

OUTCOMES FRAMEWORK

2023/2024

OCC Outcomes Framework is a strategic approach which provides a set of tools and techniques to plan regularly, monitor, measure and review performance of the organisation.

The framework consists of a number of measures at different levels that Oxfordshire County Council will use to measure delivery of our 9 strategic priorities.

The framework supports the 'golden thread' building blocks of:

- Our strategic priorities.
- Our commitments.
- Our objectives.
- Our Key Performance Indicators (KPIs) & Progress Measures
- KPIs & Progress Measures are used to measure and monitor Oxfordshire County Council's delivery progress.
- KPIs & Progress Measures are collated and reported through a variety of patterns: monthly, quarterly, termly, bi-annually and an annual basis.
- The collective Oxfordshire County Council position is reported on a bi-monthly basis with the Council's Finance and Risk position in the Business Management and Monitoring Report.
- There are a number of service level KPI's and Progress Measures which are collated and reported internally at service level and not included in the following extracts.

Strategic
Plan

Strategic
Priorities

Our Commitments

Our Objectives

Key Performance Indicators/Progress
Measures

OUR NINE PRIORITIES

Our vision:

To lead positive change by working in partnership to make Oxfordshire a greener, fairer and healthier county.



GREENER

FAIRER

HEALTHIER

STRATEGIC PRIORITY 1: PUT ACTION TO ADDRESS THE CLIMATE EMERGENCY AT THE HEART OF OUR WORK.

Our Commitments: We will lead by example, setting ambitious targets to reduce our own carbon emissions and aligning our carbon net zero commitments to the principles of the Climate and Ecology Bill.

Greener Objectives 23/24

Implement together the county's "Pathways to Zero Carbon" route map, a comprehensive plan for decarbonising Oxfordshire.	Work with partners to continue to build a greener, more resilient, fairer renewable energy network.
Work to bring our own buildings and operations to net zero by 2030 and increasingly align our supply chain emissions with our net zero ambitions.	Support community and business activity to cut carbon emissions and accelerate a shift to a resilient and locally focused zero carbon economy.
Support and promote a shift towards active travel (walking, cycling and use of public transport), reducing the need for private cars and accelerate the transition to electric vehicles (EVs) by expanding charging capacity across the county.	Accelerate work on supporting biodiversity and nature recovery in parallel with adaptation to climate change, including potential impacts of extreme weather and supply chain disruption.
Deliver our LED street lighting replacement programme to further reduce the energy, visual and environmental impacts of street lighting.	

Key Performance Indicators and Progress Measures

% reduction in corporate emissions within our Net Zero by 2030 target.	Number of trees planted & established on land Oxfordshire County Council own & manage.
Level of engagement with Oxfordshire County Council Climate Action Oxfordshire website.	Total No. of streetlights fitted with LED Lanterns by March 2024.
Total % of household waste reused, recycled or composted.	Total number of electric vehicles charging points on county owned land by end of March.
Number of retrofits of homes in fuel poverty completed.	

STRATEGIC PRIORITY 2: TACKLE INEQUALITIES IN OXFORDSHIRE.

Our Commitments: We will work with our partners and local communities to address health, social and educational inequalities focusing on those in greatest need.

Fairer Objectives 23/24

Address the drivers and impact of disadvantage through practical plans delivered with partners to create a more inclusive and sustainable Oxfordshire.	Provide technology to improve processes around signposting, self-assessment and information about sources of help to local residents.
Work with the communities in the County most at risk of poor health to improve local residents' health, gathering insight to understand the causes of poor health and developing funded action plans.	Implement the delivery plan for Oxfordshire's digital inclusion strategy together with partners, including how assistive technology can support vulnerable groups to access services and lead a better quality of life.
Deliver support programmes to help mitigate the impact of ongoing rises to the cost of living, including launching a crisis fund to support those in most financial need.	Address local health inequalities through the establishment of a Health Inequalities Forum for Oxfordshire within the new Integrated Care System.

Key Performance Indicators and Progress Measures

Launch new crisis fund by end of May 2023 and deliver 75% take up of the 'cost of living support' for those only in receipt of Housing Benefit only by end of March 2024.	% of premises in Oxfordshire below legal Universal Service Obligation (USO) of 10Mb/s
Number of physical visits to libraries.	Complete 275 home visits to give advice and practical help to reduce energy use and costs for low-income households.
Digital Inclusion through libraries (number of hours of use of public computers in libraries)	Inequality in life expectancy at Birth (female) - this measures in years the difference in life expectancy between Oxfordshire residents experiencing the most and the least socio-economic deprivation.
Inequality in life expectancy at Birth (male) - this measures in years the difference in life expectancy between Oxfordshire residents experiencing the most and the least socio-economic deprivation	

STRATEGIC PRIORITY 3: PRIORITISE THE HEALTH AND WELLBEING OF RESIDENTS.

Our Commitments: We will work with the health and wellbeing board and our partners to deliver and support services that make a vital contribution to our residents' physical and mental wellbeing. We will support the wellbeing of those in our community who have been affected, physically and mentally, by the COVID 19 pandemic and will continue to support our volunteers and the voluntary sector.

Healthier Objectives 23/24

Lead on an update to the Oxfordshire Health and Wellbeing Strategy which includes; Implementation of the domestic abuse strategic action plan. Combatting the harm caused in local communities from illicit drug use. Making Oxfordshire Smoke free by 2025. Promoting better mental wellbeing across the whole life-course and preventing self-harm and suicide.	Provide a long-term support offer for our voluntary and community sector partners through the implementation of the Voluntary and Community Sector (VCS) Strategy enabling a strong, diverse and vibrant VCS in Oxfordshire.
Address worsening rates of unhealthy weight in Oxfordshire, including addressing a range of underlying factors that cause this worsening trend.	Maximise access to the opportunities provided by libraries, museums, nature and green spaces and other services to support the health and wellbeing of residents.

Key Performance Indicators and Progress Measures

% of successfully treated opiates users not requiring treatment again within 6 months.	% of successfully treated alcohol only users not requiring treatment again within 6 months.
Live well - promote and prevent Smoking prevalence in adults (18+) - self-reported current smokers (2020 definition) .	% of mothers receiving a Maternal Mood Review in line with local pathway by aged 8 weeks.
Number of people contacted via Making Every Conversation Count.	Of those residents invited for a NHS Health check, the % who accept and complete the offer.
Money saved or recovered for the victims of scams, doorstep crime and other forms of financial abuse.	Reduce the % of women smoking in pregnancy to contribute towards Oxfordshire smokefree strategy.
Number of accidental dwelling fires per 100,000 population within Oxfordshire.	Number of people directly reached with Trading Standards preventative advice and support.
% of births that have received a face-to-face New Birth Visit.	Average response time to emergency incidents within Oxfordshire.

STRATEGIC PRIORITY 4: SUPPORT CARERS AND THE SOCIAL CARE SYSTEM.

Our Commitments: We will engage nationally to push for a fair deal for the funding of social care.

Locally, we will support carers, including young carers and help those who want to live independently.

We will work with communities and the voluntary sector to explore new ways to provide services and focus on preventative services, helping people to stay active and supported at all stages of their lives.

We will support intergenerational programmes to build strong and resilient communities. We will work in collaboration across the health and social care system.

Healthier Objectives 23/24

Co-produce with carers a refreshed All Ages Carers Strategy for the health and social care system, which improves carers' wellbeing and invest in practical solutions to help carers maintain their caring roles.	Co-produce a refreshed Workforce Development Strategy that addresses challenges around recruiting and retaining social care workers. Focusing on outcomes for our residents, evaluating what we do well and what we can improve.
Invest in assistive technology and apps which promote independence and enable self-assessment where appropriate.	Champion strengths-based approaches across the health and social care system to reduce demand and ensure resources are used as effectively as possible.
Facilitate access to resources across the community through social prescribing and other referral routes that divert demand away from statutory services.	Help people to live independently and support themselves through personal and local facilities, using the Oxfordshire Way approach.
Work with service users and providers to find new ways to promote self-directed support, increasing choice and control for individuals.	Prepare for Care Quality Commission Assurance working with residents and partners to triangulate evidence and further embed continuous improvement.
Focus resources on areas of high deprivation to tackle social isolation and reduce health inequalities.	

Key Performance Indicators and Progress Measures

Number of people supported with on-going care.	% of older residents who receive long term care and are supported to live in their own home.
% of residents aged 18-64 with Learning Disability support who live on their own or with family.	% of residents aged under 65 receiving ASC who manage their care by using a direct payment.
% of residents aged 65 plus receiving Adult Social Care (ASC) who manage their care by using a direct payment.	Number of carers who have received a direct payment.
Number of visits to Live Well Oxfordshire.	Number of residents who have received a formal assessment of their role as a carer for a member of the family or a friend.

STRATEGIC PRIORITY 5: INVEST IN AN INCLUSIVE, INTEGRATED AND SUSTAINABLE TRANSPORT NETWORK.

Our Commitments: We will create a transport network that makes active travel the first choice for short journeys and invest in public transport to significantly reduce our reliance on car journeys.

In areas of planned housing growth, we will prioritise active and public transport over road capacity for cars.

Greener Objectives 23/24

Prioritise active travel and public transport interventions on the existing and planned highway network to support healthy lifestyles and address inequalities in transport.

Develop and implement a plan for improved strategic routes for freight including exploring rail and reducing large vehicle movements on non-strategic roads.

Develop and approve priority local transport and connectivity Plan Part 2 - Area Travel Plans.

Deliver our commitments within the bus service improvement plan and Enhanced Partnership.

Deliver the countywide 20 mph programme in line with recently agreed policy.

Key Performance Indicators and Progress Measures

Percentage of residents walking / cycling.

% of delivery against Countywide 20mph plan.

Number of cycling trips.

Number of bus passenger journeys.

Number of park and ride bus journeys.

% of Annual change in average nitrogen dioxide concentrations in Air Quality Management Areas (AQMAs).

91 KM (2%) of the highway to be treated.

Public satisfaction in the condition of Highways.

STRATEGIC PRIORITY 6: PRESERVE AND IMPROVE ACCESS TO NATURE AND GREEN SPACES.

Our Commitments: We will work with partners to provide safe and clean green spaces across the county that support the physical and mental wellbeing of our residents.

We will take action to protect and increase biodiversity, supporting nature recovery, in both rural and urban environments.

Greener Objectives 23/24

Support and enable the activities from Oxfordshire's community action groups, to improve local environments and make nature more accessible.

Improve the amount and distribution of accessible and safe natural green space within Oxfordshire, in conjunction with partners.

Develop a countywide nature recovery strategy, and a tree and woodland plan, that involves taking part in the Queen's Green Canopy programme and support the development of a new local nature partnership for Oxfordshire.

Ensure our public rights of way network are safe and effectively maintained.

Key Performance Indicators and Progress Measures

Total number of community activities held as part of the Community Action Group network 3,000 target for 23/24.

Number of community-led improvement schemes developed and delivered in year (this would link directly to our partnership with Trust for Oxfordshire's Environment TOE).

% [by length] of Public Rights of Way network free from serious issues or obstruction.

Number of Public Right of Way assessed as poor condition that are improved to good or better condition.

Volunteer hours on the Public Rights of Way network through established groups.

STRATEGIC PRIORITY 7: CREATE OPPORTUNITIES FOR CHILDREN AND YOUNG PEOPLE TO REACH THEIR FULL POTENTIAL

Our Commitments: We will support all our children and young people, and their families, to achieve their very best and to prepare them for their future, including safeguarding, and supporting those more vulnerable and with additional needs.

We will continue to work with partners to provide help early so children and families are less likely to be in need.

Healthier Objectives 23/24

Increase activity that supports pupils with Special Educational Needs and Disabilities (SEND) to have needs met in mainstream school settings and deliver our Special School capacity expansion programme.	We will work with partners to increase Early Help, ensuring that children needs are met earlier. We will support families to care for their children at home where it is safe to do so, integrating assessments and support in the community to prevent children needing to come into the care system.
Expand the range of provision for young people and increase take-up in areas of high deprivation.	Support the emotional mental health and wellbeing of children and young people by increasing the number of interventions in schools and places which young people frequent.
Deliver our Children's Home programme to provide more places in Oxfordshire.	Respond to the findings of our newly established Education Commission.

Key Performance Indicators and Progress Measures

Number of Early Help Assessments completed in Oxfordshire by any partner.	Number of children in an independent Non-Maintained Specialist School.
Number of Oxfordshire cared for Children.	Number of children with Educational Help and Care Plans educated in mainstream setting.
Increase the % of children in Foster Care.	Reduce the number of children in residential care.

STRATEGIC PRIORITY 8: PLAY OUR PART IN A VIBRANT AND PARTICIPATORY LOCAL DEMOCRACY

Our Commitments: We are committed to taking decisions in an open and inclusive way.

We will engage and listen to Oxfordshire residents.

We will be open to scrutiny and regularly provide progress updates.

We will put the impact on the climate and future generations at the heart of decision making.

We will manage our own resources carefully.

Fairer Objectives 23/24

Build greater confidence in our consultation and engagement processes by clearly describing how residents' feedback will be used and where it has helped shape policy or decision-making that a broader range of voices are heard and can help shape policy and decision-making.

Improve our approach to equality impact assessments and climate impact assessments, ensuring that we set out the effects of our decisions on particular groups of residents.

Provide regular opportunities for residents to engage in open dialogue with cabinet members, including Oxfordshire Conversation Q&A events.

Demonstrate the contribution of each Scrutiny Committee to the development of policy and decision-making through the publication of an annual report.

Key Performance Indicators and Progress Measures

Routinely update the 'you said, we did' section on Let's Talk Oxfordshire to demonstrate the impact of consultations.

Deliver two sounding board events for children and young people to provide deep dive opportunities.

During 2023/2024 to develop and further embed a public facing performance management portal, to enable better access for customers and scrutiny and further improve digital access.

Deliver two series of themed Oxfordshire Conversation Q&A events in 2023/2024, including a mix of in-person and online sessions.

STRATEGIC PRIORITY 9: WORK WITH LOCAL BUSINESSES AND PARTNERS FOR ENVIRONMENTAL, ECONOMIC AND SOCIAL BENEFIT

Our Commitments: We will help Oxfordshire become a recognised centre of innovation in green and sustainable technologies.

We will use our purchasing power for environmental, social and economic benefit and ensure that our pandemic recovery planning supports sustainable job creation.

Fairer Objectives 23/24

Work with partners, including the Oxfordshire Local Enterprise Partnership (OxLEP), to enable long-term job creation for local businesses through apprenticeships and business support.

Work with suppliers to maximise additional social and environmental value, as part of our progressive procurement policy and development planning processes, which will benefit local communities.

Promote career pathways in health and social care for local people and encourage those who are looking to change their careers to start their own enterprises in the sector.

Facilitate collaboration between businesses, the universities, OxLEP and our health and local authority partners to maintain Oxfordshire as a centre of innovation, turning ideas into real-life solutions in areas including transport, climate, energy and healthcare.

Key Performance Indicators and Progress Measures

Participation in innovation funding bids and new projects.

% of Full Fibre To The Premises broadband (FTTP) in Oxfordshire.

Number of Trading Standards interventions conducted with businesses (including visits, provision of advice, sampling, and testing activities).

Reduce the number of overdue inspections from Risk Based Inspection Programme. Oxfordshire Fire and Rescue Service

% of Gigabit capable (DOCSIS 3.1 or Full Fibre) premises in Oxfordshire.

Sites delivered by NEOS Networks Limited under the Giga Hubs contract.

A minimum of £1m to be generated through commitment in tenders to social value, from suppliers who have been awarded contracts with Oxfordshire County Council.