

Overview & Scrutiny Recommendation Response Pro forma

Under section 9FE of the Local Government Act 2000, Overview and Scrutiny Committees must require the Cabinet or local authority to respond to a report or recommendations made thereto by an Overview and Scrutiny Committee. Such a response must be provided within two months from the date on which it is requested¹ and, if the report or recommendations in questions were published, the response also must be so.

This template provides a structure which respondents are encouraged to use. However, respondents are welcome to depart from the suggested structure provided the same information is included in a response. The usual way to publish a response is to include it in the agenda of a meeting of the body to which the report or recommendations were addressed.

Issue: **Business Management and Monitoring Report – Environment and Highways Focus**

Lead Cabinet Member(s): **Cllr Dan Levy, Cabinet member for Finance**

Date response requested: **17 June 2025**

Response to report:

Enter text here.

Response to recommendations:

Recommendation	Accepted, rejected or partially accepted	Proposed action (if different to that recommended) and indicative timescale (unless rejected)
1. That the Council, as a minimum, reviews its targets over the percentage of household waste which is reused, recycled or composted, or, preferably, that the Council draws up a new	Accepted	Nationally and locally the percentage of household waste reused, recycled or composted has stagnated. Until there is a step change in how the service is delivered locally, for example moving to 3 weekly residual waste collections, current performance will not change significantly. The target used

¹ Date of the meeting at which report/recommendations were received

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<p>measure which will measure performance better in light of Extended Producer Responsibility measures.</p>		<p>currently for this indicator is the target set in the Joint Municipal Waste Management Strategy agreed by all Oxfordshire authorities of 65% by 2030. For information the target the nationally achieved performance of 45%, or the governments 2035 target of 65%. Our ability to improve our already good performance within current systems is very limited in the short term.</p> <p>There are a series of national policies coming in over the next few years which will change the composition of the waste that has to be managed by the authority including the Deposit Return Scheme, Extended Producer Responsibility for packaging waste, mandatory kerbside food services and Simpler Recycling along with the inclusion of waste incinerators in the UK Carbon Emission Trading Scheme. The interconnectedness of these policies makes modelling future waste composition and therefore probable and possible performance particularly complex to the extent that even central government has not been able to do it. For example, it is anticipated that the deposit return scheme will divert recyclable waste from the kerbside collections into the take back schemes and as a result there will be less recyclable waste at the kerbside which in turn will impact on the recycling rate but to what degree is unknown because it will depend upon householder behaviour in seeking to get the deposit back, and on manufacturer behaviours as a result of the Extended Producer Responsibility requirement.</p> <p>We have uncertainty and are performing as best we can, but we do need to monitor and escalate if we fall below this. As such it is proposed to keep the existing measure but base the target and indicator on current good performance, which will allow escalation should our performance fall due to any of the above uncertainty.</p>
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<p>2. That the Council maintains a measure of customer satisfaction in relation to the Customer Service Centre specifically because of the move to a new telephony system.</p>	<p>Accepted</p>	<p>The original customer satisfaction KPI was created using the council's previous telephony system, this was removed due a low response rate (less than 2%) and not providing accurate insight of how the service was actually performing.</p> <p>The new omni channel platform, Zoom has enabled the council to track much more meaningful data. Included in the BMMR will be two new metrics, the sentiment and engagement of each call. These measures will give the organisation meaningful insight into the customers actual experience. These allow us to use AI to analyse 100% of the calls and are based on customers actual experience of interacting with the council.</p> <p>The sentiment score is based on the language used by the customer to ascertain the overall sentiment of the call. This qualitative and quantitative data reports insight into the reasons for customers potential dissatisfaction with Council services, enables an opportunity to feed this into continuous improvement cycles.</p> <p>A further metric we intend to introduce is engagement score, which looks at the performance of the contact centre advisors.</p> <p>We believe that the combination of these metrics far outweighs the need for collection of customer satisfaction via post call surveys as it gives us greater insight into customer experience, is based on 100% response rates and gives us meaningful insight to drive continuous improvement of the customer experience.</p>
<p>3. That the Council measures and reports on the level of local public support for Oxford Core Schemes within its</p>	<p>Partially Support</p>	<p>All the Core Schemes are at various stages. Formal consultation on the individual schemes will identify the support for each scheme.</p>

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<p>Business Management and Monitoring Report.</p>		<p>Until the schemes are implemented and operational, the Council will not be able to measure support. It is considered that as this will be different from the consultation and may change as the benefits of Air Quality, bus reliability and patronage etc., are realised.</p> <p>The exception is the Traffic Filters Experimental Traffic Order, which will constantly consult through the experiment for up to 18 months.</p> <p>To track the overall support of all the core schemes and more broadly the Central Oxfordshire Travel strategy, it is considered this is best (and only really achievable) through the annual resident's survey about traffic and congestion in Central Oxfordshire.</p>
<p>4. That the Council provides commentary on the recent actions taken to mitigate its Key Strategic Risks and the impact on the residual score within the Business Management and Monitoring Report.</p>	<p>Partially accepted</p>	<p>The Business Management and Monitoring Report will include an overview of the actions/mitigations including commentary put in place to try to reduce the inherent risk scoring of the strategic risks.</p> <p>The residual risk score is as a result of mitigations and actions having been put in place.</p> <p>The BMMR will include further commentary.</p>