

## **7.0 The Financial Situation**

- 7.1 Until the July 2007 floods, the Council has made budgetary provision within cost centres for the funding of:
  - (1) Emergency Planning
  - (2) Land Drainage Revenue – relating to the maintenance of watercourses within Council ownership
  - (3) Land Drainage Capital – relating to flood prevention schemes which are often in association with the Environment Agency

Unexpected and unbudgeted expenditure emanating from incidents and emergencies may apply for support from Contingencies.

The Government have contended that allowances for flood prevention schemes and civil contingencies have been made within the annual local government finance settlement based on returns that have been made annually by Property Services and occasionally by Emergency Planning. However, there is no clear method of evidencing how much is actually allocated.

- 7.2 Following the July 2007 floods, this Council received from Government an overall allocation of £250,000 in response to the extensive property damage in this District. £179,000 was awarded to Vale 716 residents, each claiming the agreed grant of £250. Therefore, a sum of £71,000 remains available to the Council for expenditure on flood-related initiatives.
- 7.3 Subsequently, the Government made available, through the “Bellwin Scheme” further funds to Councils who could substantiate costs ensuing from the Floods. However, this was subject to the first £23,000 being met from Council reserves. Therefore, as the Vale applied for £47,449 it received, in February 2008, a payment of £24,449. This money was returned to the source from which it was paid and has not been identified as a usable budget.
- 7.4 In March 2008, the Government offered made available £1 million to Councils who had large numbers of households who were displaced from their homes due to the floods. As this Council could genuinely substantiate only 123 of the 207 recorded

cases it fell below the required minimum threshold of 200 and, therefore, received no funding at all.

- 7.5 The Council is continuing to work with the Oxfordshire group to assist the Red Cross charity in its attempts to distribute grants to people who have “suffered hardship”. This is a benefit paid directly to the applicants which provides no further funding to the Vale community at large.
- 7.6 Due to careful management and additional support from Members through the budget process the Principal Engineer (Property Services) has available, during this current year, £101,000 for flood-related capital scheme expenditure.
- 7.7 When this sum is added to the aforementioned £71,000 the overall funds available is £172,000. Some allocation suggestions have been proposed within the Briefing Report of the Deputy Director (Commercial Services) to Emergency Advisory Group.

## **8.0 Additional Information to this report**

- 8.1 Appendix A: Briefing Report to the Emergency Advisory Group (20 May 2008)

### Background Papers:

Emergency Response and Recovery Plan.

Vale Flood Management Policy

Actions from the Vale Internal Review of the Floods 2007

Maintenance Schedule for Ordinary Watercourses 2008

Register of Areas at Risk of Flooding from Watercourses

Details of the Flood Prevention Capital Programmes

Briefing Report to the Emergency Advisory Group (20 May 2008)

BILL FARRAR

DEPUTY DIRECTOR (COMMERCIAL SERVICES)

STEVE BISHOP  
STRATEGIC DIRECTOR

**Briefing to the Emergency Advisory Group  
From the Deputy Director, Commercial Services**

**Consequential Actions Emanating from the Vale Flood Review 2007**

**20 May 2008**

The purpose of this Briefing Report is to:

1. Update the Emergency Advisory Group on matters relating to the emergencies in the Vale in general and flooding in particular
2. Act as prompt to the EAG for items for future consideration.

The relevant structural documents relating to flooding comprise:

- The Vale Emergency Response and Recovery Plan 2008
- The Vale Flood Management Policy
- The Vale Official Internal Review of the Flood Emergency 2007
- The Oxford Area Flood Information Booklet
- The District (Vale) Operational Plan

The floods of July 2007 raised many concerns which were highlighted in the Flood Review and have subsequently been addressed. Most of the points discussed emanate from the Recommendations of the Flood Review.

The Executive may request updating on the actions and developments relating regarding emergencies and flooding and this paper should provide the detail required.

It should be noted that the Policies may require Council approval in due course.

**1. Acceptance of Terms of Reference for the group**

At its meeting of 7 Dec 2007, the Executive accepted the recommendations of the Flood Recovery Grant Advisory Group as well as giving it a new name, (i.e. the Emergency Advisory Group) and terms of reference.

The Group may consider its future role and whether to accept the terms of reference.

**2. Executive Meeting - 7 December 2007 - Report recommendations**

In addition to the renaming the Group and setting its terms of reference, the Executive referred to the 16 recommendations made by the Group. Although taken verbatim from the Flood Review the first 13 were agreed as operational recommendations, to be implemented by officers, whilst the remaining 3 were agreed for progressing by Members.

**Appendix C** shows a table showing all of the Recommendations with progress reports to each. The salient points can be summarised thus:

- 1 The Emergency Response and Recovery Plan (ERRP) has been completed.



- 2 The Business Continuity Plan was completed in October 2007.
- 3 The ERRP sets out skilled teams with responsibilities.  
Training and rehearsal exercises are to be arranged for staff and elected Members.
- 4 The ERRP has configured operational and strategic teams. Key elected Members will form the Member Liaison Group. Role of the Emergency Planning Officer has been clarified.
- 5 A Control Room has been set up at Abbey House with Wantage Civic Hall as an alternative venue.
- 6 The DSO arrangements with suppliers for sand at short notice.  
Stocks of sand and bags are kept at Challow Depot.  
There are 4 drop-off locations at: Abbey House, Abingdon - Elm Court Car Park, Botley - Portway Car Park, Wantage. - Southampton St Car Park, Faringdon.  
A schedule of priority addresses is being devised highlighting areas that are more prone to flooding.
- 7 The DSO is purchasing vehicles that are multi-functional and capable of being used in emergencies.
- 8 Incident Officers will act as field officers who will report directly to the Emergency Centre on the development of incidents.
- 9 People with expert or local knowledge and experience are to be invited to participate including elected Members, staff, local residents, community groups, Parish Clerks and local wardens.
- 10 A Communications Team will be involved at the start of an incident and regular information updates will be issued to staff and elected Members regarding developments during an emergency situation.
- 11 Provision has been made within the Emergency Centre for dedicated telephone land lines, computer technology, internet and website.
- 12 ICT Services have commenced on a review of the communication technology needed for general service and in an emergency.
- 13 An appropriate officer will be nominated to ensure the health and welfare of staff and the public who are involved in an emergency.
- 14 The EPO is assisting in setting up local community groups to develop self-help provision for the protection of individual properties or local areas  
The Council has hosted a Flood Prevention Products Fair at Abingdon in February 2008 in conjunction with the Environment Agency and the National Flood Forum  
The Council is continuing to work with the Environment Agency and other relevant organisations to promote and instigate schemes for flood alleviation and defences.  
The Council awaits the second Pitt Review (due in August 2008) which will move the Government to give direction to Councils, the Environment Agency, etc.
- 15 Specialist training will be arranged for staff and elected Members.
- 16 The ERRP encapsulates the Council's intentions to perform well in cases of flooding and debriefings will be arranged following each incident.

### 3. Update on Policies

The 2 key documents relating to flooding and watercourses in the Vale have been updated and combined as one document, now called the Vale Flood Management Plan.

Part 1: General Arrangements for Flood Defence - sets out the Council's responsibilities and commitments.

Part 2: Enforcement Powers for Clearance of Ordinary Watercourses - deals with the enforcement procedure and scoring matrix.

This simplified document provides the Principal Engineer (Property Services) with the mechanism to manage the demands of legislation with expectations of the communities whilst working within limited financial resources. In addition, working schedules are used to provide the support necessary to implement the requirements, eg.

- The Register of Areas at Risk of Flooding from Ordinary Watercourses
- Maintenance Schedule of Ordinary Watercourses 2008-09
- Flood Prevention Capital Programme

The updates should provide a more effective framework in which (i) the maintenance of watercourses can be prioritised and implemented and (ii) enforcement action against offending riparian owners can be more efficiently and fairly exercised.

### 4. Operational Plans

These documents have been devised in conjunction with other organisations and are dependent on their input and agreement. They contain useful information and guidance to the public and communities regarding the behaviour of watercourses in the Oxford and Vale areas and ways of coping in an emergency. A review of all such papers is being carried out but will require some additional time to complete.

- Oxford Area Flood Information Booklet
- Vale District Operational Plan
- Vale Flood Advice Leaflet

The Deputy Director (Commercial Services) has also presented the Emergency Advisory Group, for its approval, a summary review, recently produced as a Land Drainage Report by the Principal Engineer (Property Services), relating to the July 2007 Floods.

### 5. Draft Emergency Plan

The Deputy Director (Commercial Services) has completed the Emergency Response and Recovery Plan and recommends the Emergency Advisory Group to approve and make further recommendation to the Executive for its approval.

### 6. Flood Reviews (Summary from Deputy Director, Commercial Services)

- ***The Pitt Review***

In December 2007, Sir Michael Pitt published his Interim Report on lessons learned from the 2007 floods. It highlighted 15 urgent recommendations believed to be necessary to prevent or mitigate flooding which might occur before the final report is published. These recommendations were not just for government, they also called for urgent action by local organisations, the private sector and the public.

The Government accepted all of the urgent recommendations and undertook to work with all organisations involved to deliver changes as quickly as possible.

There were another 72 recommendations all of which related to flooding and which also need addressing. Workshops were held in all areas of the country and Sir Pitt made personal visits to many affected Councils.

The most significant issues arising appears to be that of the increasing adverse effect of excessive surface water drainage and the maintenance of watercourses. Whilst the recommendations are appear reasonable most of the costs of delivering are expected to be found from Councils' reserves.

The final report is due to be published in August 2008.

- ***Environment Agency Reviews***

The Environment Agency published its national review in December 2007. Since then 5 local reviews have been published which deal with areas in the Vale.

- Abingdon
- Buscot and Kelmscott
- Letcombe Regis, Wantage, Grove and East Hanney
- Stanford in the Vale, Charney Bassett and Lyford
- Steventon

These reports highlight the EA's position and responsibilities and have identified some areas for consideration. They have also emphasised the limited resources available and the need to prioritise projects.

## 7. Resources

Members have expressed their concerns about having available adequate levels of staffing, equipment and vehicles to meet the demands during an emergency.

- ***Staff***

The DSO has recently recruited an additional technician in response to increased business. This will provide 14% more resource.

The Council's landscape contractors, ISS, and Abingdon Town Council have indicated willingness to provide additional workforce. The agencies used by the DSO, Patersons and Calber, have also offered assistance.

Agreements are to be obtained in writing.

- ***Equipment***

The DSO already has a large range of tools and equipment. However, there is a need to increase the quantities of some items such as sand fillers, work canopies, signs, tabards, etc.

- ***Vehicles***

The DSO is in process of their annual vehicle replacement. Discussions have taken place with 4 main commercial vehicle manufacturers. Purchases will be made once the expenditure budgets are agreed.

## 8. Financial Summary

<b>Flood 2007</b>	<b>Income (£)</b>
Recovery Grants (Government Funding Aug 2007)	(250,000)
Distribution of £250 recovery grants by Vale to residents	179,000
Cost of Operations (Labour and Material, etc.)	47,449
Funding of Cost of Operations – by the Vale	(23,000)
Funding of Cost of Operations – by Bellwin	(24,449)
Vale Capital Programme Budget 2008-09	(101,000)
<b>Balance</b> (Total of Capital and Revenue Funds available) 2008-09	<b>172,000</b>

<b>Other Sources of Funding</b>	<b>£</b>
Possible European Union Restoration Funding (£31M overall)	
<i>If 60% distributed between all Councils in UK, each Council would receive</i>	43,000
<b>Possible Vale share?</b>	<b>£40k – 50k</b>

## 9. Use of funding

- ***What could be needed during emergency situations?***
- ***What could be done to prevent or minimise incidents?***

Both the above questions are for Members to consider. The table below provides some ideas for using funds effectively.

<b>Ideas for Use of Funds 2008-09</b>	<b>£</b>
1. Purchase of vehicle(s) - to withstand severe weather conditions and flooding	12,000
2. Watercourse meter gauges	6,000
3. Flood relief grants (FRGs) - based on 50:50 matching contribution subject to maximum of £5k per application	28,000
4. Minor flood protection devices (e.g. gel sandbags, air brick covers, etc.) – based on 50:50 matching contribution subject to maximum of £50 per application	18,000
5. Purchase of flood barriers	10,000
6. Continuation of programmed Capital Schemes 2008-09	80,000
7. Contributions to Community Groups	10,000
8. Miscellaneous	8,000
<b>TOTAL</b>	<b>172,000</b>

- ***Individual applications for funding?***

There have been a number of enquiries from individual house owners and parishes about the availability of funding or grants for those who have been affected by flooding. There is scope to consider applications for proposals that might make a significant difference to the community and/or facilitate budgetary savings to the Council. Some cases for discussion include:

- St Helens Mill, Abingdon
- Mill Stream, Wantage
- East Hanney Parish Council
- Community Group Initiatives

Members are invited to consider the introduction of such a scheme for 2008-09. This will first require clearance of legal issues and then devising a protocol or procedure to process applications.

**Additional Information**

Appendix A: Draft Emergency Response and Recovery Plan.

Appendix B: Draft Vale Flood Management Policy

Appendix C: Actions from the Vale Internal Review of the Floods 2007

Appendix F: Maintenance Schedule for Ordinary Watercourses 2008

Appendix E: Register of Areas at Risk of Flooding from Watercourses

Appendix F: Details of the Flood Prevention Capital Programmes

Recommendations	Progress
1. The <b>Emergency Plan</b> should be updated urgently.	<ul style="list-style-type: none"> <li>✓ The corporate Emergency Response and Recovery Plan (ERRP) has been completed</li> <li>✓ Details identifying personnel and contact references have been separated from this generic document. Provision has been made to obtain necessary data via other sources, e.g. Duty Officer handbooks, Business Continuity Plans and the HR Pro database</li> <li>~ This should ensure maximum staff confidentiality and remove the uncertainty caused by outdated references</li> </ul>
2. The work currently being carried out in producing the corporate <b>Business Continuity Plan</b> should also be completed in order to compliment and enhance the requirements of the Emergency Plan and Civil Contingencies Act.	<ul style="list-style-type: none"> <li>✓ The corporate Business Continuity Plan was completed in October 2007</li> <li>➤ Rehearsal exercise being arranged with Garrison Continuity for July 2008</li> <li>➤ Updating of telephony at Wantage Civic Hall</li> <li>~ Business Continuity is currently undergoing internal and external audits</li> </ul>
3. The Emergency Plan should provide for a <b>sufficient number of teams</b> , depending on the scenario, which should be made up of suitably skilled officers who must be given proper <b>training and clear instruction as to their roles and authorities</b> .	<ul style="list-style-type: none"> <li>✓ Suitably skilled teams, which can be composed at the time of the incident, are identified in the ERRP</li> <li>✓ Clear responsibilities are identified in the ERRP supported by individual Advice Note. <ul style="list-style-type: none"> <li>➤ Training and rehearsal exercises are to be arranged</li> </ul> </li> </ul>
4. The <b>roles of officers and elected members</b> involved in emergency planning should be defined more clearly and in particular that of the <b>Emergency Planning Officer</b> .	<ul style="list-style-type: none"> <li>✓ Operational and strategic teams have been configured in the ERRP</li> <li>✓ Potential team leaders have provisional names for squad members</li> <li>✓ Key elected Members have been designated a role within the Member Liaison Group as set out in the ERRP</li> <li>✓ The role of other elected Members to be considered by the Emergency Advisory Group</li> <li>✓ The role of the Emergency Planning Officer is highlighted in the ERRP. The main functions of this post is to be the first contact officer on behalf of the Council, provide technical advice in emergencies and liaise with community groups</li> </ul>

Recommendations	Progress
<p>5. A well-positioned and properly equipped <b>control room</b> should be set up to act as the incident base with all the necessary technical and administrative facilities in place. An <b>alternative venue</b> should also be agreed in case Abbey House is put out of action.</p>	<p>✓ A dedicated Emergency Centre (Control Room) has been set up at Abbey House with necessary ICT and telephony technology</p> <p>➤ Wantage Civic Hall has been identified as the alternative venue for an Emergency Centre. Further work is required to establish similar technology arrangements</p>
<p>6. Arrangements should be made for <b>stocks of sand and sandbags</b> to be readily available at short notice and prioritisation system should be devised and implemented with sandbag <b>drop off points</b> to be agreed and policed</p>	<p>✓ The DSO has made arrangements with several local companies for the delivery of sand supplies at short notice as set out in the Emergency Plan</p> <p>✓ Plentiful stocks of sand and bags are also kept at Challow Depot</p> <p>✓ 4 different locations identified in the Vale for deposit of sand stockpiles, i.e.</p> <ul style="list-style-type: none"> <li>~ Abbey House, Abingdon</li> <li>~ Southampton St Car Park, Faringdon</li> <li>~ Elm Court Car Park, Botley, Oxford</li> <li>~ Portway Car Park, Wantage</li> </ul> <p>✓ Tools and equipment will be supplied by the DSO for use by volunteers and self-helpers at these locations</p> <p>➤ A schedule of priority addresses is being devised highlighting areas that are more prone to flooding due to heavy rainfall, surface water surges, low lying land and watercourse and river flooding</p>
<p>7. There should be access to appropriate and sufficient numbers of <b>vehicles and equipment</b> to deal with an emergency response and severe weather conditions.</p>	<p>✓ The DSO has arrangements with other Council services for access to vehicles that can be used in emergencies and severe weather conditions</p> <p>➤ The DSO are in the process of replacing vehicles and will soon have several units that will be multi-functional and within the Service's direct control</p>
<p>8. Managers should assess the <b>skills base</b> within their team for dealing with emergencies, and feed that information into the emergency plan so that the <b>correct resources/skills</b> are directed to the correct task.</p>	<p>✓ As in recommendation 4 above, operational teams will be chosen according to the skills required for the scenario. Deputy Directors are to be encouraged to advise on the skill sets possessed by their existing staff.</p>

Recommendations	Progress
9. <i>Members and staff with <b>knowledge of local areas</b> should be utilised and sources of <b>additional manpower</b> should be identified in the plan.</i>	<p>✓ Incident Officers have been identified, within the ERRP, to act as field officers who will report directly to the Emergency Centre on the development of incidents</p> <ul style="list-style-type: none"> <li>➤ People with expert or local knowledge and experience are to be approached and added to the resources needed in emergencies. These include elected Members, staff, local residents, community groups, Parish Clerks and local wardens</li> </ul>
10. <i>The <b>Communication Team</b> should be involved at the start of an incident so that responses to that information can be co-ordinated.</i>	<p>✓ A Communications Team, headed by a Communications Officer, has been identified in the ERRP and will be involved at the start of an incident</p>
11. <i>Appropriate methods of <b>communication between teams</b>, including the <b>use of technology</b> should be explored.</i>	<p>✓ Provision has been made within the Emergency Centre for dedicated telephone land lines, computer technology, internet and websites</p> <ul style="list-style-type: none"> <li>➤ ICT Services have commenced on a review of the communication technology needed for general service and in an emergency</li> <li>~ Service managers are encouraged to promote the latest cost effective equipment, including photo- and video- technology, in order for staff to perform to their maximum potential</li> </ul>
12. <i>Arrangements should be made to ensure that elected Members and staff receive up to date <b>accurate information</b> as to the emergency situation as it is develops and what action the Council is taking to respond.</i>	<p>✓ It has been agreed that the Communications Officer will provide regular information updates to staff and elected Members regarding developments during an emergency situation</p>
13. <i>A dedicated officer should be nominated for monitoring and maintaining the <b>welfare of staff and the public</b> involved in dealing with the emergency e.g. ensure adequate breaks, food, drink etc.</i>	<p>✓ The ERRP makes provision for an appropriate officer to be nominated to ensure the health and welfare of staff and the public who are involved in an emergency</p>



Recommendations	Progress
<p>14. The Council should do more to <b>encourage owners in areas at risk to properly protect their properties</b> and should explore the possibility of promoting and instigating a scheme of installing individual flood barriers.</p>	<ul style="list-style-type: none"> <li>✓ The Council has hosted a Flood Prevention Products Fair at Abingdon in February 2008 in conjunction with the Environment Agency and the National Flood Forum</li> <li>~ The Emergency Planning Officer is currently assisting in setting up local community groups. One purpose of these groups is to make self-help provision for the protection of individual properties or local areas</li> <li>~ The Council is continuing to work with the Environment Agency and other relevant organisations to promote and instigate schemes for flood alleviation and defences</li> <li>~ The Council awaits the second Pitt Review (due in August 2008) which will move the Government to give direction to Councils, the Environment Agency, etc.</li> <li>~ The work the Council can offer will be subject to the resources available in the future.</li> </ul>
<p>15. Training and <b>scenario-based workshops</b> should be provided to all elected Members and staff likely to be involved in an emergency planning.</p>	<ul style="list-style-type: none"> <li>➤ Specialist training will be arranged for staff and elected Members</li> </ul>
<p>16. The Council should carry out a <b>review of its response action</b> and resources in cases of flooding.</p>	<ul style="list-style-type: none"> <li>✓ The ERRP encapsulates the Council's intentions to perform well in cases of flooding</li> <li>✓ Debriefings will be arranged following each incident</li> <li>~ The Council will need to consider separately and formally its policies with regard to response action in flooding incidents – this will include the charging for sandbags, payment to staff, attitude to enforcement ref. riparian responsibilities, etc.</li> </ul>

## MISCELLANEOUS

## Some issues for attention

Challenges	
Establishment and development of Community Groups	EPO is working with several communities – Cane Lane; Sharland Close; Kingfishers; Denchworth Road and Pill Ditch in Grove – the Letcombes – the Hanneys – Kennington
European Union Restoration Fund	A response has been made to CLG regarding the protocol and principles. The Council will then be invited by CLG to bid for funding in June 08.
Red Cross hardship grants	207 residents who were displaced from their homes since July 07 have been mailshot inviting applications.
Main concerns for the Council?	Pitt Review consequences Council's preparedness Public's expectation
Future provisions	
Work to be done	
Training	Members, SMT, staff, workforce, public
Control Room	Telephones - Internet - Intranet - Maps - TV - Set up @ Wantage Civic Hall
Vehicles	Purchasing
Suppliers	Confirmations - sand
Contact Details	EMT, SMT, Operational Teams, Members, etc
Funding	EU Restoration Funds Red Cross
Flood Prevention Products	Work with Community Groups, Householders
Publicity	Website
Capital Schemes	
Tools & equipment	
Technology	
Additional manpower	
Communications & Media	

***What we are doing for Vale Residents***

Enforcement of riparian owners' responsibilities and enforcement
Updating Council policies, etc
Residents need to be helped to cater for themselves
Setting up and assisting local community flood groups. Grove – Wantage - Kennington (SHI) – Buscot - Hanneys - Sutton C - Steventon - Abingdon
Flood fairs, training opportunities, etc.
Fulfilment of Flood Review Recommendations
General and technical advice
Avoid raising hopes and expectations we cannot achieve

VALE OF WHITE HORSE DISTRICT COUNCIL

Report No. 21/07  
Wards Affected – All

**REPORT OF THE DEPUTY DIRECTOR (COMMERCIAL SERVICES)**  
**TO THE EXECUTIVE 6 JUNE 2008**

**NEW CHARGES FOR  
BUILDING REGULATIONS, the DSO and ADDRESS MANAGEMENT  
(Commencing 17 July 2008)**

**1.0 Introduction and Report Summary**

1.1 This report contains proposals to update this Council's Scheme of Charges relating to:

- Building Regulations
- Direct Services Organisation (DSO) and
- Address Management.

1.2 The changes are intended to ensure that the Charges:

- (a) do not fall below the "proper costs" of the service provided
- (b) are maintained at competitive and reasonable levels and
- (c) continue represent best value and the provision of a quality service

1.3 The contact officer for this report is Bill Farrar, Deputy Director (Commercial Services). Tel: 01235 540356, email address: [bill.farrar@whitehorsedc.gov.uk](mailto:bill.farrar@whitehorsedc.gov.uk)

**2.0 Recommendations**

2.1 *that the Executive recommends that the Council sets revised Charges, effective from 17 July 2008, for*

- (i) *Building Regulations and it adopts the revised "Scheme for the Recovery of Building Regulation Costs and Associated Matters" as its formal scheme, made under the Building (Local Authority Charges) Regulations 1998, and.*
- (ii) *the recovery of DSO and Address Management costs.*

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

3.1 This report complies with the following Council's Vision and objectives. It does not conflict with any Council Strategies and supports the following Corporate Priorities:

- *Creating a cleaner, greener, safer and healthier community and environment*

- *Improving and modernising access to our services.*

## **Building Regulations**

- 4.1 Local Authority Building Control has been subject to competition since the inception of Approved Inspectors in 1985. The Building (Local Authority Charges) Regulations 1998 gave power to Local Authorities to set their own charges for Building Regulation work.
- 4.2 The Charges are intended to provide a flexible method of recovering the costs generated by Building Regulation work only, which is separate from the other additional responsibilities of local authority building control.
- 4.3 The Regulations require the Council to make a Scheme of Charges for their Building Control function. Local Authorities are required to fix and publicise their Charges each financial year. In addition, they must produce, within its annual accounts, a "Building Control Statement" in which the income and "proper costs" relating to Building Regulations are clearly set out.
- 4.4 Although the Regulations require the level of Charges to be not less than the "proper costs" there is an expectation that they should not be too great either. The former is to prevent the occurrence of "unfair competition" with private sector building control whilst the latter is to ensure best value to customers.
- 4.5 The Department for Community and Local Government (CLG) has expressed its wish for local authorities to "balance" their accounts annually within a three-year rolling accounting period. The scheme is intended to be simple, self-regulating and accountable and such that this Council may follow accepted procedures laid down by CIPFA.
- 4.6 An increase in charges within the Schedules is proposed to take account of annual inflation costs and projected workload. Additional work categories have been added to Schedule 2 and alterations to the layout of Schedule 3 in line with customer feedback. The Service Area continues to monitor its income and expenditure and expects its 2008-09 accounts to show a small surplus.
- 4.7 The Service Area continues to comply with the CLG guidelines in setting Building Regulation Charges at appropriate levels ensuring that they:
  - (a) are in line generally with most other Councils' policies and rates
  - (b) in accordance with local groups, such as the Oxfordshire Local Authority Building Control and
  - (c) over a 3-year period, are not lower than the proper costs, not too high and are balanced within a modest accounting margin

## 5.0 **DSO and Address Management**

- 5.1 The DSO and Address Management set their own Charges for the discretionary services they provide in competition with the private sector.

- 5.2 The Charges are intended to provide a flexible method of recovering costs incurred by performing these functions involving various minor building and drainage-related work and naming and numbering of streets and properties.
- 5.3 The level of Charges are intended to be not less than the “proper costs” but not too great either. The former is to prevent the occurrence of “unfair competition” with the private sector whilst the latter is to ensure best value to customers.
- 5.4 The schemes are simple, self-regulating and accountable and such that this Council may follow accepted procedures laid down by CIPFA.
- 5.5 The proposed increase in charges is to take account of annual inflation costs and projected workload.

## 6.0 **Future Actions and Timescales**

### *Building Regulations*

- 6.1 A consultation paper on the Future of the current Building Control system in England and Wales ends on the 10 June 2008. Major procedural and technological changes will impact on how Building Control is both perceived and delivered in the future. In order to maintain a viable trading position in the building control market, meet statutory requirements and these challenges this Council will need to continue to keep its Charges under review.
- 6.2 In reviewing the Service Area’s Building Regulation Charges the Council is advised that proper consideration must be given to the levels of investment required to maintain and develop the quality service needed to successfully compete against private sector building control.

### *DSO and Address Management*

- 6.3 In order to maintain a viable commercial position and to provide an acceptable standard of service the Council will need to continue to keep these Charges under review.
- 6.4 The Council is advised that proper consideration must be given to the levels of investment required to maintain and develop the quality service needed to successfully compete.
- 6.5 The Council will be advised of any future changes that would significantly affect the services and will be the subject of a separate report from the Deputy Director (Commercial Services)

## 7.0 **Alternatives and Options**

### *Building Regulations*

- 7.1 The proposed Charges will continue to be in line with the majority of local authority building control bodies both nationally and locally.

7.2 If the Charges were to remain at the same levels the Service Area's quality of service, government expectation for a modern building control service and its ability to compete in a commercial market could be affected.

*DSO and Address Management*

7.3 The proposed Charges will continue to be in line with the other local authorities within the region.

7.4 If the Charges were to remain at the same levels the DSO and Address Management quality of service and its ability to compete in a commercial market could be affected.

**8.0 Additional Information**

8.1 Details of the proposed Charges for the DSO are set out in Appendix A to this report.

8.2 Details of the proposed Charges for Address Management are set out in Appendix A to this report.

8.3 Details of the proposed Charges for Building Regulations are set out in Appendix C to this report.

BILL FARRAR  
DEPUTY DIRECTOR (COMMERCIAL SERVICES)

STEVE BISHOP  
STRATEGIC DIRECTOR

## Appendix A

### DSO (Direct Services Organisation)

#### DRAINAGE AND GENERAL WORKS CHARGES

Effective From 17 July 2008

	New Charges	<i>Previous Charges</i>
<b>ATTENDANCE FEE</b>		
Within normal working	<b>£45.00</b>	<i>£42.00</i>
Out of hours	<b>£70.00</b>	<i>£60.00</i>
<i>(Separate attendance fee not applicable if actual work carried out)</i>		
<b>BLOCKAGES</b>		
Blockage clearance	<b>£79.00</b>	<i>£75.00</i>
Subsequent hours or part	<b>£65.00</b>	<i>£60.00</i>
Out of Hours min charge	<b>£85.00</b>	<i>£80.00</i>
Out of Hours (subsequent hours)	<b>£75.00</b>	<i>£70.00</i>
<b>SEPTIC TANKS</b>		
First 5,000 Litres (1,100 galls)	<b>£81.00</b>	<i>£78.00</i>
Subsequent per 500 Litres (110 Galls)	<b>£11.00</b>	<i>£10.00</i>
Emergency call out surcharge	<i>Price on request</i>	
<b>CCTV SURVEYS</b>		
Half day minimum charge	<b>£270.00</b>	<i>£260.00</i>
Labour subsequent hour or part	<b>£35.00</b>	<i>£30.00</i>
Unit subsequent hour or part	<b>£27.00</b>	<i>£25.00</i>



## Appendix B

**Scheme of Charges for Street Naming and Numbering Property  
Effective from 17 July 2008**

Charges - Street Naming and Numbering, etc. of Property				
Type of Work		Charge (£)	VAT (£)	Total (£)
<b>New Properties</b>				
Numbering or naming of new properties	1-2 units	60	10.50	70.50
	3-10 units	180	31.50	211.50
	11-20 units	360	63.00	423.00
	20 or more	480	84.00	564.00
Additional charge where this involves naming of a street		150	26.25	176.25
Additional charge where this involves naming of a building (eg. block of flats)		150	26.25	176.25
<b>Existing Properties</b>				
Change house name or property address		40	7.00	47.00
Changing a street name where requested by residents		250	43.75	293.75
<u>Plus</u> additional charge per property/unit		30	5.25	35.25
Enquiries – confirming information, i.e. legal searches, conveyancing, ancestral		120	21.00	141.00

**Scheme of Charges for Street Naming and Numbering Property  
Effective from 1 January 2007**

Charges - Street Naming and Numbering, etc. of Property				
Type of Work		Charge (£)	VAT (£)	Total (£)
<b>New Properties</b>				
Numbering or naming of new properties	1-2 units	50	8.75	58.75
	3-10 units	150	26.25	176.25
	11-20 units	300	52.50	352.50
	20 or more	400	70.00	470.00
Additional charge where this involves naming of a street		100	17.50	117.50
Additional charge where this involves naming of a building (eg. block of flats)		100	17.50	117.50
<b>Existing Properties</b>				
Change house name or property address		30	5.25	35.25
Changing a street name where requested by residents		200	35.00	235.00
<u>Plus</u> additional charge per property/unit		20	3.50	23.50
Enquiries – confirming information, i.e. legal searches, conveyancing, ancestral		100	17.50	117.50

## Building Regulations Charges for 2008-09

### Schedule 1 - Charges for New Dwellings

Number of Dwellings (1)	Plan Charge £ (2)	Inspection Charge £ (3)	Building Notice or Reversion Charge £ (4)	Regularisation Charge £ (5)
1	340.43	340.43	680.85	817.02
2	425.53	502.13	927.66	1,113.19
3	510.64	663.83	1,174.47	1,409.36
4	595.74	825.53	1,421.28	1,705.53
5	680.85	987.23	1,668.09	2,001.70
6	765.96	1,148.94	1,914.89	2,297.87
7	851.06	1,310.64	2,161.70	2,594.04
8	936.17	1,472.34	2,408.51	2,890.21
9	1,021.28	1,634.04	2,655.32	3,186.38
10	1,106.38	1,795.74	2,902.13	3,482.55
10 and over	1,106.38	1,795.74	2,902.13	3,482.55
Add for every dwelling more than 10 no.	+ 51.06	+ 76.60	+ 127.66	+ 112.34

## Schedule 2 - Garages, Carports, Domestic Extensions and certain alterations

Band	Type of Work (1)	Plan Charge £ (2)	Inspection Charge £ (3)	Building Notice or Reversion Charge £ (4)	Regularisatio n Charge £ (5)
A	Garage or carport having a floor area not exceeding 40m <sup>2</sup>	161.70	-	161.70	194.04
B	Extension of a dwelling the total floor area of which does not exceed 10m <sup>2</sup>	153.19	204.26	357.45	428.94
C	Extension of a dwelling the total floor area of which exceeds 10m <sup>2</sup> but does not exceed 40m <sup>2</sup>	161.70	306.38	468.09	561.70
D	Extension of a dwelling the total floor area of which exceeds 40m <sup>2</sup> but does not exceed 60m <sup>2</sup>	165.96	408.51	574.47	689.36
E	Loft Conversion up to 50m <sup>2</sup>	204.26	263.83	468.09	561.70
F	Replacement Windows (domestic <u>only</u> )	102.13	-	102.13	122.55
G	Electrical Installations	212.77	-	212.77	255.32

### Schedule 3 - Charges for All Other Building Work

Band	Type of Work (1)	Plan Charge £ (2)	Inspection Charge £ (3)	Building Notice or Reversion Charge £ (4)	Regularisation Charge £ (5)
A	£1,000 or less	110.64	-	110.64	132.77
B	£1,001 to £2,000	161.70	-	161.70	194.04
C	£2,001 to £4,000	212.77	-	212.77	255.32
D	£4,001 to £6,000	76.60	157.45	234.04	280.85
E	£6,001 to £8,000	85.11	170.21	255.32	306.38
F	£8,001 to £10,000	93.62	182.98	276.60	331.91
G	£10,001 to £12,000	102.13	195.74	297.87	357.45
H	£12,001 to £14,000	110.64	208.51	319.15	382.98
I	£14,001 to £16,000	119.15	221.28	340.43	408.51
J	£16,001 to £18,000	127.66	234.04	361.70	434.04
K	£18,001 to £20,000	136.17	246.81	382.98	459.57
L	£20,001 to £22,000	144.68	259.57	404.26	485.11
M	£22,001 to £24,000	153.19	272.34	425.53	510.64
N	£24,001 to £26,000	161.70	285.11	446.81	536.17
O	£26,001 to £28,000	170.21	297.87	468.09	561.70
P	£28,001 to £30,000	178.72	310.64	489.36	587.23
Q	£30,001 to £32,000	187.23	323.40	510.64	612.77
R	£32,001 to £34,000	195.74	336.17	531.91	638.30
S	£34,001 to £36,000	204.26	348.94	553.19	663.83
T	£36,000 to £38,000	212.77	361.70	574.47	689.36
U	£38,001 to £40,000	221.28	374.47	595.74	714.89
V	£40,001 to £45,000	255.32	391.49	646.81	776.17
W	£45,001 to £50,000	272.34	425.53	697.87	837.45
X	£50,001 to £55,000	289.36	459.57	748.94	898.72
Y	£55,001 to £60,000	306.38	493.62	800.00	960.00
Z	£60,001 to £65,000	323.40	527.66	851.06	1,021.28
AA	£65,001 to £70,000	340.43	561.70	902.13	1,082.55
BB	£70,001 to £75,000	357.45	595.74	953.19	1,143.83
CC	£75,001 to £80,000	374.47	629.79	1,004.26	1,205.11
DD	£80,001 to £85,000	391.49	663.83	1,055.32	1,266.38
EE	£85,001 to £90,000	408.51	697.87	1,106.38	1,327.66
FF	£90,001 to £95,000	425.53	731.91	1,157.45	1,388.94
GG	£95,001 to £100,000	442.55	765.96	1,208.51	1,450.21

<b>Band</b>	<b>Type of Work</b> <b>(1)</b>	<b>Plan Charge</b> <b>£</b> <b>(2)</b>	<b>Inspection Charge</b> <b>£</b> <b>(3)</b>	<b>Building Notice or Reversion Charge</b> <b>£</b> <b>(4)</b>	<b>Regularisation Charge</b> <b>£</b> <b>(5)</b>
HH	£100,001 to £1,000,000  Base Add for every £1,000 (or part) over £100,000	442.55  1.71	765.96  3.40	1,208.51  5.11	1,450.21  6.13
JJ	£1 million to £10 million  Base Add for every £1,000 (or part) over £1million	1,981.55  1.28	3,825.96  2.55	5,807.51  3.83	6,969.00  4.60
KK	More than £10 million  Base Add for every £1,000 (or part) over £10 million	13,501.55  0.86	26,775.96  1.70	40,277.51  2.55	48,369  3.06

**THE SCHEME FOR THE RECOVERY OF  
BUILDING REGULATION COSTS  
AND ASSOCIATED MATTERS**

**FOR**

**THE VALE OF WHITE HORSE DISTRICT COUNCIL**

*To Be Read In Conjunction With*

**The Building [Local Authority Charges] Regulations 1998**

**This Scheme is effective as of 17 July 2008**

# SCHEME FOR THE RECOVERY OF COSTS

## Principles of this Scheme

1. This Authority has set a range of Charges for functions relating to Building Regulations as prescribed in **Regulation 4** of the **Building (Local Authority Charges) Regulations 1998**:
  - **Plan Charge**: payable when Full Plans of the building work are deposited with this Authority.
  - **Inspection Charge**: payable after the first inspection is made by this Authority.
  - **Building Notice Charge**: payable when a Building Notice is given to this Authority.
  - **Reversion Charge**: payable for building work in relation to buildings
    - that have been substantially completed before plans are first deposited with this Authority in accordance with Regulation 20 of the Approved Inspectors Regulations, or
    - in respect of which plans for further building work have been deposited with this Authority in accordance with Regulation 20 of the Approved Inspectors Regulations,
    - on the first occasion on which those plans have been deposited.
  - **Regularisation Charge**: payable at the time of making an application to this Authority.
2. All Charges, other than the Regularisation Charge, which are payable to this Authority shall be subject to Value Added Tax at the standard rate.
3. The sum of the Plan Charge and the Inspection Charge shall be equal to the Building Notice Charge.
4. The Reversion Charge shall be equal to the Building Notice Charge.
5. The Regularisation Charge in respect of any work shall be 20% greater than the respective Building Notice Charge.
6. In the case of a Full Plans application the Inspection Charge is payable as a single payment.
7. In the case of an extension to a dwelling, which has a floor area exceeding 60m<sup>2</sup> and is based on the estimated cost of the work (in accordance with Schedule 3), the Building Notice Charge or the sum of the Plan Charge and the Inspection Charge payable to this Authority shall be not less than that specified in Band D in Schedule 2 (i.e. £670.00).
8. Where a Plan Charge has been paid and not refunded, this Authority may, in any case they consider reasonable, decide not to make a further Plan Charge in respect of plans subsequently deposited for substantially the same building work.
9. Any Plan Charge, Inspection Charge, Reversion Charge, or Building Notice Charge is to be payable by the person who carries out the building work, or on whose behalf the building work is carried out, and any Regularisation Charge is to be payable by the owner of the building.
10. Where for any reason notice of passing or rejection of plans is not given within the period required by Section 16 of the Act, the Plan Charge paid shall be refunded;



11. Non-Payment of a Charge - in accordance with Regulation 10(2) of the Building (Local Authority Charges) Regulations 1998, Full Pans are not treated as deposited for the purposes of Section 16 of the 1984 Act or Building Notices given unless this Authority has received the correct Charge.

12. Charges are not payable in respect of work, which is carried out for the benefit of a disabled person in accordance with Regulation 9 of the Building (Local Authority Charges) Regulations 1998, which states:

*"A Local Authority is not authorised to fix by means of a scheme and recover a Charge*

- (a) where they are satisfied that the whole of the building works in question consists of an alteration and*
- (b) where the building work is*
  - i. solely for the purpose of providing means of access to enable disabled persons to get into or out of an existing building and to or from any part of it or of providing facilities designed to secure the greater health, safety, welfare or convenience of such persons; and*
  - ii. is to be carried out in relation to*
    - a) an existing building to which members of the public are admitted (whether on payment or otherwise) or*
    - b) an existing dwelling which is, or is to be, occupied by a disabled person".*

*"A Local Authority is not authorised to fix by means of a scheme and recover a charge which consists solely of a Charge in respect of building work for the provision or extension of a room in a dwelling where they are satisfied that the sole use of the room is or will be*

- a. for the carrying out of medical treatment of a disabled person which cannot reasonably be carried out in any other room in the dwelling or*
- b. for the storage of medical equipment for the use of a disabled person or*
- c. to provide necessary accommodation or a necessary facility by adapting or replacing accommodation or a facility which already existed within the building which was incapable of being used, or used without assistance, by the disabled person.*

In this regulation, "disabled person" means a person who is within any of the descriptions of persons to whom section 29(1) of the National Assistance Act 1948 applied, as that section was extended by virtue of section 8(2) of the Mental Health Act 1959, but not taking into account amendments made to section 29(1) by paragraph 11 of Schedule 13 to the Children Act 1989".

## **Estimates**

In order to determine the correct Charge, this Authority requires a written estimate of the cost of the building work to be submitted together with the any application for Building Regulations

A written estimate is also required when building work reverts to this Authority in accordance with Regulation 11(2) of the Building (Local Authority Charges) Regulations 1998.

The "estimate" is required to be an amount as would be reasonably charged by a person in business carrying out such building work (excluding value-added tax)

## **Reductions**

1. Except as detailed in paragraph 2 below, where one application for Building Regulations is in respect of two or more buildings, or building works, all of which are substantially the same as each other a reduction in the Charge may be applied by this Authority.
2. Where an application for Building Regulations relates to the replacement of windows, roof lights, roof windows and external doors and the building work is substantially the same a reduction in the relevant Charge may be applied by this Authority.
3. In accordance with Regulation 8b of the Building (Local Authority Charges) Regulations 1998, a reduction in the relevant Charge may be applied by this Authority provided
  - (a) an application for Building Regulations relates to building work that is substantially the same as:
    - i. plans that have previously been approved by this Authority or
    - ii. building works that have previously been inspected by this Authority, and
  - (b) this Authority is satisfied that the applicant is the same person who submitted the original application

## **Charges for New Dwellings**

Where building work relates to new buildings of houses, flats or maisonettes not exceeding 3 storeys in height or 300 m<sup>2</sup> in total floor area the Charges for that building work are detailed in Schedule 1.

1. The Plan Charge payable in respect of the erection, or creation, of one or more dwellings is shown in column (2) of Schedule 1
2. The Inspection Charge payable in respect of the erection, or creation, of one or more dwellings is shown in column (3) of Schedule 1.
3. The Building Notice Charge payable in respect of the erection, or creation, of one or more dwellings is shown in column (4) of Schedule 1.
4. The Reversion Charge payable in respect of the erection, or creation, of one or more dwellings is shown in column (4) of Schedule 1.
5. The Regularisation Charge payable in respect of the erection, or creation, of one or more dwellings is an amount equal to 120 percent of the relevant Building Notice Charge and as shown in column (5) of Schedule 1.
6. Interpretation of Schedule 1.

For the purposes of the Schedule, the reference in the heading to column (1) is a reference to the number of dwellings in the building or buildings referred to.

## Schedule 1 - Charges for New Dwellings

<b>Number of Dwellings</b> (1)	<b>Plan Charge</b> £ (2)	<b>Inspection Charge</b> £ (3)	<b>Building Notice or Reversion Charge</b> £ (4)	<b>Regularisation Charge</b> £ (5)
1	340.43	340.43	680.85	817.02
2	425.53	502.13	927.66	1,113.19
3	510.64	663.83	1,174.47	1,409.36
4	595.74	825.53	1,421.28	1,705.53
5	680.85	987.23	1,668.09	2,001.70
6	765.96	1,148.94	1,914.89	2,297.87
7	851.06	1,310.64	2,161.70	2,594.04
8	936.17	1,472.34	2,408.51	2,890.21
9	1,021.28	1,634.04	2,655.32	3,186.38
10	1,106.38	1,795.74	2,902.13	3,482.55
10 and over	1,106.38	1,795.74	2,902.13	3,482.55
Add for every dwelling more than 10 no.	+ 51.06	+ 76.60	+ 127.66	+ 112.34

## **Charges For Garages, Carports and Domestic Extensions and Alterations**

1. Where building work comprises:
  - (a) the erection of a detached or attached building consisting of a garage or carport (or both) having a total floor area not exceeding 40m<sup>2</sup>, is intended only to accommodate vehicles and is used in common with an existing dwelling or
  - (b) the extension of any dwelling by a floor area not exceeding 60m<sup>2</sup>.
  - (c) the Charges for that building work are set by reference to the floor area of the building or extension.
2. In the case of 1(c) above,
  - where there is more than one extension to a building used (or intended to be used) for the purposes of a single dwelling, the floor area of all such extensions shall be aggregated to determine the relevant Charge payable
  - where the aggregate of the floor area of all extensions does not exceed 60m<sup>2</sup>, the relevant Charge is based on the total floor area of the extensions.
  - where the aggregate of the floor area of the extension(s) exceeds 60m<sup>2</sup>, the relevant Charge is based on the estimated cost of the building work as prescribed in Regulation 6 of the Building (Local Authority Charges) Regulations 1998 and shall be determined in accordance with Schedule 3.
3. Details of Charges are given in Schedule 2 in respect of extensions of any dwelling by a floor area not exceeding 60m<sup>2</sup> and of the erection of a detached or attached building which consists of a garage or car port or both with a total floor area not exceeding 40m<sup>2</sup> and intended for use with an existing dwelling.

### **4. Calculation of Charges**

For work specified in column (1) of Schedule 2:

- (a) the Plan Charge payable is the amount shown in column (2) of the Schedule
- (b) the Inspection Charge payable is the amount shown in column (3) of the Schedule
- (c) the Building Notice Charge payable is the amount shown in column (4) of the Schedule
- (d) the Reversion Charge payable is the amount shown in column (4) of the Schedule
- (e) the Regularisation Charge payable is the amount shown in column (5) of the Schedule

### **5. Interpretation of Schedule 2**

- (a) Where the work comprises, or includes, the erection of more than one extension to a building, used or intended to be used for the purposes of a single private dwelling, the total floor areas of all such extensions shall be aggregated in determining the Charge payable in accordance with Schedule 2.
- (b) Where the aggregated floor area is greater than 60m<sup>2</sup> the Charge payable is calculated in accordance with Schedule 3.
- (c) In the Schedule below an extension is defined as having no more than three storeys, each basement level counting as one storey.

## Schedule 2 - Garages, Carports, Domestic Extensions and certain alterations

Band	Type of Work (1)	Plan Charge £ (2)	Inspection Charge £ (3)	Building Notice or Reversion Charge £ (4)	Regularisatio n Charge £ (5)
A	Garage or carport having a floor area not exceeding 40m <sup>2</sup>	161.70	-	161.70	194.04
B	Extension of a dwelling the total floor area of which does not exceed 10m <sup>2</sup>	153.19	204.26	357.45	428.94
C	Extension of a dwelling the total floor area of which exceeds 10m <sup>2</sup> but does not exceed 40m <sup>2</sup>	161.70	306.38	468.09	561.70
D	Extension of a dwelling the total floor area of which exceeds 40m <sup>2</sup> but does not exceed 60m <sup>2</sup>	165.96	408.51	574.47	689.36
E	Loft Conversion up to 50m <sup>2</sup>	204.26	263.83	468.09	561.70
F	Replacement Windows (domestic <u>only</u> )	102.13	-	102.13	122.55
G	Electrical Installations	212.77	-	212.77	255.32

**Work Other Than To Which Schedules 1 and 2 Apply (i.e. Schedule 3)**

1. All Charges other than those referred to above are determined by reference to the estimated cost of the building work and are detailed in Schedule 3 (*Estimated Cost*).
2. Where building work relates to:
  - (a) new buildings of houses, flats or maisonettes exceeding 3 storeys in height 300 m<sup>2</sup> in total floor area, or
  - (b) existing buildings which are to be extended or altered and converted into dwelling unitsthe Charges for that building work are detailed in Schedule 3.
3. Where building work consists of alterations to a dwelling to form a room (or rooms) in a roof space over 50m<sup>2</sup> the Charge payable shall be determined in accordance with Schedule 3.
4. Charges relating to cavity wall insulation, unvented hot water systems or any extension or alteration of a dwelling not detailed in schedule 2, are subject to Schedule 3
5. The Plan Charge is payable in respect of any work is shown in Schedule 3 based on the estimated cost of that work.
6. The Inspection Charge is payable in respect of any work is shown in Schedule 3 based on the estimated cost of that work.
7. The Building Notice Charge and Reversion Charge in respect of any work is shown in Schedule 3 based on the estimated cost of that work.

### Schedule 3 - Charges for All Other Building Work

Band	Type of Work (1)	Plan Charge £ (2)	Inspection Charge £ (3)	Building Notice or Reversion Charge £ (4)	Regularisation Charge £ (5)
A	£1,000 or less	110.64	-	110.64	132.77
B	£1,001 to £2,000	161.70	-	161.70	194.04
C	£2,001 to £4,000	212.77	-	212.77	255.32
D	£4,001 to £6,000	76.60	157.45	234.04	280.85
E	£6,001 to £8,000	85.11	170.21	255.32	306.38
F	£8,001 to £10,000	93.62	182.98	276.60	331.91
G	£10,001 to £12,000	102.13	195.74	297.87	357.45
H	£12,001 to £14,000	110.64	208.51	319.15	382.98
I	£14,001 to £16,000	119.15	221.28	340.43	408.51
J	£16,001 to £18,000	127.66	234.04	361.70	434.04
K	£18,001 to £20,000	136.17	246.81	382.98	459.57
L	£20,001 to £22,000	144.68	259.57	404.26	485.11
M	£22,001 to £24,000	153.19	272.34	425.53	510.64
N	£24,001 to £26,000	161.70	285.11	446.81	536.17
O	£26,001 to £28,000	170.21	297.87	468.09	561.70
P	£28,001 to £30,000	178.72	310.64	489.36	587.23
Q	£30,001 to £32,000	187.23	323.40	510.64	612.77
R	£32,001 to £34,000	195.74	336.17	531.91	638.30
S	£34,001 to £36,000	204.26	348.94	553.19	663.83
T	£36,000 to £38,000	212.77	361.70	574.47	689.36
U	£38,001 to £40,000	221.28	374.47	595.74	714.89
V	£40,001 to £45,000	255.32	391.49	646.81	776.17
W	£45,001 to £50,000	272.34	425.53	697.87	837.45
X	£50,001 to £55,000	289.36	459.57	748.94	898.72
Y	£55,001 to £60,000	306.38	493.62	800.00	960.00
Z	£60,001 to £65,000	323.40	527.66	851.06	1,021.28
AA	£65,001 to £70,000	340.43	561.70	902.13	1,082.55
BB	£70,001 to £75,000	357.45	595.74	953.19	1,143.83
CC	£75,001 to £80,000	374.47	629.79	1,004.26	1,205.11
DD	£80,001 to £85,000	391.49	663.83	1,055.32	1,266.38
EE	£85,001 to £90,000	408.51	697.87	1,106.38	1,327.66
FF	£90,001 to £95,000	425.53	731.91	1,157.45	1,388.94
GG	£95,001 to £100,000	442.55	765.96	1,208.51	1,450.21

<b>Band</b>	<b>Type of Work (1)</b>	<b>Plan Charge £ (2)</b>	<b>Inspection Charge £ (3)</b>	<b>Building Notice or Reversion Charge £ (4)</b>	<b>Regularisation Charge £ (5)</b>
HH	£100,001 to £1,000,000				
	Base	442.55	765.96	1,208.51	1,450.21
	Add for every £1,000 (or part) over £100,000	1.71	3.40	5.11	6.13
JJ	£1 million to £10 million				
	Base	1,981.55	3,825.96	5,807.51	6,969.00
	Add for every £1,000 (or part) over £1million	1.28	2.55	3.83	4.60
KK	More than £10 million				
	Base	13,501.55	26,775.96	40,277.51	48,369
	Add for every £1,000 (or part) over £10 million	0.86	1.70	2.55	3.06



REPORT OF THE DEPUTY DIRECTOR (HOUSING AND COMMUNITY SAFETY)  
TO THE EXECUTIVE  
6 JUNE 2008

**Homelessness Strategy 2008-2013**

**1.0 Introduction and Report Summary**

- 1.1 The Homelessness Act 2002 introduced a legislative requirement for all local housing authorities to carry out a review of homelessness in their district and to produce a homelessness strategy setting out how homelessness was going to be tackled.
- 1.2 The first strategy was required to be published by July 2003, and strategies must be reviewed at least every 5 years. The Council's first Homelessness Strategy was published in July 2003.
- 1.3 The Council have now produced a second Homelessness Strategy 2008-13, which has been informed by the findings of a review of homelessness in the District carried out over 2007-08.
- 1.4 This report summarises the priority areas that the new Homelessness Strategy will seek to address. The Council is required to publish the Strategy by July 2008.
- 1.5 The Contact Officers for this report is Lyn Scaplehorn, Housing Advice Team Leader (01235 520202 Ext 579).

**2.0 Recommendations**

- (a) *That the Executive adopt the new Homelessness Strategy 2008-13*
- (b) *That the Executive ask the Housing Advice team to implement the action plans developed as part of the Homelessness Strategy 2008-13*

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

- (a) This report relates to all the objectives of the Council's vision statement
- (b) This report complied with the Housing Strategy.
- (c) This report complies with existing policy in respect of homelessness.

**4.0 Background and Supporting Information**

- 4.1 The Council's first Homelessness Strategy was produced in 2003. Since then, there have been major changes to how homelessness services are delivered in the District.
- 4.2 This second Strategy builds upon successes by identifying what has worked well and ensuring these services are maintained and developed. The Strategy also identifies areas where there are still gaps in service provision, and action plans have been developed to tackle these gaps.

- 4.3 The Strategy has been produced based on the findings of the Council's Homelessness Review. The Review was carried out over 2007-08 and was made up of five main parts:
- An analysis of progress made on the action points of the first Homelessness Strategy.
  - An analysis of homelessness data collected by the Council.
  - A review of homelessness services using the model developed by the Department of Communities and Local Government.
  - Identification of existing services for homeless people in the Vale.
  - Consultation with key stakeholders, staff and service users.

## **5.0 The Homelessness Strategy 2008-13- Identification of Priorities**

5.1 The Review has shown up areas where the Council needs to focus resources in order to deliver further improvements in outcomes for people threatened with homelessness.

5.2 These priorities can be grouped under six main headings as follows:

- (a) Improve partnership working to prevent homelessness.
- (b) Improve and develop prevention services for young people.
- (c) Target homeless prevention initiatives effectively.
- (d) Further professionalisation of housing advice services.
- (e) Improve and reduce the provision of temporary accommodation.
- (f) Maximise the supply of affordable housing.

### **(a) Improve partnership working in order to prevent homelessness**

The Review showed up many examples of good partnership working that are having a direct impact on the prevention of homelessness. However, there still remain significant gaps that limit the ability of the Council to achieve its objectives.

We will improve partnership working by:

- Ensuring existing protocols are efficient
- Establishing new protocols and arrangements where necessary
- Raising awareness of protocols and partnerships
- Establishing a Vale Homelessness Forum to oversee the implementation of the strategy

### **(b) Improve and develop prevention services for young people**

The review suggests that this is a priority because there is evidence that there are more significant barriers to young people accessing private rented accommodation, and therefore an increased risk of homelessness.

We have made significant progress in tackling this issue with acceptances of 16-17 year olds, falling to just five young persons in 2007/08; this represents 6% of all acceptances.

It is our intention to build on this progress by:

- Ending the use of B&B for young people by 2010 in line with Government objectives
- Reducing the use of out-of-area placements for young people
- Continuing to reduce the level of homeless acceptance for this group

- Improving prevention outcomes for young people

We will improve and develop prevention services for young people by:

- Developing a Youth Homelessness Strategy
- Establishing a supported lodgings scheme
- Working with The Foyer and the Supporting People Team to provide accommodation for young people with high support needs
- Establishing and promoting prevention options for young people
- Continuing to work with the Oxfordshire County Council Joint Housing Team to deal with issues.

**(c) Target homeless prevention initiatives effectively**

The Council intends to maintain and further improve its homeless prevention framework. In 2004 we introduced a database to record all prevention and options activity. This has enabled us to more closely monitor statistical data to identify trends or areas of concern which may suggest that gaps in service are leading to rising levels of homelessness among a particular client group.

The review included analysis of this data that suggests we need to target services more effectively to the following client groups:

- people homeless as a result of leaving armed forces accommodation
- people homeless as a result of mortgage arrears
- people homeless due to domestic violence

We will ensure that prevention initiatives are targeted effectively by:

- Maintaining the current options toolkit
- Spending prevention funds effectively
- Entering into a new service level agreement with a company providing mediation services
- Marketing housing options for people leaving the armed forces
- Ensuring staff have appropriate expertise in dealing with mortgage repossessions
- Establishing refuge provision in the area
- Agreeing common policies and procedures with main housing association partners for people at risk of domestic violence

**(d) Further professionalisation of the housing advice service**

The housing advice service has worked with 1053 households over the past three years, achieving successes in 60% of cases. To maintain and build upon these successes we will ensure that the service is properly resourced and managed in order to ensure the best possible outcomes for homeless people.

We will maintain and build on these achievements by:

- Introducing individual performance monitoring for officers both in housing options and private sector lettings
- Introducing a framework for customer service feedback
- Introducing a rolling training programme for housing advice staff
- Setting up and maintaining a central library for housing publications
- Producing new literature for White Horse Lettings and developing a marketing campaign to attract new landlords
- Providing an enhanced service to homeless households

### **(e) Improving and reducing the provision of temporary accommodation**

The review also focussed on our success in delivering the government's target of reducing temporary accommodation. The Council's 2010 temporary accommodation target was to halve the number of households in temporary accommodation from 180 to 90. This has been achieved two years early. We aim to further reduce this to 62 by 2010. The Council's 2010 Temporary Accommodation Plan sets out how we will achieve this target.

Even though the Council is committed to its 2010 target, some households will continue to be placed in temporary accommodation. It is therefore important that the Council takes steps to ensure that people's experiences of temporary accommodation are positive. It is also important that the Council adopts procedures to ensure that people are supported in temporary accommodation so as to prevent repeat homelessness and enable them to move on to permanent housing.

We will both improve and reduce the provision of temporary accommodation by:

- Undertaking a comprehensive review of temporary accommodation, to include value for money, best service provider, service level agreements, and the type (size, tenancy and location) of temporary accommodation
- Submitting proposals and a subsequent action plan following the comprehensive review
- Producing a new Temporary Accommodation Reduction Plan
- Proactively managing households in temporary accommodation by ensuring that they are bidding for permanent accommodation
- Improving support for households in temporary accommodation
- Introducing a service contract with a local removal company

### **(f) Maximising the supply of affordable housing**

Demand for affordable housing continues to outstrip supply. Therefore, both the supply of affordable housing and the mechanism by which it is let has a direct impact upon homelessness levels in the District.

The Council has committed to a target of enabling the development of 100 new units per year of social housing.

We will maximise the supply of affordable housing by:

- Working with planners, developers and housing associations to meet new-build targets for affordable housing
- Implementing and reviewing the effects of the new Allocations Policy to ensure it supports the homelessness strategy
- Introducing and reviewing a sub-regional Choice Based Lettings scheme

## **6.0 Taking The Strategy Forward**

6.1 Full action plans have been produced detailing how the Strategy will be implemented in the coming years.

6.2 We will be setting up a Homelessness Group to oversee the implementation of this Strategy and to address emerging issues throughout its lifetime. This group will meet

twice a year and will be made up of representatives of all key stakeholders, including the portfolio holder.

- 6.3 In addition to this, progress on the implementation of the Homelessness Strategy will be reported to the Senior Management Team and the Executive as part of the service monitoring processes.

LYN SCAPLEHORN  
TEAM LEADER (HOUSING ADVICE)

**BACKGROUND PAPERS: Homelessness Strategy 2008-13**

**Vale of White Horse District Council District Council**

**Homelessness Strategy 2008-13**

## **Executive Summary**

The Vale of White Horse District Council is committed to preventing homelessness in the District. We published our first Homelessness Strategy in 2003. Since then, there have been significant steps taken to tackle homelessness in the Vale.

- We have reduced homeless acceptances by 54% over the last five years
- We have halved the number of households in Temporary Accommodation, meeting our 2010 target two years early
- We have established a comprehensive Housing options service and secured additional funding dedicated towards preventing homelessness
- We have prevented 630 households from becoming homeless over the last three years

This is our second strategy which will build on these successes and take action where there are still gaps in services. The Homelessness Strategy 2008-13 has been produced as a result of a review of homelessness in the District. As part of the review, the Council:

- Analysed progress made on action points of the first homelessness strategy
- Analysed homelessness data collected by the Council
- Reviewed homelessness services using the model developed by the Department of Communities and Local Government (DCLG)
- Identified existing services for homeless people in the Vale
- Consulted with key stakeholders, staff and service users

The homelessness review has shown key areas on which the Council needs to focus its efforts in order to continue to build on the achievements that have already been made.

These priorities can be grouped under six main headings as follows:

1. Improve partnership working to prevent homelessness
2. Improve and develop prevention services for young people
3. Target homeless prevention initiatives effectively
4. Further professionalisation of the housing advice service
5. Improve and reduce the provision of temporary accommodation
6. Maximise the supply of affordable housing

Full action plans have been developed to show how we will implement these priorities. The implementation will be monitored by the Vale Homelessness Forum and the Council's Senior Management Team.

## **Introduction**

The Council's first Homelessness Strategy was produced in 2003. Since then, there have been major changes to how homelessness services are delivered in the District. There has been a deliberate shift in resources away from the more traditional approach of assisting homeless households through the statutory framework once they become homeless to one in which the Council works in partnership with people at risk of homelessness to enable them to resolve their situation.

The most visible sign of this new approach has been the development of housing options services aimed at preventing homelessness by early intervention, appropriate advice and the provision of a range of prevention initiatives. The primary objective of this approach is to prevent individual households from suffering the trauma of homelessness. However, the reasons for people becoming homeless are complex and unfortunately in some cases we cannot prevent homelessness. In re-focusing our services, we have also worked hard to improve the experiences of those people who do become homeless in the Vale.

In producing this second Homelessness Strategy the Council aims to put into practice the lessons learnt from both developing and implementing its first strategy. This new strategy will build on successes by identifying what has worked well and ensuring these services are maintained and developed. This second Strategy will importantly identify areas where there are still gaps in service provision, and develop action plans to tackle this.

## **Achievements Since 2003**

1. A 54% reduction in the number of homelessness acceptances over the last five years
2. A comprehensive 2010 Temporary Accommodation Action Plan produced
3. A 50% reduction in the number of households in temporary accommodation
4. The housing advice team restructured to provide a comprehensive, caseworked approach to homeless prevention
5. The Housing Advice Team gained ISO9000:9002 accreditation
6. A dedicated fund for front- line staff to use to prevent homelessness has been introduced
7. An additional £40,000 of central government funding has been secured for the next three years to further develop homeless prevention services
8. The appointment of a full-time Private Lettings Officer to enable people to access private rented accommodation
9. The production of a Housing Services Directory
10. An increase in the number of Deposit Guarantee Bonds issued from 11 in 2004 to 49 in 2007
11. 630 households prevented from becoming homeless over the last three years
12. A programme of home visits introduced for people threatened with family evictions
13. All staff have received training in mediation and negotiation skills
14. The successful launch of the Council's Choice Based Lettings scheme
15. Recognition from the Audit Commission of how the Council's model of linking homeless prevention to Choice Based Lettings is an example of good practice
16. The introduction of a Sanctuary Scheme to enable victims of Domestic Violence to remain at home
17. Funding for four refuge spaces across Vale and South secured as part of Supporting People programme
18. The introduction of a common assessment and referral form across Oxfordshire for young people with housing and support needs
19. The opening of The Abingdon Foyer, a supported housing scheme for young people offering training and employment opportunities



## **District Profile**

The Vale of White Horse District is a rural area located to the south and west of Oxford City with a resident population of 116,000. The District contains three market towns together with urban areas to the west of Oxford City. The area is generally affluent, with low unemployment and relatively high wages.

The total number of dwellings in the district as of 31 March 2007 was 48,717. The level of owner occupation is at 77%, higher than the national average of 74.4%.

Owner Occupied	77%
Private Rented	7%
RSL	13%

The cost of housing in the Vale, both for home ownership and renting, is above the national average with average entry costs for first time buyers being in the region of £220,000.

## **Housing Need In The Vale**

The most recent Housing Needs Survey (2005) concludes that that the Council needs to enable the development of 845 affordable lets each year to meet the level of need in the District.

There are currently 3701 households on the Council's Housing Register, with 145 assessed as being in urgent need and 608 assessed as being in high need. On average, 350 relets of social housing become available each year, with approximately one third of these being elderly designated.

## **Main Findings Of The Review**

### **Main reasons for homelessness – 2007/08**

<b>Reason</b>	<b>National</b>	<b>Regional</b>	<b>Vale</b>
Parents, family or friends exclusion	35%	38%	35%
Domestic violence	12%	9%	16%
End of Assured Shorthold Tenancy	16%	13%	13%

### **Main reasons for priority need - 2007/08**

<b>Reason</b>	<b>National</b>	<b>Regional</b>	<b>Vale</b>
Dependant child	58%	44%	64%
Pregnancy	11%	25%	16%
16/17 year olds	7%	9%	6%

### **Main findings of the stakeholder consultation**

The majority of customers accessing the housing advice and homelessness service found the service to be easy to access and informative. Of those living in temporary accommodation, 80% were satisfied with the accommodation.

The consultation with stakeholders showed worrying gaps in awareness of what the Council currently does to help prevent homelessness. Some of the services currently being offered that partners were not aware of include:

- The financial assistance that is offered to enable people to access private rented accommodation
- Floating support services available for young people

Consultation with stakeholders also showed a lack of awareness of some of the initiatives by the Council to tackle gaps. These include:

- Development of refuge provision in the District
- Development of supported housing schemes
- Development of accommodation for people with high support needs
- Reconfiguration of floating support and resettlement services across the County to meet need

There are gaps in partnership arrangements which are more visible for certain client groups, including:

- people leaving prison
- young offenders
- tenants at risk of homelessness
- people returning from drug rehabilitation
- people leaving Armed Forces accommodation

Despite successes there are some serious gaps in provision. The housing advice service at present does not have a formal service level agreement (SLA) with a mediation service after the previous supplier closed. There is no formal SLA with providers of temporary accommodation. Consultation with service users is weak.

### **The Development Of The Homelessness Strategy**

The strategy has been produced based on the findings of the Council's homelessness review. The review was carried out over the winter of 2007-08 and was made up of five main parts:

- Analysis of progress made on action points of the first Homelessness Strategy
- Analysis of homelessness data collected by the Council
- Review of homelessness services using the model developed by the DCLG.
- Identifying existing services for homeless people in the Vale
- Consulting with key stakeholders, staff and service users

A copy of the Council's Homelessness Review can be obtained by visiting the Vale of White Horse District Council's website [www.whitehorsedc.gov.uk](http://www.whitehorsedc.gov.uk) or by telephoning 01235 520202.

### **Strategic Links**

The Council's Homelessness Strategy should not be viewed in isolation, the strategic aims and actions contain links to both national and regional priorities.

At a national level, the DCLG's emphasis is on reducing homelessness by offering a comprehensive range of prevention initiatives, enabling more people to access a settled home and halving the numbers living in temporary accommodation by 2010.

Clearly, the supply of affordable housing and the mechanisms by which this housing is let has direct implications for the level of homelessness within the District. At the centre of the Regional Housing Strategy is the provision of more affordable homes. The development of Affordable Housing is also a key corporate priority for the Vale.

The Council's Housing Strategy describes the need to assist homeless people by developing homeless prevention initiatives, including mediation services and ensuring support is available to enable people to manage their tenancies.

Key performance indicators have been established to measure the effectiveness of the Council's prevention work. These include:

- preventing 100 households per year from becoming homeless due to prevention work
- preventing homelessness in at least 60% of all households approaching the council for assistance

There are close links between the Council's Homelessness Strategy and the 2010 Temporary Accommodation Plan.

The Community Strategy contains a commitment to provide more and better facilities for the homeless.

We also work in partnership with our Oxfordshire neighbours to prevent homelessness. Oxfordshire Housing Partnership is a forum of Members and senior officers tasked with forming effective partnerships to tackle housing issues. At front line level, homeless managers meet as part of the District Homeless Group. Supporting People and other key stakeholders are represented at these forums.

Local Area Agreements are also in place around homeless prevention.

Homelessness services in the Vale are also affected by the Supporting People Strategy. The Council takes a lead role at both senior officer and Member level in the decision making process regarding how services are funded by the Supporting People Team within Oxfordshire.

### **The Strategy- Identification Of Priorities**

The Council's first Homelessness Strategy contained 41 different actions under four broad headings. There was little detail provided of how the Council intended to achieve its objectives or what resources would be available. The Council believes that its first Strategy was somewhat over-ambitious and was more about what it aspired to do rather than what could be achieved with available resources.

Despite this, many of the actions have been achieved. The overarching aim to reduce homelessness by offering better services has been achieved with significant reductions in homelessness and the use of temporary accommodation. The Council's second Homelessness Strategy will continue to develop and build on the successes of the first Strategy, especially in the areas of homeless prevention.

The Review has however shown up clear areas in which the Council needs to focus resources in order to deliver further improvements in outcomes for people threatened with homelessness.

The review of homelessness in the Vale has shown key areas on which the Council needs to focus its efforts in order to continue to build on the achievements that have already been made.

These priorities can be grouped under six main headings as follows:

1. Improve partnership working to prevent homelessness
2. Improve and develop prevention services for young people
3. Target homeless prevention initiatives effectively
4. Further professionalisation of housing advice services
5. Improve and reduce the provision of temporary accommodation
6. Maximise the supply of affordable housing

## **Priorities**

### **1. Improve partnership working in order to prevent homelessness**

The Council believes that effective partnership working coupled with a good range of prevention tools will have the greatest impact on the level of homelessness in the District.

The review showed up many examples of good partnership working that are having a direct impact on the prevention of homelessness.

However, there still remain significant gaps that limit the ability of the Council to achieve its objectives. Links with some key stakeholders are extremely poor, and in some cases, non-existent.

Furthermore, there is no forum of all key stakeholders whose primary function is to tackle homelessness in the District

We will improve partnership working by:

- Ensuring existing protocols are efficient
- Establishing new protocols and arrangements where necessary
- Raising awareness of protocols and partnerships
- Establishing a Vale Homelessness Forum

### **2. Improve and develop prevention services for young people**

The Council is firmly committed to tackling youth homelessness. In developing this as a separate priority, the Council acknowledges that the options toolkit needs to be specialised to meet the particular needs of young people. The Council also believes that there are more significant barriers to young people accessing private rented accommodation.

In 2006/07, fifteen 16-17 year olds were accepted as homeless representing 17% of all acceptances. In 2005/06, the figure for 2005/06 was even higher at nineteen households. This was against regional averages of 9% on 2006/07. We have made significant progress in tackling this issue with acceptances of 16-17 year olds falling to just five in 2007/08 which represents 6% of all acceptances.

It is our intention to build on this progress by:

- Ending the use of B&B for young people by 2010 in line with Government

objectives

- Reducing the use of out-of-area placements for young people
- Continuing to reduce the level of homeless acceptance for this group
- Improving prevention outcomes for young people

We will improve and develop prevention services for young people by:

- Developing a Youth Homelessness Strategy
- Establishing a supported lodgings scheme
- Working with The Foyer and the Supporting People Team to provide accommodation for young people with high support needs
- Establishing and promoting prevention options for young people
- Continuing to work with the Oxfordshire County Council Joint Housing Team to deal with issues.

### **3. Target homeless prevention initiatives effectively**

The Council intends to maintain and further improve its homeless prevention framework. In 2004 we introduced a database to record all prevention and options activity. This has enabled us to more closely monitor statistical data to identify trends or areas of concern which may suggest that gaps in service are leading to rising levels of homelessness among a particular client group.

In the Vale, recent data concerning those homeless due to leaving the armed forces has shown a worrying trend. There is an army base in the District, and in the last year we have seen a marked increase in the numbers of people who are homeless due to leaving the armed forces, from just one in 2006/07 to four in 2007/08. Early analysis of acceptances for 2008/09 show that in just one month (April 08), five households have been accepted as homeless due to leaving the armed forces. Changes to how local connection is defined in relation to armed forces accommodation could have further impact on levels.

Although the Council has not yet seen any impact on homelessness acceptances due to the emerging crisis in the money markets, we have seen increasing numbers of people approaching our options service for advice on mortgage problems. Given the current economic climate, this is a trend we are likely to see continue.

In the area of domestic violence, the Council has established a Sanctuary Scheme. However, people homeless due to domestic violence is the third highest reason for homelessness and there are still gaps in service provision for this group.

We will ensure that prevention initiatives are targeted effectively by:

- Maintaining the current options toolkit
- Spending prevention funds effectively
- Entering into a new SLA with a company providing mediation services
- Marketing housing options for people leaving armed forces
- Ensuring staff have appropriate expertise in dealing with mortgage repossessions

- Establishing refuge provision in the area
- Agreeing common policies and procedures with out main housing association partners for people at risk of domestic violence

#### **4. Further professionalisation of the housing advice service**

The housing advice service has worked with 1053 households over the past three years achieving successes in 60% cases. To maintain and build on these successes we will ensure that the service is properly resourced and managed in order to ensure the best possible outcomes for homeless people.

We will develop housing advice services by:

- Introducing individual performance monitoring for officers both in housing options and private sector lettings.
- Introducing a framework for customer service feedback.
- Introducing a rolling training programme For housing advice staff.
- Setting up and maintaining a central library for housing publications.
- Producing new literature for White Horse Lettings and developing a marketing campaign to attract new landlords.
- Providing an enhanced service to homeless households.

#### **5. Improving and reducing the provision of temporary accommodation.**

The focus of the Council's Homelessness Strategy is undoubtedly on prevention and reducing the numbers of households in temporary accommodation. The Council's 2010 temporary accommodation target was to halve the number of households in temporary accommodation from 180 to 90, which has been achieved two years early. We aim to further reduce this to 62 by 2010. The Council's 2010 Temporary Accommodation Plan sets out how we will achieve this target.

Even though the Council is committed to its 2010 target, some households will continue to be placed into temporary accommodation. The adverse effects of temporary accommodation, particularly on children, are well documented. Consultation with residents in our temporary accommodation demonstrated the majority were happy with that accommodation. However, there were also comments that reflected improvement is needed.

It is therefore important that the Council takes steps to ensure that people's experiences of temporary accommodation are positive. It is also important that the Council adopts procedures to ensure that people are supported in temporary accommodation so as to prevent repeat homelessness and enable them to move on to permanent housing.

We will both improve and reduce the provision of temporary accommodation by:

- Undertaking a comprehensive review of temporary accommodation, to include value for money, best service provider, service level agreements, and the type (size, tenancy and location) of temporary accommodation

- Submitting proposals and a subsequent action plan following the comprehensive review
- Producing a new Temporary Accommodation Reduction Plan
- Proactively managing housing need for households in temporary accommodation, to ensure that they are bidding for permanent accommodation and provide them with regular advice and assistance on their housing options
- Improving support for households in temporary accommodation.
- Introducing a service contract with a local removal company.

## 7. Maximising the supply of affordable housing

The table shows new builds of affordable housing over the previous three years.

Year	Completions
2005/06	131
2006/07	42
2007/08	160

Demand for affordable housing continues to outstrip supply. Both the supply of affordable housing and the mechanism by which it is let has a direct impact on homelessness levels in the District.

The Council has committed to a target of enabling 100 new units per year of social housing. The Council also expects developers to produce 40% of all new building as affordable housing. In addition to this, as part of a Local Area Agreement, the Council hopes to see an additional 36 units built over a three year period.

The current Allocations Policy and Choice Based Lettings scheme were introduced in 2004. The percentage of permanent lets going to homeless households has increased slightly over the same period that the number of acceptances have been falling, meaning more lets are going to statutory homeless. Amendments to the Council's Allocations Policy will be implemented in summer of 2008. It is crucial that these amendments continue to support the council's homelessness objectives.

We will maximise the supply of affordable housing by:

- Working with planners, developers and housing associations to meet new-build targets for affordable housing
- Implementing and reviewing the effects of the new Allocations Policy
- Introducing and reviewing a sub-regional Choice Based Lettings scheme

### **Taking The Strategy Forward**

As part of our consultation with key stakeholders undertaken as part of the review, we asked for expressions of interest to form a Homelessness Group to oversee the implementation of this Strategy and to address emerging issues throughout its lifetime.

We received a high level of interest and this group will meet twice a year. The Group will be made up of representatives of all key stakeholders.

In addition to this, progress on the implementation of the Homelessness Strategy will be reported to Senior Management Team and the Executive as part of the service monitoring processes.



## 1. Improve partnership working to prevent homelessness

Key Objectives	Key Actions	Timescale	Lead Person	Resources	Measurable Outcomes
<ul style="list-style-type: none"> <li>• <b>Ensure existing protocols are efficient.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Review existing protocols</li> <li>- Raise awareness of existing mechanisms through a mapping exercise</li> <li>- Update and maintain key contacts lists</li> </ul>	September-December 08	Lyn Scaplehorn	Existing officer time	Continue to meet homelessness and prevention performance targets
<ul style="list-style-type: none"> <li>• <b>Establish new protocols/ arrangements.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Establish new protocols: <ul style="list-style-type: none"> <li>- a. With prisons.</li> <li>- b. With DAAT.</li> <li>- c. Establish Tenants at Risk group with LSVT partners and other stakeholders.</li> <li>- d. With Vale Housing Association to focus upon homeless prevention.</li> </ul> </li> <li>- Raise awareness of new protocols with partner agencies and staff.</li> <li>- Establish key PIs and review effectiveness.</li> </ul>	January 09 January 09 December 08 January 09 February 09  January 09 and ongoing	Lyn Scaplehorn	Existing officer time	Improvement in LPI-homeless prevention from 60% successful to 65% over lifetime of Strategy.  Reductions in homelessness due to evictions by social landlords.
<ul style="list-style-type: none"> <li>• <b>Establish Vale Homeless Forum.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Set up initial meeting.</li> <li>- Establish terms of reference.</li> <li>- Devise and implement workplan.</li> </ul>	October 2008 October 2008 November 2008 and ongoing	Lyn Scaplehorn	Existing officer time	Implement Homeless Strategy.  Contribute to reduction in homelessness.

## 2. Improve and develop prevention services for young people

Key Objectives	Key Actions	Timescale	Lead Person	Resources	Measurable Outcomes
<ul style="list-style-type: none"> <li><b>Develop Young Persons Homeless Strategy.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Establish working group.</li> <li>- Establish project plan.</li> <li>- Conduct research, produce strategy and develop action plans.</li> <li>- Implement and monitor plans</li> </ul>	August 08 October 08 January 09  Ongoing	Lyn Scaplehorn	Existing staff time	Implement Homeless Strategy.  Reduce youth homelessness.
<ul style="list-style-type: none"> <li><b>Eliminate use of out of area B&amp;B placements.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Establish supported lodgings.</li> <li>- Work with The Abingdon Foyer to provide accommodation for young people with high support needs.</li> <li>- Efficient use of supported housing placements.</li> </ul>	November 08 September 08 January 09	Leah Bennion	DCLG grant as part of wider Oxon scheme. Additional finance from prevention fund and savings from TA.	Eliminate B&B placements for 16/17 year olds by 2010.  Reduce out of area placements.
<ul style="list-style-type: none"> <li><b>Preventing homelessness.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Early notification and intervention by Social Services.</li> <li>- Establish new mediation scheme for young people.</li> <li>- Establish education programme for young people in schools.</li> </ul>	December 08 - May 09  March 09  June 09	Leah Bennion	Existing staff time  Homeless prevention fund  Staff time has been allocated to Countywide initiative	Reduce homeless acceptances for young people.  Improve prevention rates for young people.

### 3. Targeting of prevention initiatives effectively

Key Objectives	Key Actions	Timescale	Lead Person	Resources	Outcomes/ Benefits
<ul style="list-style-type: none"> <li><b>Maintain current toolkit.</b></li> </ul>	<ul style="list-style-type: none"> <li>- monitor statistical information.</li> <li>- identify any issues/ trends/ areas for improvement.</li> <li>- take any corrective action necessary</li> <li>- monitor and analyse statistics.</li> <li>- record expenditure and outcomes.</li> </ul>	Ongoing	Phil Ealey	Existing staff time	Reduced homelessness acceptances. Improved customer service. Improve LPI to 65%
<ul style="list-style-type: none"> <li><b>Market prevention options for people leaving armed forces.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Meet with local DHE accommodation team.</li> <li>- Produce info leaflet for these clients.</li> <li>- Train DHE staff on housing options.</li> <li>- Produce an early referral system for people leaving DHE accommodation.</li> <li>- Closely monitor data and trends.</li> </ul>	August 08 October 08 November 08	Phil Dore	Existing staff time	Reduce level of homeless acceptances from people leaving Army to 2007/08 levels.
<ul style="list-style-type: none"> <li><b>Target prevention towards people threatened with homelessness due to repossessions.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Arrange training for options staff on defending possession actions at Court.</li> <li>- Review referral process for debt advice.</li> <li>- Target prevention initiatives to this client group.</li> </ul>	June 08 January 09 July 08	Phil Dore	Existing staff time Prevention fund Existing staff time	Minimise acceptances due to mortgage repossessions.
<ul style="list-style-type: none"> <li><b>Improve services for people fleeing domestic violence.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Establishment of refuge – 4 bedspaces.</li> <li>- Establish common policies and procedures with RSL partners for people fleeing DV.</li> </ul>	December 08 December 08	Chloe Hillsdon	SP funding allocated for 4 units across South and Vale Existing staff time	Eliminate use of B&B Reduce DV homeless acceptances. Improve LPI to 65% successful preventions.

#### 4. Further professionalisation of the housing advice service

Objective	Action	Timescale - completion date	Lead Person	Resources	Measurable Outcomes
<ul style="list-style-type: none"> <li>• <b>Introduce individual performance monitoring.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Agree targets with individual officers.</li> <li>- Set up monitoring and feedback mechanisms.</li> </ul>	September 08	Lyn Scaplehorn	Existing staff time.	Increased successful prevention cases. Reduced homeless acceptances. Improved customer service.
<ul style="list-style-type: none"> <li>• <b>Establish a framework for customer service feedback.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Introduce a system of regular customer service surveys.</li> <li>- Set up monitoring and feedback process into the service.</li> </ul>	August 08	Andrew Ochia	Existing staff time.	Improved customer service.
<ul style="list-style-type: none"> <li>• <b>Establish a rolling training programme for Housing Advice staff.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Quarterly in-house training sessions for relevant housing topics.</li> </ul>	June 08	Phil Dore	£4500.00	Improved customer service.
<ul style="list-style-type: none"> <li>• <b>Set up and maintain a central library for housing publications.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Library to include current legislation, government publications and housing literature.</li> </ul>	August 08	Phil Dore	£ 500.00	Improved customer service.
<ul style="list-style-type: none"> <li>• <b>Produce new literature for White Horse Lettings and develop marketing campaign.</b></li> </ul>	<ul style="list-style-type: none"> <li>- New pamphlets for tenants and landlords.</li> <li>- Press release</li> <li>- Advertising campaign.</li> </ul>	July 08	Phil Ealey	£4000.00 Centralised print budget.	Increased issuing of deposit bonds. Increased RIA payments. Less homeless presentations.
<ul style="list-style-type: none"> <li>• <b>Provide an enhanced service for households assessed as homeless.</b></li> </ul>	<ul style="list-style-type: none"> <li>- New homelessness application.</li> <li>- New “moving to TA” leaflet.</li> </ul>	October 08	Erica Young	Existing staff time.	Improved customer service.

## 5. Improving and reducing the provision of temporary accommodation

Objective	Action	Timescale - completion date	Lead Person	Resources	Measurable Outcomes
<ul style="list-style-type: none"> <li>• <b>Produce revised TA reduction Plan.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Review current TA reduction plan.</li> <li>- Produce new forecast to minimise use of TA.</li> </ul>	August 08	Phil Ealey	Existing staff time.	Meet revised TA reduction target. End use of B&B for 16/17 year olds. Cost savings to authority.
<ul style="list-style-type: none"> <li>• <b>Complete comprehensive review of TA provision.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Value for money analysis.</li> <li>- Minimum standard agreements.</li> <li>- Best service providers.</li> <li>- Localised provision.</li> <li>- Review of legal procedures.</li> </ul>	November 08	Phil Ealey	Existing staff time.	Meet revised TA reduction target. End use of B&B for 16/17 year olds. Cost savings to Authority.
<ul style="list-style-type: none"> <li>• <b>Agree proposals and complete action plan to maximise efficient use of TA.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Produce TA provision proposals and an action plan.</li> <li>- Implement proposed changes to provide better and cheaper TA.</li> </ul>	September 09	Phil Ealey	Existing staff time.	End use of B&B for 16/17 year olds. Improved service to customers. Cost savings to authority.
<ul style="list-style-type: none"> <li>• <b>Proactive management of households in TA.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Provide monitoring and assistance to households in TA to move on.</li> </ul>	July 08, then ongoing	Phil Ealey	No significant staff resource.	Assist in meeting TA reduction target. Improved service to customers.
<ul style="list-style-type: none"> <li>• <b>Improved support for households in TA.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Visiting programme for households in TA to ensure coping well &amp; have support.</li> </ul>	June 08, then ongoing	Sylvia Messen	1 day per week. No significant financial cost.	Residual cost saving to authority through less failed tenancies. Improved service to customers.
<ul style="list-style-type: none"> <li>• <b>Introduce service contract with removals firm.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Establish a quick and efficient service agreement for removals and storage if required.</li> </ul>	July 08	Chloe Hillsdon	Cost saving. No significant staff resource.	Reduced cost to authority. Improved service to customers.

## 6. Maximising the supply of housing

Key Objectives	Key Actions	Timescale	Lead Person	Resources	Outcomes/ Benefits
<ul style="list-style-type: none"> <li>• <b>Maximise new build by effective use of planning process.</b></li> </ul>	<ul style="list-style-type: none"> <li>- regular meetings with planners to ensure target met.</li> <li>- maintain good working relationships with RSLs and developers.</li> <li>- monitor target and take corrective action.</li> </ul>	Current and on-going	Helen Novelle	Existing resources	Meet new build targets for affordable housing.
<ul style="list-style-type: none"> <li>• <b>Ensure the CBL scheme supports the Council's homelessness objectives.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Implement the revised Allocations Policy.</li> <li>- Set up move on protocol as part of revised Allocations Policy to ensure supported housing is used efficiently.</li> <li>- Review the changes to assess the impact on homelessness.</li> </ul>	July 08 July 08 January 09	Lyn Scaplehorn	Allocated as part of 08/09 budgets	2010 TA target met. Increase lettings available to people in supported housing. Ensure targets continue to be met.
<ul style="list-style-type: none"> <li>• <b>Implements sub-regional CBL.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Agree common Allocation Policy.</li> <li>- Select ICT provider and agree project plan.</li> <li>- Consult.</li> <li>- Implement scheme.</li> <li>- Review the changes to assess the impact on homelessness.</li> </ul>	Complete Complete January 09 January 10	Lyn Scaplehorn	DCLG money granted as part of pilot scheme with Oxon partners  Additional funds allocated 08/09 budgets	Improve access to housing for homeless household.  Ensure homeless targets continue to be met.

**REPORT OF THE DEPUTY DIRECTOR**  
**TO THE EXECUTIVE COMMITTEE**  
**6 JUNE 2008**

**Swindon Borough Core Strategy & Development Control Policies**  
**Preferred Options, March 2008**

**1.0 Introduction and Report Summary**

- 1.1 The Swindon Borough Council (SBC) is preparing its Core Strategy. Following the Issues & Options stage, SBC has now published its Preferred Options (PO) document. This will set the context for future growth at Swindon over the next twenty years.
- 1.2 Much of the document addresses matters local to Swindon. However, for the Vale the document touches on issues such as the relationship with villages outside Swindon and the eastern extension to Swindon comprising 12,000 dwellings. The document asks for the public's views on its contents and seeks responses to a number of specific questions, particularly in relation to the vision and objectives which underpin the preferred options.
- 1.3 A report on this matter was considered by the Strategic and Local Planning Advisory Group on 6 May 2008 (Report No.192/08). Based on this report and the comments of the Advisory Committee, see Minute 40 of that Committee, comments on the Core Strategy were submitted to Swindon Borough Council. Due to a deadline of 12 May for these comments, it was not possible for the Executive Committee to consider these comments before they were submitted. The covering letter for the comments explained that this matter would be taken to the Executive Committee for further consideration and ratification.
- 1.4 The comments which were submitted to Swindon Council were amended to take into account Minute 40 and formatted as responses to be consistent with the section headings in the Borough Council's own comments' form. These responses are set out in the body of this report.
- 1.5 Members should note that since this matter was considered by the Advisory Committee, Thames Water has published its draft Water Resources Management Plan (May 2008) which identifies the proposed reservoir in the upper Thames as the preferred option to maintain security of supply from AMP7 onwards. AMP7 is the period 2020 to 2025. The proposed response has been changed accordingly, see paragraph 4.1.33 below.
- 1.6 The contact officer for this report is Nick Burroughs, Principal Planning Officer, telephone (01235 520202) **Email address [nick.burroughs@whitehorsedc.gov.uk](mailto:nick.burroughs@whitehorsedc.gov.uk)**.

**2.0 Recommendations**

*that the Executive Committee consider the Responses to the Swindon Borough Core Strategy as set out in Section 4 of this report and, subject to any further amendments,*

*agree that these are formally submitted to Swindon Council as the Vale Council's responses in this matter*

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

3.1 This report supports aims A,B,E and F of the Council's Vision through the appropriate and timely responses to a neighbouring authority's draft development proposals which may have implications for the Vale and its western communities.

### **4.0 Swindon Borough Core Strategy and Preferred Options**

4.1 The responses to the Borough Core Strategy are set out below and have been formatted to be consistent with the section headings in the Borough Council's own comments' form. .

#### **The Spatial Vision**

4.1.1 The Council does not agree with the Spatial Vision.

4.1.2 The Vision must acknowledge that Swindon will experience significant growth and that it will be important that the major urban extensions will be designed not only to create sustainable places where people will want to live and work and which will meet their aspirations for services, facilities and travel choices but which will be supported by the provision of adequate and timely infrastructure on and off-site and relate to the wider contexts set by the existing locational factors, the local road network and the relationship with Swindon and the wider landscape.

#### **The Spatial Framework**

4.1.3 For comments on the Spatial Framework see response to Preferred Options below.

#### **The Preferred Options**

4.1.4 The Council does not agree with the Preferred Option.

4.1.5 The Spatial Framework Preferred Option must include a specific and clear reference to strategic gaps, identifying their general locations and extent; require the timely provision of significant infrastructure and provide more detail on the nature of and how this will be delivered. The strategic gaps must also be shown on the Key Diagram. This will confirm and enshrine their strategic importance and give them appropriate weight. There is a risk to the proper provision of strategic gaps if their implementation relies only on inclusion at the master plan stage.

4.1.6 There must also be reconsideration of the Alternative Options in order to test an option which would involve a reduced Eastern Development Area and enlarged or greater number of urban extensions in other locations.

4.1.7 With regard to the 'Eastern Development Area – Preferred Option' there must be a much clearer statement in the Preferred Spatial Strategy about the specific nature, timing and phasing of infrastructure provision for the eastern development area, similar to that in relation to the smaller scale urban extensions.



4.1.8 With regard to the 'Commonhead – Preferred Option', this has been shown by the Borough Council to be a sustainable location for development (see Swindon Borough Local Plan, Revised Deposit Draft 2011, October 2003, background papers). It would, therefore, seem logical to bring it forward for further housing that will optimise the use of the site whilst still protecting the valuable Coate Water Resource. Moreover, in any assessment of environmental constraints, the need for housing to meet the Regional Spatial Strategy requirement and to provide locational choice must be as important as any economic and social benefits. The amount of land required in the Eastern Development Area should be reduced as a consequence.

4.1.9 With regard to 'Borough Wide Preferred Spatial Policies', further comment is made on flood risk, developer contributions and green infrastructure.

#### Flood Risk

4.1.10 Since Guidance in PPS25 on Development and Flood Risk notes that local development documents should set out policies for the allocation of land and control of development which avoid flood risk, there must be a borough wide core strategy policy on the need for flood risk assessments.

#### Developer Contributions

4.1.11 Developer contributions for infrastructure must explicitly include contributions to on-going management & maintenance.

#### Green Infrastructure

4.1.12 The Borough wide policy on Green Infrastructure must include an appropriate reference to the Great Western Community Forest.

### **Background Studies**

4.1.13 No comment.

### **Sustainability Appraisal**

4.1.14 No comment.

### **Key Objectives**

4.1.15 It is not considered that there are any other key objectives which should be included the Core Strategy.

4.1.16 However, this part of the Core Strategy also considers 14 themes important to the future development of Swindon. These include sustainable growth and development, transport, green spaces, rivers and canals, and rural areas. However, the themes tend to be inward looking and no theme explicitly addresses the roles and relationships of Swindon (as a regionally significant town) with its surrounding centres, such as Faringdon, Marlborough, Chippenham and Cirencester. Given Swindon's sub-regional role, it's relationship with the surrounding centres must be made explicit and this must be a theme which is considered by the Core Strategy.

4.1.17 Comments on the key objectives are set out below.

### **Key Objective 1**

4.1.18 The Council does not agree with Key Objective 1.

4.1.19 As the Borough Council itself notes, the delivery of infrastructure had been the subject of most of the comments at Issues and Options stage. In relation to the major eastern development of 12,000 dwellings, the provision of the related infrastructure is particularly critical. It is not enough to refer to this as 'appropriate' investment. This investment is essential to the proper planning of such a major development area. Key Objective 1 must therefore be written in stronger terms that convey the importance and crucial nature of these infrastructure requirements. Moreover, the objective must make clear that infrastructure requirements, in particular with regard to transport issues, will extend beyond the borough boundaries and into, for example, the Vale of White Horse District in Oxfordshire.

### **Key Objective 2**

4.1.20 The Council does not agree with Key Objective 2.

4.1.21 The security of the water supply is referred to by the Borough Council as a key issue in the Sustainable Development and Climate Change section. This must be acknowledged in Key Objective 2 to reflect the critical nature of water supply to the delivery of sustainable new development.

### **Key Objective 7**

4.1.22 The Council does not agree with Key Objective 7.

4.1.23 Swindon's sub-regional role must be reflected in an explicit acknowledgement in Key Objective 7 that sustainable transport must include links with surrounding towns and villages some of which will be outside the borough.

### **Key Objectives 10 & 11**

4.1.24 The Council does not agree with Key Objectives 10 and 11.

4.1.25 Although the supporting text highlights the special needs of some in the community, and suggests that specialist homes will need to be provided as part of all major developments, this must be explicit in the key objectives. Key Objective 10 makes no reference to these special needs as part of the provision of affordable housing. Key Objective 11 does refer to 'lifetime homes' but it must also refer to 'close/extra care housing'. Key Objective 10 or 11 must include a commitment that delivery of specialist homes will be a requirement of all major development and will be developer funded.

### **Key Objective 13**

4.1.26 The Council does not agree with Key Objectives 13.

4.1.27 It is unacceptable that the Core Strategy's only objective dealing with the Rural Areas around the town makes no reference to the critical need to maintain the separate

identity of the settlements around Swindon. This must be added to Key Objective 13. It is not acceptable that this will be addressed under urban extensions as this does not secure inclusion of this important issue as a key objective. Key Objective 13 must also clarify that this also applies to settlements within and beyond the borough boundary, such as Bourton, Shrivenham and Ashbury.

### **Additional Comments**

- 4.1.28 The Comments' Form does not include a 'comments box' relating to Part 3 of the Core Strategy : 'Implementation, Delivery and Monitoring.' This covers Infrastructure Provision and Funding and the accompanying table sets out the likely infrastructure requirements for Swindon in the period to 2026.
- 4.1.29 The Council does not agree with the Infrastructure Requirements table.
- 4.1.30 The specific infrastructure requirements for the eastern development area must be set out in sufficient detail to meet the document's own test that the accompanying table sets out the likely infrastructure requirements for Swindon in the period to 2026.
- 4.1.31 The Infrastructure Requirements table notes in relation to transport improvements ( section 2) that funding has been secured to commission consultants to identify a series of transport 'interventions' to facilitate Swindon's growth. The identification of a major development area before the detailed work has been completed on the details of the infrastructure needed to support it does not seem to meet the document's own test, as referred to above, and would not seem to be consistent with good planning.
- 4.1.32 The Council does not agree with paragraph 25.10.
- 4.1.33 The text at paragraph 25.10 notes that "with sufficient demand management proposals water resources can be secured to about 2023." Beyond that period it will be difficult to supply water needs from present sources and reference is made to Thames Water's proposed major new reservoir. There are significant uncertainties over the proposed reservoir. With regard to the 'need case' Thames Water, in its recently published draft Water Resources Management Plan (May 2008), identifies this reservoir as the preferred option to maintain security of supply from AMP7 onwards. AMP7 is the period 2020 to 2025. However, the historical revisions to the timetable do not lead to confidence in future target dates. This raises concerns over the planning of a major strategic housing allocation on the basis that a provisional and as yet unjustified reservoir is going to be built.

RODGER HOOD  
DEPUTY DIRECTOR (PLANNING AND COMMUNITY STRATEGY)

#### Background Papers:

- The Draft Regional Spatial Strategy for the South West 2006 – 2026
- Draft Regional Spatial Strategy for the South West, Panel Report 2007
- Swindon Borough Core Strategy & Development Control Policies - Preferred Options, March 2008

**REPORT OF THE DEPUTY DIRECTOR ( PLANNING & COMMUNITY STRATEGY)**  
**TO EXECUTIVE**  
**6 JUNE 2008**

**Open Space, Sport and Recreation Supplementary Planning Document, Future Provision**

**1.0 Introduction and Report Summary**

- 1.1 At the meeting of the Strategic and Local Planning Advisory Group held on 22 October 2007 Members considered the Draft Open Space, Sport and Recreation Supplementary Planning Document (SPD) prior to its publication for consultation. At a subsequent meeting of the Strategic & Local Planning Advisory Group Members considered the comments submitted during the consultation process and agreed to amending the SPD as recommended in this report.
- 1.2 This report summarises the comments received during the consultation period and recommends changes to the Supplementary Planning Document prior to its adoption. Copies of the Supplementary Planning Document have been made available to Members of the Executive.
- 1.3 The contact officer for this report is Alison Blyth, Principle Planning Officer, telephone (01235) 547633. **Email address Alison.blyth@whitehorsedc.gov.uk**

**2.0 Recommendations**

- (a) *Members recommend to the Council to adopt the Open Space, Sport and Recreation, Future Provision Supplementary Planning Document subject to the changes set out in the document.*

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

- 3.1 This report relates to the Council's vision in that it supports the Council's aim to improve the quality of life for residents and to protect the natural environment and the Council's priority to create a cleaner, greener, safer and healthier community and environment. This report does not conflict with any Council strategies.
- 3.2 In addition the report complies with the Council's Adopted Local Plan 2011 the Community Strategy and the Draft Open Space, Sport and Recreation Provision Strategy.
- 3.3 Summary of Risk
- Failure to adopt the Open Space, Sport and Recreation, Future Provision Supplementary Planning Document will result in the Council not meeting a target set out in the Local Development Scheme and also prevent the Council from securing funds from new development to mitigate its impact on open space, sport and recreation.

**4.0 Consultation**

- 4.1 The draft SPD was published alongside the Draft Open Space, Sport and Recreation Provision Strategy. The strategy which was based on a wide ranging audit of the quality and quantity of provision across the District identified the key issues facing the Council in managing and developing open space, sport and recreation facilities across the District. This strategy provides the justification for the Supplementary Planning Document. The SPD seeks to ensure developers of new housing mitigate the impact of their development on open space, sport and recreation by either providing new facilities on site or contributing to off site provision.
- 4.2 The Draft SPD was placed on deposit alongside the Open Space, Sport and Recreation Provision Strategy for a six week period from 1 November to 14 December 2007.
- 4.3 During the consultation period the Council employed a number of methods to ensure awareness of the consultation process.
- 4.4 A letter was sent in advance of the publication of the SPD to all the 800 addresses on the Local Development Framework database. The letter gave details of how and when copies of the document could be obtained.
- 4.5 Copies of the draft SPD along with the draft Open Space, Sport and Recreation Strategy were sent to over 200 individuals and organisations including Parish and Town Councils, Government Departments, sport and leisure interest groups, statutory organisations, householders and planning consultants.
- 4.6 Copies of the draft SPD and accompanying documents were also available at all the libraries in the District as well as at Didcot and Oxford.
- 4.7 A notice giving details of the consultation arrangements was published in the local newspapers.
- 4.8 The above arrangements meet the requirements of the Council's adopted Statement of Community Involvement.
- 4.9 Despite the extensive consultation during the consultation period only 13 comments were received on the SPD from the following organisations:
- South Oxfordshire District Council
  - Kemp & Kemp, Property Consultants
  - Oxfordshire Playing Fields Association
  - Home Builders Federation
  - South East Regional Assembly
  - Stanford in the Vale Parish Council
  - PIPS Planning and Development Ltd
  - Natural England
  - Cumnor Parish Council
  - Buckland Parish Council
  - Berks, Bucks Wildlife Trust
  - Oxfordshire County Council
  - Harwell Parish Council
- 4.10 Appendix 1 to this report includes a summary of the comments received along with a suggested response proposed by your Officers. In some instances a change to the draft SPD has been recommended in response to individual points. Appendix 2 contains a

copy of the draft SPG, with the proposed deletions struckout and the proposed new text covered in a tone.

#### 4.11 Implementation of SPD

Once the SPD is adopted its operation will generate additional work for Officers for example:

- providing advice to potential developers of one house and above on what their contributions to open space, sport and recreation will be
- completion of legal agreements to ensure contributions are paid to the Council
- keeping the audit of open space, sport and recreation up to date so that it can continue to provide the underlying justification for the SPD and future requests for financial contributions
- ensure money collected is spent on projects which will often be in partnership with other organisations such as Parish Councils
- monitor the collection of contributions and expenditure on projects.

Most of the above tasks will be carried out by a new post being created in the Contracts and Procurement Division. Until that post is operational it will not be possible to fully implement the SPD.

RODGER HOOD  
DEPUTY DIRECTOR (PLANNING & COMMUNITY STRATEGY)

#### Background Papers:

- Comments received in response to publication of draft Open Space,
- Sport and Recreation, Future Provision Supplementary Planning Document.
- Consultation Responses
- Amended Supplementary Planning Document

REPORT OF THE DEPUTY DIRECTOR PLANNING AND COMMUNITY STRATEGY  
TO THE EXECUTIVE  
6 JUNE 2008

**Conservation Area Appraisals**

**1.0 Introduction and Report Summary**

- 1.1 The purpose of this report is to outline the work that has been carried out to review the conservation areas at Northcourt in Abingdon, East Hendred and Wytham. It outlines the consultation process and methodology for the three appraisals, responds to the comments received and recommends the adoption of the appraisal documents and the extensions to the boundaries of all three areas. The future programme of work is also set out.
- 1.2 A schedule summarising the comments received during consultation together with officer observations and recommendation made in response to the comments and copies of the appraisals for Northcourt in Abingdon, East Hendred and Wytham incorporating the amendments recommended have been sent to Members of the Executive.
- 1.3 In addition to the recommended changes made in response to public consultation, other changes have been made to the text including factual information and editorial changes. In particular each document contains new sections on the effects of designation and the future management of the areas.
- 1.4 The contact officer for this report is Grant Audley-Miller, Section Head (Environmental Planning and Conservation), telephone (01235 540343). E-mail address: Grant.Audley-Miller@whitehorsedc.gov.uk.

**2.0 Recommendations**

- (a) *Members note the steps that have been taken to involve the community in the appraisals of the Northcourt in Abingdon, East Hendred and Wytham Conservation Areas and confirm these steps as appropriate for involving communities in future appraisals .*
- (b) *Members are asked to note the responses that have been made to the appraisals of the Northcourt in Abingdon, East Hendred and Wytham Conservation Areas and agree the officer' observations and recommendations.*
- (c) *Members recommend the Executive and the Council to adopt the Conservation Area Appraisals for Northcourt in Abingdon, East Hendred and Wytham and extend the Conservation Areas as set out in Map 4 of the Northcourt appraisal, Map 4 of the East Hendred appraisal and Map 4 of the Wytham appraisal.*
- (d) *Members are asked to note the current programme of Conservation Area appraisals for Cumnor, Bourton and Sutton Courtenay.*

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

- 3.1 This report supports aims A,B,C,D,E and F of the Council's Vision and concerns the first steps in the review of the Council's conservation areas.
- 3.2 The Council is required to review existing conservation areas. Not to progress this work could place the Council at risk of being in breach of one of its legal duties.

### **4.0 Background**

- 4.1 Section 69 (1) of the Planning(Listed Buildings and Conservation Areas) Act 1990 requires the Council to not only designate new conservation areas but to review existing ones. In the Vale there are currently 52 conservation areas. The majority were designated between 1969 and 1971, although a limited number of reviews have been carried out and variations to the boundaries have been made since then. In 1990 a limited review of all the rural conservation areas was carried out which resulted in amendments to the boundaries of the existing conservation areas at Appleton, Blewbury, Cumnor, East Hanney, Kingston Bagpuize, Pusey and West Hanney and the designation of three new ones at Goosey, Kingston Lisle and Littleworth. The majority of the Vale's conservation areas do not have a formal assessment setting out the reasons for their designation.
- 4.2 The current review of conservation areas is currently being progressed by undertaking conservation area appraisals which will identify the special character of the areas that justified their designation. They also highlight the elements and features that are worthy of retention or enhancement and those that detract from the special character.
- 4.3 The information in the appraisals will be helpful to householders and developers and will assist them in drawing up their development proposals prior to submitting planning applications. They will provide a sound basis, defensible on appeal, for development control decisions and will be taken into account by the Secretary of State when considering appeals for the refusal of planning permission and conservation area consent.
- 4.4 The appraisals will also be an important tool in promoting the enhancement of conservation areas as they will put forward or propose specific suggestions for enhancement such as tree planting, rubbish clearance and specific building repair and restoration methods. Beyond their use as planning tools, appraisals have a much wider application as educational and informative documents for the local community.
- 4.5 The current programme of work focuses on the production of character appraisals of existing conservation areas rather than the designation of new ones. It did so in order to meet the Best Value Performance Indicators (BVPI) introduced in 2006/07
- BVPI 219a conservation area designation,
  - BVPI 219b publication of conservation area character appraisal and
  - BVPI 219c publication of conservation area management plans.
- In order to reflect these targets the department appointed a Conservation Area Appraisals Project Officer, using Planning Delivery Grant, to commence a programme of character appraisals for the existing conservation areas.



## **5.0 The Review of Conservation Areas**

### **Methodology**

- 5.1 Three conservation areas were selected in consultation with the Planning Portfolio Holder for review in 2006/07 – Northcourt in Abingdon, East Hendred and Wytham. They were selected to be representative of the three landscape character areas in the Vale. Northcourt was selected as a small historic area in an urban context where there is considerable pressure for development and served as a pilot study and helped to refine and confirm the methodology for the appraisals. Wytham is an example of a village on the Corallian Ridge and East Hendred is a downland village where its loose knit form is under constant pressure from development proposals.
- 5.2 Prior to commencing the programme of appraisal work officers met with the Historic Areas Advisor from English Heritage to ensure that the approach taken was consistent with the advice in 'Guidance on Conservation Area Appraisals' (English Heritage, August 2005). Taking into account this advice work commenced on a pilot appraisal of the Northcourt Conservation Area in Abingdon. Further consultation was carried with English Heritage once the draft appraisal had been prepared, and based on their advice, the model for the conservation area appraisals was agreed.
- 5.3 The appraisal process included historical, archaeological and architectural desktop research using the the County Council's Local Studies Heritage Search facility, archive and map research at the Local Studies Centre in the Westgate and contacting local historical groups, individuals with relevant expertise and other appropriate organisations. Field work includes a walking survey, mapping and photographing the features of the conservation area and its setting to assess the historic development of the area, important trees and groups of trees, open spaces, individual buildings, walls and other features. The surveys also include a review of the boundaries and identification of character areas. The draft appraisal documents draw together all this work and define the special character of the areas and make recommendations to change the boundaries and put forward specific enhancement proposals.

### **Consultation**

- 5.4 The draft appraisals were first distributed to local members and then to the parish or town council before leaflets were distributed to all properties in and close to the conservation areas inviting residents to a public meeting and stating where the appraisal document could be viewed. East Hendred Parish Council and Wytham Parish Meeting assisted by distributing the leaflets. The appraisal documents were made available for inspection at local shops, the town and parish council offices and on the Councils'website. At the public meetings the Project Officer gave a slide presentation of the appraisal work and other officers of the council were available to respond to questions from the public.
- 5.5 Oxfordshire County Council as the highway authority and public utilities such as BT and Southern Electric were consulted on the appraisals as well as the Council's Development Control Teams.
- 5.6 The responses to the consultation were varied but consisted mainly of points of detail such as descriptions of individual features, details of addresses and street names. More substantial comments relate primarily to the definition of the boundaries.

- 5.7 The most significant point to emerge from the appraisal work was the need to make significant extensions to each of the conservation area boundaries and it is only in East Hendred that it is also recommended that a small part of the boundary is reduced. What is also significant is that the appraisal process draws together a wide range of information and expertise to produce planning documents that are informative and of educational value. Finally the appraisal process shows that there is continuing support for the concept and role of conservation areas as important tools in preserving and enhancing areas of special architectural or historic interest. What has been satisfying is that the local communities have been very willing to pass on to the Project Officer their understanding and knowledge of the history and development of their communities.
- 5.8 This year work is progressing on the conservation areas in Cumnor, Bourton and Sutton Courtenay.

RODGER HOOD  
DEPUTY DIRECTOR (PLANNING AND COMMUNITY STRATEGY)

Background Papers:

Guidance on conservation area appraisals (English Heritage, August 2005)

Consultation Responses

Appraisals for conservation areas at Northcourt in Abingdon, East Hendred and Wytham

REPORT OF THE JOINT HEAD OF FINANCE, RIDGEWAY SSP  
TO THE EXECUTIVE  
6 JUNE 2008

**Provisional Capital Programme out-turn 2007/08 and**  
**Revenue Budget Carry Forward Requests 2007/08**

### **1.0 Introduction and Report Summary**

- 1.1 This report forms part of the continuing provision of financial information to allow Members to review the performance of their services. Paragraph 4 of the report sets out the development of the capital budget during the year and Appendix A details capital expenditure in 2007/08 (subject to audit) on projects in the agreed capital programme and requests budget carry-forward where necessary.
- 1.2 Paragraph 5 refers to a list of budgets requested to be carried forward from the 2007/08 revenue budget. The provisional outturn for the year is set out in the Fourth Quarter Corporate Governance Report for 2007/08 elsewhere on this agenda.
- 1.3 The contact officers for this report are Steve Lawrence, Principal Accountant (Technical) (01235 540321) email address [steve.lawrence@whitehorsedc.gov.uk](mailto:steve.lawrence@whitehorsedc.gov.uk) and Alice Brander, Chief Accountant (01235 520202) [alice.brander@whitehorsedc.gov.uk](mailto:alice.brander@whitehorsedc.gov.uk) or the responsible officers for each scheme as indicated.

### **2.0 Recommendations**

- (a) *That Members note the expenditure on capital projects in the financial year 2007/08*
- (b) *That Members agree the revised expenditure profile for capital projects and carry-forward of budgets to 2008/09 (net total £568,040) as shown in Appendix A.*
- (c) *That Members consider the revenue budget carry forward requests and approve the budgets to be carried forward from 2007/08 to 2008/09 (total £64,263).*

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

- (a) Vision Statement objectives A and B
- (b) The report does not conflict with any Council Strategies.
- (c) The report complies with existing policies on financial management.

### **4.0 Actual Capital Expenditure compared to the Budget**

- 4.1 The report sets out at Appendix A the Council's capital programme for 2007/08 to 2009/10. Details are provided of:
- the revised budget for 2007/08 agreed February 2008
  - the actual expenditure and income to the end of March 2008 (subject to audit),

- any unspent budget that the budget-holders wish to carry forward,
- the agreed budget for 2008/09,
- proposed expenditure in 2009/10 for continuing schemes.

- 4.2 The original capital budget for 2007/08 was agreed in February 2007 at expenditure of £4,985,955 with £860,585 met from grants and contributions. In June 2007 budget carry-forwards from 2006/07 of £159,215 were agreed and a scheme at £150,000 was deleted. New schemes agreed during the year amounted to £314,840. In February 2008 a revised capital budget for 2007/08 of £4,148,397 was agreed with £793,185 met from grants and contributions.
- 4.3 The column headed “c/fwd to 2008/09 requested” contains unspent budget from 2007/08 where the officer responsible still needs to incur further expenditure to complete the scheme. Many of these sums are committed or unavoidable.
- 4.4 There are also schemes where work has taken place earlier than expected or, for new schemes, preliminary fees or costs have been incurred. These amounts are shown as credits in the c/fwd requested column which will have the effect of reducing the original budget in 2008/09.
- 4.5 Taken separately the expenditure budget carry forwards requested total £602,330 less budget pulled back from 2008/09 of £34,290 giving a net total of £568,040. £171,450 of this will be met by grants and contributions also carried forward.

## **5.0 Revenue Budget Carry Forward Requests**

- 5.1 Members are requested to approve the carry forward of 2007/08 revenue budgets to 2008/09 for the reasons identified in the table below.
- 5.2 Members will recall that restrictions on expenditure had to be maintained for the last two months of the year to ensure that the budget came in within spending limits. The requests for the carry forward of expenditure linked to ring-fenced grant (Waste Performance Efficiency Grant and Homelessness Initiative Grant) which are itemised below were included in the outturn position previously reported to Members as being fully committed since any unspent grant in 2007/08 must be either carried forward to spend appropriately in 2008/09 or returned to the Government.
- 5.3 As reported in the interim outturn position for revenue budgets in the fourth quarter Corporate Governance report elsewhere on this agenda, the budget restrictions appear to have been effective and as a consequence three one-off projects, which were put on hold can be funded from resulting under spends.

### **Revenue Budget Carry Forward Requests 2007/08 to 2008/09**

Cost Centre Name	Agresso Cost Centre	Agresso Account	Amount of budget to transfer	Reason for carry forward requested
<b>Contracts &amp; Procurement</b>				
Recycling	CL41	4400	£17,880	Unspent expenditure budget against Waste Performance & Efficiency Grant to be carried forward to 2008/09
<b>Housing &amp; Community Safety</b>				

Homelessness Prevention	HM21	4066	£13,310	Unspent DCLG grant for 2007/08. Budget error recorded grant income without appropriate grant expenditure - this is the balance of unspent ring-fenced grant which is required to be carried forward.
Homelessness Prevention	HM21	4705	£2,573	Partnership grants.
<b>Organisational Development &amp; Support</b>				
Organisational Change	CH11	4512	£8,500	SBCF71 was approved in 2007/08 for the upgrade of software to Microsoft Vista. The product was tested and it was not considered sufficiently stable for general distribution within the council. It is requested to carry the budget forward and upgrade to next version.
Organisational Change	CH11	4400	£13,000	Voice over IP implementation i.e. the purchase of the Mitel 3300 switch. Project on hold pending budget restrictions.
Organisational Change	CH11	4000	£4,000	Funding for part of the server virtualization project to reduce our servers on a ratio of 25:3 with anticipated medium term savings in energy and maintenance costs. Project on hold pending budget restrictions.
<b>Strategy</b>				
Civic Responsibilities	CE01	4606	£5,000	Public/Civic Functions Allowances required for functions held in new financial year during period before new Chair takes office.
<b>TOTAL</b>			<b>£64,263</b>	

STEVE LAWRENCE  
PRINCIPAL ACCOUNTANT (TECHNICAL)

ALICE BRANDER  
CHIEF ACCOUNTANT

WILLIAM JACOBS  
JOINT HEAD OF FINANCE

new cost centre	officer resp.		exp. to 31.3.07	proposed revised 2007/08	provisional out-turn 2007/08	c/fwd to 2008/09 requested	original estimate 2008/09	proposed 2009/10	estimated total cost	F/Y Rev. cost once complete	comments on c/fwds
			£	£	£	£	£	£	£	£	
<b>specific projects</b>											
YA01	BF	Flooding 2007-08 grants to households			125,000				125,000		met by Gov't grant
YA02	AJM	Sewage works	70,523	30,000		30,000			100,523		
YA04	LR	Mobile Home Parks - Base replacement	38,649	12,500	10,147	2,350	11,000	11,000	73,146		
YA05	LR	M H P - Junct. box replacement	39,487	11,000	5,282	5,720	11,000	11,000	72,489		
YA07	AJM	Great Coxwell Church Wall	1,732	19,200		19,200			20,932		
YA08	AJM	Guildhall rear entrance repair and renovation	28,703	53,800	36,273	17,530			82,506		
YA09	MTL	Skate Park in Abingdon VWH cont.	4,656	121,750	129,816		3,220		137,692	2,000	additional contributions received
YA10	AJM	Charter car park - weatherproofing, H&S, renovation	215,183	6,817	6,817				222,000		
YA13	AJM	Partial re-roof Old Abbey House		35,000	17,370	17,630			35,000		some recoverable from tenants
YA14	AJM	Sewage treatment works upgrade		57,500	55,730		1,500		57,230		
YA17	AJM	Replacement wall, Abbey Grounds		45,000	36,257	8,740	10,000		55,000		delayed by weather
YC02	MM	Further expansion of green box scheme and replacements	43,629	21,750	31,393	(9,640)	25,000	25,000	115,382	(40,200)	some purchased ahead
YC04	CW	Abbey Meadow Outdoor Pool renovation	52,337	10,000	9,984				62,321		
YC05	MTL	Abbey Grounds restoration - total cost of works	1,092,662	52,900	38,182	14,720			1,145,564	10,830	
YC06	MTL	Pitches, pathways etc at Mably Way Grove VWH cont.	3,330	66,650	950	65,700			69,980	3,500	
YC07	MM	Green waste wheeled bins	167,888	59,970	43,296	16,670			227,854	(4,040)	DEFRA grant contributes
YC10	AJM	WHT&LC remedial car park works	115,609	39,000	15,266				130,875		saving
YC11	CW	Tilsley Park - replacement running track	2,835	184,900	174,901		4,275		182,011		saving, and contribution received
YC13	MTL	Coleshill Road play area	433	38,000	47,983				48,416		funded from contributions
YD02	HSB	CRM upgrade - "normalized database"		110,250	3,516	106,730	12,250		122,496	13,000	
YD03	HSB	LSP 2 and CRM s/w	397,350	30,000		30,000			427,350	20,000	
YD04	HSB	Replacement cash receipting and distribution system		52,200		52,200	5,800		58,000	7,500	
YF02	SFL	Acquisition of investment property in Canterbury	3,911,759	1,532,970	1,286,059				5,197,818	(265,000)	
YF04	WJ	Capita computer equipment	156,115	314,840	314,839		11,742	112,198	594,894	(104,540)	ends 2012
YH01	PAS	Support development of Social Housing	368,600	50,000		50,000	581,400		1,000,000		
YH02	PAS	Grant to Chiltern Hundreds HA	120,000	30,000		30,000			150,000		
YH10	IF	Renovate Elmside Hostel	5,296	2,500					5,296		
YH11	PAS	Development of site in Harcourt Way for temp. accmdtn	3,000	12,000	6,515	5,490			15,000	(10,000)	
YH12	PAS	Replacement CCTV cameras in Abingdon & Wantage		--	24,649	(24,650)	100,000	50,000	150,000		started sooner than expected
YP01	GAM	ABITS implementation	15,401	72,500		72,500	25,000	152,500	265,401		
YP02	GAM	Southern Central Oxfordshire Transport Study	13,600	--			30,000		43,600		
YP03	TW	Rural Towns Initiatives		150,000	107,954	10,000	100,000		217,954		retention to pay
YP05	RH	Electronic delivery of the Planning service	111,517	8,000					111,517	27,000	
YP06	GW	New paths/cycleways	2,084	--			27,450		29,534		
YP07	GW	Staff lockers and cycle parking - green travel	12,408	5,000		5,000	12,600		30,008		
<b>total specific schemes</b>			<b>6,994,786</b>	<b>3,235,997</b>	<b>2,528,179</b>	<b>525,890</b>	<b>972,237</b>	<b>361,698</b>	<b>11,382,789</b>	<b>(339,950)</b>	

CAPITAL PROGRAMME 2007/08 to 2009/10 with provisional out-turn 2007-08 and proposed carry forwards.

APPENDIX A

new cost centre	officer resp.		exp. to 31.3.07	proposed revised 2007/08	provisional out-turn 2007/08	c/fwd to 2008/09 requested	original estimate 2008/09	proposed 2009/10	estimated total cost	F/Y Rev. cost once complete	comments on c/fwds
			£	£	£	£	£	£	£	£	
<b>continuous schemes</b>			1 year only								
YA01	AJM	Flood Prevention	30,169	30,000	18,395	11,610	101,000	45,000	206,174		
YC03	IRM	New & upgraded parks facilities - Council owned	6,087	23,900	17,126	18,770	15,000	15,000	71,983		funding from WREN received
YH05	IF	Renovation/Disabled Grants, mandatory	684,188	800,000	760,721	11,770	705,000	705,000	2,866,679		additional in new schemes
YH06-09	IF	Renovation/Disabled Grants, discretionary	77,250	58,500	86,006		100,000	100,000	363,256		additional in new schemes
<b>total continuous schemes</b>			797,694	912,400	882,248	42,150	921,000	865,000	3,508,092		

**New schemes from 2008/09**

YC16	CW	Tilsley Park all weather pitches replacement						250,000	250,000		looking for grant support
YH05	PAS	Additional funds for Disabled Facilities Grants					125,000	145,000	560,000		extra subsidy received
YH06-09	PAS	Additional funds for discretionary housing grants					8,000	58,000	182,000		
YH14	PAS	Enhanced choice-based lettings inc. Oxon wide					17,130		17,130	11,860	
YD05	NM	Interactive forms on website					30,000		30,000	6,000	
YC17	IRM	Lottery aided Parks projects inc. water feature in Manor Park, Wantage					150,000		150,000		lottery funding received
YC18	IM	Improve disabled access to open spaces					20,000		20,000		
YC19	JH	New printer in Reprographics						27,500	27,500		
YH15	PAS	Climate change investment fund						75,000	150,000		
YD06	HSB	Replace existing PCs across council					37,500	37,500	75,000		
YA18	BF	Development of additional plots at Mobile Home Park					700,000		700,000	(9,000)	Should lead to capital receipt of about £1 million
YB01	BD	Replacement DSO vehicles (from reserve)					35,000		35,000		
YP11	TW	Cont. to Abingdon Museum access and refurbishment						50,000	50,000		
<b>total new schemes from 2008-09</b>							1,122,630	643,000	2,246,630	8,860	

**TOTAL CAPITAL PROGRAMME**

7,792,480	4,148,397	3,410,427	568,040	3,015,867	1,869,698	17,137,511	(331,090)
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**Proposed funding**

YA01	AJM	Flood Prevention relief grant, capital element			(125,000)						
YA09	MTL	Skate Park in Abingdon cont. from WREN and others		(59,000)	(54,000)	(5,000)			(59,000)		further contributions obtained
YA13	AJM	Roof Old Abbey House - contribution from tenant		(17,500)		(17,500)			(17,500)		
YC04	IRM	Letcombe Brook works (through new parks cost centre)			(12,000)						
YC04	CW	Abbey Meadow outdoor pool contribution from TC	(14,000)						(14,000)		
YC05	MTL	Abbey Grounds restoration, grants and contributions	(729,795)	(96,200)	(12,450)	(83,750)			(825,995)		
YC07	MM	Wheeled bins - Defra capital grant	(72,040)	(52,500)	(43,300)	(9,200)			(124,540)		
YC11	CW	Sport England contribution to Tilsley Park track		(20,000)	(20,000)				(20,000)		
YC13	MTL	Coleshill Road play area - contribution from developer		(38,500)	(48,000)				(38,500)		
YH01	PAS	Social Housing support - funded from S106 contribution	(368,600)	(50,000)		(50,000)	(81,400)		(500,000)		
YH05	IF	Gov't subsidy to Disabled Facilities Grant, existing	(410,513)	(453,485)	(453,485)		(423,000)	(423,000)	(2,145,485)		limited by DCLG
	SC	New elections computer system - Gov't contribution		(6,000)		(6,000)			(6,000)		
YH05	PAS	Gov't subsidy to Disabled Facilities Grant, additional bid					(75,000)	(87,000)	(336,000)		additional allocation received
YC17	IRM	Lottery fund grant towards water feature					(100,000)		(100,000)		
YB01	BD	Replacement DSO tanker (contribution from reserve)					(35,000)		(35,000)		
<b>Balance from capital receipts</b>			(6,197,532)	(3,355,212)	(2,642,192)	(396,590)	(2,301,467)	(1,359,698)	(12,915,491)		

**REPORT OF THE DEPUTY DIRECTOR (ENVIRONMENTAL HEALTH)**  
**TO THE EXECUTIVE**  
**6<sup>TH</sup> JUNE 2008**

**Air Quality Management Programme**

**1.0 Introduction and Report Summary**

- 1.1 Under the Environment Act 1990 the Council has a duty to take action to work towards the improvement of local air quality where national objectives are breached at locations where people live. Air Quality Management Areas (AQMA) have now been declared in parts of Abingdon and Botley and Air Quality Action Plans (AQAPs) will now need to be devised and implemented.
- 1.2 By nature AQAPs are broad ranging and require the cooperation of a number of Council Service disciplines and external agencies and require extensive engagement with the public and other stakeholders. This report recommends a Council – wide approach to air quality management including the creation of a project board to oversee the process of AQAP production and implementation.
- 1.3 The contact officer for this report is David Stevens Deputy Director (Environmental Health) tel.(01235540378). Email: david.stevens@whitehorsedc.co.uk.

**2.0 Recommendations**

2.1 *That Executive:*

- (a) *notes the background information concerning current issues that will need to be taken into account in Air Quality Action Planning; and*
- (b) *notes the importance of and implications from adopting a Council-wide approach to the management of local air quality including the creation of an advisory group by the Member with portfolio holder responsibility for Environmental Health..*

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

This report relates to the Council's Vision in that it supports objectives 2 and 4. The report does not conflict with any Council Strategies. Furthermore, the report complies with existing policies and contributes to corporate priority of creating a Cleaner, Greener, Safer and Healthier Community and Environment. There is also a relationship between local air quality management and action to address Climate Change. Air Quality management also contributes towards the stated community Strategy priority of Health and wellbeing..

**4.0 Background**

- 4.1 Under the Environment Act 1990 the Council has a duty periodically to review and assess local air quality and to work towards the national objectives which were set in 2005. Where these are breached and people are likely to be exposed to above objective



concentrations of air pollutants the council must declare Air Quality Management Areas (AQMA). These have now been declared in parts of Abingdon and Botley and Air Quality Plans (AQAPs) will now need to be devised and implemented.

## **5 Abingdon AQMA**

5.1 The AQAP for Abingdon was declared in August 2006 and a Further Assessment report has recently been completed. The further assessment report concludes:

- *That the annual average Air Quality Objective (AQO) for Nitrogen Dioxide (NO<sub>2</sub>) is still being exceeded within the AQMA, despite significant reductions in the worst affected areas and the Air Quality Management Order needs to remain in place.*
- *That further monitoring outside of the AQMA has indicated the possibility of the AQO for NO<sub>2</sub> being exceeded along Ock St and that consideration should be given to extending the AQMA to incorporate this area.*
- *That approximately 50% of emissions come from HDVs and 50% from LDVs*
- *That in order to reduce the levels of NO<sub>2</sub> to below the AQO would require a reduction in NO<sub>x</sub> emissions of the order of 25-50% within the AQMA.*

5.2 The contents of the draft report were discussed between selected Council officers, Local Members and officers from County Council Highways at an internal fact finding meeting on 9<sup>th</sup> May 2008. Officers have supported the conclusions in the report but have proposed that the AQMA should not be extended until further monitoring has taken place to validate or refute the indications referred to above.

5.3 The final version of the Further Assessment Report has been submitted for approval and comment to the Department for Environment, Food and Rural Affairs (DEFRA). The report has also been published on the Council's website at:  
[http://www.whitehorsedc.gov.uk/Environmental\\_health/Air/DetailPage-3118.asp](http://www.whitehorsedc.gov.uk/Environmental_health/Air/DetailPage-3118.asp)

## **6 Botley AQMA**

6.1 Following a detailed assessment of air quality last year and AQMA was declared in parts of Botley next to the A34 in April this year. As with Abingdon the next step is to conduct a further assessment to confirm the longer term implications and to gather more information about emissions, such as source apportionment, which is needed to develop an AQAP. The Detailed Assessment Report has also been published on the Council's website

[http://www.whitehorsedc.gov.uk/Environmental\\_health/Air/DetailPage-3120.asp](http://www.whitehorsedc.gov.uk/Environmental_health/Air/DetailPage-3120.asp)

## **7 A Council – wide approach to air quality management**

7.1 By their nature AQAPs have wide ranging implications and require the cooperation of a number of Council service disciplines and external agencies to devise and implement. A considerable amount of research, liaison, negotiation, and communication is needed between affected parties. There are also significant community engagement issues ranging from consultation to raising awareness and informing local residents. An AQAP might also affect Council services which utilise their own vehicles, or their contractors and have implications for Council staff.

## 8 **Risk assessment**

- 8.1 The risks to the Council of failing to manage air quality effectively and correctly are primarily reputational. The Secretary of State for Environment, Food & Rural Affairs can require Local Authorities to take action where they are failing to make sufficient progress and may issue directions requiring Local Authorities to take appropriate steps.
- 8.2 To reduce the chances of failure officers have already consulted with other Councils who are implementing AQAPs. These include South Oxfordshire District Council (SODC) who have AQAPs covering parts of Henley and Wallingford. It is proposed that the creation of an officer working group will account to a Member and officer advisory group who will engage with the process of devising and implementing AQAPs. Other elements to the proposed AQAP development programme will be informed by the experiences of SODC and other Councils.

## 9 **Resource Implications**

- 9.1 Budgetary provision has already been made for the costs associated with air quality management. These include continued monitoring, the engagement of specialist air quality consultants, production of the necessary statutory reports and public consultation.
- 9.2 Whilst it is anticipated that the programme's financial requirements for 2008/09 can be met from this budgetary provision, an increased amount of time will need to be committed by key Members and officers if an effective Council - wide approach is adopted. These requirements are most likely to affect the Member Portfolio Holders, the Licensing and Regulatory Committee and officers from Environmental Health, Communications, Planning and Transport. It is understood that adequate provision has been made in the respective Service Plans for 2008-9

## 10 **Equality and Diversity**

- 10.1 The implementation of the Strategy will affect various parts of the community in Abingdon and Botley and possibly council staff. At this stage it is not possible to know which groups if any might suffer particular negative impacts. This will need to be taken into account through an Equalities Impact Assessment. .

DAVID STEVENS  
DEPUTY DIRECTOR (ENVIRONMENTAL HEALTH)

Background Papers: Further Assessment of Air Quality in the Abingdon AQMA, Air Quality Consultants April 2008; Detailed Assessment of Air Quality in Botley, Air Quality Consultants September 2007

REPORT OF THE DIRECTOR OF  
TO THE EXECUTIVE  
6<sup>th</sup> JUNE 2008

**Progress Report on In House Bar Services**

**1.0 Introduction and Report Summary**

- 1.1 In February 2007, the external bar contractor providing the bar services at the Guildhall in Abingdon and Civic Hall in Wantage tendered his resignation after being in the post less than one year into a three year contract. The decision to revert back to an in-house operation was taken in consultation with the portfolio holder for Contracts and Procurement and senior officers. The decision created an opportunity for officers to regain direct control on a key part of the Civic Halls service which had become increasingly difficult to resource and direct through external operators.
- 1.2 The Guildhall and Civic Hall are a priority focus for the Council wide Property Review currently being undertaken. It should be noted that any major changes to either building could have significant consequences to the bar operation especially if there was to be any removal or reduction in access to facilities.
- 1.3 By maintaining the service in-house minimises the impact any changes the Property Review may have, compared to using an external contractor and the contractual obligations that could arise.
- 1.4 The in - house team started operations on October 16<sup>th</sup> 2007 and have successfully provided a full range of bar services for a significant number of functions at both facilities to date.
- 1.5 The Contact Officer for this report is Chris Webb telephone 01235 540358.

**2.0 Recommendations**

- 2.1 *That the service continues to be provided in – house until the future of the Civic Halls is confirmed under the property review.*
- 2.2 *That the halls management team be commended for their efforts in setting up and developing the business to a point where it is generating profits within its first six months of operation.*

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

- (a) (the report relates to the relevant objectives C and E of the Council's Vision)
- (b) (the report does not relate to any existing Council strategy)

(c) (the report does not contradict with any existing policies)

#### 4.0 **Background and Supporting Information**

- 4.1 In setting up the new in-house service, officers worked with colleagues within human resources, audit and accountancy services, to produce a staff team, financial controls and new budgets. In addition officers produced the necessary risk assessments, work procedures and control mechanisms to support the new service.
- 4.2 In the period 16<sup>th</sup> October to 31<sup>st</sup> March 2008 the team have provided bars for 67 events at the Guildhall and 39 at the Civic Hall. Of these one complaint was received caused by circumstances not within our direct control whilst a number of verbal compliments have been received and two formal letters of thanks for the bar services. In the current financial year there are 83 bars booked for the Guildhall and 70 for the Civic Hall which is average for this time of the year.
- 4.3 The Council inherited stock and equipment from the previous contractor. Despite several communications we are still awaiting invoices from him in respect of this stock and equipment. However, we have included the full market value of this stock and equipment in our budgets.
- 4.4 The performance of the service in the first six months has been encouraging. Nett takings in the six month period for the whole service have totalled £28,029.12, total costs including an allowance for inherited stock and equipment have totalled £19,974.57 providing an operating profit of £8,054.55.
- 4.5 To ensure that systems and processes are in place to secure the Council's assets an internal audit has been undertaken in April 2008. Recommendations for improvements are minimal and reflect the effort already applied to setting up the service.
- 4.6 Under the previous external contractor arrangements the Council received a percentage of the contractor's takings in respect of the contractor having an exclusive right to offer bars in our halls. On average this arrangement generated £7,000 per annum dependant on the number of bars provided and the professionalism of the contractor in delivering the service. It is reasonable to assume that this figure will be improved upon by providing the service in house.

#### 5.0 **Options**

- 5.1 The Council really has two options to consider. The first is to revert back to an external contractor and the difficulties that that method of working provides and the second is to continue with the in-house operation and the risk in terms of continuing to operate at a profit.

#### 6.0 **Conclusions**

- 6.1 The operation of the bars through the Council's own staff has proved successful and profitable. The in - house team has demonstrated that they have the skills and

the operational knowledge to provide a well run and professional service. In view of the possible major changes to the Civic Halls in future years it is prudent to retain this method of operating to maximise income to the Council and minimise future contractual obligations to third parties.

CHRIS WEBB  
LEISURE FACILITIES MANAGER

STEVE BISHOP  
STRATEGIC DIRECTOR

Background Papers: None

**REPORT OF THE DEPUTY DIRECTOR**  
**TO THE EXECUTIVE**  
**DATE OF MEETING – 06 JUNE 2008**

**Procedure for approving the short-list of companies to be invited to proceed to the next stage of the joint procurement of Waste Collection and Street Cleansing Services for the Vale of White Horse DC and South Oxfordshire DC**

**1.0 Introduction and Report Summary**

- 1.1 The two Districts are jointly procuring new waste collection and street cleansing contract(s) to replace existing contracts when these terminate in June 2009 and October 2010.
- 1.2 The procurement project is being managed by the Deputy Director Contracts and Procurement at the Vale of White Horse DC on behalf of both Councils. The procurement is being carried out in accordance with the Public Contracts Regulations 2006 utilising the Competitive Dialogue process. Timetables for the procurement process are appended at appendices A and B.
- 1.3 The published timetable requires a decision on short-listing to be made by 27 June 2008, this decision requires the approval of both Councils executive bodies. Officers will not have completed detailed evaluation of the seven responses in time for the Executive meeting of 6 June.
- 1.4 The contact officer for this report is Mike Mackay, Deputy Director (Contracts and Procurement), telephone (01235 540337).  
**Email address : michael.mackay@whitehorsedc.gov.uk.**

**2.0 Recommendation**

- (a) *that the Executive invites the Leader to delegate to the Portfolio Holder the approval of the short-list of companies to be invited to proceed to the next stage of the procurement, in consultation with the Leader, Chair of Scrutiny and Vale councillors on the Project Board.*

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

This report supports the Council's priority of delivering a cleaner and greener environment and supports the medium term financial plan.

**4.0 Project Progress**

- 4.1 Following the advertising of this requirement in January 2008 19 companies originally expressed an interest in this procurement, 15 subsequently submitted Pre-Qualification Questionnaires. From these responses 9 companies were invited to submit outline proposals, two of whom decided not to proceed. The project manager in conjunction with other officers and members from both Councils is currently reviewing these seven proposals with a view to recommending a minimum of three companies to

be approved for short-listing. The timetable requires the short-list to be approved by 20 June, with notification to successful and unsuccessful companies on 27 June.

- 4.2 The only option to the recommendation is for a special meeting of the Executive to be called during June. This is considered to be impractical and unnecessary.

MIKE MACKAY  
DEPUTY DIRECTOR (CONTRACTS AND PROCUREMENT)

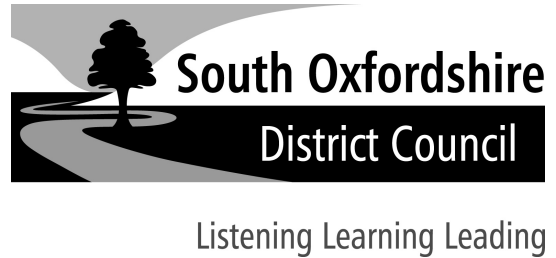
STEVE BISHOP  
STRATEGIC DIRECTOR

**Joint Procurement Master Plan – Update # 6 Date – 27.05.08**

		<b>Owner</b>	<b>Completion By</b>	<b>Notes</b>
<b>1. PROJECT START – UP</b>				
1.1	Business Case	M. Mackay	Completed	The risk assessment and business case were provided by the Enviro study. The Project Brief has been updated following the meeting with SECE on 07.01.08 and will be presented to the Feb Steering Group for approval.
1.2	Risk Assessment	M. Mackay	Completed	
1.3	Project Brief	M. Mackay	Completed	
1.4	Project Organisation	M. Mackay	In place	
<b>2. PRE-TENDER ACTIVITY</b>				
2.1	Budgets	A. Brander	Completed	From MTFP.
2.2	Waste Industry Discussions	M. Mackay	Completed	Exploratory discussions with Verdant, Grundon and Veolia. Draft documents will be presented to the Feb Steering Group and will be finalised for the tender pack to be issued on 04.04.08.
2.3	Contract Terms	J. Banton	Issued	
2.4	Specification	Sally Wilson	Issued	
2.5	Performance Regime	Sally Wilson	Issued	
2.6	PQQ Available	M. Mackay	Completed	
<b>3. TENDER PROCESS</b>				
3.1	OJEU Advert placed	M. Mackay	Completed	Section 3 summarises the main steps in a fully EU compliant procurement exercise (in accordance with the Public Contracts Regulations 2006 – Competitive Dialogue Procedure). The process commences with public advertising of the requirement requesting interested parties to express an interest. This will be a 3 stage process –PQQ, long-list and short-list. Supplier day held on 15.04.08. Exec / Cabinet approvals will be required for short-listing and approval of preferred bidder. Vale Exec meetings on 06.06.08 and 05.12.08. South Cabinet meetings on 18.06.08 and 04.12.08.
3.2	Deadline for EOIs / completed PQQs	M. Mackay	Completed	
3.3	Agree long-list from PQQs	M. Mackay	Completed	
3.4	Invitation to participate in Competitive Dialogue (submit outline proposals - SOP)	M. Mackay	Completed	
3.5	Deadline for SOP	M. Mackay	Completed	
3.6	Short List agreed / Invitation to submit detailed proposals	M. Mackay	27.06.08	
3.7	Deadline for submission of detailed proposals	M. Mackay	12.09.08	
3.8	Deadline for final tenders	M. Mackay	17.10.08	
3.6	Internal approval process Appoint Preferred bidder.	M. Mackay	19.12.08	



<b>4. MPLEMENTATION</b>				
4.1	Migration / Plan	TBA	19.12.08	The migration plan will need to encompass an exit strategy for a change of supplier as well as phased implementation Owners for section 4 activities not required yet
4.2	Communication Plan	Nikki Malin	Draft with Project Board	
4.3	Contract Management	TBA	31.03.09	
4.4	Improvement Plan	TBA	31.03.09	
4.5	Contract Commences	TBA	07.06.09	



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## **JOINT WASTE PROCUREMENT:TIMETABLE FOR THE REMAINDER OF THE INVITATION TO SUBMIT OUTLINE PROPOSAL STAGE**

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<b>Event</b>	<b>Date</b>
Deadline for Submission of Outline Proposal	16 May
Vale Liberal Democrats Group Meeting	28 May
Deadline for Project Team to Complete Initial Evaluation	30 May
Supplier Presentations	2, 3 ,4 June
Vale Conservative Group Meeting	4 June
Deadline for Project Team to Complete Proposed Shortlist	6 June
Vale Executive Meeting	6 June
Proposed Shortlist to be presented to Joint Waste Board Meeting	10 June
Steering Group Meeting	17 June am
Special South Oxon Cabinet meeting	18 June
Authorisation by responsible body in each Council	20 June
Invitation to Submit Detailed Proposal	27 June

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

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By virtue of paragraph(s) 3, 5 of Part 1 of Schedule 12A of the Local Government Act 1972.

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of the Local Government Act 1972.

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