

Date: 24 July 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, 1ST AUGUST, 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.

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 10 - 11)

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 a correct record the public minutes of the meeting of the Executive held on 6 June 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. Referrals from the Overview and Scrutiny Committees and Other Committees

(a) Scrutiny Committee – 12 June 2008

At its meeting the Scrutiny Committee considered report number 12/08, Corporate Governance Report which had been presented to the Executive on 6 June 2008. The Scrutiny Committee made the following recommendation to the Executive, (minute SC.9 refers):

Recommendation

that BVPI 8 [invoices paid on time] be retained as a Local Performance Indicator for financial services.

(b) Council - 16 July 2008

At the meeting of the Council the following motion was referred to the Executive for consideration and determination:

“This Council recognises the work of local residents and councillors to find solutions to issues surrounding a footpath running through The Westfield and Willows Park and agrees to refer this matter to the Vale's Executive to consider what action this Council can take to address the concerns raised.”

Councillors James McGee and Bill Melotti have been invited to the meeting as proposer and seconder of the motion respectively.

8. Financial Monitoring

(Page 12)

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

KEY DECISIONS

9. Forward Plan

(Pages 13 - 15)

To receive the Forward Plan containing Executive decisions to be taken from August to November 2008.

Recommendation

that the Forward Plan be received.

OTHER MATTERS

10. Corporate Governance - First Quarter 2008/09

(Pages 16 - 24)

To receive and consider report 50/08 of the Senior Management Team.

Introduction and Report Summary

The Corporate Governance Report looks at the key areas of:

- Corporate Priorities
- National Indicators
- Progress against Service Prioritisation Plans
- Key staffing data (sickness levels and turnover)
- Progress with Business Process Improvement Reviews
- A Financial commentary

At its meeting on 21st July 2008 the Senior Management Team (SMT) considered the first quarter 2008/09 Corporate Governance 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

Recommendation

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

11. Financial Outturn 2007/08

(Pages 25 - 37)

To receive and consider report 51/08 of the Joint Head of Finance, Ridgeway Shared Service Partnership.

Introduction and Report Summary

The report details, in accordance with the corporate planning framework the outturn position for 2007/08, subject to audit. The report is submitted to the Executive in accordance with its service delivery and budget management roles. The report will also be submitted to the Scrutiny Committee to assist it to review Council performance.

The Contact Officer for this report is Alice Brander, Chief Accountant, (01235 520202 Ext 429).

Recommendations

The Executive is requested to:

- (a) Note the overall outturn position of the Council as well as the outturn of individual services areas and cost centres: and*
- (b) Take into account the impact of the outturn position in the integrated service and financial planning process when setting the 2009/10 original budget.*

12. Treasury Management Review

(Pages 38 - 41)

To receive and consider **report /08** of the Joint Head of Finance, Ridgeway Shared Service Partnership.

Introduction and Report Summary

The Council's Treasury Management Policy requires a report to be made on Treasury Management performance in the previous financial year. It is also required by the CIPFA Treasury Management Code of Practice as embodying sound financial management.

The purpose of this report is to detail the Council's cash investment performance in the financial year 2007/08 and to raise any treasury management issues. Property investment return is included in the 2007-08 Annual Financial Out-turn monitoring report which is also on this agenda.

The Contact Officer for this report is Steve Lawrence, Principal Accountant (Technical), telephone 01235 540321. email address:

steve.lawrence@whitehorsedc.gov.uk

Recommendations

- (a) to note the return on cash invested during 2007/08 and the balances of the funds*

at 31 March 2008; and

(b) to note the prospects for the return on cash investments in 2008/09.

13. Flooding Prevention Schemes

To receive an update from the Portfolio Holder.

14. Didcot Growth Point Bid

(Wards Affected: Harwell)

At the meeting of the Strategic and Local Planning Advisory Group held on 18 June 2008, Members recalled that the Council had agreed to an additional 750 dwellings being allocated for development in the Vale near Didcot. This supported the Growth Point Bid for Didcot to be submitted jointly to the Government by South Oxfordshire District Council. Members had previously agreed to this because it had been intended that there would be a joint bid with this Council with any Government funding shared between the Councils on the basis of the number of houses in each District. However, the Government had discounted the possibility of joint bids and therefore South Oxfordshire had taken the bid forward on its own.

This Council's agreement to accept an additional 750 dwellings in the Vale is an offer that cannot be reversed. At the Advisory Group meeting, Members queried whether a proportion of the funding will be put towards infrastructure that will benefit Vale residents. The Advisory Group suggests that a Member-level approach to South Oxfordshire should be made to ensure this happens.

Recommendation

that the Executive be recommended to instigate Member-level discussions with South Oxfordshire District Council to ensure that part of the Didcot Growth Bid funding from Government will be spent on schemes to improve infrastructure of benefit to the Vale and that the outcome be fed back to the Strategic and Local Planning Advisory Group.

15. Brown Bins

The Council's 2008/09 capital programme includes £16,700 to purchase 1,000 additional brown bins (YC07). This has already been committed.

Since the withdrawal of the green sack scheme, the demand for brown bins has greatly exceeded predictions and at the current rate of take up, a further 3,000 will be needed during the course of the year.

Due to rising oil prices and the increased national demand for wheeled bins, prices have risen to approximately £20 per bin (including delivery). In order to meet the extra demand, officers request that the capital budget be increased by a further £60,000. As the operation of the scheme is fully funded by charges made, there will be no adverse implications to revenue budgets. The increase in this scheme's capital budget will be offset by underspends and slippage elsewhere in the capital programme, so the overall Council Budget is unaffected.

Recommendation

that the Executive increases the 2008/09 Brown Bin capital scheme budget by £60,000.

16. **Hackney Carriage Tariffs**

(Pages 42 - 50)

To receive and consider report 53/08 of the Deputy Director (Environmental Health).

Introduction and Report Summary

The Council last reviewed the tariff structure and charges for Hackney Carriages in April 2007. This report sets out the results of a consultation exercise with Hackney Carriage drivers within this District and asks Members to determine the tariff level which should be proposed for the next year.

Following this initial decision from Members, the proposed tariff must be published in a local newspaper so that any member of the public or trade can make representations to the Council. Any objections which are received must be considered and the tariff (with any necessary amendments) must be introduced within two months of the original publication date. This report therefore also asks Members to support the delegation of responsibility for finalising the tariff to the Member with Portfolio for Environmental Health. The contact officer for this report is Rob Akers, Team Leader (Food and Safety), tel. 01235 540382. E-mail: Rob.Akers@whitehorsedc.gov.uk

Recommendations

- (a) that that the proposal to increase the tariff for Hackney Carriages within the Council's District to the average amounts (rounded to the nearest 0.5 pence) arising from the recent consultation exercise, as given in the table below be approved:

	Charge for cleaning ('Soiling charge')	Tariff One (£)				Tariff Two (£)			
		Less than $\frac{7}{10}$ Mile	More than $\frac{7}{10}$ Mile	Subsequent $\frac{1}{10}$'s Mile	Waiting Time (per minute)	Less than $\frac{7}{10}$ Mile	More than $\frac{7}{10}$ Mile	Subsequent $\frac{1}{10}$'s Mile	Waiting Time (per minute)
Option 2	56.5	3.50	3.50	0.20	0.20	4.63	4.63	0.30	0.30

- (b) that this proposed tariff be published for consultation no later than 14th August 2008, and taking effect from 18 days after publication, provided that no objections have been received; and
- (c) that the Executive delegate authority to the Portfolio Holder with responsibility for Environmental Health to consider any objections which are received and approve a final tariff, with any necessary amendments.

17. Comments and Complaints

(Pages 51 - 60)

The Comments and Complaints Annual Review for 2007/08 is attached. 146 complaints were received at Stage 1 under the Council's Comments and Complaints procedure, including 13 complaints which went to Stage 2 of the procedure. 139 compliments were recorded for the year.

The majority of complaints related to either the policies Council employees have to follow; the procedures that cover the way services are provided; or were in respect of services provided by contractors on behalf of the authority.

As part of the complaints process, corrective and preventive actions will be discussed with relevant service areas to find ways of improving procedures where necessary. The recording of comments and complaints continues to be seen as a positive way of highlighting residents' concerns.

Recommendation

that the Comments and Complaints Annual Review for 2007/08 be received.

18. 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 19 **Minutes**

(Category 1 - Information relating to any individual.)

(Category 2 - Information which is likely to reveal the identity of any individual.)

(Category 3 - Information relating to the financial or business affairs of any particular person (including the authority holding that information.)

Item 20 **Vale Halls Catering Contract**

(Category 3)

Item 21 **Property Matters**

(Category 3)

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

STANDING ITEMS

19. **Minutes**

To adopt and sign as a correct record the Exempt minutes of the meeting of the Executive held on 6 June 2008, (previously circulated).

OTHER MATTERS

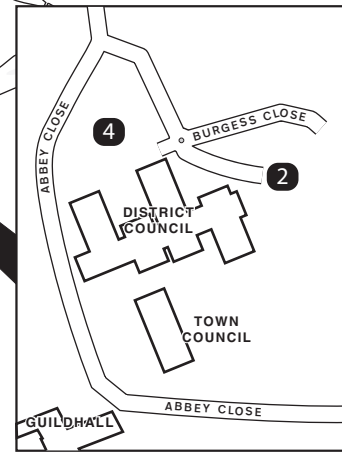
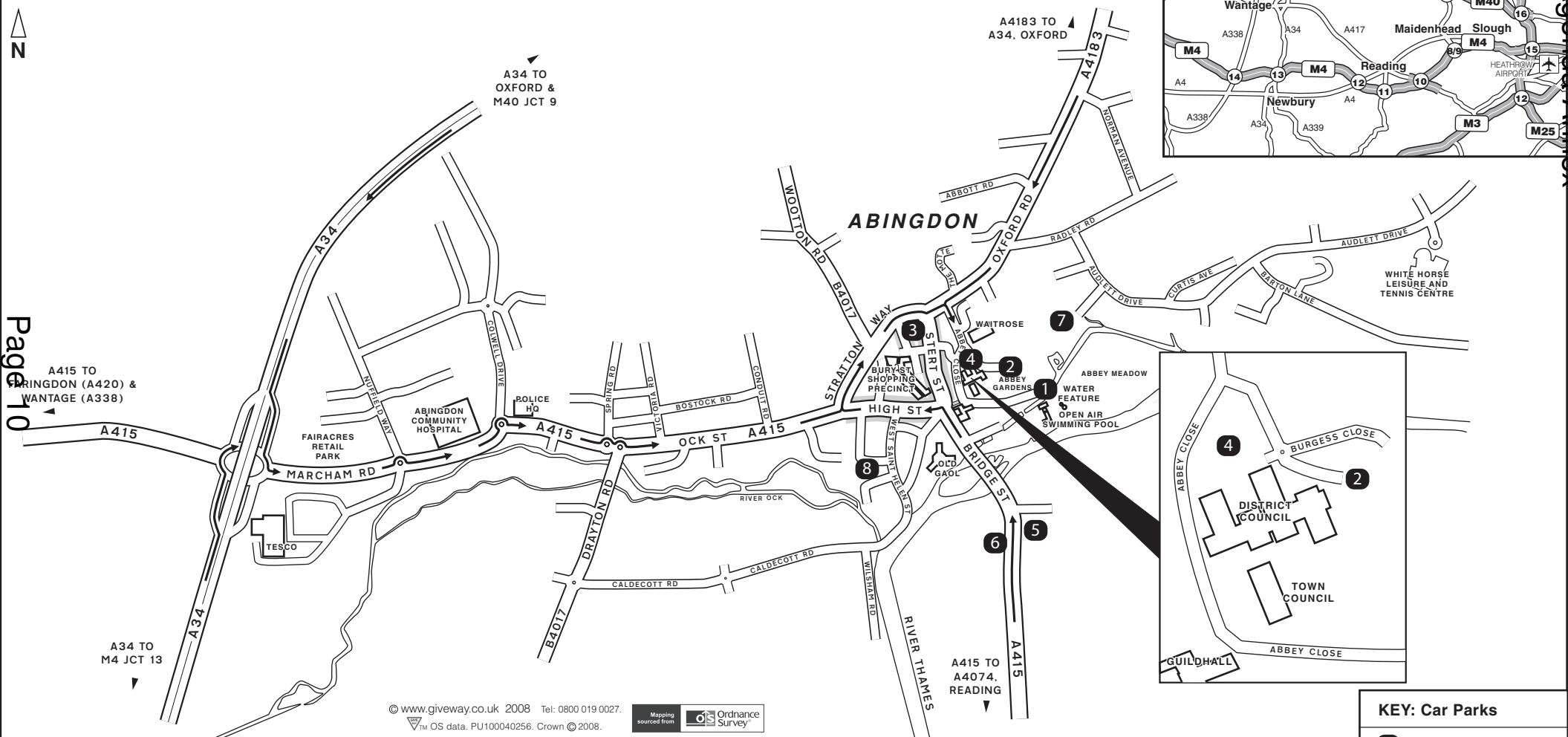
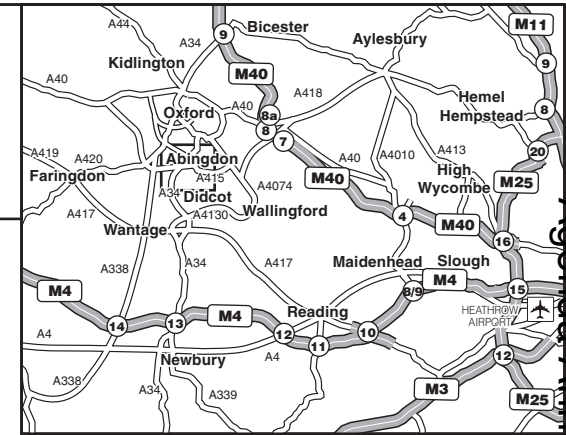
20. **Vale Halls Catering Contract**

(Pages 61 - 64)

To receive and consider report 54/08 of the Strategic Director.

21. **Property Matters**

To consider any property matters.



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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 or call 08457 484950

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

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



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 16th 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
16th 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

Virements requests received at 15 July 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	24/04/2008	9102	RS73	Revenues & Benefits Client Team	9102	CH11	Organisational Change	22,080	12.3%	The income budget for recharging certain ICT support work to Capita was originally included under the Revenues & Benefits Client cost centre rather than Organisational Change (OC). OC have requested the income budget be moved to offset their costs.	None	5	Y	Y	
2	14/05/2008	9102	CS21	Community Safety	4706	CS21	Community Safety	6,160	4.5%	External funding to be used in the partnership spending plan. The virement creates a matching income and expenditure budget.	None	2	Y	N	
3	26/06/2008	1001/1003/1005	HE21	Enabling (Private Sector Grants)	1001/1003/1005	CH11	Organisational Change	1,630	2.1%	Uniform System Administrator posts are gradually being moved to Organisational Change (OC). Following a restructure in Housing the hours relating to this function (which are no longer associated with a post) were transferred to OC so the budget needs to be moved as well.	None	4	Y	N	
3	26/06/2008	1001/1003/1005	HE31	Regulation	1001/1003/1005	CH11	Organisational Change	1,630	2.1%	Uniform System Administrator posts are gradually being moved to Organisational Change (OC). Following a restructure in Housing the hours relating to this function (which are no longer associated with a post) were transferred to OC so the budget needs to be moved as well.	None	4	Y	N	
4	26/06/2008	1001/1003/1005	LG11	Legal Services	1001/1003/1005	CH11	Organisational Change	8,020	2.7%	Uniform System Administrator posts are gradually being moved to Organisational Change (OC). The part time post of System Administrator in Legal Services has been transferred to OC from 1 July so the budget needs to be moved as well.	None	4	Y	N	
4	26/06/2008	1001/1003/1005	LG21	Local Land Charges	1001/1003/1005	CH11	Organisational Change	1,420	1.7%	Uniform System Administrator posts are gradually being moved to Organisational Change (OC). The part time post of System Administrator in Legal Services has been transferred to OC from 1 July so the budget needs to be moved as well.	None	4	Y	N	
Total Virements								40,940							
Summary															
Total Type 1								-							
Total Type 2								6,160							
Total Type 3								-							
Total Type 4								12,700							
Total Type 5								22,080							
Total								40,940							

VALE OF WHITE HORSE DISTRICT COUNCIL

FORWARD PLAN

CONTAINING EXECUTIVE KEY DECISIONS TO BE TAKEN FROM 1 AUGUST 2008 - 30 NOVEMBER 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, this comprises the Leader of the Council, Councillor Tony de Vere, and six other elected Members: Councillors Mary de Vere, Richard Farrell, Jenny Hannaby, Angela Lawrence, Jerry Patterson and Richard Webber.

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.

Decision	Key decision?	Decision maker	Date first published on Forward Plan	Consultees	Consultation method	Contact Officer	Documents used
Corporate Governance - First Quarter 2008/09	No	Executive 1 Aug 2008	August 2008	Councillor Tony de Vere	Consult Senior Management Team	Robert Woodside Tel. 01235 520202 ext.499 E-mail: robert.woodside@whitehorsedc.gov.uk	Corporate governance data
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: william.jacobs@ridgeway.ssp.gov.uk	Individual budget outturn reports

Decision	Key decision?	Decision maker	Date first published	Consultees	Consultation method	Contact	Documents used
Review of Public Conveniences	Yes	Executive 1 Aug 2008	February 2008	Councillor Richard Farrell	Consult Budget Holders	Bill Farrar Tel. 01235 540356 E-mail: bill.farrar@whitehorsedc.gov.uk	None.
Flood Prevention Schemes	Yes	Executive 1 Aug 2008	August 2008	Councillor Richard Farrell	Consult Environment Agency and Oxfordshire County Council	Bill Farrar Tel. 01235 540356 E-mail: bill.farrar@whitehorsedc.gov.uk	None.
Comments and Complaints 2007/08	No	Executive 1 Aug 2008	August 2008	Councillor Richard Farrell	Consult Portfolio Holder	Helen Bishop Tel. 01235 540372 E-mail: helen.bishop@whitehorsedc.gov.uk	Comments and complaints received
Community Grants	No	Executive 3 Oct 2008	October 2008	Councillor Mary de Vere	Consult Portfolio Holder	Toby Warren Tel. 01235 547695 E-mail: toby.warren@whitehorsedc.gov.uk	Grant applications
Local Development Framework: Options	Yes	Executive 3 Oct 2008	February 2008	Statutory Consultees Strategic and Local Planning Advisory Group	Consultation through the Local Development Framework process	Rodger Hood Tel. 01235 540340 E-mail: rodger.hood@whitehorsedc.gov.uk	Existing Local Development Scheme
Vale Sustainable Community Strategy	Yes	Executive 3 Oct 2008	October 2008	Councillors Mary de Vere	Consult other partners	Toby Warren Tel. 01235 547695 E-mail: toby.warren@whitehorsedc.gov.uk	Current strategy

Decision	Key decision?	Decision maker	Date first published	Consultees	Consultation method	Contact	Documents used
Budget Setting 2009/10	No	Executive 3 Oct 2008	October 2008	Councillor Jerry Patterson	Follow the Council's budget setting process	William Jacobs Tel. 01235 540455 E-mail: william.jacobs@ridgeway.ssp.gov.uk	None.
South East Area Committee Community Grants	No	South East Area Committee 14 Oct 2008	October 2008	Councillor Mary de Vere Councillor Joyce Hutchinson (Chair of the Area Committee)	Consult Portfolio Holder	Toby Warren Tel. 01235 547695 E-mail: toby.warren@whitehorsedc.gov.uk	Grant applications
North East Area Committee Community Grants	No	North East Area Committee 20 Oct 2008	October 2008	Councillor Mary de Vere Councillor Dudley Hoddinott (Chair of the Area Committee)	Consult Portfolio Holder	Toby Warren Tel. 01235 547695 E-mail: toby.warren@whitehorsedc.gov.uk	Grant applications
Abingdon Area Committee Community Grants	No	Abingdon Area Committee 6 Nov 2008	November 2008	Councillor Mary de Vere	Consult Portfolio Holder	Toby Warren Tel. 01235 547695 E-mail: toby.warren@whitehorsedc.gov.uk	Grant applications
West Area Committee Community Grants	No	West Area Committee 11 Nov 2008	November 2008	Councillor Mary de Vere Councillor Robert Sharp (Chairman of the Area Committee)	Consult Portfolio Holder	Toby Warren Tel. 01235 547695 E-mail: toby.warren@whitehorsedc.gov.uk	Grant applications

REPORT OF THE SENIOR MANAGEMENT TEAM
TO THE EXECUTIVE
1 August 2008

Corporate Governance Report: First Quarter 2008/09 (1 April 2008 to 30 June 2008)

1.0 Introduction and Report Summary

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

- Corporate Priorities
- National Indicators
- Progress against Service Prioritisation Plans
- Key staffing data (sickness levels and turnover)
- Progress with Business Process Improvement Reviews
- A Financial commentary

At its meeting on 21st July 2008 the Senior Management Team (SMT) considered the first quarter 2008/09 Corporate Governance 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).
E-mail 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 4 actions (1.1, 1.2, 3.5, 3.6) and 5 local performance indicators (EH4, EH5, EH6, CS2 and CS11) should be included in this report. Full details are included in Appendix A.

4.2 National Indicator Report.

SMT agreed that there are no National Indicators where progress should be reported to the Executive as exceptions.

4.3 Service Prioritisation Plan (SPP) Progress Report

SMT tracks progress against all of the 26 SPPs included in the 2008/9 budget. Progress against 1 SPP has been included in Appendix B.

4.4 Summary of Sickness and Turnover Report

Sickness is slightly lower this quarter compared to the same quarter last year. It is also significantly lower than the previous quarter, quarter 4 last year (1 January 2008 to 31 March 2008). The number of days lost during the quarter was 495. The average number of days lost per full time equivalent (FTE) was 1.94.

Turnover is lower this quarter compared to the same quarter last year but slightly higher than quarter 4 last year (1 January 2008 to 31 March 2008). The turnover rate for the quarter was 2.76% which equates to 8 leavers.

4.5 Progress with Business Process Improvement (BPI) Reviews

It is recognised that the cross organisational BPI review has suffered a loss of momentum due to a number of local factors. The post left vacant by Tim Sadler has allowed a saving to be taken, and to provide budget for an interim Strategic Director to be engaged on a part-time, short term contract. The incumbent (Andrew Logan) has been asked to review the BPI process and to comment upon the likelihood of it achieving the National Indicator 179 target in 2008/09. This indicator measures the total net value of ongoing cash releasing value for money gains that have impacted since the start of the 2008/9 financial year.

The review is part way complete (it will be finished before the end of the second quarter) and is initially focusing on three areas:

1. reorganisation of administrative staff across the organisation being driven within the Organisational Development and Support service area
2. a review of procedures in the Housing Services team
3. a revitalisation of the Local Services Point 3 project (moving transactions onto the website and phone).

4.6 Financial Commentary: 1 April 2008 to 30 June 2008

The first quarter review of budgets and expenditure has taken place. The Deputy Directors have highlighted a number of areas that are being affected by the economic downturn.

Income from planning application fees is expected to be down against budgets by approximately £100k. Similarly, income in Legal is expected to be down against budget by £109k. This is primarily as a consequence of the reduction in requests for land searches. A full report on the running of the service will be made shortly and the shortfall will be adjusted throughout the year in accordance with demand for the service. The temporary accommodation team has also reported a likely budget pressure of £60k as a consequence of a slowdown in the transfer of clients out of temporary accommodation into lower cost permanent accommodation.

A shortfall in investment income is being forecast of £100k – the uncertainty over the timing of a property sale will mean that less income will be made from investments in

the current year. However, this has been offset to a small degree by the higher than forecast investment interest rates which are continuing to hold.

Finally, the council has just been told that one of the Botley traders has gone into liquidation. This may result in a further shortfall in property income of three quarters rent £36k if the unit cannot be re-let.

There is some good news in that income has been received from the Government for reimbursement of costs under the Bellwin flood scheme for the January 2008 floods. Members will recall that the Council had to carry these costs in 2007/08 and reimbursement of £18k will be made in the current year. Additional funding from the EU has also been granted of £31k as a part of a nationwide contribution of EU funding to offset the impact of flooding. The Deputy Director of Commercial Services is preparing a briefing note for the Executive on the use of this funding and a year end variance is not projected at this stage.

We have also been notified about additional income from the new Housing and Planning Delivery Grant of £344k. This grant replaces the Planning Delivery Grant and like the old grant must be split 67% revenue and 33% capital. Initially, the Council had been uncertain as to whether it would be eligible for this grant which currently funds the Planning Delivery budget. The continuation of the grant will have a beneficial impact on the long term funding of the service.

Finally, we have been notified that we may receive a further £250k Local Authority Business Growth Incentive (LABGI) grant subject to a final decision regarding the allocation of this funding following a court case ruling. Members will be notified as soon as this has been confirmed.

The table included as Appendix C (column 'Variance from Working budget') shows the impact on the Council's budgets of the issues raised by the Senior Management Team as at the end of the first quarter of 2008/09.

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

1. Facilitating the provision of affordable housing

	Action for Improvement	Milestones	Timescale	Officer	Comments / Progress
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	25 units provided in the quarter Notwithstanding this quarters performance officers are noting a slowdown in development resulting from the economic downturn and expect this to impact upon achievement of the target.
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	8 units provided in the quarter Notwithstanding this quarters performance officers are noting a slowdown in development resulting from the economic downturn and expect this to impact upon achievement of the target

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

Local Performance Indicators relevant to these priority areas 2008-9

Indicator	Target 2008/09	Q1	Q2	Q3	Q4	Comments
CLEANER						
LPI EH4 Number of Fixed Penalty notices served	65	14				Slight shortfall to be addressed through work programme prioritisation
LPI EH6 Number of Grot Spots cleaned up	15	0				Publicity measures planned for Q2 likely to increase referrals
GREENER						
LPI EH5 No of environmental debates	15	3				Expected to increase

3. Improving and modernising access to our services

	Action for Improvement	Milestones	Timescale	Officer	Comments / Progress
3.5	To ensure structured, consistent and co-ordinated consultation	a) Produce an annual consultation plan	Quarter 1	Nikki Malin	Meetings held with DDs to identify consultation needs for the year to be incorporated into the plan. The plan is now expected to be completed by the end of August.
3.6	To ensure a consistent approach to maintaining high profile communications, safeguarding the Vale's reputation.	Media training for members and officers	Quarter 1	Nikki Malin	General media training has been designed. This is scheduled to take place between September and December 2008. Quotes for broadcast training are due in. It is expected to take place between December 2008 and March 2009.
		"Your Vale" campaign	Quarter 1		Your Vale launched in June edition of Vale Views. However, internal launch delayed due to change in staff briefing content due to shared management proposal. Hoped to include it in staff briefing in September.

Local Performance Indicators 2008-9

Indicator	Target 2008/9	Q1	Q2	Q3	Q4	Comments
CS2 Number of enquiries at the Local Services Point	63,300	15051				Web payments for brown bins have been suspended due to

Abingdon (the 63,300 target is broken down as detailed below): 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		8876 4975 1200 1 1187				technical problems. It is expected that this will be achieved by the end of September 2008.
CS11 % of calls to be answered within 20 seconds	90%	89%				The actual result for 2007/8 was 85%. The first quarter result is slightly below target but is showing an improvement on last years result

Appendix B – Service Prioritisation Plans (SPP)

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No.	Service prioritisation options	Lead officer	2008/09 £'000 (savings) / costs	2009/10 £'000 (savings) / costs	2010/11 £'000 (savings) / costs	2011/12 £'000 (savings) / costs	
14	Reduce temporary accommodation costs through net saving on subsidy budget.	PS	(28.0)	(28.0)	(28.0)	(28.0)	The SPP was based upon savings generated from more effective procurement of temporary accommodation. However early signs are that these savings may not materialise.

Appendix C - Budget monitoring 1st April - 30th June 2008

		Original Budget £	Working Budget £	Working Budget profiled £	Actual £	Year End Projection £	Variance from Working budget £	Explanation of major variances
Commercial	Exp	3,792,960	2,861,290	854,426	831,246	2,861,290	0	

Services	Income	(2,518,380)	(1,791,480)	(601,945)	(704,372)	(1,791,480)	0	
	Net	1,274,580	1,069,810	252,481	126,874	1,069,810	0	
Contracts & Procurement	Exp	8,696,630	6,986,530	1,490,703	860,365	6,986,530	0	
	Income	(2,321,580)	(1,848,340)	(403,947)	(265,505)	(1,848,340)	0	
	Net	6,375,050	5,138,190	1,086,756	594,860	5,138,190	0	
Democratic Services	Exp	1,216,110	839,860	198,240	176,978	839,860	0	
	Income	(2,230)	(2,230)	(555)	(2,744)	(2,230)	0	
	Net	1,213,880	837,630	197,685	174,234	837,630	0	
Environmental Health	Exp	1,790,360	1,235,350	306,438	313,209	1,235,350	0	
	Income	(525,820)	(306,590)	(53,505)	(70,572)	(306,590)	0	
	Net	1,264,540	928,760	252,933	242,637	928,760	0	
Finance	Exp	27,212,838	26,058,510	6,383,322	4,719,810	26,070,879	12,369	Possible contract inflation pressure re: RPI to apply to Capita contract. Shortfall in investment income of up to £100k due to uncertainty over the timing of a property sale. In addition there is a minimum estimated shortfall in budgeted income re: recharges for support supplied to Capita of £11k.
	Income	(28,748,880)	(27,676,090)	(6,607,919)	(4,921,148)	(27,565,090)	111,000	
	Net	(1,536,042)	(1,617,580)	(224,597)	(201,338)	(1,494,211)	123,369	

		Original Budget	Working Budget	Working Budget profiled	Actual	Year End Projection	Variance from Working budget	Explanation of major variances
		£	£	£	£	£	£	
Housing & Community	Exp	3,164,640	1,797,540	478,716	397,885	1,857,540	60,000	Slowdown in transferring clients from temporary accommodation to lower cost permanent accommodation.
	Income	(1,187,280)	(770,440)	(146,944)	(548,961)	(770,440)	0	
	Net	1,977,360	1,027,100	331,772	(151,076)	1,087,100	60,000	
Legal Services	Exp	675,130	458,460	113,208	90,348	458,460	0	Downturn in requests for land searches.
	Income	(795,010)	(360,380)	(90,096)	(62,632)	(251,272)	109,108	
	Net	(119,880)	98,080	23,112	27,716	207,188	109,108	
Organisational Devpt & Support	Exp	3,785,730	2,954,758	718,243	623,177	2,954,758	0	
	Income	(3,354,910)	(47,670)	(6,399)	(899)	(47,670)	0	
	Net	430,820	2,907,088	711,844	622,278	2,907,088	0	
Planning & Community Strategy	Exp	4,228,300	2,963,260	841,441	820,802	2,918,260	(45,000)	Indefinite postponement of recruitment of Principal Planning Officer Planning application fees income reduction in applications + car park income
	Income	(2,127,920)	(1,993,170)	(498,287)	(437,529)	(1,883,170)	110,000	
	Net	2,100,380	970,090	343,154	383,273	1,035,090	65,000	
Strategy CE	Exp	24,850	19,520	2,847	3,122	19,520	0	
	Income	0	0	0	0	0	0	
	Net	24,850	19,520	2,847	3,122	19,520	0	
Strategy SB	Exp	835,400	666,020	164,238	21,676	666,020	0	
	Income	(10,000)	(10,000)	(2,502)	(23,389)	(10,000)	0	
	Net	825,400	656,020	161,736	(1,713)	656,020	0	

		Original Budget £	Working Budget £	Working Budget profiled £	Actual £	Year End Projection £	Variance from Working budget £	Explanation of major variances
Strategy TS	Exp	22,740	11,790	2,955	2,288	11,790	0	
	Income	(15,640)	0	0	0	0	0	
	Net	7,100	11,790	2,955	2,288	11,790	0	
Sub total services	Exp	55,445,688	46,852,888	11,554,777	8,860,906	46,880,257	27,369	
	Income	(41,607,650)	(34,806,390)	(8,412,099)	(7,037,751)	(34,476,282)	330,108	
	Net	13,838,038	12,046,498	3,142,678	1,823,155	12,403,975	357,477	
Contingency	Exp	376,992	376,992	0	0	0	(376,992)	
Total services less contingency	Exp	55,822,680	47,229,880	11,554,777	8,860,906	46,880,257	(349,623)	
	Income	(41,607,650)	(34,806,390)	(8,412,099)	(7,037,751)	(34,476,282)	330,108	
	Net	14,215,030	12,423,490	3,142,678	1,823,155	12,403,975	(19,515)	

REPORT OF THE JOINT HEAD OF FINANCE, RIDGEWAY SSP
TO THE EXECUTIVE
1 AUGUST 2008

2007/08 Annual Outturn Monitoring

1.0 Introduction and Report Summary

- 1.1 The report details, in accordance with the corporate planning framework the outturn position for 2007/08, subject to audit. The report is submitted to the Executive in accordance with its service delivery and budget management roles. The report will also be submitted to the Scrutiny Committee to assist it to review Council performance.
- 1.2 The Contact Officer for this report is Alice Brander, Chief Accountant, (01235 520202 Ext 429).

2.0 Recommendations

The Executive is requested to:

- (a) *Note the overall outturn position of the Council as well as the outturn of individual services areas and cost centres: and*
- (b) *Take into account the impact of the outturn position in the integrated service and financial planning process when setting the 2009/10 original budget.*

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

- (a) This report summarises the financial consequences of the Council's entire activities, which support the Council's Vision.
- (b) The report does not conflict with any Council Strategies.
- (c) The report complies with existing policies on financial management.

4.0 Financial Monitoring

- 4.1 Sound financial management is central to the ongoing delivery of all the Council's functions. An effective monitoring process is the cornerstone of good financial management.
- 4.2 Monitoring actual performance against budget ensures that expenditure is in accordance with the delegated powers within the constitution and that changes in circumstances which have affected spending requirements are recognised and can be considered in the preparation of future years' budgets.
- 4.3 The overall Council outturn position is summarised in section 5 below.
- 4.4 Appendix A(i) sets out the revenue outturn position for service areas and funding streams as compared with the original budget as set for 2007/08. Appendix A(ii) shows the revenue outturn position for the whole Council across the normal subjective headings. It includes all the pension adjustments and capital costs incurred by the services and forms the basis of the Income and Expenditure account in the Statement of Accounts.
- 4.5 Appendix B is adjusted to exclude these accounting requirements (ie. Capital costs and pensions adjustments) and explains variances exceeding £10,000 against the regular service budgets.

4.6 The Executive received a provisional capital out-turn report on 6 June and agreed budget carry forwards. Appendix C explains the major variances.

5.0 **Overall Council Outturn Position**

5.1 The appendices cover the 'normal' service area cost centres that comprise the Council's Revenue Account. As such they do not include corporate revenue items such as property income and investment income. As a result the appendices do not reflect the complete 'bottom line' revenue outturn position. The following table provides the overall projected outturn, which is a net under-spend of £1,110k from budgets as set in the yellow pages. The service budget under-spend of £202k represents 0.5% of the gross budget of £43m.

	Outturn £'000	Variance from Budget £'000
Service areas outturn (as appendices)	17,447	(39)
Service areas outturn less capital charges & pensions adjustments (FRS17)	14,606	(202)
Local Authority Business Growth Incentive	(237)	(237)
Property Income	(1,907)	84
Investment Income	(1,556)	(74)
Net use of earmarked funds	(359)	(272)
Other Govt grants	(18)	(18)
Prior year adjustments	(392)	(392)
Government grants	(6,825)	0
Council Tax	(4,862)	0
Council Outturn (increase in General Fund balances)	(1,550)	(1,110)

Note: Under spend and overachieved income is (negative); overspend and underachieved income is positive. The outturn is finalised, subject to external audit.

5.2 The original estimate for capital expenditure for the year was £4.290m. Capital expenditure for the year totalled £3.485m representing 81% of the original estimate. Many of the projects are complex and extend over more than one year. Any over or under spend in one year is often just a matter of timing. The provisional outturn was considered by the Executive on 6th June when they agreed capital budget that could be carried forward i.e. under spend in 2007/08 that will be spent in 2008/09. Explanations are given for major variances that are not just due to this slippage of expenditure between years in Appendix C.

6 **Explanation of the Revenue Outturn**

6.1 **Service Area variances**

Some cost centres ended the year over-spent, whilst others were under-spent. The total of all the cost centre variances is a net under-spend against the revenue budgets of £202k with an additional under-spend of £264k as a consequence of the under-statement of housing benefit overpayments income due in 2006/07 being identified in the 2007/08 accounts. The explanation for these variances against the revenue budgets is given in Appendix B. Appendix B shows how the Council spent in excess of expenditure budgets by £595k and achieved in excess of income budgets by £1,062k. Budget holders and accountants will need to use the current financial year to re-cast their expenditure and income budgets to ensure that they more closely reflect the activity of the Council.

6.2 **Local Authority Business Growth Incentive (LABGI)**

It was reported in last year's outturn report that the Council had been successful in being awarded LABGI funding and that an additional amount was being held back pending the result of a court case regarding the methodology for distribution. Until the outcome of that court case

no assumption could be made regarding the further allocation of funding to the Vale. The outcome was that additional income of £237k was awarded to the Vale as a consequence of which unbudgeted income has increased the general fund balance.

The Government has recently informed all Councils of the proposed final amended figure following further consultation on the new method of distribution and it is proposed in this notification that the Vale will receive another £250k in 2008/09. However, this reward is subject to a court ruling and the Council's District Auditors have advised against budgeting for this until the decision is finalised.

6.3 Property Income

Income earned on our property investment was £84k below budget (4% down). This was as a consequence one empty unit in Westway, Botley and lower than anticipated rent increases on review on account of the tightening of the property market.

6.4 Investment Income

Investment income performed well during 2007/08. As reported in the 'Treasury Management - Review of Activities in 2007/08' elsewhere on this agenda, in-house investment performance achieved an average return of 5.93% and the fund managers achieved a return of 6.00% (before fees). Both results compared favourably with the 7-day London Interbank bid rate (LIBID) of 5.72%.

6.5 Funds and Reserves

The Council has a number of earmarked funds and reserves, each designated for a particular purpose. Each year we plan how much money needs to be returned to certain reserves in order to build them up for their intended use, whilst others are used in the year according to their specific purpose. For 2007/08 the net use of earmarked reserves exceeded the budgeted use by £271k. The following table explains the variance between the budgeted and actual use of reserves.

Net Use of reserves	Budget £'000	Actual £'000	Variance £'000
Contributions to reserves:			
Election equalisation	16	0	(16)
Information technology	30	0	(30)
Local Development Framework	90	70	(20)
Contribution to reserves sub total	136	70	(66)
Total use of reserves:			
Election equalisation	(113)	(113)	0
Information technology	(30)	0	30
Local Development Framework	(50)	(50)	0
Reservoir	(30)	0	30
Private estates	0	(40)	(40)
Homelessness Initiative	0	(21)	(21)
Superannuation	0	(205)	(205)
Use of reserves sub total	(223)	(439)	(206)
Net use of reserves	(87)	(359)	(272)

Under spends on election and Local Development Framework costs meant that there was a lower than planned use of reserves which meant that less general fund account was required to top up those reserves. Other contributions to revenue costs came from externally funded reserves e.g. the private estates fund continues to be used to pay for the on-going revenue costs of additional grounds maintenance. Finally, in line with the budget for 2008/09 the

superannuation reserve was transferred into the general fund to support the increased costs of pensions in 2008/09 following the triennial review. These have all contributed to the increased balance on the general fund to allow for the funding of the medium term plan over four years.

6.6 Overall Outturn and Use of Balances

This has been a good year for the Council's finances. The headline figure indicates that there has been an overall under-spend on the revenue accounts of £467k. However, £264k of this relates to an under-statement of Housing Benefit over-payments debt in 2006/07. The final treatment of this amount in the accounts has not yet been finalised and is the subject of scrutiny in the final audit by the Audit Commission.

Further un-budgeted LABGI money and government grant money (Performance Reward Grant) and the greater than projected use of reserves to support the revenue budget has contributed to the increase to the general fund year end balance.

The Council's spending budgets under-spent by £202k representing 0.4% of the Council's gross budget. Budget holders will need to continue to work closely with their accountants to ensure that budget monitoring is effective for 2008/09 and feeds directly into budget setting for 2009/10.

ALICE BRANDER
CHIEF ACCOUNTANT

WILLIAM JACOBS
JOINT HEAD OF FINANCE RIDGEWAY SSP

Background papers: Agresso downloads; Draft Statement of Accounts 2007/08

2007/08 Outturn Variances against Medium Term Financial Plan Budgets

	Original Budget Yellow Pages 2007/08	Actual 2007/08	Variance 2007/08
Commercial Services	1,216,470	1,148,019	(68,451)
Contracts & Procurement	6,316,030	6,221,742	(94,288)
Democratic Services	1,246,270	1,232,233	(14,037)
Environmental Health	1,195,870	1,138,827	(57,043)
Housing & Community Safety	1,712,050	1,773,140	61,090
Legal Services	(221,930)	(59,852)	162,078
Organisational Development & Support	438,470	181,514	(256,956)
Planning & Community Strategy	1,996,410	2,005,932	9,522
Ridgeway - financial services	2,331,160	2,155,508	(175,652)
Strategy (Chief Executive)	88,530	110,952	22,422
Strategy (SB)	1,159,220	1,105,736	(53,484)
Strategy (TS)	7,380	5,726	(1,654)
Total Service Costs	17,485,930	17,018,657	(467,273)
Reversal of Capital Financing	(1,855,800)	(2,676,731)	(820,931)
Net cost of service	15,630,130	14,341,926	(1,288,204)
Investment Income	(1,482,300)	(1,556,542)	(74,242)
Property Income	(1,990,700)	(1,906,503)	84,197
Net expenditure	12,157,130	10,878,881	(1,278,249)
Contribution to funds:			
Total Contribution to Funds	136,000	70,000	(66,000)
Total Usage of funds	(223,000)	(428,501)	(205,501)
	(87,000)	(358,501)	(271,501)
Amount to be financed	12,070,130	10,520,380	(1,549,750)
Contribution to/(from) balances	(439,750)	1,110,000	1,549,750
Budget requirement	11,630,380	11,630,380	0

Revenue outturn position including all capital charges and pensions adjustments on salaries

Cipfa group	Original Budget	Working budget	Actual	Variance against Working Budget
	£	£	£	£
1 Employees	9,995,040	10,326,390	10,654,621	328,231
2 Premises	1,745,130	1,803,430	1,983,093	179,663
3 Transport	352,380	346,380	363,914	17,534
4 Supplies & Services	6,823,210	6,823,289	6,835,972	12,683
5 Third Party Payments	4,690,100	4,508,700	4,584,806	76,106
6 Transfer Payments	19,384,050	19,224,600	20,004,397	779,797
7 Support Services	6,259,630	6,259,630	5,991,658	(267,972)
8 Capital Financing	2,278,800	2,278,800	2,800,967	522,167
9 Income	(34,042,410)	(34,085,289)	(35,772,718)	(1,687,429)
	17,485,930	17,485,930	17,446,711	(39,219)

NB – pension additions to employee costs amounted to £164k.

Appendix B

2007/08 Outturn Variances against Working Budgets for all Service Accounts

Cost Centre	Name	Expenditure Variation	Income Variation	Total Variation	Reason
BC01	Building Control	71,098	6,147	77,245	Unavoidable overspend on account of building control trading account income budgets in excess of expenditure budgets which has been corrected in 2008/09.
CL31	Public Conveniences	1,760	973	2,733	
DS21	Address Management	-5,112	932	-4,180	
DS31-84	Direct Services	140,283	-234,689	-94,406	The surplus was as a consequence of the increased activity related to the floods and the clear up.
PS11	Land Drainage	-1,865	0	-1,865	
PS21	Facilities Management	-26,011	-1,025	-27,036	Under spends against all building running cost budgets.
PS31	Estates Management	-2,368	0	-2,368	
PS51	Mobile Homes Park	-13,206	21,923	8,717	An under spend against the water rates budget helped to offset the forecast under achievement of commission income from a lower turnover of mobile home sales.
PS61	Property Management - Operational Buildings	-11,080	0	-11,080	Under spends against salaries and running costs.
PS71	Property Mngt - Non operational buildings	1,412	-10,575	-9,163	Higher than forecast income on wayleaves and service charges.
PS81	Pumping stations	1,601	-1,083	518	
VA01	Property Trading	0	-7,566	-7,566	
VA02	Mobile Homes Park Trading	0	0	0	
Commercial Services		156,512	-224,963	-68,451	
AD01	Arts Development	3,789	4,614	8,403	
CC11	Civic Hall	-26,914	6,121	-20,793	Saving of £16k on non-domestic rates reduction. Under spends on salaries.
CC12	Civic Hall Bar	-4,213	-2,139	-6,352	
CC21	Guildhall	-20,766	20,625	-141	Under spends on salaries offsetting under-achievement of income on hall lettings.
CC22	Guildhall Bar	-2,256	-1,009	-3,265	
CL11	Waste Strategy	-466	0	-466	
CL21	Waste Minimisation	-13,391	-16,043	-29,434	Salaries and fees and hired services. £16k reimbursement of Waste Recycling Advertising Programme door-stepping campaign in 2007 from County.

Cost Centre	Name	Expenditure Variation	Income Variation	Total Variation	Reason
CL41	Recycling	-46,637	28,756	-17,881	Under spends against salaries, fees and hired services and contract payments partially offset by under achievement of income against brown bins.
CL51	Refuse Collection	-139,742	101,445	-38,297	Under spends against fees and hire services of £88k and contract payments £41k. Under-achievement of income from County and other fee payers.
CL61	Street Cleansing	-2,086	3,891	1,805	
CL71	Dog Waste	-1,138	-1,702	-2,840	
LS01	Landscape Services	8,131	515	8,646	
PA11	Highways Agency	399	-1,505	-1,106	
PA21	Grounds Maintenance	-646	-3,629	-4,275	
PA31	Horticultural Services	23,989	744	24,733	One year overspend as a consequence of a redundancy payment.
PA41	Parks & Open Spaces	-6,751	-14,181	-20,932	Savings on salary and contract costs with increased income from the Private Estates fund.
RE01	Reprographics	-21,144	61,032	39,888	Under spend on materials costs and under achievement of income.
SD01	Sports Devpt	-36,935	8,568	-28,367	Under spend on salaries and fees and hired services.
SR11	Contracts & Procurement Support	3,136	0	3,136	
SR21	Sport & Recreation Operations	-10,921	12	-10,909	Under spend on repairs and maintenance and leisure facilities management.
SR31	Wantage LC client	9,153	0	9,153	
SR41	Faringdon LC Client	9,486	0	9,486	
SR51	Tilsley Park Client	-9,126	0	-9,126	
SR61	WH Tennis & LC	-508	0	-508	
SR71	Fitzharris Common Room	-832	-878	-1,710	
SR91	Abingdon Outdoor Pool	-2,086	-1,050	-3,136	
Contracts & Procurement		-288,475	194,187	-94,288	
0					
CT11	Committee Management	9,291	-263	9,028	
CT21	Member Services	-1,688	0	-1,688	
CT31	Town & Parish Support	3,179	0	3,179	
CT51	Members' Allowances	-8,568	0	-8,568	
CT61	Members' Support Administration	4,628	0	4,628	
EL11	Elections	3,818	-3,818	0	

Cost Centre	Name	Expenditure Variation	Income Variation	Total Variation	Reason
EL21	Electoral Registration	-20,797	181	-20,616	Parish boundary review delay + staff pulling out of annual canvass.
Democratic Services		-10,137	-3,900	-14,037	
CD31	Health Development	-2,015		-2,015	
EP11	Environmental Health	3,392	3,811	7,203	
EP12	Allotment Club	0	0	0	
EP21	Water Environment	490	701	1,191	
EP22	General Environment	-2,121	-800	-2,921	
EP23	Terrestrial Environment	-11	0	-11	
EP24	Air	-18,366		-18,366	Under spend on fees - air survey.
EP25	Noise	1,760		1,760	
EP31	Animal Control Management	3,653		3,653	
EP32	Pest Control	7,372	-8,227	-855	
EP33	Environmental Warden	-7,858	5,279	-2,579	
EP41	Food Safety	4,158	-5,816	-1,658	
EP42	Health & Safety	3,416	-2,680	736	
LC11	Licensing	-4,655	-6,625	-11,280	Under spend on fees and equipment budgets. Licence fee income in excess of budget.
LC31	Taxi Licensing	-653	-31,248	-31,901	Taxi license fees in excess of budget.
Environmental Health		-11,438	-45,605	-57,043	
RS11/71	Accountancy	2,018	-19,628	-17,610	Unbudgeted performance reward grant from the County Local Area Agreement, received end March 2008 in respect of Council's past years' performance for transfer to general fund balances.
RS12	Asset Management	74		74	
RS13	Audit	-35,741	25,157	-10,584	Under spends on salaries as a consequence of unfilled vacancies for part year offset by subsequent reduced recharge to South Oxfordshire District Council.
RS22	Accounts Payable (Capita)	299	0	299	
RS23	Sundry Debtors (Capita)	209	0	209	
RS31	Council Tax (Capita)	59,677	0	59,677	Unbudgeted reward payment to Capita for high levels of council tax income offset by the reduction in the deficit on the Collection Fund. The reward payment was assumed in the Capita project costs but not budgeted for in 2007/08.
RS32	Business Rates (Capita)	7,325	-1,264	6,061	
RS41	Benefits Administration	6,656	22,839	29,495	Year end position on government grant reimbursement for benefits administration costs at variance with budgets.

Cost Centre	Name	Expenditure Variation	Income Variation	Total Variation	Reason
RS42	Payment of Housing Benefit	833,726	-1,248,761	-415,035	The expenditure totals are reduced by £264k of overpayments to claimants not accounted for in 2006/07. Overpayment represents future income as it is recovered through ongoing benefit entitlement.
RS43	Payment of CT Benefit	-4,222	34,838	30,616	Year end position on government grant reimbursement for council tax benefits at variance with budgets.
RS51	Benefit Fraud	-20,368	22,107	1,739	Staff vacancies resulting in an under-recovery of budgeted income.
RS61	Assisted Transport (Capita)	41,080	45,964	87,044	Previously reported over spend on concessionary fares.
RS62	Mortgages (Capita)	0	-271	-271	
RS73	Revenues & Benefits Client SSP	24,630	28,004	52,634	Overspends on salaries and under achievement of income on recharges to Capita.
Finance Ridgeway		915,363	-1,091,015	-175,652	
CS11	CCTV	5,372	17,709	23,081	Under recovery of income partially as a consequence of refund to SODC for lower than budgeted costs in 2006/07.
CS21	Community Safety Strategy	-943	1,086	143	
HE11	Housing Provision (Enabling)	1,430	-8	1,422	
HE21	Enabling (Private Sector Grants)	452	-30,532	-30,080	Disabled Facilities Grant income higher than budget.
HE31	Regulation	-5,446	0	-5,446	
HE41	Home Energy Conservation	9,148	0	9,148	
HM11	Housing Register	-22,650	0	-22,650	Under spends on salaries and fees and hired services.
HM21	Homelessness	14,824	7,212	22,036	Overspend on salaries as a consequence of expenditure budget not adjusted in line with grant income budget.
HM31	Temporary Accommodation	53,656	25,626	79,282	Increased contribution to bad debt provision on account of difficulty in recovering old debt. Rental income under budget.
HP01	Housing Strategy/Policy	-15,846	0	-15,846	Under spend on salaries.
Housing & Community Safety		39,997	21,093	61,090	
				0	
LG11	Legal Services	50,997	-14,920	36,077	Overspend on salaries as a consequence of employment of contract staff and re-organisation of service administration. Successful recovery of costs through the courts.

Cost Centre	Name	Expenditure Variation	Income Variation	Total Variation	Reason
LG21	Local Land Charges	10,508	115,493	126,001	Under achievement of budgeted income for land charges as a consequence of public choosing to carry out their own searches at a lower fee.
Legal Services		61,505	100,573	162,078	
CH11	Organisational Change	-76,265		-76,265	Equipment purchases foregone following decision in January 2008 to cease all non essential purchases. Carry forward for this equipment approved 6 June 08. Contract cancelled for maintenance of equipment replaced with less expensive option. Difficulties in recruiting to 2 vacant posts.
CH12	Mapping Service	-4,288		-4,288	
CH21	Organisational Development	-13,660		-13,660	Under spend on fees and hired services – either due to identification of savings or the curb on expenditure from January 2008.
CH31	Performance Management	1,241		1,241	
CM11	Consultation	-24,712		-24,712	Under spend on fees and hired services – as above.
CM31	Corporate Communication	-3,363	181	-3,182	
CN11	Corporate Administration	-47,635	0	-47,635	Salaries under spends – transfer of vacant post from CEO.
CN21	Faringdon Cash Officer	-93	0	-93	
CN31	Wantage LSP	137	-39	98	
CN41	Abingdon LSP	-59,449	0	-59,449	£50k elected not to spend for business process re-engineering.
CN51	Duty Officers	-847	0	-847	
CN61	Corporate Postal Service	-21,737	0	-21,737	Salaries under spends. Posts held vacant pending a review of the service.
HR11	Training & Development	-4,267		-4,267	
HR21	Recruitment & Selection	-6,641		-6,641	
HR31	Employee Relations	1,912	5,163	7,075	
HR41	Payroll (Vale)	-3,095	304	-2,791	
HR51	Welfare	1,267	0	1,267	
HR61	Health & Safety	4,654	0	4,654	
HR71	Policy Development	-1,419	0	-1,419	
CD11	Economic Development	-1,277	2,536	1,259	
CD21	Youth Development	537	0	537	
CG11	Community Grants	-6,101	0	-6,101	
Organisational Development		-265,101	8,145	-256,956	

Cost Centre	Name	Expenditure Variation	Income Variation	Total Variation	Reason
CD11	Economic Development	-1,277	2,536	1,259	
CD21	Youth Development	537	0	537	
CG11	Community Grants	-6,101	0	-6,101	
CP11	Car Park Strategy	-6,595	0	-6,595	
CP21	Car Park Operations	-72,735	6,005	-66,730	Under spends on repairs & maintenance, electricity, purchase of equipment and contract payments for security.
CP31	Excess Charges Administration	3,005	2,170	5,175	
CP ...	Car Parks	55,079	134,083	189,162	Overspends on the aggregate of individual car park running budgets should be linked with under spends on CP21. Budgets for 2008/09 have been combined to prevent this. Under achievement of car parking income as reported throughout the year.
DC11	Development Control	-5,396	-102,551	-107,947	Fee income for development control in excess of budget. Budgets increased for 2008/09.
DC21	Planning Delivery Grant	14,670	-13,730	940	
DP01	Development Policy	-1,025	847	-178	
Planning & Community Development		-19,838	29,360	9,522	
CE01	Civic Responsibility	-5,765		-5,765	
DS11	Emergency Planning	217		217	
DS12	July 2007 Flooding	53,851	-54,000	-149	Expenditure on flooding supported through the Bellwin grant income.
DS13	Jan 2008 Flooding	28,119		28,119	Unbudgeted expenditure on flooding subject to a current Government Bellwin grant claim with potential income to reimburse the costs to the general fund in 2008/09.
Chief Executive's Strategy		76,422	-54,000	22,422	
SB11	Corporate Core	703	3,461	4,164	
SB21	Pension Past Service Costs	-828		-828	
SB31	Contingency	-57,640		-57,640	Unused contingency budget held to support the reported pressures on budgets at January 2008.
Strategy SB		-57,765	3,461	-54,304	
TS11	Strategic Management	-1,819	0	-1,819	
TS21	Community Safety Mediation	165		165	
Strategy TS		-1,654	0	-1,654	
Total		595,391	-1,062,664	-467,273	

Capital projects – Explanation for major variances against budget not due to slippage of expenditure between years

Cost centre	Officer resp.		Revised estimate 2007/08	Actual expenditure against budget	Variance	Variance on whole project cost	Comments
			£				
YC10	AJM	WHT&LC remedial car park works	39,000	15,266	(23,734)	(18)	Total cost £130,875. When this scheme was costed it allowed for the maximum possible amount of remedial work. In the event some was not needed.
YF02	SFL	Acquisition of an investment property in Canterbury	1,532,970	1,286,059	(246,911)	(5)	This was originally budgeted at a maximum of £5.5m but there were many unknowns and the final price was dependent on the actual rent received and negotiations with the vendor. The final cost was lower than budget.
YP03	TW	Rural towns initiatives	150,000	117,954	(32,046)	(27)	This is contribution to Town Council for works to Abingdon market place. The Town Council managed to get some other contributions and this council had agreed to meet half of the outstanding balance.
		Total major variances	1,721,970	1,419,279	(302,691)		

REPORT OF THE JOINT HEAD OF FINANCE, RIDGEWAY SSP
TO THE EXECUTIVE
1 AUGUST 2008

Treasury Management – Review of Activities in 2007/08

1.0 Introduction and Report Summary

- 1.1 The Council's Treasury Management Policy requires a report to be made on Treasury Management performance in the previous financial year. It is also required by the CIPFA Treasury Management Code of Practice as embodying sound financial management.
- 1.2 The purpose of this report is to detail the Council's cash investment performance in the financial year 2007/08 and to raise any treasury management issues. Property investment return is included in the 2007-08 Annual Financial Out-turn monitoring report which is also on this agenda.
- 1.3 The Contact Officer for this report is Steve Lawrence, Principal Accountant (Technical), telephone 01235 540321. email address:
steve.lawrence@whitehorsedc.gov.uk

2.0 Recommendations

- (a) *to note the return on cash invested during 2007/08 and the balances of the funds at 31 March 2008; and*
- (b) *to note the prospects for the return on cash investments in 2008/09*

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

This report relates to the Council's Vision Statement objectives A and B and complies with the Council's Treasury Management Policy, approved by Service Delivery Policy Overview Committee on 27 November 2001 and Council on 19 December 2001, and follows the procedures recommended in the revised CIPFA Treasury Management Code of Practice, 2002.

4.0 Background and Supporting Information

- 4.1 This report outlines the performance over the last financial year of those funds managed in-house and those managed by the Authority's appointed investment manager (*Investec Asset Management*). The review of the Fund Manager's performance is provided by the Council's investment adviser – *Butlers*. In addition it gives Members a general overview of the current situation in the investment market.

5.0 In-house Investment Performance

- 5.1 At the beginning of 2007/08 cash managed in-house totalled £4.4m. During the year the maximum invested at any time was £16.07m and the total cash that passed

through the account (turnover) was £182m. In-house investment income in the year amounted to £575,503 on an average balance of £9.7m - an average return of 5.93%. At the end of March 2008 the cash managed was a balance of £1.83m

- 5.2 It was necessary to borrow a small amount for 1 day during the financial year 2007/08 in order to cover a temporary deficit. This was £1m at 5.33% (annual equivalent). The operational borrowing limit set by the annual Treasury Management Strategy is £2m.
- 5.3 It is difficult to set targets for this sort of operation which aims to maximise returns within the constraints of security and flexibility. Some measure of achievement can be obtained by looking at the rates achieved compared to a benchmark. *Butlers* use the widely published 7-day LIBID rate (London Interbank bid rate – the rate at which a bank is willing to borrow from other banks).

In-house investment performance against benchmark.

Rate of return	2005/06	2006/07	2007/08
In-house investment team	4.83%	4.89%	5.93%
7 day LIBID	4.61%	4.97%	5.72%
LIBID exceeded /(short) by:	0.22%	(0.08%)	0.21%

The Council only holds funds to meet its daily cash-flow requirements and invests council tax and business rate receipts for a short while until they are paid over to precepting authorities or the government. By carefully assessing cash requirements and using advice from the brokers that we deal with, the in-house team has been able to make a good return on the funds held.

6.0 External Fund Managers

- 6.1 The performance in 2007/08 is set out below showing the fund manager's return before payment of fees.

Sum Managed at 1.4.2007 £	Sum Managed at 31.3.2008 £	Increase in value at 31.3.2008 (gross) £
16,379,557	17,339,276	982,559

The fund manager is allowed to hold a wider range of investments within the constraints that apply to local authorities and the requirement for security mentioned above. This includes certificates of deposit and government-issued stock (gilts) which may be held with the intention of making a return, not just from the yield, but from changes in value over a period. For this reason the return above may be unrealised at the year-end and the fund manager is allowed to retain this increase value within the fund until it is needed to be paid over to the council.

- 6.2 The result for *Investec* shown above equates to a gross rate of return (before fees) of 6.0% (5.86% after fees). All references to fees are to the actual charges made per quarter. As reported to the Executive on 7 December 2007, in November 2007 Members held a meeting with Investec to get an explanation for poor performance in 2006-07. At that meeting Paul Cammies of Investec acknowledged that they had under-performed and offered to refund the management fee for the last quarter of

2006-07. That refund was received in 2007-08. The fees are charged to a revenue cost centre.

Investec Performance over 3 years (net of fees)

Rate of return	2005/06	2006/07	2007/08
Investec Asset Management	4.50%	3.97%	5.86%
7 day LIBID	4.61%	4.97%	5.72%
LIBID exceeded /(short) by:	(0.11%)	(1.00%)	0.14%
Comparable L A funds average*	4.59%	4.29%	5.79%
Average exceeded/(short) by:	(0.09%)	(0.32%)	0.07%

6.3 The Council's investment advisers (*Butlers*) provide the comparative figures* and have reported on the state of the market and the performance of the fund manager (*Investec*). They commented that the current economic climate, marked by phases of extreme volatility and a lack of liquidity, has made things difficult for fund managers. Investec took a cautious approach which meant that they avoided the worst effects of this instability but also missed out on some favourable opportunities. Rising yields on certificates of deposit at the end of the year caused some capital depreciation which should be recouped in 2008-09 at the expense of 2007-08.

6.4 Please note that the figures in this report may not tie up exactly with the Statement of Accounts for 2007-08 because the 2007 SORP requires some investments held by the fund manager to be valued on a particular basis for the accounts. There are also some minor adjustments to the interest earned in-house to get to the sum credited to the Income and Expenditure Account.

7.0 **Investment Income Review**

7.1 The actual investment income achieved in 2007/08 exceeded the original budget forecast by £74,240 (£1.556m to £1.482m).

Out-turn compared with budget – investment income earned

	Fund manager	In-house team	total
Original budget 2007-08	£961,770	£520,530	£1,480,300
Actual out-turn 2007-08	£982,559	£573,982	£1,556,541
Out-turn exceeded budget by:	£ 20,789	£ 53,452	£ 76,241

This total over budget represents 5.0% of the budget and was due to three things: interest rates rose higher than expected and then fell more slowly; balances held were a little higher than expected; and, the economic uncertainty and "banking crisis" meant that the upward differential between market interest rates and bank rate was much greater than usual. It should be noted that the estimated return for the fund manager is calculated by the Principal Accountant based on information received and is not provided directly by the fund manager.

7.2 The investment income calculation for the 2008/09 budget was based on economic predictions in January 2008 which were that bank rate was expected to fall slowly through the year ending at 4.75%. In the event the base rate has held up and most

forecasters are expecting a rise before the year-end with rates falling away throughout 2009. This and the continued market differential should mean that the in-house return will be a little better than expected but this is off-set by a delay in expected capital receipts. The Fund Manager is still expecting to make the forecast return used.

8.0 **Prudential code performance indicators**

- 8.1 The Prudential Code for Capital finance in Local Authorities published by CIPFA sets out a number of indicators that the Council should have regard to in setting its Treasury Management Strategy. Most don't apply to this authority. Some relate to interest rate exposure. This Council has no investments or borrowings at a variable rate and no investments or borrowings with a maturity greater than 1 year. The Treasury Management Strategy set an operational limit for borrowing in the year of £2m and a maximum limit of £5m. The operational limit was not exceeded. The Council complied with the CIPFA Code of Practice for Treasury Management in that it:
- had in place codified objectives, policies and practices,
 - had clear separation of responsibilities for policy formulation and execution, and
 - had proper reporting arrangements.

9.0 **Report Conclusion and Summary**

- 9.1 Higher than expected interest rates meant that the return on cash invested was higher than expected in 2007/08. Increasing volatility and uncertainty in the economy is making it harder than usual to forecast investment income returns.
- 9.2 The current Treasury Management Strategy is proving adequate and are no treasury management issues to raise at the moment.

STEPHEN LAWRENCE
PRINCIPAL ACCOUNTANT (TECHNICAL)

WILLIAM JACOBS
JOINT HEAD OF FINANCE, RIDGEWAY SSP

Background Papers:

Treasury Management Policy agreed by Council 19 December 2001
Treasury Management Strategy agreed by the Executive February 2008
Fund manager review published by Butlers 30 April 2008
Economic and Financial Outlook published by Butlers 27 June 2008

REPORT OF THE DEPUTY DIRECTOR (ENVIRONMENTAL HEALTH)
TO THE EXECUTIVE
1 AUGUST 2008

Revision of the Tariff for Hackney Carriages

1.0 Introduction and Report Summary

- 1.1 The Council last reviewed the tariff structure and charges for Hackney Carriages in April 2007. This report sets out the results of a consultation exercise with Hackney Carriage drivers within this District and asks Members to determine the tariff level which should be proposed for the next year.
- 1.2 Following this initial decision from Members, the proposed tariff must be published in a local newspaper so that any member of the public or trade can make representations to the Council. Any objections which are received must be considered and the tariff (with any necessary amendments) must be introduced within two months of the original publication date. This report therefore also asks Members to support the delegation of responsibility for finalising the tariff to the Member with Portfolio for Environmental Health. The contact officer for this report is Rob Akers, Team Leader (Food and Safety), tel. 01235 540382 [Email Rob.Akers@whitehorsedc.gov.uk](mailto:Rob.Akers@whitehorsedc.gov.uk)

2.0 Recommendations

- (a) *that that the proposal to increase the tariff for Hackney Carriages within the Council's District to the average amounts (rounded to the nearest 0.5 pence) arising from the recent consultation exercise, as given in the table below be approved:*

	Charge for cleaning ('Soiling charge')	Tariff One (£)				Tariff Two (£)			
		Less than $\frac{7}{10}$ Mile	More than $\frac{7}{10}$ Mile	Subsequent $\frac{1}{10}$'s Mile	Waiting Time (per minute)	Less than $\frac{7}{10}$ Mile	More than $\frac{7}{10}$ Mile	Subsequent $\frac{1}{10}$'s Mile	Waiting Time (per minute)
Option 2	56.5	3.50	3.50	0.20	0.20	4.63	4.63	0.30	0.30

- (b) *that this proposed tariff be published for consultation no later than 14th August 2008, and taking effect from 18 days after publication, provided that no objections have been received.*
- (c) *that the Executive delegate authority to the Portfolio Holder with responsibility for Environmental Health to consider any objections which are received and approve a final tariff, with any necessary amendments.*

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

This report supports the Council's overall aim of seeking the economic, environmental and social sustainability of the Vale, protecting and enhancing the vitality of our towns and villages. In particular this report helps to create a cleaner, greener, safer and healthier environment

4.0 **Background**

4.1 The tariff structure and charges for Hackney Carriages was last reviewed between December 2006 and April 2007, and the present tariff was determined on 11 June 2007 by the member with Portfolio Holder responsibility for Environmental Health, under delegated authority.

4.2 At that time Executive determined that the tariff would be reviewed every two years; however, largely in response to recent dramatic rises in fuel costs and the significant increase in Council fees and charges, local taxi traders requested another review this year. Officers advised on the matter and on 29th May 2008 the Portfolio Holder revised the frequency of review to annually. The amended decision therefore states:

“that a periodic consultation exercise with the taxi trade within the District is undertaken annually, in order to ascertain their views on tariff levels, the results of which will be reported to Members with recommendations made as to the amendment of tariff levels”

4.3 This report sets out the results of the consultation exercise for 2008 and asks Members to determine the tariff level which should be proposed for the next 12 months.

4.4 Following this initial decision from Members, the proposed tariff must be published so that any member of the public or trade can make representations to the Council. At least 14 days must be allowed for receipt of these representations, from the date of publication. If no objections to the proposal are received, the tariff will take effect on a previously specified start date; if objections are received, Members must consider them and introduce the tariff within two months of the original start date

4.5 The tariff for Private Hire Vehicles is not set by the Council. Operators of these vehicles set their own rates, but the forces of competition generally mean that private hire tariffs are approximately equal to those for Hackney Carriages.

5. **Current tariff and comparisons**

5.1 The tariff is the maximum rate which taxi drivers may charge (outside unsocial hours), but they are at liberty to make a reduced charge if they wish. Tariff One is a list of basic rates, whereas the rates in Tariff Two apply in unsocial hours (see the note to Appendix 1 for a complete definition). The current rates for this Council are as follows, with the rates up to June 2007 being shown for comparison

	Tariff One (£)				Tariff Two (£)			
	Less than 7/10 Mile	More than 7/10 Mile	Subse quent 1/10's Mile	Waiting Time (per minute)	Less than 7/10 Mile	More than 7/10 Mile	Subse quent 1/10's Mile	Waiting Time (per minute)
Before 11/6/07	2.70	2.70	0.20	0.20	3.75	3.75	0.25	0.25

After 11/6/07 (current)	3.10	3.10	0.20	0.20	4.10	4.10	0.30	0.30
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N.B. Tariff One is the basic rate; Tariff Two applies: (a) on public holidays, from 10 p.m. on the evening preceding the holiday until 6 a.m. on the morning after the holiday, and (b) to all journeys on all other days commencing after midnight and before 6 a.m.

A charge is also specified for 'soiling', which covers cleaning and loss of income where the interior of the vehicle has been soiled by customers. This is currently £50 (and remained unchanged following the last consultation).

- 5.1 Using a two mile 'Tariff One' fare as a benchmark, the current national average (July figures) is £4.81, whereas the Council currently has set this at £5.70. Although the national average takes into account areas where the cost of living is substantially lower than in the Vale, the table below shows that this Council's rate is still the highest in Oxfordshire and the regional averages across the UK: (using the two mile 'Tariff one' fare for comparison). Currently, taxi charges in the Vale are the 17th highest in the United Kingdom, out of 375 Councils listed in national trade literature

Name of Council	'Tariff One' 2 Miles	Date Introduced
Vale of White Horse D. C.	£5.70	June 07
West Oxfordshire D.C.	£5.40	Sep 07
Oxford City Council	£5.20	Feb 08
Cherwell D. C.	£4.30	May 06
South Oxfordshire D.C.	No tariff set	
South West region	£5.24	
South	£5.22	
East Anglia	£4.81	
Midlands	£4.69	
North	£4.55	
Scotland	£4.42	
Wales	£4.42	

- 5.2 It is worth noting that national and local tariff comparisons are dynamic and whilst the Vale's tariff is comparatively high at present, it is likely that other Councils are in the process of reassessing their tariffs. A recent telephone survey revealed the details in the table below:

Tariff status for reference authorities	
Authority	Comment
Wokingham	Consultation with taxi trade planned for August. May offer an emergency review if fuel price rises above a trigger level.
West Berkshire	Seeking a formula from the National Association of

	Licensing and Enforcement Officers (NALEO): will then make a decision on the level of tariff.
Oxford City	Report planned for October, to be implemented in January 2009.
Cherwell	Under consultation; no timescale specified.
West Oxfordshire	No plans to review tariff at present.
South Oxfordshire	Tariff set by the trade themselves.

6 Fuel and other costs

- 6.1 Figures published for June 2008 by the Department for Business Enterprise and Regulatory Reform (BERR) show significant increases in petrol and diesel since the same time last year. These include an increase of 5.0 pence for petrol and 6.5 pence for diesel per litre on the previous month. In May 2008 the UK price for petrol was ranked eighth highest in the EU, and the diesel price was ranked the highest (including tax in both cases).

Comparison of average UK motor fuel prices between June 2007 and June 2008				
Fuel type	2007 (p. per litre)	2008 (p. per litre)	Price Increase	%age increase
Petrol	96.4	117.7	21.3	22.1%
Diesel	97.1	130.7	33.6	34.6%

- 6.2 In June this year the South East had the highest price for unleaded petrol (118.9 p. per litre), followed by London (118.8 p. per litre). Scotland and the South West had the highest diesel price (132.2 p. per litre). No published figures have been found for the immediate locality, but in July some local retailers were advertising 119.9 p. per litre for unleaded petrol and 132.9 p. per litre for diesel (average).
- 6.3 It is likely that the increase in fuel prices also has an indirect effect on the taxi trade (e.g. increased costs of vehicle servicing, trade-related products, etc.) but no published information is available on this.
- 6.4 Enquiries have been held with an expert at the trade publication which produces the monthly 'league table' of tariffs (the 'Private Hire and Taxi Monthly' magazine). He described as "great" the impact which fuel price increases are having on the trade, and provided some reference material which would enable a further detailed investigation into tariff setting. However, although this information and any formula to be produced by the NALEO (see table above) might be useful for next year's tariff setting process, present timescales prevent their use in setting the 2008/09 tariff.
- 6.5 The taxi trade has also been subject to increases charges levied by the Council. This year, these increases were 25% for a taxi driver's licence and 10% for a vehicle licence.

7 Equality and Diversity

7.1 As noted in the current Vale of White Horse licensing Policy for Hackney Carriages and Private Hire Vehicles, taxis have a specific role to play in an integrated transport system, providing services in situations where public transport is either not available and/or for those with mobility problems. A number of customers therefore have no alternative transport choices. Some of these customers could be considered to be in vulnerable groups. It is important that in setting a revised tariff the impact on such groups is taken into account.

8 Risk Assessment

8.1 The process of consulting upon and setting a taxi tariff is governed by statute. A failure to apply effective procedures in this respect could lead to legal or administrative challenge. The processes referred to in this report have been checked against the relevant statutes and follow previous council conventions.

9 Results of consultation

9.1 59 replies were received from the taxi trade out of a total of 312 questionnaires sent out (a response rate of 18.9%). The details of these replies are given in Appendices 1 and 2.

9.2 Members of the taxi trade were asked to suggest amounts for the individual charges, as described by the headings to the table in paragraph 9.4 below. However, some also chose to amend the criteria for certain charges (e.g. specifying a charge for $\frac{4}{10}$'s of a mile instead of $\frac{7}{10}$'s). Two companies submitted batches of returns completed by all of their drivers which were identical within each company; one of these firms also submitted an alternative batch, thus submitting two returns for each driver. The figures for the company which submitted an alternative set of returns have been averaged to produce a single return for each driver.

9.3 The submission of batches of identical returns, or two per driver, can skew the results. The companies which submitted batches of returns have both been contacted and have explained that their individual drivers were free to make any return they wished. This has been confirmed by contacting a random sample of drivers for each of the firms concerned.

9.4 The figures in the table below have been taken from Appendix 1, and show the average amount requested by the trade for each charge.

	Charge for cleaning ('Soiling charge')	Tariff One (£)				Tariff Two (£)			
		Less than $\frac{7}{10}$ Mile	More than $\frac{7}{10}$ Mile	Subsequent $\frac{1}{10}$'s Mile	Waiting Time (per minute)	Less than $\frac{7}{10}$ Mile	More than $\frac{7}{10}$ Mile	Subsequent $\frac{1}{10}$'s Mile	Waiting Time (per minute)
Average (all returns)	52.00	4.14	5.16	0.25	0.25	5.80	6.79	0.30	0.38
Current VWH Rate	£50	3.10	3.10	0.20	0.20	4.10	4.10	0.30	0.30

9.5 Using the figures above, the Average 'Tariff One two mile' charges are given below:

Source of figures	Tariff 1 Two mile
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	benchmark (£)
Consultation Average	8.41
Current VWH rate	5.70

10 Discussion and calculation of recommended tariff

- 10.1 Although fuel costs have risen dramatically over recent months, the Vale's taxi tariff was set at a comparatively high level in June 2007, and is the highest set by District Councils in Oxfordshire. The benchmark 'Tariff One' two mile journey costs £5.70 in the Vale, but is £5.40 in West Oxfordshire D.C. (the next expensive district). In Oxford City, which set a tariff as recently as February this year, the same journey costs £5.20. In Cherwell D.C. the journey would cost £4.30 (i.e. £1.40 cheaper than in the Vale), although this tariff was set in May 2006. Also, the cost of the benchmark journey in the Vale is 89p more expensive than the national average of £4.81, and 46p higher than the most expensive regional average of £5.24 (for the South West).
- 10.2 Set against the details above is the rise in fuel costs earlier this year. These amount to average retail price increases over the past 12 months of 22.1% for unleaded petrol, and 34.6% for diesel (for the ultra low sulphur types of these fuels). In addition, Council fees and charges increased by 25% for Drivers' licences and 10% for vehicle licences.
- 10.3 Some detailed work on the impact of fuel cost increases has been carried out by the London Public Carriage Office and by applying a correction to their figures for outside London it appears that fuel costs amount to approximately 10% of operating costs. With a 34.6% increase in fuel costs, this would give an increase in the fuel component of operating costs of 3.46% (i.e. 10% of 34.6%). This in turn would give a 'Tariff One' two mile figure of £5.90 (£5.70 + 3.46%). However, in view of the other price increases given in this report and the taxi trade consultation outcome, it is proposed that the revised rate should lie between this figure and that resulting from the consultation.
- 10.4 The table below shows the effect of increasing the overall tariff charges by A Tariff One two mile figure of £6.01 would represent a 7% increase in the tariff. £6.45 would represent a 13% increase, £6.75 would represent an 18.4 % increase and £6.99 a 22.6% increase. These increases are shown as options 1, 2 and 3 in the table below

	Soiling charge	Tariff One (£)				Tariff Two (£)				T1 2 mile
		Less than $\frac{7}{10}$ Mile	More than $\frac{7}{10}$ Mile	Subsequent $\frac{1}{10}$'s Mile	Waiting Time (per minute)	Less than $\frac{7}{10}$ Mile	More than $\frac{7}{10}$ Mile	Subsequent $\frac{1}{10}$'s Mile	Waiting Time (per minute)	
Average (all returns)	52.0	4.14	5.16	0.25	0.25	5.80	6.79	0.30	0.38	8.41
Current VWH Rate	£50	3.10	3.10	0.20	0.20	4.10	4.10	0.30	0.30	5.70
Option 1	53.5	3.32	3.32	0.20	0.20	4.39	4.39	0.30	0.30	5.92
Option 2	56.5	3.50	3.50	0.20	0.20	4.63	4.63	0.30	0.30	6.10
Option 3	59.3	3.67	3.67	0.20	0.20	4.85	4.85	0.35	0.35	6.27

Option 4	61.3	3.80	3.80	0.25	0.25	5.05	5.05	0.35	0.35	7.05
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Values rounded to the nearest 0.5p

- 10.4 Given on the one hand the need to protect the taxi using public, including vulnerable groups, from unprecedented increases in the tariff, but on the other to take account of the pressure on the trade from substantial increases in fuel costs and other running costs, it is recommended that Option 2 is proposed for the revised tariff.

Hackney Carriage Tariff Survey – Summary of Requested Charges

Questionnaire No.	Tariff One (£)					Tariff Two (£)				
	Less than $\frac{7}{10}$ Mile	More than $\frac{7}{10}$ Mile	Subsequent $\frac{1}{10}$ Mile	Waiting Time (per minute)	Soiling Charge	Less than $\frac{7}{10}$ Mile	More than $\frac{7}{10}$ Mile	Subsequent $\frac{1}{10}$ Mile	Waiting Time (per minute)	Soiling Charge
1	3.50	3.50	0.20	0.20	50.00	4.50	4.50	0.30	0.30	50.00
2	3.50	None given	0.25	0.25	50.00	4.10	None given	0.30	0.30	50.00
3	3.50	3.50	0.25	0.25	70.00	4.50	4.50	0.35	0.35	70.00
4	4.00	4.00	0.22	0.22	50.00	5.50	5.00	0.30	0.30	50.00
5	3.50	None given	0.25	0.20	50.00	4.10	4.10	0.30	0.30	50.00
6	4.10	4.10	0.20	0.20	70.00	5.10	5.10	0.20	0.20	70.00
7	4.00	4.00	0.25	0.25	50.00	5.00	5.00	0.50	0.50	50.00
8	3.50	3.50	0.20	0.20	50.00	4.50	4.50	0.30	0.30	50.00
9	4.10	4.10	0.25	0.25	100.00	4.50	4.50	0.30	0.30	100.00
10	4.00	4.00	0.22	0.22	50.00	5.50	5.50	0.30	0.30	50.00
11	4.00	4.00	0.22	0.22	50.00	5.50	5.50	0.30	0.30	50.00
12	4.00	None given	0.22	0.22	None given	5.00	None given	0.32	0.32	None given
13	4.10	4.10	0.20	0.20	80.00	5.50	5.50	0.30	0.30	80.00
14 to 30*	5.43	5.43	0.33	0.22	50.00	7.18	7.18	0.30	0.45	50.00
31	3.10	3.10	0.20	0.20	50.00	4.10	4.10	0.30	0.30	50.00
32	3.10	3.10	0.20	0.20	50.00	4.10	4.10	0.30	0.30	50.00
33 to 59*	3.55	5.62	0.22	0.28	50.00	5.50	7.54	0.30	0.38	50.00
Average	4.14	5.16	0.25	0.25	52.07	5.80	6.79	0.30	0.38	52.07
Current VWH Rate	3.10	3.10	0.20	0.20	50.00	4.10	4.10	0.30	0.30	50.00

* Batch of identical returns received from these companies.

Hackney Carriage Tariff Survey – Summary of Comments

Questionnaire No.	Comment
1	No comments.
2	It is with a certain amount of regret that I find myself asking for an increase in the rates on taxi tariff. Since Christmas the price on fuel has gone up by about one third. The proposal will redress the acute loss that we all are feeling at present. This time next year we may well be doing this all again.
3	No comments.
4	Referring to your letter of 12th June I feel both yourself and team and me are blowing in the wind with this, as it will come down to the one man bands and others who do not attend meetings and the Councillors and public who will decide this issue.
5	No comments.
6	No comments.
7	No comments.
8	No comments.
9	I feel increases will benefit the taxi companies but not penalise the public too much, as you will see the evening rate has hardly changed, as the exercise is to help against soaring fuel prices not to make a profit. The soiling charge has always been unrealistic.
10	No comments.
11	No comments.
12	No comments.

REVIEW OF COMMENTS, COMPLAINTS AND SUGGESTIONS RECEIVED DURING 2007/08

Introduction

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

The Comment and Complaints Procedure has been in existence in the Council for 15 years and continues to ensure complaints are handled in a fair, objective and consistent way and that views expressed about the quality of services provided are acknowledged and acted upon.

Information on how to make a comment or complaint is available on our website at www.whitehorsedc.gov.uk Comment and Complaint forms can be filled in on-line or acquired from all Council offices. The form explains how to make a comment, complaint or suggestion and how it is handled by the Authority.

Complaints are dealt with at two levels. The first level is for operational complaints i.e. minor issues reported to departments which are recorded and dealt with on a daily basis. The second level of complaint, which constitutes a more serious comment or complaint to the Council, is dealt with under the Comments and Complaints procedure. There are three stages to this procedure.

Although it is hoped that the Council's management can resolve complaints at the first stage within their directorates, complainants can request that the Chief Executive investigates their complaint under Stage 2 of the procedure. The third and final stage is when a complaint is referred to the Local Government Ombudsman. All comments, complaints and suggestions are logged by individual departments and complaints received under Stages 1, 2 and 3 of the procedures are logged on the Council's database and reported to the Executive annually.

This report covers comments and complaints received in the year 1st April 2007 to 31st March 2008.

Results for the period 1st April 2007 to 31st March 2008

146 comments and complaints were monitored under the procedure during the period (including 13 complaints which went to Stage 2 of the procedure). This is more than the same period last year when we received 125 complaints. However, we received 139 recorded compliments during the year which was higher than the previous year.

Table 1 at the end of this report provides the split of the types of communication received by the Council within service areas.

The communications received are recorded according to the following categories:

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

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

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

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

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

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

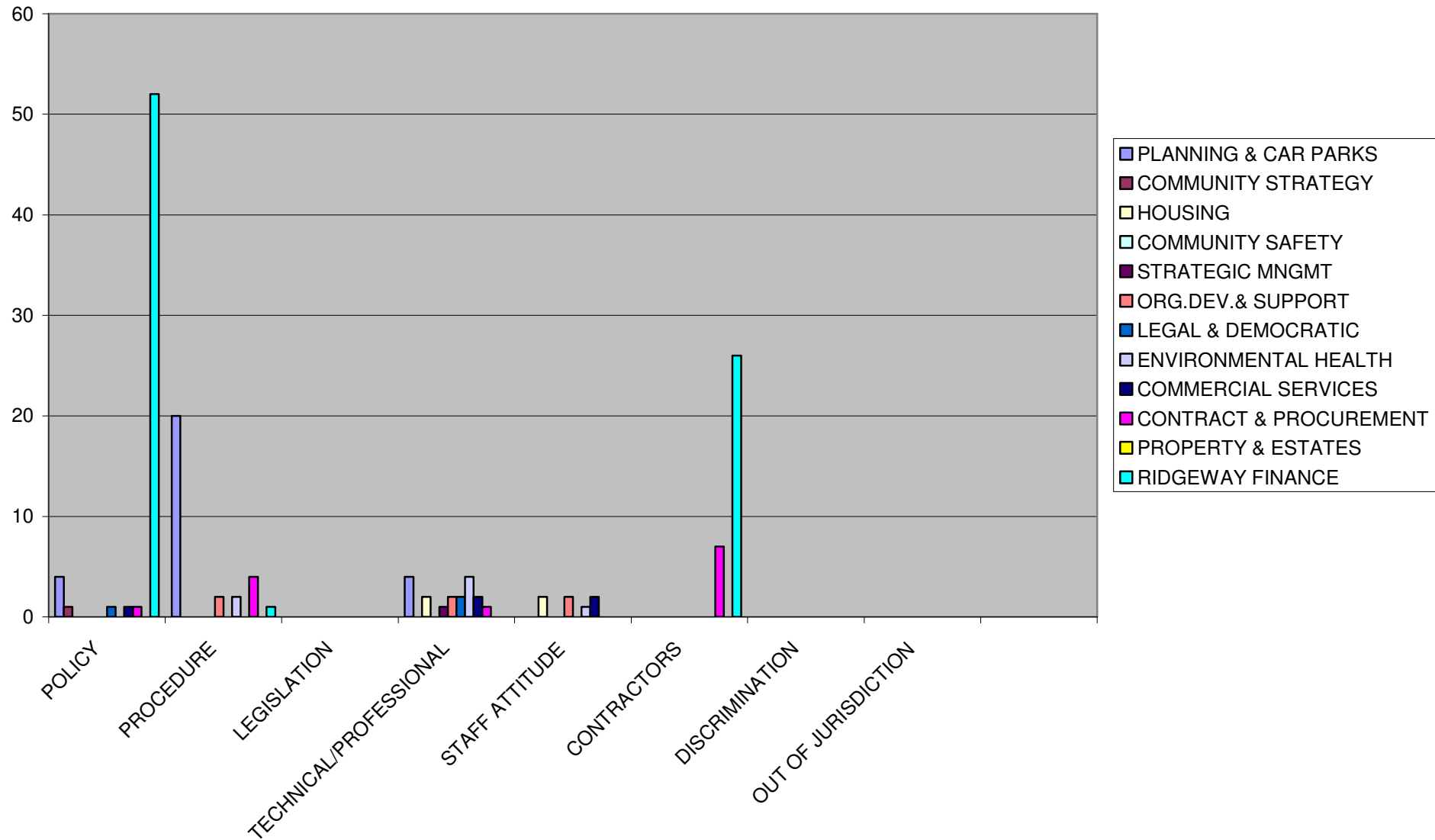
Discrimination The Council is governed by legal codes on discrimination (including racial, disability and sexual) when employing staff and the attitude of staff to people with whom they come into contact with. A complaint about the lack of facilities provided for young people would fall into this category.

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

In the year 2007/08 the most of the complaints received were resolved to the complainant's satisfaction at Stage 1 of the procedure. The Chief Executive investigated 13 complaints at stage 2.

The majority of complaints related to the policies Council employees have to follow, the procedures that cover the way services are provided or decisions are taken or were in respect of services provided by contractors on behalf of the authority. Table 3 shows a breakdown of the different types of complaints received across the Council.

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



The Chief Executive's Office

The Chief Executive's Office is responsible for a number of corporate activities, setting policy and giving advice. No complaints were received about the Chief Executive's Office and 13 compliments were received.

The Office is also responsible for conducting investigations under stage 2 of the complaints process. This year 13 investigations were conducted, compared to 8 last year.

The Office is also responsible for conducting investigations as required by the Local Government Ombudsman. This year 20 cases were determined, compared to 10 last year.

Strategic Management

One complaint was received in the Strategic Management office. This was in connection with the July 07 flooding event and concerned a resident's dissatisfaction with the response to their request for sandbags. All aspects of the flooding event have been investigated and procedures put in place for future emergency events.

2 compliments were received in the Strategic Management office during the year.

Planning & Car Parks

There were 28 comments and complaints received in the Planning and Car Parks service areas.

Analysis of these comments and complaints showed that, whilst the detail of each was clearly specific to the particular case, the pattern overall followed that of previous years, falling into three main categories:

- Concerns that points of objection made in response to particular planning applications had not been taken fully into account in the decision-making process. This category of complaint was common and frequent within the planning department, and officers were vigilant in taking objectors views into account and continuing to follow the proper decision making process in accordance with the Council's approved scheme of delegation. A full response explaining how a decision on a planning application was reached was always provided in replying to complaints of this nature.
- Perceived failures in the development control service's planning application neighbour notification process was also a frequent subject of complaint. In a small number of cases this could be the result of a genuine error and the service would apologise and ensure the records were corrected. In other cases the complaint might have arisen because the resident concerned fell outside the service's neighbour notification catchment area criteria. This would be explained in response to a complaint of this nature.
- The third category of complaint concerned the planning enforcement service's slow progress or perceived failure in dealing with alleged breaches of planning regulations. It was acknowledged that this process was often lengthy and protracted as each breach had to be investigated thoroughly and precisely and efforts were made to resolve issues before resorting to formal enforcement procedures. However, the service's enforcement policies and procedures had been subject to a recent review and a draft policy document produced. Consultation on this document was currently underway.

There was 1 complaint received by the car parks section which was to do with stringency to which our policy on issuing excess parking charges was adhered to.

6 written compliments were received by these service areas during the year.

Community Strategy

There was 1 complaint to the Community Strategy service area which was to do with the perceived lack of funding for rural areas on amenities such as grass cutting and maintenance of commonly used areas.

4 compliments were received by Community Strategy staff.

Housing Services

4 complaints were received in the Housing department, a big drop on the previous year, indicating that customers were becoming more familiar and satisfied with the Choice Based Lettings system. There was 1 complaint concerning alleged sub-standard workmanship of a contractor, 1 complaint was in connection with a possible breach of confidentiality which was proved to be groundless, 1 complaint declaring racial discrimination which again was proved not to be the case and 1 complaint concerning problems of anti-social behaviour at one of our temporary accommodation sites.

6 written compliments were received by housing staff during the year.

Community Safety

No complaints were received in the Community Safety service area this year.

7 written compliments were received, mainly to CCTV staff in connection with their valuable help in identifying potential problem situations or individuals.

Organisational Development and Support

6 complaints were made to the Local Services Point in Abingdon. 3 of these complaints were from customers experiencing difficulty in accessing information either by telephoning or by coming into Abbey House. 1 complaint was made by a customer who was given confidential information of another customer in error and 2 complaints concerned the perceived unhelpfulness of the Contact Services staff. Regular analysis was undertaken across the whole of this service area to ensure customer satisfaction was maintained and any identified failure in the service was addressed rigorously by the managers.

69 compliments were received by Contact Services staff in Abingdon, Faringdon and Wantage during the year.

Legal and Democratic

3 complaints were received in the Legal Services department during the year. 1 complaint was concerning unanswered letters, 1 was from the local newspaper group who had been refused an FOI request on information regarding the tendering process for the Old Gaol site. 1 complaint was received in the Land Charges section concerning the length of time taken on a search. The Head of Legal Services and his team were addressing the known issues concerning Land Charges and more timely responses to complaints received.

Environmental Health

6 complaints were received at Stage 1. Of these, 4 related to Environmental Health and covered dust generated by building works, pest control charges, evidence relating to fly tipping and the way in which a fixed penalty notice was issued. One complaint also related to Food & Safety and one to Licensing.

8 compliments were received by this service area during the year.

Ridgeway

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79 complaints were received at Stage 1. Of these, 50 related to the recent policy changes made by the Council relating to the withdrawal of the use of the bus passes at the park and ride and also the change of start time for the new National Bus Pass Scheme. The remainder of the complaints received covered the areas of Council Tax, Benefits, Business Rates and Exchequer Services. These services are undertaken by Capita on behalf of the Council.

2 compliments were received by this service area during the year.

Contract and Procurement

13 complaints were received at Stage 1. Of these, 8 related to Waste Services and the collection of refuse and emptying of green boxes and brown bins. These matters were raised directly with the Council's Waste Contractor, Veolia, with remedial action being taken as necessary. One complaint related to Parks regarding the pruning of trees and shrubs. Four complaints related to Leisure, two of these regarding the staffing of a bar at the Civic Halls at one particular event, one related to the withdrawal of the community discount scheme at the Civic Halls and one related to an accident which took place at a Leisure Centre.

19 compliments were received by this service area during the year.

Commercial Services (including Property & Estates)

5 Complaints were received at Stage 1. Of these, 2 related to Estates, one concerning the lack of consultation on a particular land transaction and one regarding the attitude of a member of staff. One complaint related to Building Control and the delay in the issuing of a building regulation certificate. One related to the Direct Services Organisation (DSO) and confusion over the charges to clear a sewer blockage. One other complaint related to Emergency Planning and the perceived lack of action following the July 2007 floods in implementing measures to prevent further flooding. (The vast majority of the works thought necessary fell outside the jurisdiction of this Council).

3 compliments were received by this service area during the year.

Ombudsman Cases

During 2007/08 20 complaints were determined by the Local Government Ombudsman, compared to 10 in the previous year. Although the number of cases has doubled this year, this is due to the fact that in 2 cases there were multiple complainants (6 in one case and 4 in another).

Of these 20 decisions, 12 were considered to be premature, 1 was no maladministration and 5 were ombudsman discretion. The Ombudsman asked the Council to provide local settlements in 2 cases.

The Council responded to enquiries within 25.2 days, compared to 21 days last year, which is well within the 28 calendar days target.

The Ombudsman's office produces an Annual Letter to each Council and this is available on the Council's website.

Table 2 at the end of this report gives details of the cases determined by the Local Government Ombudsman between 1999/2000 and 2007/08. In the last 10 years of reporting no maladministration has ever been found against the Council.

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

Service Area	Number of Cases	Determination Reason
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	Determined	
Planning	15	5 Ombudsman discretion 10 Premature
Legal	1	1 Local Settlement
Revenues and Benefits	2	1 Local Settlement 1 Premature
Parks/Waste	1	1 Premature
Car Parks	1	1 No maladministration

**TABLE 1: COMPARISON OF COMMENTS, COMPLAINTS AND COMPLIMENTS
RECEIVED BY DIRECTORATES FOR 2006/07**

Service Area	Comments		Complaints			Compliments	
		2007/08	Stage 1	Stage 2		2007/08	
Chief Executive's Office		0	0	0		13	
Planning & Car Parks		2	26	11		6	
Community Strategy		0	1	0		4	
Housing		0	4	0		6	
Community Safety		0	0	0		7	
Organisational Dev. & Support		0	6	0		69	
Legal & Democratic		0	3	0		0	
Strategic Management		0	1	0		2	
Environmental Health		0	6	0		8	
Commercial Services, Property & Estates		0	5	*1		3	
Contract & Procurement		0	13	0		19	
Ridgeway Financial Services		0	79	**1		2	
Total		2	144	13		139	

* This Stage 2 complaint was the responsibility of Oxfordshire County Council

** This Stage 2 complaint was the responsibility of the Valuation Office

**TABLE 2: DETAILS OF THE CASES DETERMINED BY THE LOCAL GOVERNMENT OMBUDSMAN
FROM 1997/98 TO 2005/06**

	Premature Complaints	Local Settlement	No Mal- administration	Mal- administration	Out of Jurisdiction	Ombudsman Discretion	Total Complaints Determined
No. of cases determined in 1999/00	0	0	3	0	1	2	6
No. of cases determined in 2000/01	0	0	7	0	1	0	8
No. of cases determined in 2001/02	0	1	9	0	0	5	15
No. of cases determined in 2002/03	6	1	2	0	0	2	11
No. of cases determined in 2003/04	0	0	6	0	2	5	13
No. of cases determined in 2004/05	3	0	4	0	2	1	10
No. of cases determined in 2005/06	4	0	4	0	1	3	12
No. of cases determined in 2006/07	2	0	5	0	3	0	10
No of cases determined in 2007/08	12*	2	1	0	0	5**	20

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* 6 premature complaints related to the same case

** 4 ombudsman discretion complaints related to the same case

TABLE 3: COMPARISON OF STAGE 1 COMMENTS AND COMPLAINTS BY SERVICE AREA & CATEGORY

Service Area	Policy	Procedure	Legislation	Technical/ Professional	Staff Attitude	Contractors	Discrimination	Out of Jurisdiction	Totals
Chief Exec. Office	0	0	0	0	0	0	0	0	0
Planning & Car Parks	4	20	0	4	0	0	0	0	28
Community Strategy	1	0	0	0	0	0	0	0	1
Housing	0	0	0	2	2	0	0	0	4
Community Safety	0	0	0	0	0	0	0	0	0
Org.Dev. & Support	0	2	0	2	2	0	0	0	6
Legal & Democratic	1	0	0	2	0	0	0	0	3
Strategic Management	0	0	0	1	0	0	0	0	1
Environ. Health	0	2	0	3	1	0	0	0	6
Commercial Services	1	0	0	2	2	0	0	0	5
Contract & Procurement	1	4	0	1	0	7	0	0	13
Property & Estates	0	0	0	0	0	0	0	0	0
Ridgeway Finance	52	1	0	0	0	26	0	0	79
Totals	60	29	0	17	7	33	0	0	146

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

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