

**Thriving communities  
for everyone in Oxfordshire**



**DRAFT CORPORATE PLAN 2018-21**

DRAFT

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## FOREWORD / INTRODUCTION (TBC)

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## Our Vision

# Thriving communities for everyone in Oxfordshire

We listen to residents so we can continuously improve our services and provide value for money



## Our Strategic Direction

In working to achieve our vision for Oxfordshire, we have set a number of overarching themes that guide our approach and run throughout this document.

Some of these themes are specific to service areas and align closely to particular elements of our vision, whereas others are cross-cutting strategic themes that help to shape significant areas of our work – including in partnership with others.

- Delivering **excellent services for our residents**
- **Transforming the council** in the best interests of our residents, including better use of digital and technology
- Supporting a **skilled and effective workforce**, for both the council and across the county
- Taking a '**Leadership of place**' role, championing Oxfordshire and local communities
- Building **capacity, cohesion and resilience in local communities**
- Tackling inequalities and **improving life chances**, including supporting and safeguarding the most vulnerable people in the county
- Enabling sustainable **economic growth and improved infrastructure**, including housing
- Investing in growth and service outcomes through our **investment strategy**
- Working effectively **with the NHS** to improve the **health and wellbeing** of Oxfordshire's residents
- Embedding approaches to **demand management** as we redesign our services, particularly in adults and children's social care
- Ensuring **environmental resilience** and sustainability
- Being able to **respond effectively to emerging and/or unexpected issues**, as an organisation and with partners.

## OUR VALUES

As a county council we have core values which guide the way we work to deliver our vision. What these look like in practice is explained through a number of behaviours which support our values.

### **Our core value: We do the best we can for residents**

This means we:

- work together in a supportive and honest way
- strive to find the best solutions
- are open to change and doing things differently.

We have broken down what it means to do our best for residents into more detail as follows:

#### **We do the best we can for residents means:**

- We treat customers as we would like to be treated and help them to do as much for themselves as possible.
- We use council resources efficiently and aim to minimise costs where possible.
- We take responsibility for our work and delivering good customer service.
- Exploit technology/digital options as much as possible

#### **Work together in a supportive and honest way means:**

- We are open and transparent about our work.
- We look for opportunities to collaborate across teams and with partners.
- We share our expertise and resources.
- Keep up to date with council priorities and the information needed to do our job well.

#### **Strive to find the best solutions means:**

- We are resourceful and creative in our approach to problems.
- We learn from past projects and apply lessons to achieve a better outcome.
- Make decisions based on what the evidence tells us will deliver the best outcome.
- We take ownership to deliver what we have committed to.

#### **3. Are open to change and doing things differently means:**

- We ask for and listen to the ideas of others
- We look for opportunities to improve the customer experience/overall service performance and reduce duplication
- Make time to reflect, develop and look for opportunities to improve, taking ownership of our own performance and personal development
- Take risks in a managed way and challenge the way things have always been done.

We strive for all of our activities to support principles of equality, diversity, fairness and inclusion, both in terms of our own workforce and with respect to the services we commission and deliver for local residents.

## **ABOUT OXFORDSHIRE**

We are proud of our county.

Oxfordshire is diverse and dynamic with 678,000<sup>1</sup> residents and over 30,000 businesses. Beyond the historic city of Oxford the county has a thriving network of villages and market towns, with fast-growing towns from Banbury and Bicester in the north of the county to Didcot, Abingdon, and Henley in the south, Thame and Wheatley in the East, to Witney and Carterton in the West.

Nonetheless, Oxfordshire is a very rural county - the most rural in the South-East of England. A third of the total population of Oxfordshire (223,100, 33%) live in rural areas and we have three Areas of Outstanding Natural Beauty; the Cotswolds, the Chilterns and the North Wessex Downs, as well as two national trails, and over 100 Sites of Special Scientific Interest.

Oxfordshire benefits from thriving local communities and a high level of engagement in politics and service delivery. Our society is active, with an estimated 4,500 voluntary and community organisations in Oxfordshire. A vibrant parish and town sector gives voice to local communities as well as, in many cases, providing important local services. There are 316 town and parish councils and meetings and outside of Oxford City every resident has a parish or town council. Our network of town and parish councils and voluntary and community groups are already mobilising to reshape the way that public services are delivered now and in the future.

We are a growing county; our own forecasts<sup>1</sup> predict an increase in the number of Oxfordshire residents of 27% between 2015 and 2030, taking the total population of the county from 677,900 to 864,200. We are also becoming a more diverse county with 16.4% of our residents coming from non-white British backgrounds. The county's black or minority ethnic (BME) community almost doubled between 2001 to 2011 from 4.9% to 9.2% of the population, with considerable variation in ethnic composition across the county.

We are a centre of academic research, science, and innovation. Home to the oldest university in the English-speaking world, currently ranked the world's best. The county is a hub of a network of internationally important medical and scientific institutions and enterprises, not least in the Science Vale area, home to the Culham Centre for Fusion Energy, the Rutherford Appleton Laboratory, Diamond Light Source, and the UK Space Gateway.

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<sup>1</sup> From the Joint Strategic Needs Assessment:  
[http://insight.oxfordshire.gov.uk/cms/system/files/documents/1%20Executive%20Summary%20JSNA%202017\\_0.pdf](http://insight.oxfordshire.gov.uk/cms/system/files/documents/1%20Executive%20Summary%20JSNA%202017_0.pdf)



Oxfordshire has close to full employment, with most people employed locally - 82% of our working residents have jobs within the county border. Earnings remain relatively high for Oxfordshire residents and Oxfordshire's economic output per head is 22% above the national average- put simply, our economy is doing well.

Oxfordshire is a single economic area, making it easier to align plans around housing, employment, transport, and skills. We have one 'Local Economic Partnership' (LEP) covering Oxfordshire, and which reports that Oxfordshire has grown more quickly since the last recession than any other LEP area in England. As a result local partners have recently secured £215m in government investment over the next five years to meet the infrastructure and housing needs of growth.

The county's location is also strategically important, with easy access to London and Heathrow, as well as to major regional cities such as Birmingham and Bristol. We stand at the Western end of the increasingly significant Oxford-Milton Keynes-Cambridge Arc, to which the Government made a high-profile commitment of millions of pounds of funding and support in the November 2017 budget. The county also benefits from major transport corridors including roads such as the A34, A40, M40, important current and future rail corridors, and popular waterways and cycle routes.

### **Opportunities and challenges in Oxfordshire**

We celebrate Oxfordshire's many positive attributes, but we also recognise the many issues and challenges we face. Over recent years we have risen to the national economic challenges by creating and making the most of the opportunities available. As a result, between 2009 and 2015 our economy grew by over 30% in cash terms.

This growth brings benefits, and opportunities, but also challenges; congestion, rising house prices, shortages of appropriate sites for growing businesses, rising demand for public services such as education and health, and a strong desire to protect our natural environment. The challenges we now need to respond to are:

- ***Rapidly growing and aging population.*** As of mid-2015, the Office National Statistics (ONS) estimated the total population of Oxfordshire was 677,900 residents (including students and armed forces). Oxfordshire County Council population forecasts, based on expected housing growth, predict an increase in the number of Oxfordshire residents of +183,900 people (+27%) between 2015 and 2030, taking the total population of the county from 677,900 to 864,200. This is more than double the growth of the previous 15 year period (2000 to 2015). Our population is not only growing but aging too; each district in Oxfordshire has seen a historical growth in the number of residents in those 85 years and over, increasing 47% from mid-2000 to mid-2015. And a predicted rise in this age group over the next 15 years by 92%.
- ***Growing demand and prices for housing.*** The Oxfordshire Strategic Housing Market Assessment sets out a need for the delivery of 100,000 new homes between 2011 and 2031 (of which 11,000 have been built to date), which our

forecasting suggests would result in a 27% increase in the population by 2031. This demand for housing in the county is driving up house prices at a higher rate than earnings and the Centre for Cities ranks Oxford as the least affordable UK city for housing. In Oxford city, social rents in 2015 were 18% above the national average. Buying a family home now requires 2-3 times a median income (i.e. 2-3 earners per household) in each district in Oxfordshire.

- **Reducing public funds alongside a growing demand for services.** Oxfordshire County Council has found savings over the last seven years of over £350m. At the same time, the need for our most expensive services is rising steeply. As people live longer, with more long term health conditions, we are expecting more people and their families and carers to need local authority help. We are also seeing increasing numbers of adults with a learning disability presenting to the county council. Demand for children's services is also rising. Since 2010 the number of children in Oxfordshire who were the subject of a child protection plan has more than doubled, while those who are formally "looked after" has increased by a third. Last year saw a 20% increase in referrals to children's social care and an 18% increase in child protection investigations. These increases have also been seen nationally, but not to the same extent as in Oxfordshire.
- **Pressure on our transport and infrastructure.** The growth in housing and population presents a challenge to provide excellent transport infrastructure to support connectivity between housing and jobs and community infrastructure such as GP surgeries and schools. Estimates suggest that around £8bn of investment could be required in order to ensure Oxfordshire's physical, social, and environmental infrastructure are fit to deal with the scale of development currently planned.
- **Workforce challenges.** The thriving local private sector economy has led to challenges recruiting staff at all levels in the public sector, due to the high level of house prices relative to earnings and very low levels of unemployment in the county. This has affected public services across the recruitment range from frontline care workers to GPs and Headteachers.
- **Deprivation and inequality.** While an overall prosperous county, there are some significant pockets of deprivation. 15 local areas within Oxfordshire fall within the 20% most deprived neighbourhoods in England (for context 193 fall within the 20% least deprived). Of these the majority are within Oxford City, with others in Banbury and Abingdon. We also have around 5,500 people in Oxfordshire who may struggle to access services they need because they can not speak English or speak English well.
- **Local response to Brexit.** The opportunities and challenges for Oxfordshire and its public services arising from Brexit are currently unclear. Withdrawal from the EU is likely to have significant implications for public services such as those provided by the council, and for the county more widely. The county seems well placed to adapt to any changes, whether positive opportunities or less desirable outcomes. Pressures on public services are likely to be felt in procurement, workforce, environmental, waste, and employment regulations. Additionally Brexit could have implications for the patterns of enterprise and trade in the private

sector, and for Oxford's universities.

- **Collaboration and integration.** The local health and social care system continues to work together to ensure that people are discharged from hospital as soon as they are able, and that the care and support they need is available. Improvements have been made, but there is still much more to do in this area and all partners remain focused on this.
- **Educating the next generation.** Educational attainment continues to improve but remains below the levels we would expect and aspire to achieve. The proportion of pupils taught in schools rated as good or excellent by Ofsted continues to rise and we are working with our partners to improve attendance as this is shown to have a positive impact on attainment.
- **Prevention and early intervention.** Significant changes have been made to the way that early help is provided for people, with a far greater emphasis on taking a partnership approach rather than being the sole responsibility of the council. This requires a change in expectations that is being carefully managed, and working jointly with partner organisations, community groups, and people, families and carers themselves in identifying how best to access the support people need as early as possible to prevent needs escalating.
- **Rurality.** The rural nature of the county can be a barrier for people accessing services, it means people can be either a long distance or with poor connections to services. Embracing digital solutions to customer contact and service delivery can help tackle this, but requires a shift in culture and expectations for the council and residents alike and cannot completely replace traditional approaches including phone and face to face without impacting access to services in different ways.

## Local government in Oxfordshire

Local government operates in a 'two-tier' system in Oxfordshire. This means it is made up of a county council providing services across the whole county with 80% of total local government spending, and five districts: Oxford City, Cherwell District, West Oxfordshire District, South Oxfordshire District, and Vale of White Horse District providing services to residents in their patches.

In addition to the county and district councils all areas of the county, other than the parts of the city of Oxford, are currently 'parished' and there are 15 town councils, 233 parish councils and 68 parish meetings. Parishes and town councils are important partners in the local community that we work with and who are vital link on local issues.

The following shows the population each council in Oxfordshire serves, the number of Councillors serving them and examples of the services they usually provide:






	ONS official mid-2015 population estimate	Number of Councillors	Examples of Services Provided	
<b>Oxfordshire County Council</b>	678,000	63	<ul style="list-style-type: none"> <li>• Child protection</li> <li>• Fostering and adoption</li> <li>• Adult social services</li> <li>• Education support</li> <li>• Roads and transport</li> <li>• Fire and rescue service</li> <li>• Waste disposal</li> </ul>	<ul style="list-style-type: none"> <li>• Public health</li> <li>• Libraries</li> <li>• Trading standards</li> <li>• Country-side access</li> <li>• Parking</li> <li>• Registrar and coroner services.</li> </ul>
<b>Cherwell District Council</b>	146,000	48	<ul style="list-style-type: none"> <li>• Housing and benefits</li> <li>• Parks and leisure</li> <li>• Local planning</li> <li>• Street cleaning</li> <li>• Waste collection</li> <li>• Environmental health</li> <li>• Council tax collection</li> <li>• Electoral registration</li> <li>• Parking.</li> </ul>	
<b>Oxford City Council</b>	160,000	48		
<b>South Oxfordshire District Council</b>	137,000	36		
<b>Vale of White Horse District Council</b>	127,000	38		
<b>West Oxfordshire District Council</b>	109,000	49		
<b>TOTAL</b>	678,000	219		
<b>Town and Parish Services</b>				
<b>15 Town Councils</b> <b>233 Parish councils</b> <b>68 Parish meetings</b>			<ul style="list-style-type: none"> <li>• Allotments</li> <li>• Burial Grounds, Cemeteries, Churchyards and Crematoria</li> <li>• Bus Shelters</li> <li>• Community Centres</li> <li>• Footpaths</li> <li>• Recreation</li> </ul>	<ul style="list-style-type: none"> <li>• Parking places</li> <li>• Tree planting</li> <li>• Traffic calming</li> <li>• Litter bins and anti-litter campaigns</li> <li>• Public toilets</li> <li>• War Memorials.</li> </ul>

	ONS official mid-2015 population estimate	Number of Councillors	Examples of Services Provided
			grounds

In addition to our local government partners, we work with many public, private and voluntary sector partners to provide joined-up services. Information on how we do this is discussed throughout the following themed sections and is drawn together in the 'way we work' section.

### About the County Council

Elections in May 2017 returned 63 councillors to the County Council.

Party name	Seats won
 Conservative Party	31
 Liberal Democrats	13
 Labour Party*	14
 Independent	4
 Henley Residents Group	1

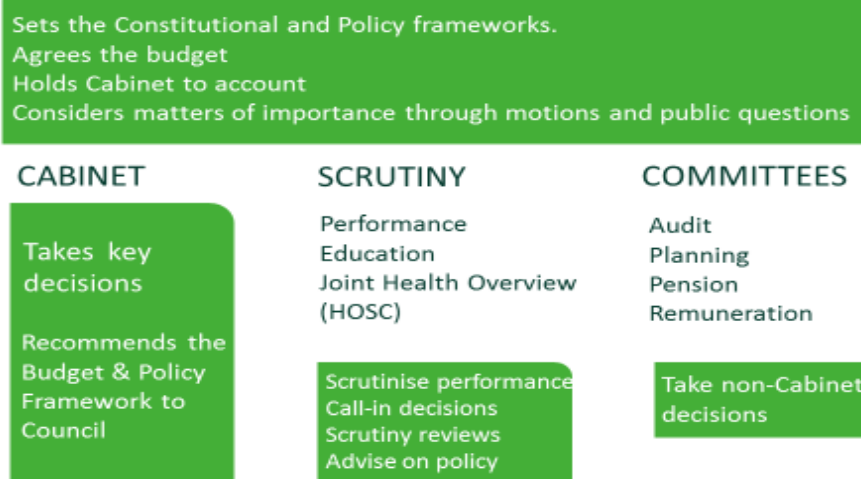
*\*including co-operative affiliates.*

The composition of the new council has changed considerably from the previous council with larger numbers of younger and female councillors. The average age has fallen from 63.5 prior to the most recent election to 58.8 in June 2017, and the proportion of women councillors on the council has risen from 37% under the previous administration to 44% now; we are proud that this figure is 11% more than the national average of 33%<sup>2</sup>.

These 63 councillors make up the full council and are responsible for setting the constitutional and policy framework for the organisation. This is organised as follows:

<sup>2</sup> <https://www.ippr.org/news-and-media/press-releases/more-than-3000-female-councillors-needed-to-reach-50-50-gender-balance-in-local-government>

## FULL COUNCIL



A Conservative Independent Alliance (Conservative councillors plus two Independent councillors) forms the administration. The Cabinet, responsible for key decisions, consists of nine councillors, currently consisting of the following portfolios:

- Leader (holding the responsibility for functions such as strategy, corporate and community leadership, major external partnerships and economic growth and development)
- Deputy Leader (holding responsibility for functions such as governance and internal management, HR and industrial relations, customer services, fire and rescue, trading standards and emergency planning)
- Cabinet Member for Adult Social Care
- Cabinet Member for Children and Family Services
- Cabinet Member for Environment
- Cabinet Member for Finance
- Cabinet Member for Local Communities
- Cabinet Member for Property, Cultural Services
- Cabinet Member for Public Health and Education

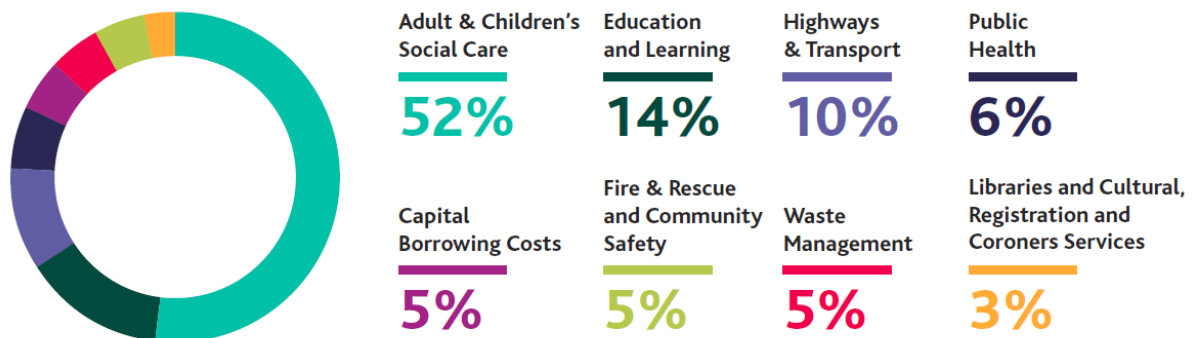
Councillors also have a role in scrutiny committees, responsible for checking the performance of the council, holding cabinet to account and advising on policy. There are currently three scrutiny committees: an overarching Performance Scrutiny committee, an Education Scrutiny committee and the Joint Health Overview Scrutiny committee (a joint committee with Oxfordshire district councils and some co-opted members). More information on who your Councillors are can be found on our website: <https://www.oxfordshire.gov.uk/cms/public-site/about-your-council>

Locally, our Councillors work on Oxfordshire's behalf engaging national decision-makers and opinion-formers, such as our local MPs in Westminster and Ministers in Whitehall. The council monitors Parliamentary questions and debates, Select Committees and information from government and other bodies, to ensure we respond and get Oxfordshire's issues raised in national debates.

## Our finances #to be updated when 2018/19 figures available#

The main sources of the council's funding are locally raised council tax (61%), specific government grants to be used for specific services (22%) and locally raised business rates (12%).

For 2017/18 the council has set an overall budget of £790.8 million. The figures below show broadly how the planned spend of £552.9 million on services (excluding expenditure of £237.9 million on schools) in 2017/18 is divided up:



In recent years government grant into the council (and other local authorities across the country) has reduced significantly. In Oxfordshire this resulted in a reduction of 49% (£169m per annum) in government grant between 2010/11 and 2019/20. As demand for statutory social care services has continued to rise this has resulted in the need to deliver significant savings - by the start of the year 2017/18 savings had been made of £350m per year compared to our spending in 2010 (of which 40% was due to the reduced government grant and 60% due to the rise in demand for statutory services).

## Public money in Oxfordshire

Local government in Oxfordshire is only part of the picture of locally provided public services. The pie chart below provides some context for the scale of spending within the county by different organisations. The largest costs fall to locally provided National Health Services, followed by spend on benefits (Department of Work and Pensions), then local government (21% of all spending, of which over 80% is by the county council), followed by costs of schools and then the police (shown as Thames Valley Police or TVP below).

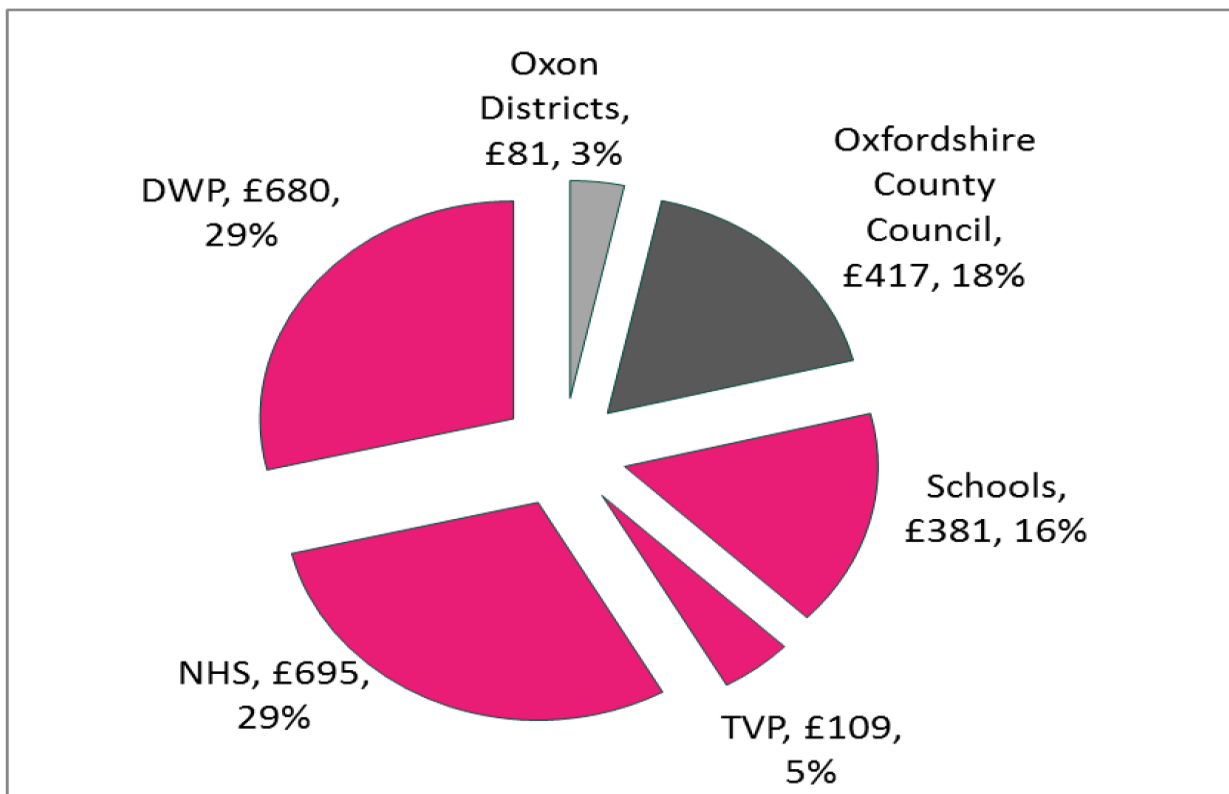


Chart: Annual Public Spending in Oxfordshire (£m). Sources: various.

### **This plan in the wider context**

This document sits in a wider context of working to improve quality of life in Oxfordshire, where we work with partners in the public, private and voluntary sector to achieve the best outcomes for our residents. We have huge success by working in partnership, shown by the Oxfordshire Growth Deal which has secured £125 million of investment for housing and infrastructure in the county.

Since 2008 we have been working with our partners towards a vision for 2030, which we are going to refresh over the next year to develop a joint vision for 2050. The partnership landscape in which we operate to deliver long term visions is complex and becoming increasingly important with the growing move towards more collaborative, cross-organisational approaches to meeting the needs of Oxfordshire residents.

More detail on our partnership working can be found in the section named 'how we work' but we the Oxfordshire partnership landscape brings together key organisations to collaborate on health and wellbeing, safeguarding, safer communities and economic growth. Some of the key partnerships are:

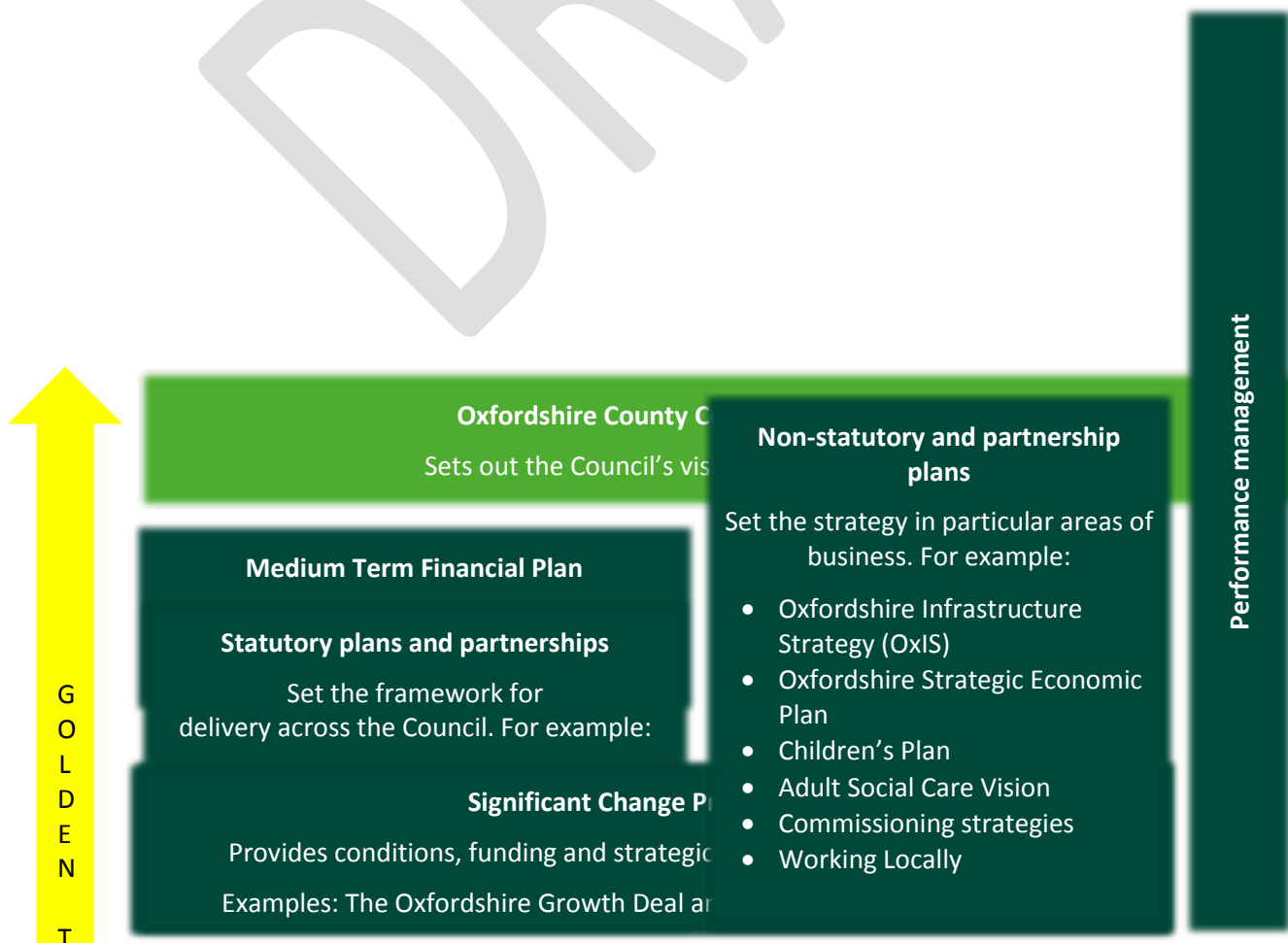
- Oxfordshire Health and Wellbeing Board (statutory)
- Oxfordshire Safeguarding Children Board (statutory)



- Oxfordshire Safeguarding Adults Board (statutory)
- Safer Oxfordshire Partnership
- Thames Valley Emergency Services Collaboration (statutory)
- Oxfordshire Stronger Communities Alliance
- Oxfordshire Strategic Schools Partnership Board
- Oxfordshire Early Years Board
- Oxfordshire Growth Board
- Oxfordshire Local Enterprise Partnership
- Oxfordshire Environment Partnership

Underpinning these formal partnerships is a network of informal and formal working relationships, sub-groups / working groups and contractual agreements that help to deliver services in line with partnership strategies and priorities. There are also a number of key strategies developed by the various partnerships listed above, which focus on their specific areas of responsibility.

We have aligned this document, our internal planning and our partnership work to help achieve good outcomes for Oxfordshire. The following diagram shows our Corporate Plan in context, illustrating the ‘golden thread’ of strategic planning meaning every action and interaction we have is done with the vision as its intended outcome:



## DELIVERING OUR VISION

### Thriving communities for everyone in Oxfordshire

We listen to residents so we can continuously improve our services and provide value for money



This section describes in detail how we intend to deliver thriving communities for everyone in Oxfordshire; taking each priority in turn to demonstrate where we want to be, where we are starting from and how we will make the changes necessary to achieve our vision.

***We will listen to our residents so we can continuously improve our services and provide value for money***

## **Why is this important?**

Oxfordshire County Council puts residents at the heart of everything we do. We are an organisation that exists to serve our residents and communities; not only do they pay (directly or indirectly) for the services we deliver, they also receive and use our services. Our communities are ones of place; ranging from inner city areas through to historic market towns, villages and to rural hamlets. Our communities are also groups of interest such as those based on age, life stage, race, religion or many other factors. Our approach to supporting thriving communities therefore recognises that we need an approach that is as diverse as our communities. We must listen to councillors, residents and our different communities to develop our approach and ensure that we are responsive to local issues and local need. It is also important that people see the council as providing value for money, constantly challenging itself to improve and embracing new opportunities and ways of working to help deliver effective and efficient services that make best use of public resources.

## **Where will we be by the end of this Plan?**

Our residents will feel like our partners in the design, purchase and delivery all of our front-line services. Our residents and communities will be shaping our services from the earliest stages. We will have diverse channels of engaging with residents and will be listening intensely to understand what matters most to people and improve their experience of the services we provide. Our communities will see us as open and transparent; they will have complete confidence that we will respond well to their needs and desires. In experiencing our services, residents will feel and know that they are getting maximum value for the pounds we spend.

## **Where are we now?**

### **Engagement with residents**

The majority of our staff, and partners we work with, are in day to day contact with residents, businesses and communities through the services we deliver. These are the places where we informally have a dialogue with our residents and gather feedback. More formally, we carry out public consultations on particular issues affecting people, including areas for change and improvement. We also seek feedback on specific services, through regular surveys such as in highways or adult social care, and more generally through our Residents Survey.

Our elected councillors are visible and active in their local communities, whether with individuals, community groups or more formally at council meetings. We offer clear routes to make complaints if people are not satisfied with what we've done, and are committed to learning from these and making necessary changes to improve things.

We engage residents, communities and partners online; through our website or social media channels such as Facebook and Twitter. We recognise there is much more we can do using digital routes to reach our communities in a way that is more accessible and locally relevant. However, we also recognise that some people need or prefer to access our services through traditional methods.

We pride ourselves on our engagement with children and young people. Over the years we have developed various forums and methods to enable this to happen effectively. One young person said why this work is so important: *“We need to hear children and young people’s views, it’s their life and usually a young person’s views are pushed to one side or people turn a blind eye, where we make sure they get heard”*.

A new forum has been established to reach out to all children and young people in Oxfordshire called VOXY (Voice of Oxfordshire Youth) and members sit on our children’s partnership the ‘Children’s Trust’, to feed directly into decision making processes. VOXY also enables effective partnership working and less duplication of engagement and consultation with young people.

Children in Care, and those leaving care, are reached via the Children in Care Council and the new forum OCLA (Oxfordshire Care Leavers Association). They have members sitting on the Corporate Parenting Panel and feed directly into discussions and decision making processes about improving care system. The following quotes shows what a difference this work makes: *“Since joining the Children in Care Council (CiCC) I have gained so much confidence because I get input on things that I otherwise wouldn’t. I feel that my opinions are valued and I have learned about what goes on in the background thus making me feel safer”*.

We also have been a developing approach to ‘co-production’; involving people at all stages of the design, purchasing, implementation and monitoring of services. This has already been well utilised in adult social care, particularly in redesigning learning disability and daytime support services, and will be rolled out further across the council.

### **Improving our services and providing value for money**

We have a good track record of delivering services that people value and that provide value for money. By delivering £350 million of savings in the last seven years through taking new approaches to the delivery of services we have maintained almost all of our services; showing we can deliver value for money. We think our efforts have contributed to the 89% of people in our resident’s survey who say they are satisfied with Oxfordshire as a place to live, work and raise a family.

We also know that when people use our services, they are generally happy with them. Our Adult Social Care user survey of 2017 showed that 90% of people are satisfied or very satisfied with what we do. We also know that we provide ‘good’ children’s social care services, in an Ofsted inspection in May 2017, the council was rated as good across all three key categories of their inspection:

- Children who need help and protection,
- Children looked after (including adoption performance and experiences and progress of care leavers)
- Leadership, management and governance.

We are also very aware of the need to continuously strive to improve what we do and how we do it. We must also ensure that we provide the best value for money we spend on services, which means working in the most efficient ways possible.

Hearing feedback is most valuable when we can use it to transform and improve our services. Our adult social care services currently work in collaboration with individuals and their families in agreeing how best to meet their care and support needs, and listen with respect to the outcomes the person wants as a result of a safeguarding intervention. Our personalised approach means that we work in 'co-production' with people at risk of harm, including where the person lacks mental capacity to make a specific decision themselves, to help individuals and their advocates/families to make their own decisions about their own care needs.

Similarly, we have restructured our teams responsible for infrastructure services – who maintain and develop the county's highways network – to make them area-based. This is enabling us to work locally, putting us more closely in touch with local areas, and enabling us to be increasingly responsive to the needs of individual communities and residents. Internally, our services often seek customer feedback; for example; Legal Services always survey customers when they have provided a service. The feedback is used to improve services.

We have taken strides forwards in using technology to transform some of our key services. Whether streamlining online access to our services, or designing new digital services, the benefits of this will include greater efficiency and reduced costs, freeing our resources to attend to other priorities. What we are learning through this work is giving us knowledge to re-apply to other service improvements, making us both more "digitally capable" as a council and better at designing services which meet residents' needs.

We are also driving down costs across our services wherever we can. For example, as one of the highest performing local authority areas in England for recycling and waste management, we are saving taxpayers money, as it is cheaper to dispose of recycled household waste than the waste in residual bins. We also provide a number of waste reduction services to reduce the amount of waste we have to recycle to begin with. And we have a rigorous Internal Energy Strategy which aims to keep our costs at or below 2014/15 levels through active energy management and effective procurement of energy supplies.

Over the last seven years we have delivered significant savings through changes that have enabled us to do more with our money, and to more effectively and efficiently do the things you expect us to do.

## **How will we achieve our vision?**

To meet our commitment to listen to residents, the county council must continue to change and improve how it works; we are doing this through several ways. Our programmes of change are both council-wide and service-specific; all aligned to ensure we listen and respond to provide value for money

Our 'Fit for the Future' transformation programme will ensure that all of our services are working together effectively, as well as with partners and communities to deliver better outcomes for the county. The programme will deliver:

- Improved customer experience through anytime, anywhere, simple and easy access for residents and businesses.
- A 'One Council' approach to service delivery.
- Going digital to ensure an integrated system approach which focuses on our customers.

We are also changing the way in which we are delivering individual services to put service users, residents and communities at the heart of what we do. We are seeking to design, purchase and deliver services such as Adult Social Care in partnership with those it serves. This 'co-production' approach will build on what we do now, learning the lessons, improving and expanding the approach across the council as we progress.

Oxfordshire has been awarded £210,000 to support delivery of our One Public Estate activity. Our new One Public Estate Partnership brings together local authorities and other public sector partners to improve service delivery to residents, visitors, workers and businesses in the county and deliver better value for the public purse through co-locating our services. We have been awarded funding to develop feasibility studies for three projects to co-locate and dispose of land in Witney (Welch Way), Bicester (Queens Avenue) and provide a shared depot facility. It is anticipated that this work will start in 2018/19 and continue beyond if we move towards delivery of the projects. The Partnership will also be looking at other opportunities to make best use of our shared estate and to co-locate services across the county.

A full list of the actions we are planning to improve how we listen to residents and deliver improved, value for money services can be found in Annex A but this includes the following key activities:

- Work in partnership with adult social care service users to design, purchase, deliver and monitor services.
- Promote and support the involvement of vulnerable children and young pupils and those with Special Educational Needs and Disabilities in the decisions that affect their lives and the services they receive.
- Use a governance review to decide if our locality model of working should be developed into an 'Area Board' to bring in the District, Towns and parish Councils to better join-up responses to local issues.
- Continue to develop the 'Oxfordshire Together' initiative that works to give local parishes and voluntary organisations greater control over services.
- We will lead the 'One Public Estate' programme with other public organisations (NHS, District Councils, Police and OxLEP) to spend our allocated funding on ensuring services are delivered efficiently and in a coordinated way.

## **How will we will know we're getting it right? [to be developed Dec/Jan]**

The feedback we gather from all residents and those using our services will help us identify where we are getting it right and where we can improve. We will use

information we collect to assess how effective our engagement with residents is. We will look at levels of residents' satisfaction with the engagement itself as well as the degree to which engagement leads to service improvement and value for money.

Indicators such as number of complaints resolved, number of Freedom of Information requests handled and information on the attendance at meetings are all likely to be relevant to us as proxy measures to help us gauge whether we are getting it right for residents. Social media interactions will also be part of the feedback; such as 'follows', 'likes' and 'retweets'.

Existing measures for the monitoring of budgets and the impact of our spending are robust but can be reviewed. More sophisticated measures of the value of money spent in one area or another may be considered in the longer term.

DRAFT

## THRIVING COMMUNITIES

### **Why is this important?**

We know community is what ties people together; it is the thread that unites our residents across the county and brings them a sense of belonging. A thriving community also needs an environment within which to thrive. If we have thriving communities, residents will feel a strong sense of place in their local area. If we create thriving communities, everyone can participate in community life in the ways they choose, they feel part of something and we will enable people to look out for one another. Our Councillors are important local advocates, connecting all the areas of Oxfordshire to meet the needs of residents. Together with local organisations such as district, parish and town councils, voluntary organisations and residents themselves, thriving communities in Oxfordshire means building a sense of togetherness.

***We help people lead safe healthy lives and play an active part in their community***

### **Why is this important?**

Being active within our society helps individuals feel less lonely, have a more vital and varied life, stay healthy, feel safe and feel happier. For thriving communities to become a reality, every resident needs to feel they can play a part in their community. To do this, they first need to be safe and healthy. This means working through services and groups which are already there to build, encourage and support communities to thrive. It is important that we address the inequalities that exist for people in their health, achievement and safety to give everyone opportunities.

### **Where will we be by the end of this Plan?**

We want Oxfordshire to be a rich mosaic of thriving, vibrant and empowered communities. We want the county to be a place that everyone feels equally safe and healthy enough to play an active part in the community they choose; whether these be communities of place or of interest. We will join forces wherever we can and want our vibrant network of organisations to boom; with our parish councils, town councils and voluntary groups empowered to step into new roles and powers in delivering local services. The voice of local communities will be loud and clear, with a strong role in enhancing local services. We want every single community in Oxfordshire to thrive and grow stronger; being the people-power that drives the way forward.



## **Where are we now?**

### **Healthy lives**

We are there from the start of life; we work with the NHS and other partners and contract public health services to ensure that children can have the best start in life, and work with partners to ensure that new parents and growing families can continue to look after their healthcare needs. We commission services such as health visitors who visit women in the antenatal period and then support families and children from birth to age five. Children then receive services such as school nurses who provide information, advice and support for young people on topics such as mental wellbeing, healthy lifestyles and sexual health. As well universal health promotion, nurses also provide drop-in sessions for one to one support with young people. They work alongside several other partners including teachers, GPs, Child and Adolescent Mental Health Services (CAMHS), sexual health services and substance misuse services.

We seek to prevent people from becoming unwell by identifying problems early and providing advice to help them stay healthy. We are commission NHS Health Checks for those aged 40 to 74 and have seen greater numbers of people in the county taking these simple check-ups to identify health needs. We also participate in a range of behavioural and lifestyle campaigns (e.g. stopping smoking and healthy eating), work to support mental wellbeing, and input into community safety activities.

We also offer help and signposting to those who need a helping hand to tackle life's challenges. For example, we provide support for those suffering from drugs or alcohol dependency, those wishing to quit smoking, those with sexual health concerns, and for the prevention of chronic disease due to obesity. We also support families and carers of those who need extra support.

### **Safe lives**

Our Fire and Rescue Service is well known for keeping our communities safe. Not only do they provide an emergency response but they also ensure businesses and public buildings are safe from fire and other emergencies and give advice and help to residents to prevent fire in their homes.

Safe and Well visits are made by our Fire and Rescue staff to people's homes, to help prevent incidents and accidents before they happen. This can include checking smoke alarms, but also provides a valuable personal contact for vulnerable residents to raise broader concerns about safeguarding. We link many of our services together through our Safe and Well Visits for example, not only do we check for fire safety and risk, but we also support people to avoid rogue traders, avoid scams, avoid slips, trips and falls and identify where they may need additional help from our social care teams.

In addition, our Trading Standards activities help us to identify and protect residents against frauds, scams and rogue traders. We offer advice to businesses and individuals to protect themselves; increasingly advice is being provided against the threat of cyber-attacks, online scams and other risks from use of the internet. We aim to provide confidence and reassurance to all residents on issues including consumer product safety, the safe storage of hazardous items (from petrol to fireworks) and the integrity of the food chain. The benefits to businesses and individuals are both financial and in the form of peace of mind.

Our Adult Safeguarding Service exists to ensure vulnerable adults have their wishes considered in keeping them safe from harm, abuse or neglect. Alongside our prevention angle, we also investigate more serious concerns identified around safeguarding. We provide safeguarding information and advice to vulnerable people themselves and to providers to prevent harm, where possible. The use of advocates is promoted by the service to help people make informed choices about their outcomes. Where there is doubt about a person's ability to make a specific, time related safeguarding decision a mental capacity assessment takes place to help them do so.

We work with partners to make arrangements to ensure that all our functions are discharged with a view to safeguarding and promoting the welfare of children. In particular, we ensure that there are clear and effective arrangements to protect children and young people from harm. We work with 33 other partner agencies and organisations through the 'Oxfordshire Safeguarding Children Board' (OSCB) to cooperate with one another on the safeguarding and welfare of children and young people. The role of the Oxfordshire Safeguarding Children Board (OSCB) is to scrutinise and monitor this process for individual organisations, and to ensure that local agencies co-operate and work well to achieve this. The Board covers communication, quality assurance, learning from serious case reviews, reviewing child deaths and ensuring sound safeguarding policies and procedures are in place.

Our highways activities also keep people safe by ensuring our roads are in a good state of repair and our streets are well lit. Our Trading Standards activity compliments this by working to combat HGVs exceeding weight limits.

In addition to the services we provide directly, we work with our local authority, police, NHS and probation service partners through the Oxfordshire Safer Communities Partnership to ensure we are identifying and responding to key local crime and disorder issues in a joined-up way, which contributes to overall community safety and resilience. The partnership was established over 20 years ago with the introduction of the Crime and Disorder Act after the Act made statutory authorities responsible in tackling crime and disorder issues which are identified as a local a priority.

### **Playing an active part in communities**

We know that one way in which people can help their community thrive, and gain positive personal benefits to make them feel more engaged and alive, is to volunteer for local causes and activities. There is a strong culture of volunteering within Oxfordshire, and volunteers deliver many important services in the county and are an integral part of our library service now.

Over 4000 charities and community groups in the county work with volunteers, helping the delivery of local services and supporting thriving communities across Oxfordshire. We provide funding and support to Oxfordshire Volunteers, the new website making it easier to match good causes with people who wish to volunteer to help.

Over the past few years we have shifted our focus from being mainly a provider of services, to being an enabler, committed to creating the right environment for communities to be able to do things for themselves and take ownership of local priorities. For example, since May 2016 we have been talking with local communities, town and parish councils and the voluntary sector about developing community-led solutions for delivering open access children's services such as Stay and Play, and Bumps to Babes. Over £750,000 has now been allocated to community led organisations to continue open access children's services in local communities in 28 children's centres. This approach has yielded more than twice as much again in match funding from other organisations/grant funders and is credit to the management groups who have tenaciously campaigned, volunteered and supported the projects.

Another example of our work to encourage active communities is seen in Henley-on-Thames where the Town Council have been paying for and carrying out grass-verge cutting on behalf of the county council for eight years. The scheme has resulted in a higher quality and more frequent cuts that better meets the needs of the town. The benefits of working together are shown by the following comment from Henley Town Council: *"The days of criticising the county council and expecting them to deliver all the services because traditionally it's been their responsibility to do so, are a thing of the past. We must work together to provide excellent services for our residents"*.

We currently work to ensure that inclusion and involvement in the Council's democratic decision making is as straightforward as possible, to give people the greatest opportunity to take an active involvement in local politics. Our elected members are community leaders; they provide the link and representation of all local communities across the county, they also work at the local level in numerous community and voluntary organisations to improve local quality of life.

Councillors and officers work alongside residents and communities to design and improve services where we can. Our Councillors raise local issues through the Council's formal county-wide structures but we also have a locally-based forums for councillors to raise issues on their community's behalf. Local ways of working are something we are keen to and explore further because we think by working more closely with communities and our partners will give residents a better experience and deliver better outcomes for those we serve.

## **How will we achieve our vision?**

To meet our commitment we will continue to deliver the services that support this. These include very visible services like Fire and Rescue Services, Public Health, Trading Standards and Road Safety and in all we do, we will work with our residents, community and voluntary sector partners.

We will work with our partners through the Oxfordshire Safer Communities Partnership to tackle negative street culture and its links to drugs and exploitation, tackling Organised Crime Groups, reduce violent crime, reduce anti-social behaviour and support the Government's Violence against Women and Girls Strategy by tackling domestic abuse and other interpersonal crimes.

By the spring of 2018, the council will develop a '*Working Locally Strategy*' which will identify the actions and changes that need to be made to deliver the community focus we need. It will set out how the council will engage, make decisions and deliver at the local level. It will draw together all the existing work of the council and our partners in building community capacity and resilience giving more local control and locally managed resources.

A full list of what we will do to achieve safe, healthy and active lives can be found in Annex A but this includes the following key activities:

- Develop a 'Working Locally Strategy' to identify how the council will engage, make decisions and deliver at the local level.
- As part of our Fire and Rescue Strategy, we will help more vulnerable children and adults to lead more secure and independent lives through our safe and well-being visits.
- Review our local safeguarding arrangements in the light of the Children and Social Work Act 2017 and new Working Together arrangements
- Ensure that services work together seamlessly to provide high quality and continuity of support for people, including at key points of transition such as from children's to adult's services or leaving hospital to return home.
- Ensure resources are focussed on providing safer walking and cycling facilities and we will update the council's Active & Healthy Travel Strategy (AHTS)
- Promote health and healthy lifestyles through our public health campaigns, including boosting cancer screening programmes and the 'Health Checks' programme which offer adults a full health 'MOT' and looks at many lifestyle factors such as obesity, physical activity smoking, blood cholesterol levels, diabetes, blood pressure and alcohol consumption.
- Fully implement the transformation of daytime opportunities, supporting the transition to new models of provision delivered both in-house and within the community including supporting individuals to identify different ways to meet their care and support needs effectively.
- Review our museum service to ensure it can reach as many people as possible now and in the future

## **How will we will know we're getting it right? [to be developed Dec/Jan]**

Performance of specific services under this priority will be measured by Key Performance Indicators (KPIs) derived from relevant strategies and operational plans. These KPIs may be stand-alone indicators or part of wider matrixes of

indicators. Many KPIs will be directly comparable with those in other authorities or across professions and might support benchmarking or other comparison.

The role of external and partner bodies, such as the Health and Wellbeing Board, or other Fire and Rescue services in the Thames Valley, will be important in helping us to assess our performance.

The council's three Scrutiny committees will help ensure that the council's activities are correct and effective.

## ***We provide services that enhance the quality of life in our communities and protect the local environment***

### **Why is this important?**

For communities to thrive; every person in the community needs to thrive and the environment in which communities live and work needs to thrive too. It is under this priority that almost all of our residents will come into contact with the council because everyone needs to use our roads, cycle ways or footpaths to move around; it is therefore really important we keep focusing on sustaining and improving those services which can impact on every person in Oxfordshire. However, some residents will need additional help and support from us to get the same life opportunities as everyone else and this priority provides that support.

### **Where will we be by the end of this Plan?**

Oxfordshire will be the envy of England for its quality of life. Our rich rural and natural landscapes will provide the ideal backdrop to a connected county. Every resident will be connected to high quality digital services and our communities will move around with ease on our roads, footpaths and cycle routes; these connections will unlock the right growth in the right places. Our communities will have the spaces they need to bring people together and an environment that is protected for them and future generations through the use of innovation and next-generation technology.

### **Where are we now?**

#### **Enhancing the quality of life in our communities**

We help to ensure that, wherever people live in the county, they have access to services that help to improve their quality of life.

For example, access to local library services greatly enhances people's quality of life because they have access to books and reading, the internet and computers, language and music resources and they are a place where family history can be found and carers support groups meet. Our commitment to library services in the county remains strong, and in recent years we have transformed our service delivery to place it on a sustainable footing in the context of decreased core funding. As a result of our continued support to community libraries, and with strong support and

involvement by people in local communities, Oxfordshire still has a full library network which meets the needs of the places and people they serve.

We promote active travel which helps get people making more journeys through walking and cycling whenever possible. And by our increasing use of digital channels which enable remote access to our services and reduce the need for extensive travel. We support the activities of the Oxfordshire Sports and Physical Activity Partnership, which provides sport and active recreation opportunities for Oxfordshire so that everyone can participate in sport and active recreation and reach their full potential.

We work with a wide range of partners including schools, district councils, businesses, health and care providers, the voluntary sector, housing developers and academic partners to support two 'Healthy New Town Programmes' in Bicester and Barton. These are place-based population-wide health prevention programmes that aim to ensure these places are ones where healthy behaviour is easy, fun, affordable and inclusive. They focus on the physical and built environment as a means of supporting the health and wellbeing of the local population.

Work led by our Fire and Rescue Service and local communities to develop community resilience and emergency response plans helps to ensure that people in Oxfordshire are ready should we be affected by natural hazards, extreme weather, extensive disease outbreaks or terrorist attacks. This also helps create a sense of community and community cohesion which brings other benefits in everyday life.

We provide a range of support to the county's schools and educational settings, which play such a critical role in the quality of community life. Whether through advice on school admissions, provision of local transport to school, Special Educational Need and disability (SEND) provisions or peripatetic music services, we help children and their families to thrive in their communities during the vital school years.

### **Protecting the local environment**

We are one of the highest performing local authority areas in England for recycling and waste management with recycling rates of 58%. This saves taxpayers money as it is cheaper to dispose of recycled household waste than the waste in residual bins. We provide a number of waste reduction services to reduce the amount of waste we have to recycle to begin with.

We created, and fund the Community Action Groups (CAG) network. The CAGS coordinators provide capacity building support for any community group in Oxfordshire working on non-political environmental matters and help them develop, become effective in their communities, be sustainable. This not only helps protect the environment but helps support people to be active in their communities.

We have a lead role in protecting the local environment and we seek to support and improve the 'natural capital' available to our residents; this means we host projects that provide direct environmental benefits to residents, we ensure that housing and infrastructure development considers biodiversity and we focus on how the

environment can provide benefits to Oxfordshire residents for example; we manage rights of way to ensure people can access the countryside.

With our partners, we have secured funding for environmental technology projects. These include;

- **Connected and Autonomous vehicles.** Led by Oxbotica, Oxfordshire County Council is a key member of the DRIVEN consortium which has recently been awarded £8.6 million by Innovate UK to see a fleet (6) of fully autonomous vehicles being deployed in urban areas and on motorways, culminating in an end-to-end journey from London to Oxford - Woodstock Road and Botley Road. Vehicles will be operating at Level 4 autonomy; meaning they have the capability of performing all safety-critical driving functions and monitoring roadway conditions for an entire trip, with zero-passenger occupancy.
- **Oxfordshire Zip2 Journey planner.** Zipabout (a local data science and transport consultancy) are developing the new Oxfordshire County Council web based Journey Planner and transport app. The app “understands” the transport network in Oxfordshire and how each individual user of the app moves around the locality. It integrates the UK transport network covering every train, bus and major road network and provides real-time information to give a predictive plan for users to get better travel information and also to help us in transport planning and policy. The app has now moved out of the testing phase and will soon be promoted to users of the Cotswold train line. Zipabout are also trailing an integration of ‘Dockless bikes’ to help promote green travel solutions.
- **DIMES** is Oxfordshire County Council’s first project to explore the opportunities of Hydrogen as an energy source. The Innovate UK funded project investigates the feasibility of using a high-tech ‘Fuel Cell’ system to heat, electrically power and provide hydrogen transport fuel for new housing developments which helps reduce CO2 emissions and air pollution problems that a gas powered creates.
- **Go Ultra Low Oxford** is a funded project run by Oxfordshire County Council and Oxford City Council to trial electric car charging technologies on streets where off-street parking is unavailable. We are testing 6 different charging technologies to find the best options for residents who have to park on Oxford’s narrow streets. The benefits of this project are that it encourages innovative solutions to a very specific problem in Oxford giving more people the option of driving electric will help us to reduce air pollution in Oxford and meet our zero emission targets for the City.

We have some planning functions under our remit and make strategic planning decisions, such as the location of mineral and waste sites in the county. We have a strong role in development and maintenance of the built landscape; not least in our own buildings and land. We also work closely and strategically with our district council colleagues on housing need and planning policy.

We have a team that reviews and monitors developer travel plans when they are submitted as part of the development control process. This ensures we protect our

environment for now and the future by reviewing the plans to check they meet development criteria, monitoring existing plans for their implementation.

We support the work of the three Areas of Outstanding Natural beauty (AONBs) in Oxfordshire, and more broadly support environmental partnership working across the county. Where we are the lead planning authority we seek to ensure that there will be a net gain in biodiversity resulting from development. In delivering new infrastructure schemes, we work diligently to minimise their impact on the environment, such as considering local flora and fauna and mitigating to protect these as required.

We provide residents, businesses and other councils with specialist advice on environmental issues as part of our planning and operational activities. This can include planning application advice on health enabling environments or promotion of active travel to ensure that residents' quality of life will benefit from planned development.

We oversee a county-wide energy strategy which sets a pathway to a low carbon economy. This means we advocate reducing energy use (in buildings, businesses and transport), together with increasing use of local low carbon energy. The consequent reduction in harmful emissions improves local air quality. We work to ensure that we do not breach environmental legislation in our own day-to-day functioning. This includes the operation of our buildings and properties, and our vehicle fleet.

Through our Civil Enforcement service we seek to ensure parking is legal but to do so we seek to discourage car use whilst encouraging more bus and bicycle use, particularly in the city of Oxford. Our traffic control and network co-ordination services works to provide road users real time information about travel times and congestion and to manage traffic where possible, bringing obvious environmental and quality of life benefits.

Our Registration Service produces annual guides for parents of new babies, for couples looking to marry and for families in times of bereavement. These major life changes all potentially have impacts on both quality of life and local environment, and our service supports communities to navigate these changes with environmentally sensitive options such as green nappy solutions, green weddings and funeral options.

We are working with the Environment Agency, and other partners on a scheme to reduce flood risk to homes and businesses in Oxford, as well as to services and major transport routes into the city. The scheme will involve lowering parts of the floodplain and working on some of the existing rivers and streams that run through it to make more space for water and reduce flood risk to the city. Some areas will have new flood walls and embankments. The scheme will help protect the businesses, residents and visitors to Oxford.

We also work through the Oxfordshire Environment Partnership who coordinate shared action on Oxfordshire 2030 pledges relating to waste, energy, climate



change, biodiversity and flooding including the monitoring of commitments and actions outlined via:

- Climate Local Commitments
- The Joint Municipal Waste Management Strategy
- The Flood Risk Management Strategy.

## How will we achieve our vision?

To meet our commitment, we will continue to deliver the services that support this; including the very visible services like highways and libraries. We will also focus our efforts behind the scenes in services such as communications to maximise our impact on this priority. A full list of what we will do to provide services that enhance the quality of life in our communities and protect the environment can be found in Annex A but this includes the following key activities:

- Work with Community Action Groups (CAGS) to help them improve services. This approach, of supporting communities to develop effective volunteer networks, has worked to improve recycling rates and may be used in other areas such as community transport and libraries.
- Libraries #info to be added#
- Seek funding and invest in new infrastructure. We play a direct role in the planning of new transport links, ensuring that environmental considerations and legal aspects of environmental protection are considered at the appropriate stage.
- Maintain and repair our highways infrastructure. We play a direct role in the day-to-day operations of the highway network, ensuring that environmental quality is maintained.
- Ensure our Travel Plan Team become self-financing to monitor developer Travel Plans.
- Support local communities to access high quality broadband services. #info to be added#
- We will work with our partners to improve the sustainable and affordable housing options for young people
- Work with partners to finalise the designing of the flood alleviation scheme and subject to approvals, commence construction in winter 2018.
- Work with partners through our Environment Partnership coordinate shared action on Oxfordshire 2030 pledges relating to waste, energy, climate change, biodiversity and flooding.

## How will we will know we're getting it right? [to be developed Dec/Jan]

Performance of specific services under this priority will be measured by Key Performance Indicators (KPIs) derived from relevant strategies and operational plans. These KPIs may be stand-alone indicators or part of wider matrixes of indicators. Many KPIs will be directly comparable with those in other authorities or across professions and might support benchmarking or other comparison.

The role of external and partner bodies, such as the Oxfordshire Environment Partnership, or major highways and infrastructure contractors, will be important in helping us to assess our performance.

The council's three Scrutiny committees will help ensure that the council's activities are correct and effective.

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## THEME: THRIVING PEOPLE

### Why is this important?

It is individuals that collectively make up a community so thriving communities cannot happen without thriving people. We believe everyone deserves the best in life and it is important we do all we can to for every person in Oxfordshire to help them as individuals thrive. We recognise that some people will need more help than others and we are here to support vulnerable people when they need us; particularly children, young people, older people and those with a learning difficulty or disability.

***We strive to give every child a good start in life and protect everyone from abuse and neglect***

### Why is this important?

We believe everyone deserves the best start in life and this requires children and young people to experience a safe and supportive home and school life. If we get it right in the early days, our children and young people will thrive and grow into thriving adults and age as thriving older people. To give everyone the same chances in life we need to give early support to those experiencing domestic abuse, mental health, drug and alcohol; making sure we work with communities, families and partners to keep people safe from abuse and neglect.

### Where will we be by the end of this Plan?

We want Oxfordshire to be the best place in England for children and young people to grow up in, by working with every child and young person to develop the skills, confidence and opportunities they need to achieve their full potential. We want to see every child succeeding at school. We want the families that need us to get the best available solutions, which not only respect them but empower them. We want all staff working with children and young people to feel confident in their capability to tackle even the most difficult family issues. We want all of our residents, regardless of their circumstances, to feel equally safe.

### Where are we now?

#### **Giving every child a good start in life**

We work closely with the NHS to provide support for parenting right from the outset, ensuring a range of effective services are available for new-borns and new families. Our Public Health services tackle drug, alcohol and tobacco abuse help to provide a sound and healthy environment in which children can flourish.

We commission many services which support children and young people such as the Child and Adolescent Mental Health Service, that assesses and treat young people with emotional, behavioural or mental health difficulties, transition support for young

people moving out of care, sexual health services, adoption support, domestic abuse services, advocacy services and quality monitoring and safeguarding audits.

Our Registration Service produces a guide called 'The Oxfordshire Baby & Parenting Guide' which provides free advice, guidance and signposting for all new parents when registering the birth of their baby. This contains information relating to child health, parental health including mental health, information on babies with special needs, relationship guidance and advice on domestic abuse.

The council's Music Service provides a service for very young children to engage in musical activities (e.g. 'String Babies' and 'Recorder Babies'). We also provide free lessons and musical instrument hire for children and young people who are entitled to free school meals, and runs free group lessons and groups for children in deprived areas.

Our Legal Services team provides a comprehensive legal advice and advocacy service across the council, including assisting on matters relating to vulnerable children and safeguarding concerns. This includes all representation for care and adoption proceedings before the family court. The council's Coroner's Service works with the Child Death Overview Panel (CDOP) whenever a child death occurs. This combined work helps inform action needed to prevent similar deaths.

In 2016-17 we saw greater increased demand for children's social care compared to elsewhere in the country. Demand for children's services has been rising nationally over the last ten years and is up 124% with a corresponding 94% rise in the rate of children starting on child protection plans. At the same time costs are rising (up by 11% since 2012/13) and local government funding has been cut by 37% since 2012.

Locally, we have seen a 46% rise in social care assessments over the last 12 months and a 62% rise in the number of looked after children in the last four years. This increase in demand has all placed considerable pressure on many of our local services for children and young people, and prompted a thorough consideration of how we might better use our resources to help and provide support most effectively. Our new Children's Services Transformation Plan is beginning to bear fruit: for example; improving our early help offer and avoiding children entering the looked-after system.

The performance of our adoption services remains amongst the best in the country, with more looked-after children adopted, and in a more timely fashion, than elsewhere. We have been working with over 1500 troubled families in the county to help turn their lives around. We work with partners in the 'Adopt Thames Valley' partnership (led by Oxfordshire County Council and covering seven Local Authorities and two voluntary adoption agencies) to ensure we can deliver better outcomes for children and adopters in the area.

We work with partners to improve the wellbeing of children and young people, and to reduce inequalities between them. Our efforts have seen a rise in the proportion of children attending primary and secondary schools judged as good or outstanding, and we have seen Oxfordshire pupils continue to perform above the national average at Key Stage 4.

The council commissions Public Health services for people aged 0-19. This can be summarised as follows:

<p>Five mandated health reviews (age 0-5)</p> <ul style="list-style-type: none"> <li>• Antenatal Review</li> <li>• New Birth Visit</li> <li>• 6-8 week review</li> <li>• 1 year review</li> <li>• 2 year review</li> </ul>	<p>Six high impact areas</p> <ul style="list-style-type: none"> <li>• Transition to parenthood</li> <li>• Maternal Mental Health</li> <li>• Breastfeeding</li> <li>• Healthy weight &amp; being active</li> <li>• Managing minor illness and reducing accidents</li> <li>• Health &amp; Wellbeing development and ready for school</li> </ul>
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We provide intensive support for first time mothers aged 19 years and under, and a dedicated 5-19 service through School and College Nursing, covering:

- Team of nurses for primary schools and special schools
- Nurses based in secondary schools
- Nurses based in colleges of Further Education

Other public health services which help to ensure that children can have the best start in life include our participation in the National Child Measurement Programme, from which children identified as being underweight, overweight or obese are provided with information and support. In response to concerns from schools and health professionals about the growing burden of self-harm in Oxfordshire, we have supported the production of a play by Pegasus Theatre called ‘Under My Skin’, which received very positive feedback, achieved finalist status in the mental wellbeing category at the Royal Society for Public Health Awards and has been recommissioned for tours each year since.

### **Protection from abuse and neglect**

We strive to ensure that everyone in the county is kept safe from abuse and neglect. This means the whole population, but also with particular care for children and adults who are vulnerable in some way.

Our ambition for high rates of school attendance is a priority for us as attendance provides an indicator that a child’s life is likely to be stable. Attendance at school also helps us and our partners to identify and act on signs of abuse or neglect, enabling us to intervene early-on when appropriate.

Our Education Sufficiency and Access team meet our duty to ensure sufficient school places, working years ahead of school admission rounds to make sure that places are available at the right time. With well over 90% of primary children being allocated their first preference school in 2016-17 we are proud that we ensure the vast majority of our families are educated in their communities, and are part of the hub of a safe, responsible community that is the school.

We work with schools and young people in a number of ways to increase the likelihood of their safety, protection and resilience. For example, our Fire & Rescue Service offers a Schools Education Programme focusing on child safety from a broad range of risks and threats and our Phoenix Programme looks to support children in education who are on the margins of temporary or permanent exclusion. The programme develops teamwork, practical skills and pride, and schools report improved behaviour as a result of attending the programme.

The transition from being a young person to becoming an adult is a priority area of our attention. We work with long-term teams and education services to ensure that young people moving from childhood to adulthood do not 'fall through the net' because they are no longer eligible for children's services or choose not to engage with services. We support young people and their families to know what options and support are available to them and to help make informed decisions.

For adults, our safeguarding activities are both broad and successful, though there is always more we can do. The October 2017 Adult Social Care Outcomes Framework report shows that we are performing better than most local authorities and recognises that we are trying to improve even further in this area. We think safeguarding is every one's responsibility but we have a multi-agency Safeguarding Adults Board that sets the agenda for providers, partners and people to ensure that people know what to do to keep people safe and who to report to, if they feel a vulnerable person is at risk,

Our Oxfordshire safeguarding adults service safeguard older and disabled people who have care needs, are experiencing or at risk of abuse or neglect and are unable to protect themselves because of those needs. We work in collaboration with individuals and their families to listen to concerns and intervene when necessary. Our Safe and Well visits; undertaken by our Fire & Rescue Service, offer an additional means of helping vulnerable people to identify their needs and understand options for support. In these ways, we seek to minimise and reduce the risk to vulnerable people.

Safeguarding work is also carried out through our Safer Communities Partnership who exist to help safeguard vulnerable adults, children and young people, including working with vulnerable adults.

We help to protect all adults, but particularly vulnerable ones, against scams and exploitation. Our Friends Against Scams initiative works with a range of partner organisations, local employers, financial institutions, community groups and social clubs to encourage the cascading of preventative and supportive activity to so that people are aware of the risks and what to do about them. This work will be complemented by our participation in Thames Valley Police's work to implement 'The Banking Protocol', a scheme designed to improve the referral process from financial institutions, to enforcement agencies, when they have a concern about an account holder being scammed.

Our Safeguarding Adults Board focuses on the transition of young people with disabilities from childhood to adulthood. Our Safeguarding Adults Service works to ensure young people moving from childhood to adulthood do not fall through the net

because they are no longer eligible for services or choose not to engage with services. Interagency cooperation and communication is essential for ensuring that young people and their families are supported through this transition and they know what options and support are available to them early enough to make an informed decision. We 'Make Safeguarding Personal' by always listening to the views of the young person at risk to promote their wellbeing so they can live independently and free from harm.

## How will we achieve our vision?

To meet our commitment to give every child a good start in life and protect everyone from abuse and neglect we will work with others to deliver services from before babies are born and throughout their lives. We will focus on:

1. Increasing school attendance – *leading to improved attainment*
2. Helping early – *most effective, least intrusive, solutions to problems*
3. Safely reducing the number of looked after children - *providing support to enable families to care*
4. Improving the confidence and capability of the whole workforce - *to work effectively with families experiencing domestic abuse, parental mental health and drugs and alcohol issues*

We will also work in partnership through our Children's Trust, to focus on giving children a healthy start in life and stay healthy into adulthood, narrowing the gap for our most disadvantaged and vulnerable groups, keeping children and young people safe and raising achievement for all children and young people.

A full list of activities to we will pursue can be found in Annex A, which include the following key activities:

- Work with partners to improve the health and educational outcomes of everyone from birth onwards, for example through health visitor and school nurses through our new school nurse programme.
- Together with the Oxfordshire Care Leavers Association we will develop our new core offer for Care Leavers that meets the challenges of the Government's 'Keep On Caring' policy'.
- Focus on increasing school attendance leading to improved attainment levels, and reduce the number of exclusions – with a particular emphasis on improving attendance, aspirations and outcomes for children with special educational needs and disabilities, attending special schools and those eligible for free school meals.
- Develop a partnership approach with schools and other partners to improving health and educational outcomes for all young people, working through the Strategic Schools Partnership Board and the sector-led approach to school improvement through the Oxfordshire Teaching Schools Alliance
- Focus on reducing cases of neglect, including ensuring professionals have appropriate toolkits to help them identify whether a child is being neglected and that appropriate action is being taken.
- To increase safeguarding training on interagency working around domestic abuse including more case coordination with the multi-agency risk assessment conference (MARAC).

- Reduce the impact of risky behaviours among adolescents, including substance misuse, bullying, domestic violence and abuse within teenage relationships, working with partners across the Children's Trust and Oxfordshire Safeguarding Children's Board.
- The continued joined up safeguarding board development aims to link adult and children's themes together. Priority for the coming year include domestic violence and self-neglect

## **How will we will know we're getting it right?** [to be developed Dec/Jan]

Performance of specific services under this priority will be measured by Key Performance Indicators (KPIs) derived from relevant strategies and operational plans. These KPIs may be stand-alone indicators or part of wider matrixes of indicators. Many KPIs will be directly comparable with those in other authorities or across professions and might support benchmarking or other comparison.

The role of external and partner bodies will be important in helping us to assess our performance. Inspections by Ofsted will indicate the quality of our local educational provision, and our Education Scrutiny Committee can provide an effective challenge and performance assessment role. Health bodies such as Public Health England and local NHS Trusts will continue to play a role in this priority.

Multi-agency performance measurement will be needed given the connected nature of the business. Existing mechanisms for assessing our performance are robust but can be reviewed to consider further strengthening.



## ***We enable older and disabled people to live independently and care for those in the greatest need***

### **Why is this important?**

Just as everyone deserves the best start in life, we believe everyone deserves the best opportunities to thrive in their adult and older life. We think it is important to support and help those who need a hand and this means working with and for older people, those with mental health issues, those with physical and sensory impairments and those with disabilities to give them the support they need. We recognise that families and carers provide essential care to their loved ones, we also know this places demands on people, who in turn need our support. It is particularly important we are there in situations where people do not have family, carer or community support or the means to fund their care.

### **Where will we be by the end of this Plan?**

We will maximise the independence of everyone in Oxfordshire. Our residents will be living as independently, safely and successfully as possible, for as long as possible. Where people need support, we will give them the best experience of care services in the country to support them; in the right place, at the right time. These services will centre around the individual and their family or carers, working with the inherent strengths of people, families, groups and organisations. All users of our service will be highly satisfied. They will value how the services they receive join up seamlessly because we will have used the collective expertise of our customers, families, health partners, key stakeholders and our staff to design, purchase and evaluate services. Our staff will have the latest in digital technology at their fingertips to allow them to focus on the personal touch in providing care.

### **Where are we now?**

#### **Keeping people well**

We are seeing demand for our services for older and disabled people grow. There has been an increase in the number and proportion of long term social care clients who are supported at home: from 58% of clients in 2012 to 71% in 2016. The greatest increase has been in the number of older social care clients supported at home. The increase is in part due to an aging population and people living longer with long term health conditions that limit their daily activities. It is also due in part to carers of disabled people aging and no longer being able to care for loved ones in ways they previously have. Working with a range of partners, individuals, and their families and carers, we provide services which help people to understand their needs, and to decide how we can best help to meet those needs.

We do all we can to keep people well and prevent them from needing services in the first place. We want to keep people well and help them to live at home and remain active in their local communities for as long as possible, and avoid, reduce and delay the need for more complex care or admission to hospital or care home. We

encourage people to take a lead in their own care needs whenever appropriate; for example we promote the Livewell website and make use of Community Information Networks as starting points for information and advice. Our Museum and History Services provide a service to older people in their communities to encourage active participation and sharing in order to promote their social wellbeing. Our museums also provide opportunities for groups of older people to volunteer in their communities to help protect local heritage.

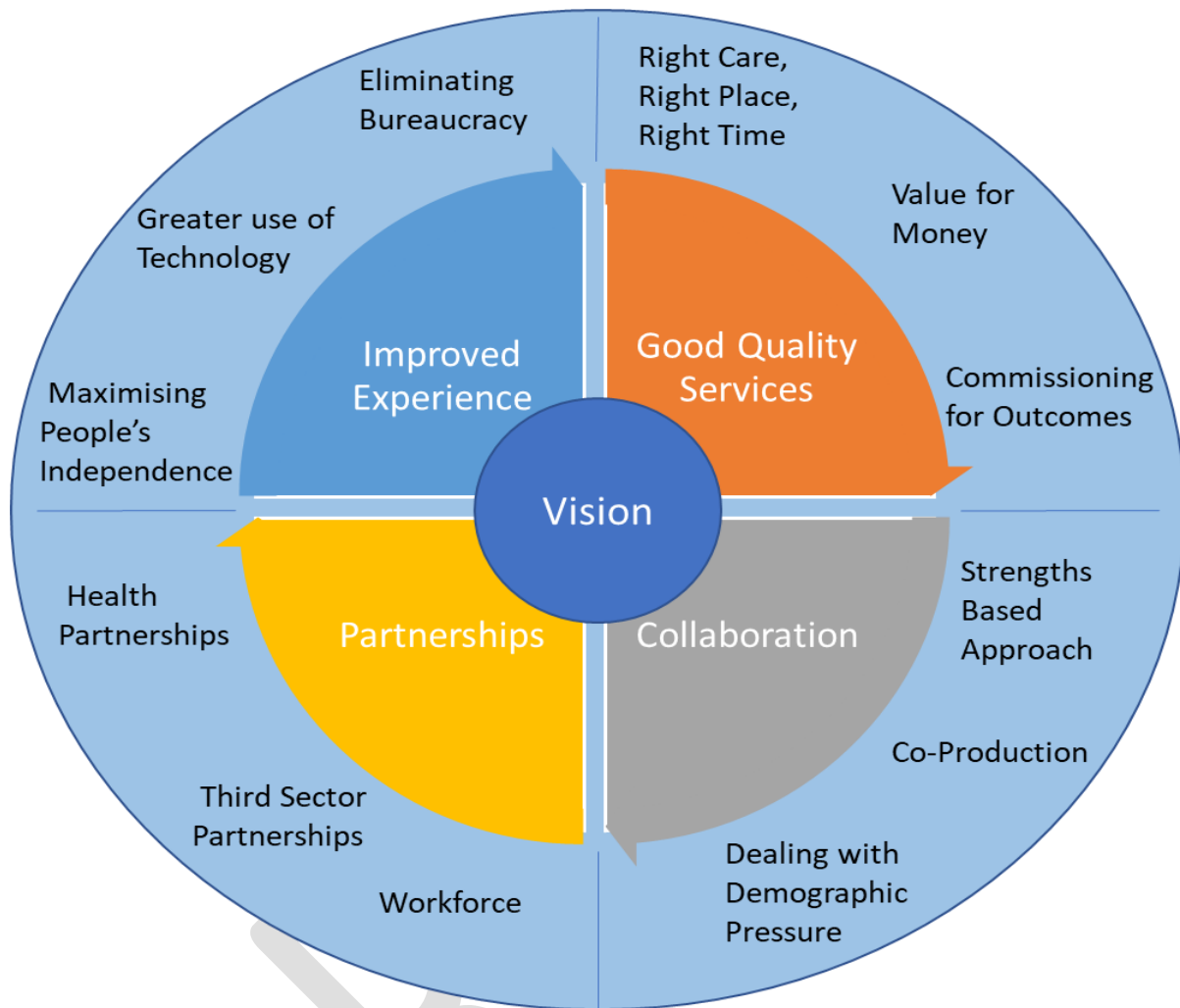
Our Public Health team works in partnership with others across the county to help people to help themselves. This includes working with partnerships, networks and charities. For example, we partner the Affordable Warmth Network to work towards reducing fuel poverty, tackle excess Winter deaths and other cold-related health conditions, especially those associated with housing issues or a resident's personal situation. Similarly our Benefits in Practice advice (delivered in GP practices in areas of deprivation) on grant funding enables vulnerable people to understand their entitlement to benefits and make appropriate claims.

Our "Making Every Contact Count" activity is an umbrella term for front line staff providing brief advice on behaviour change which enables people to stay well into older age and therefore to live independently. This includes, for example, NHS Health Checks, help with smoking cessation and alcohol advice training. Our activities are targeted to coincide with national health and wellbeing campaigns – such as Stoptober (smoking), Dry January (alcohol) and Keep Warm Keep Well – to maximise the impact of what we are doing. We also support countywide flu immunisations and screening programmes targeted at elderly and/or vulnerable people.

### **Social care services**

Many people have or develop needs for care and support. These needs can include help with activities of daily living, personal care such as going to the toilet, help with bathing and eating and in some circumstances, help with occupation and activities during the day (for example for younger adults who may require access to training and employment). The services we provide may be delivered in a person's home, in a care home or other residential setting, and are all designed to support people to live successful, independent lives for as long as possible.

We are increasingly using "co-production" as a method for designing such services, to ensure that we are tailoring our help accordingly to individual circumstances. Based on the principle of "Nothing about me without me" co-production means that we work together with people who need our support to ensure that we each understand how best to help meet people's needs. All of this work is aimed at improving our customer experience of Adult Social Care, which is one quarter of the vision for these services. The following diagram illustrates the vision:



A core part of the picture above is about managing the demographic pressure we have identified that exists now and into the future. We need to make our funding meet the demand. Access to social care support is normally through a professional assessment of need, guided by nationally set eligibility criteria. People who meet the criteria for social care are financially assessed to see how much they should pay. A significant proportion of older people in Oxfordshire fund their own care and everyone in a care home currently makes a contribution towards the cost of their care, with people deemed able to contribute more, paying for all of their care costs irrespective of how that is provided.

### **Provider quality and sustainability**

We need to ensure we provide care that is of good quality and is sustainable. This is especially important when we need to provide a range of services in a range of settings. Care needs to be the right care, in the right place, at the right time. There is a focus on quality, contract management and encouraging consumer feedback. There are challenges in ensuring provider quality and sustainability, primarily due to the competition for workforce from the private sector and relatively high cost of living

in Oxfordshire. Through utilising the latest tools/methods we are working on providing a range of services that meet the outcomes for residents of Oxfordshire County Council.

A key part of good quality services is that people are safe in their care settings. Our safeguarding service promotes safe practice in the domiciliary, residential and nursing sector.

### **Collaboration and partnerships**

We work with many partners to deliver care to our residents because at the heart of social work is the use of network around the person requiring the support. By focusing on the assets of the person and the community of support, social workers we seek to maximise the independence for people. It is therefore a key focus that we collaborate and work in partnership with individuals, families, communities as well as NHS commissioners and providers.

One of the main concerns from people needing care is that the different groups of care professionals don't talk to each other and there are too many "handoffs or handovers". We are therefore focusing on improving our collaboration with health colleagues to improve people's experience and outcomes. There will be new skills and capabilities expected of both internal and external workforce to make this happen.

Our relationship with Health partners is critical to improving the experience of care services for people. However, over 90% of social care locally is delivered by third parties via a contract with the council so we are focusing on existing and new partnerships to drive a greater proportion of the service delivery into the third sector; particularly in preventative support.

We are working with partners to introduce smart parking for those with blue badges to help those with limited mobility access facilities and services. The project (known as CASPAR) is looking at providing real-time information regarding the availability of blue badge parking spaces in Oxford. There are around 35,000 blue badge holders within 45 minutes' drive of Oxford with just 100 dedicated blue badge parking spaces. The project has been awarded £240,000 and most of the in-ground sensors have now been installed that will provide the information on vacant and full parking spaces.

As part of another project, we are working with partners to develop mobility innovation within our communities. The 'Cities 4 People' project has drawn in €4m of EU funding for innovation and is focusing on neighbourhoods of eastern Oxford of Barton and Blackbird Leys. This is a three year project with solutions and parameters that are flexible which means we can work with the rapidly changing technology and landscape of the area.

We are working with our district council colleagues to increase Extra Care Housing, which enables people to live independently with varying levels of care and support on site.

## How will we achieve our vision?

To meet our commitment to enable older and disabled people to live independently, we will care for those in greatest need. We are in the process of rolling out the vision for Adult Social Care shown above and the full list of activities we will pursue can be found in Annex A, but they include the following key activities:

- Adult Social Care is reviewing its 'Responsible Localities' model and team structure. This intention of this project is to identify how we can better meet the needs of those in greatest need.
- Introduce a new community support services model to allow people to access a broader range of services in their local community. This will be shaped in partnership with people that use our services.
- Tackle scams and door step crime by raising awareness of how to prevent them, providing advice to residents and taking enforcement action against offenders.
- Improve links and partnership working with other organisations (especially health and voluntary organisations) to help identify adults at risk and those in rural settings which need our services.
- Expand the offer of Direct Payments to allow more people to choose how their care is provided and by who.
- We will review services for residents making contact with Adult Social Care. We plan to introduce self-help and self-assessment tools on our web portal "Live Well".

## How will we will know we're getting it right? [to be developed Dec/Jan]

Performance of specific services under this priority will be measured by Key Performance Indicators (KPIs) derived from relevant strategies and operational plans. These KPIs may be stand-alone indicators or part of wider matrixes of indicators. Many KPIs will be directly comparable with those in other authorities or across professions and might support benchmarking or other comparison.

The role of external and partner bodies will be important in helping us to assess our performance. For example, the Care Quality Commission will continue to inspect and assess our adult care provisions and services. NHS Digital publishes annual findings from the Adult Social Care Outcomes Framework (ASCOF) in England which measures how well care and support services achieve the outcomes that matter most to people.

In keeping with our residents' focus, such external assessments are most valuable when viewed alongside existing residents' survey-based measures of satisfaction, such as those for people who access our care services and people who act as carers.

Our Performance Scrutiny Committee will provide an effective challenge and performance assessment role for this priority.

Multi-agency performance measurement will be needed given the connected nature of the business. Existing mechanisms for assessing our performance are robust but can be reviewed to consider further strengthening.

DRAFT

## THEME: THRIVING ECONOMY

### Why is this important?

Oxfordshire's economy is doing well, with the county's economy as a whole generating output to the value of £21.9bn per year from 400,000 jobs and a total of over 30,000 businesses. A thriving economy gives everyone in Oxfordshire more opportunities; it creates the jobs, the housing and the infrastructure that help people individually and communities collectively thrive. We recognise our success but are not complacent about it, we need to ensure we have an economy that is strong and prosperous, to continue creating opportunities now and for future generations.

***We support a thriving local economy by improving transport links to create jobs and homes for the future***

### Why is this important?

We need to make sure that our houses, roads and jobs are invested in so that future generations also enjoy thriving people and thriving communities. We know that Oxfordshire's economy is strong but we need the success to continue. We need to maximise the capacity of our infrastructure and deliver new homes so our county prospers and realises its full potential.

Travel is a vital lifeblood for thriving communities, for business and for pleasure; Oxfordshire's connectivity is one of the factors making its economy a success now, but growing population and economic activity means we need to ensure we can keep our county moving. In addition, new homes are vital to meet the demands of our existing and future population, keep local house prices at reasonable levels and offer homes to those who are vulnerable or unable to afford homes in our county.

### Where will we be by the end of this Plan

Oxfordshire will be a vibrant, sustainable, inclusive, world leading economy, driven by innovation, enterprise and research excellence. By 2030, Oxfordshire will be a place where ambitious businesses and people thrive, where young people choose to build their careers and contribute to the vibrancy of Oxfordshire's communities. Growth will be sustainable, inclusive and recognised as world-leading for its enterprise, research and innovation.

### Where are we now?

Oxfordshire has strong economic performance; we have low unemployment, high productivity and employment opportunities continue to grow, along with the numbers of businesses and homes in the county. We are doing all we can to support our recent growth and to ensure this success can be sustained; we even use our own

recruitment processes to provide skills and development opportunities. For example, we use Apprentice Paralegals in our Legal Service Team, which is something usually seen in the private sector and is unusual in Local Authorities. As a large local employer, we always look to use our own economic influence to further a thriving economy and work with partners to do the same.

## **Oxfordshire Growth Board**

We work in partnership through the Growth Board which is a joint committee of the six councils of Oxfordshire together with key strategic partners. It has been set up to facilitate and enable joint working on economic development, strategic planning and growth. It does this by overseeing the delivery of projects that the councils of Oxfordshire are seeking to deliver collaboratively in the fields of economic development and strategic planning. It also oversees all the projects agreed in the City Deal and Local Growth Deals that fall to the councils, working collaboratively, to deliver and has an overall responsibility to manage these programmes of work alongside the Oxfordshire Local Enterprise Partnership (OxLEP). Finally, it also exists to advise on matters of collective interest, seek agreement on local priorities and influence relevant local, regional and national bodies.

## **The Growth Deal**

In November 2017, the Growth Board secured £215m of Government investment for new homes and infrastructure across Oxfordshire. The Oxfordshire 'Housing and Growth Deal', will provide £60m for affordable housing and £150m for infrastructure improvements, including road and rail. It will support the ambition of building 100,000 new homes across Oxfordshire between 2011 and 2031 to address the county's severe housing shortage and expected economic growth. In reaching a proposed deal we have some very clearly stated priorities. We need to:

- Secure the critical investment in physical and community infrastructure that residents and businesses want
- Ensure growth is sustainable and enhances quality of life
- Make sure the right types of housing are built and in the right locations.
- Keep a firm focus on productivity and skills - we want economic growth through being better and smarter, not just more of the same.
- Take a long term strategic view so that individuals, communities, businesses and Government can engage in honest conversations and be confident about decisions taken.

The Growth Deal bid was informed by two significant pieces of work commissioned by the Growth Board. First; the Oxfordshire Strategic Housing Market Assessment (SHMA) which was published in 2014 to understand how many and the types of homes needed to 2031. Secondly, the Growth Board also commissioned the Oxfordshire Infrastructure Strategy (OxIS) to better understand the scale of the infrastructure challenges in Oxfordshire, the infrastructure required, and the likely costs and funding gaps, to support new homes and jobs.



Separately, the Growth Board has submitted bids to the Government's Housing Infrastructure Fund to support the following prioritised projects; the outcome of this bid is not yet known:

1. **Didcot Garden Town.** The bid would support the delivery of over 22,000 homes in Didcot, Culham, Harwell and Berinsfield. The bid would be for £171m for transport improvements including Didcot Science Bridge and A4130 Dualling, a new River Crossing at Culham and Clifton Hampden Bypass. Up to £70m of cycle and other sustainable transport improvements from the Garden Town Masterplan could be considered for inclusion in the bid plan.
2. **West Oxfordshire.** This bid would support the delivery of over 10,000 homes in Witney & Carterton, and around Eynsham. The bid would be for £135.4m for further upgrades to the strategic A40 transport corridor, building on existing schemes and based on the approved A40 Long Term Strategy including development of the Rapid Transit network and additional highway capacity on the corridor.
3. **North of Oxford.** This bid would support the delivery of 5,570 homes in Woodstock, Begbroke/Yarnton and Northern Gateway. The bid would be for £152m for transport infrastructure plus education requirements (as yet un-costed). The transport infrastructure includes development of Rapid Transit lines on an upgraded A44 and A4260 corridors, new Park & Ride and strategic cycle infrastructure.

### **Oxfordshire Local Enterprise Partnership**

We work with our partners through the Oxfordshire Local Enterprise Partnership (OxLEP) help to achieve all of this. OxLEP is responsible for championing and developing the Oxfordshire economy and since 2011, it has made considerable progress in strengthening Oxfordshire's economy by establishing robust and effective relationships between businesses, academia and the public sector. The programmes we deliver through OxLEP are:

- **People** – delivering and attracting specialist and flexible skills at all levels, across all sectors, as required by our businesses;
- **Place** – ensuring a strong link between jobs and housing growth, and providing a quality environment that supports and sustains growth across the county;
- **Enterprise** – emphasising innovation-led growth;
- **Connectivity** – enabling people, goods and services to move more freely, connect more easily.

### **Connecting Oxfordshire**

Connecting Oxfordshire, is our Local Transport Plan (LTP4) that sets out our policy and strategy for developing the transport system in Oxfordshire to 2031. We have developed it with input from Oxfordshire's district and city councils, its businesses,

MPs, stakeholder groups and through public consultation. It fits our highest level strategic aims that have been articulated by OxLEP and the Growth Board.

Connecting Oxfordshire has been developed with these over-arching transport goals:

- To support jobs and housing growth and economic vitality;
- To reduce transport emissions and meet our obligations to Government;
- To protect, and where possible enhance Oxfordshire's environment and improve quality of life; and
- To improve public health, air quality, safety and individual wellbeing

We work in partnership to consider the wider implications of local transport schemes and changes. The 'England's Economic Heartland Strategic Alliance' represents nine local Transport Authorities and four Local Enterprise Partnerships, covering the key growth area from London to Oxfordshire and Cambridgeshire, home to 3.45 million people and 175,000 businesses, providing over 1.6 million jobs. This works to provide strategic leadership across the area on the connectivity across it, including for example the delivery of East West Rail; both the western and central sections, road links between Oxford and Cambridge, support for the identification of a Major Road Network – a combination of Highways England's road network and the more significant roads owned and operated by Local Transport Authorities and investment in strategic local connectivity – investing in improved access within urban areas, the so called 'first mile/last mile'.

### **Sustainable local growth**

We have been working with local partners to introduce innovation for sustainable local growth. The projects we have been involved in are:

- **Smart Oxford Playable City Competition.** We helped establish and judge this competition to produce an idea that puts people and play at the heart of the city of Oxford. The competition was designed to engage citizens with technology, data and the city that they live in. The winning entry was 'Star Light, Star Bright'; which will map the night sky onto the streets of Oxford via pressure sensitive lights embedded in the ground. We aim to "install/deploy" the winning solution later this in the spring 2018.
- **Mobility Oxford: MobOx.** We are a founding partner in MobOx; a Community Interest Company which looks at new transport technology solutions under real world conditions in a large scale 'living laboratory' with real customers. MobOx provides an opportunity to enable better integration and access to transport systems and therefore promote economic growth. As part of MobOx we fund a Brookes PhD student, who is focusing on data modelling. The student works closely with ourselves so that he gains experience in real world problems. He has been a major asset in terms of developing our thinking in how we utilise existing and new data sources.
- **Google Data Better Cities Project.** Under MobOx we were successful in becoming a Google "Better City" partner which has enabled us to gain data sets from Google on movement around Oxfordshire and via our PhD student and a partnership with the Oxford Internet Institute have gained insight into value of new mobile data sources such as Google – this provides insight into future requirements for modelling and network management

Our planning role helps to make sure that the right growth and development happens in the right places. We take a lead role in planning for the county's mineral working and waste management, monitoring the use of sites which have consent for managing minerals and waste and taking enforcement action against any breaches of that consent. We do not deal with planning applications for houses or commercial buildings (these are dealt with by District Councils) but we do negotiate with developers to secure funding for infrastructure made necessary by such developments, and we manage subsequent infrastructure funding agreements with developers. We also help to protect the county's historic environment through maintenance of the county's Historic Environment Register and provision of expert archaeological advice on planning applications and in response to pre-application enquiries from developers.

We work through the active and healthy travel group to support a full range of transport including cycling, walking and mixed modes utilising public transport. We also play a direct role in the planning of new transport links to ensure that environmental considerations and legal aspects of environmental protection are considered at the appropriate stage.

We are also very active in planning for more efficient use of existing infrastructure. For example, we co-fund projects for the trialling of driverless cars, which will one day operate more efficiently (in terms of space and fuel) than current vehicles. We are open to testing and improving innovative approaches to traffic management which will help ensure that road congestion and air pollution are minimised.

Our County Energy Strategy identifies energy infrastructure needs to support growth, innovation and new technologies, including reducing carbon emissions from power usage and transport networks.

Our buildings and other sites play a pivotal role in shaping the communities we live and work in. Our property will play significant role in assisting change through providing the necessary capacity for growth, unlocking investment opportunities. Our property gives us the opportunity to develop an effective network of community 'hubs' which provide public services in one place and therefore reduce the need for people to travel to access a range of services.

We attract inward investment in many ways, some less obvious than others. For example we attract couples and their guests for weddings and civil ceremonies from around the UK into Oxfordshire, bringing in valuable business to the local economy. The Registration Services brochure 'Oxfordshire *the Place to Marry*' helps promotes weddings to a wider audience.

## **How will we achieve our vision?**

We deliver planning, highways and transport which are all very visible services that support a thriving economy. We will continue to work with our partners to secure and deliver infrastructure and homes. Following outline agreement of £215 million in

Oxfordshire over the next five years, we will join forces with partners on the Growth Board and OxLEP to develop an implementation plan for spending the money in the Growth Deal. This will include:

- A clear delivery profile setting out the number of homes to be built across each year
- The location of housing and employment sites to be delivered, as a result of money delivered by the deal
- The types and tenure of homes that will be built
- The locations and type of infrastructure which will be invested in
- A spending profile for the investment provided to Oxfordshire by Government
- A monitoring and evaluation strategy for the deal
- A clear plan for maximising local and new private investment into Oxfordshire
- Timescales and payment profile for funding provided against the deal
- Further detail on any flexibilities or freedoms granted, which may be subject to consultation where appropriate

We will also be working on implementing Connecting Oxfordshire, which outlines how we work with partners to introduce enhancements to road capacity on strategic roads suffering from congestion and delays. For example, working with Highways England to implement schemes to improve key junctions and traffic management on the A34, which will support Oxfordshire's 'Knowledge Spine' – from Bicester in the north through Oxford to Science Vale in the south; as the main location for housing and employment growth. The early years of this plan will see work on the Oxford to Cambridge expressway proposals.

A full list of activities to we will pursue can be found in Annex A, which include the following key activities:

- Produce a plan for housing growth to secure the £215 million investment announced in the budget.
- Continue to work with local partners, particularly the Local Enterprise Partnership, local universities and district councils in Oxfordshire to make a strong case to government for funding of key infrastructure and services in Oxfordshire
- Set up a Cabinet Advisory Group on Transport, with an initial focus on the Oxford to Cambridge Expressway.
- Set up a joint 'Spatial Plan Delivery Team' with our District Council colleagues. This will produce the spatial plan joining up planning for jobs, homes and transport for Oxfordshire as a whole.
- Ensuring that new developments are underpinned by infrastructure that supports future residents' health and well-being, including but not limited to green spaces and active travel opportunities (e.g. through the Healthy Towns initiatives).
- Conduct Community Asset Reviews to support housing delivery and utilisation of assets within Oxfordshire. This is to help get capital receipts, achieve revenue savings, release land for housing development and employment, provide space for businesses and join up services for residents.

- Continue to develop approaches to workplace charging and congestion charging in order to balance the need for private transport with the challenges of congestion, air quality, and the need for high quality public transport and active travel options.
- Planning ahead for the challenge of recruiting to vital roles, in particular in social care jobs, in the context of a fast-growing economy, a rise in the number of private sector jobs available locally, and a reduction in the working age population as a proportion of the total population.
- Understand the challenges and opportunities arising for the Oxfordshire economy and local public services from the Brexit negotiations and final deal.
- Take forward reform of how the county council manages its own assets - getting the best value from our land and buildings, maximising the efficiency of what we hold for our own use, and considering the merits of development or disposal for our other assets, including the potential to provide additional homes on OCC land.

## **How will we will know we're getting it right?** [to be developed Dec/Jan]

Performance of specific services under this priority will be measured by Key Performance Indicators (KPIs) derived from relevant strategies and operational plans. These KPIs may be stand-alone indicators or part of wider matrixes of indicators. Many KPIs will be directly comparable with those in other authorities or across professions and might support benchmarking or other comparison.

The role of external and partner bodies will be important in helping us to assess our performance. For example, the role and performance of OxLEP and the Growth board.

We will want to consider which indicators of the county's economic performance best serve to indicate the council's support for and contribution to that performance. Areas where the council makes direct intervention, such as provision of funding, may be more readily assessed than areas where the council has helped to make the conditions in which economic growth can happen. Indicators and other information collated in the Joint Strategic Needs Assessment (JSNA) should be considered in this respect.

Our Performance Scrutiny Committee will provide an effective challenge and performance assessment role for this priority.

Multi-agency performance measurement will be needed given the connected nature of the business. Existing mechanisms for assessing our performance are robust but can be reviewed to consider further strengthening.

## HOW WE WORK TO DELIVER THRIVING COMMUNITIES

The county council is rapidly changing to ensure we deliver the best outcomes for Oxfordshire's communities and residents. This section sets out **how** we work as an organisation as we strive for thriving communities in Oxfordshire. It describes how we:

- Ensure that **decision making** is sound, that our county's policy and services do the best possible for residents whilst meeting legislative requirements, and that our Councillors are given the information and tools they need to make informed decisions.
- **Manage our resources** effectively so we have a sustainable financial position, that our services are appropriately funded.
- Work effectively together with our **partners** to deliver on our vision.
- Ensure we have a **skilled workforce**.
- Work towards the principles of **equality, diversity, fairness and inclusion** both in terms of our own workforce and with respect to the services we commission and deliver for local residents.
- Are delivering on our ambitious programme of change; **Fit for the Future** which will include a new operating framework.
- How we work to keep **informed of changes** affecting Oxfordshire.
- How we check our **governance and assurance** arrangements are correct to deliver the necessary standards and performance expected.

### Decision making

Councils are complex organisations and our [Constitution](#) provides a handbook of the rules governing the council's business and sets out how the council works. It ensures that decisions are accountable and transparent. In Oxfordshire we currently have a Leader and Cabinet model of decision making with a separation between decision-making and scrutiny.

The full council has six scheduled public meetings a year. At these meetings the council, decides the Council Constitution, reviews the political management arrangements and how they work, appoints the Leader and members to the scrutiny and other committees. Council approves the budget, capital programme and policy framework, specific plans and strategies identified in the constitution. It also delegates powers to the council committees, debates issues raised by individual members and receives public petitions or addresses.

The Cabinet consists of nine elected councillors whose role it is to; recommend budget and policy framework to the council, leads the council, makes all the key decisions and commissions policy review from scrutiny committees.

Our scrutiny committees; of Education Scrutiny, Performance Scrutiny and the Joint Health Overview and Scrutiny Committee, then provide challenge to the decision making of the Council and Cabinet by reviewing issues before decisions are made, calls-in decisions after they are made, does policy development work for the cabinet and commissions its own scrutiny reviews. One of these committees; the Health

Overview and Scrutiny Committee is a joint committee with our district councillors and we work with partners through other constituted bodies such as the Health and Wellbeing Board and the Health Improvement Board. In addition; we have our own committees which cover specific functions not dealt with by the cabinet (such as audit, organisational matters, planning, pension fund arrangements and standards). They make decisions delegated to them by the council. Committees are made up of councillors (including cabinet members).

To ensure all of our decision making and governance accords with the law, our Legal and Governance Service advises and guides the Council to act lawfully and in accordance with its constitution.

## **Managing our resources**

Oxfordshire's councils have a strong track record of managing reducing government funding and meeting demand pressures. However, in recent years, the funding decisions taken by national government, along with the need to address rising demand for social care services, has meant that across the country upper tier councils have faced a much greater financial squeeze than city and district councils.

We have made £330 million of savings over the last seven years. Approximately two-thirds of these savings have been used to meet the increasing cost of providing social care to children and adults through reinvestment in these services. These savings have been achieved by transforming the way the council operates, through new models of service delivery including increased community involvement and new approaches to partnership working. The number of county council staff has reduced by 35% over the past six years. County councillors have also had to make a number of very difficult decisions to reduce some front-line services, remodelling services to be affordable in the future and to ensure that the council's statutory responsibilities can be met.

In helping us manage our resources, our services are structured into three directorates; people (e.g children, adult services), communities (e.g. highways) and resources (e.g finance, HR, IT). We know that many issues do not fall simply into the 'people' or 'community' service areas and can only be effectively tackled by working across service areas. However, each service area must deliver a balanced budget in order that the overall council budget is balanced.

To balance the budget, each February the council formally approves a medium term financial plan for the next four years, including a detailed revenue budget for the financial year commencing that April according to each service area. It also includes for each of the three directorates, a summary of the budgeted income and any budget changes in the following three years. The medium term financial plan also illustrates the council's contribution to budgets, managed jointly with Oxfordshire Clinical Commissioning Group (OCCG), which is shown as part of the budgets for adult services. Finally, the council's capital programme is included and shows planned expenditure on new or improved school buildings and roads.

Our future budget levels continue to be constrained by ongoing reductions in government grant and restrictions on our ability to increase council tax levels. We

are developing a new strategy with a different approach to investment, including through more commercial development of our assets, working with district councils to encourage growth in the number of homes built (growth in the local taxbase) and supports sustainable economic growth (growth in business rates).

## Working in partnership

The county council is well placed to take a leading role in shaping the future of Oxfordshire. We see our role not only as delivering a range of key services but also as having a leadership role bringing together organisations and business across the county to focus on the challenges and opportunities. This is clearly demonstrated by our work to secure £215 million funding from government for housing and infrastructure through the Growth Deal.

We work in partnership with residents and communities to develop solutions to issues on the principle that people themselves are often best placed to do this effectively and in creative ways. We regularly work in partnership with the other local authorities, public bodies, private organisations and the voluntary and community sector in the county, as well as over our boundary and do so both formally and informally. Some of the formalised arrangements we work through have been highlighted in the sections above but we work through the following partnerships and partner relationships:

### Health - planning

- The Health and Wellbeing Board: a partnership between local government, the NHS and the people of Oxfordshire, designed to ensure joint working to improve the health and well-being of residents.
- The NHS Sustainability and Transformation Plan footprint, which is central to the long-term planning of health and care services, extends across Oxfordshire, Buckinghamshire and the western part of Berkshire.
  - The Joint Management Group for Pooled Budgets oversees shared budgets across health and social care supporting joint planning to deliver joined-up support and commissioning

### Health - commissioning

- Oxfordshire Clinical Commissioning Group: responsible for commissioning health services across the county (with the exception of a very small number of GP areas around Thame that sit within one of the Buckinghamshire clinical commissioning group areas).
  - NHS England commissions specialist services, primary care, offender healthcare, and some services for the armed forces



## Health - delivery

- Oxford University NHS Foundation Trust: responsible for providing maternity, acute and specialist hospital services, drawing patients from a large geography cutting across several county areas including Oxfordshire.
- Oxford Health NHS Foundation Trust: responsible for providing community hospitals, community health services and acute and community mental health services in Oxfordshire and beyond
- Southern Health NHS Foundation Trust: responsible for providing learning disability services, including community teams and assessment and treatment beds in Oxfordshire
  - Primary Care: Oxfordshire has more than 70 GP practices, responsible for providing primary care in local communities

## Health – audit and scrutiny

- Healthwatch Oxfordshire: the independent champion for Oxfordshire residents seeking to shape and improve health and social care services across the county.
  - Oxfordshire Joint Health Overview and Scrutiny Committee: looks at health improvement and health services across organisational boundaries and is a required consultee for substantial changes to local NHS services. This is a joint committee of the county and all five district councils.

## Emergency services

- Oxfordshire Fire and Rescue Service: the fire service is part of Oxfordshire County Council providing fire, rescue and community services including as first responders. Fire control services are provided by a partnership of Oxfordshire, Buckinghamshire and Royal Berkshire Fire and Rescue Services, who are responsible for emergency call handling and mobilisation of fire engines in response to incidents across the Thames valley area.
- Thames Valley Police: covering Oxfordshire, Buckinghamshire, Milton Keynes and Berkshire authorities
- South Central Ambulance NHS Foundation Trust: covering Oxfordshire, Buckinghamshire, Berkshire and Hampshire
- Thames Valley Resilience Forum: covers the Thames Valley Police area of Oxfordshire, Buckinghamshire, Milton Keynes and Berkshire and warns, informs and advises the public in the event of an emergency
- Emergency planning: conducted at the Oxfordshire level by Oxfordshire County Council

## Economy and business infrastructure

- Oxfordshire Local Enterprise Partnership (OxLEP): a business-led partnership is responsible for championing and developing the Oxfordshire economy. OxLEP covers the geography of Oxfordshire in recognition of the functional economic geography for the county.
- South East Midlands Local Enterprise partnership (SEMLEP): SEMLEP covers parts of Bedfordshire, Milton Keynes, Northamptonshire and the Cherwell area of Oxfordshire (overlapping with OxLEP).
- England's Economic Heartland Strategic Alliance: a partnership of nine local Transport Authorities and four Local Enterprise Partnerships, covering the key growth area from London to Oxfordshire and Cambridgeshire, home to 3.45 million people and 175,000 businesses, providing over 1.6 million jobs.

## Skills

- Oxfordshire Skills Board: part of OxLEP, brings together a wide range of partners to achieve improvements in the skills available to Oxfordshire's employers and the learning opportunities available
- There are two main post-16 providers in Oxfordshire - Abingdon and Witney College and Activate Learning

## Schools

- Oxfordshire County Council as the Local Education Authority is currently\* directly responsible for 3 secondary schools, 145 primary, 2 infant and 1 junior school. There are 9 maintained special schools and 7 maintained stand-alone nursery schools.
- 31 secondary schools are now academies, as well as: 85 primaries and five special schools.
- Additional academies: 3 Free schools (one 4-18, two 4-11), 2 Studio Schools (14-19), 1 University Technical College (14-19), 2 new primary academies (3-11, LA presumption academy), 1 special academy, 1 new secondary academy (11-16 LA presumption academy).
- Schools Partnership - Oxfordshire's maintained and academy schools work together with the county council through a formal partnership arrangement.

*\*All figures correct at Dec 1<sup>st</sup> 2017*

## University sector

- Oxford University
- Oxford Brookes University
- The Defence Academy of the United Kingdom at Shrivenham

## Voluntary and community sector

- Oxfordshire Community & Voluntary Action (OCVA): established in 1933, OCVA is the umbrella organisation for Oxfordshire's voluntary and community sector. It provides advice, information and training, acting as advocates and representatives, and building partnerships.
- Oxfordshire Community Foundation: promotes charitable giving in Oxfordshire and connects donors to local causes, supporting community giving and local charities.
- Community First Oxfordshire: formally known as Oxfordshire Rural Communities Council, focused on helping communities across the county to help themselves.
- Oxfordshire Association of Local Councils (OALC) is the membership organisation representing the needs of parishes and town councils across Oxfordshire.

## Strategic partnerships

- Oxfordshire Health and Wellbeing Board
  - Oxfordshire Children's Trust
  - Oxfordshire Community Safety Partnership
  - Oxfordshire Safeguarding Children Board and Oxfordshire Safeguarding Adults Board
  - Oxfordshire Growth Board (a statutory joint-committee of Oxfordshire's councils established to facilitate joint working on economic development, strategic planning and growth)
- Operational partnerships

Oxfordshire's councils work well and closely together and have sought to establish effective partnerships and align priorities in the best interests of residents and business. Many operational district / county services work in strong partnership every day, seeking to deliver good services.

There are also many cross-boundary operational partnerships that work beyond Oxfordshire boundaries - for example the Adopt Thames Valley partnership (led by Oxfordshire County Council and covering seven Local Authorities and two voluntary adoption agencies).

We will look to expand and build on the strong partnerships we have with local communities and town and parish councils through a *Working Locally Strategy* which will identify actions to engage, make decisions and deliver at the local level. This strategy will mean enabling others as much as taking actions ourselves. It will include a new conversation with our valued partners in the community and voluntary sectors, working more effectively with other statutory organisations at the local level and further enhancing our relationships with colleagues at the district and town/parish levels of local government.

## Building a skilled workforce

The work of the council is life changing and to do the best for our residents our workforce must be skilled, flexible, knowledgeable and motivated. Our Workforce Strategy sets out how as an employer we will ensure we have the right people, working with the right skills, in the right place at the right time to effectively commission and deliver quality services for residents. Our ambitious transformation agenda to change the way we operate and provide services will impact greatly on our workforce over the next few years.

The principles of our workforce strategy are:

1. **A shared culture which drives high performance:** Staff feel proud to work for the council, understand their contribution to its priorities and work collaboratively to improve services.
2. **Oxfordshire County Council as an employer of choice:** The council is bold about its offer to employees enabling us to continue to attract, retain and motivate a high calibre workforce. Staff are positive advocates of the council.
3. **Making the most of our talent:** All staff are empowered to perform at their best, there is a commitment to learning, and skills are used flexibly across the council according to our priorities.
4. **Supporting a healthy and flexible workforce:** The council purposefully uses a wide range of strategies to create a workforce which is well and able to adapt to meet our priorities.
5. **Consistent and strategic workforce planning:** To be prepared for the future and resilient to change by creating an adaptable workforce aligned to the needs of Oxfordshire residents.

Some key actions to achieve our Workforce Strategy are:

- Improved employee and manager HR, payroll and recruitment self-service
- Development of employer brand and improved marketing of jobs and careers
- Senior management and leadership development aligned to the vision, values and corporate plan objectives
- Cost savings through improved resourcing and demand management for temporary staffing
- Align cultural change with transformation programme and Investors in People Improvement plan
- Review of total reward and benefits offered to attract and retain talent needed
- Improving use and take up of opportunities through the apprenticeship levy
- Improving workforce diversity and inclusion to attract more young people and those from Black and Minority Ethnic backgrounds
- Programme of work to support cultural change including improved joined up working

- Redesign and changes to the management of council organisational structure and establishment improving links between the management of posts and budget
- Review of all HR processes to achieve efficiencies and ensure effective use of manager and employee time

We not only focus on our own internal workforce, but that of our providers. Particularly our providers of Adult Social Care who have significant struggles in recruiting and retaining staff to provide services. This impacts not only on quality but sustainability of care for our residents so the work we do to aims to build effective partnerships and networks with public and private agencies, external contractors and providers to develop capability.

## **Fit for the Future Programme**

The Fit for the Future programme is focussed on ensuring all our services are working together effectively, as well as with partners and communities to deliver better outcomes for the county. It is an ambitious programme that joins up activity across the council and is underpinned by a commitment to ensure we utilise our skills and knowledge in a combined way to support all areas of the programme and workforce development. This programme will deliver:

- Improved customer experience – anytime, anywhere, simple and easy access for residents and businesses.
- A One Council approach to service delivery.
- Going digital to ensure an integrated system approach which focuses on our customers.

As part of the Fit for the Future programme, we asked all of our staff to take part in an activity analysis by completing an online questionnaire. This gave us the opportunity to look at all of our activities, looking at where we spend our time and identify areas for improvement. We are now looking to further explore the areas identified to see where we can make changes to the ways we work and enable us to better deliver to achieve thriving communities through a new model of operating. We expect the results of this work to be developing throughout the first half of 2018 and changes to be implemented from the spring of 2018 onwards.

## **Equality, diversity, fairness and inclusion**

This council is committed to the principles of equality, diversity, fairness and inclusion both in terms of our own workforce and with respect to the services we commission and deliver for local residents. We have recently refreshed and updated our Equalities Policy to set out how the council approaches this commitment with our workforce and with respect to the services we commission and deliver in order that we make Oxfordshire a fair and more equal place in which to live and work.

Our Equalities Policy which has recently been refreshed and will be subject to consultation and agreement demonstrates how we meet our responsibilities under the Public Sector Equality Duty and highlights areas of good practice. It identifies

areas for improvement and sets a series of Equality Objectives. As part of this work we gathered evidence of our current performance around equalities which helped us identify areas where we are performing well and where we have excellent practice. However, we also recognise that there are areas where we can do more to improve how effectively we meet the varying needs of local people, and the responsibilities under the Public Sector Equality Duty and have developed an Action Plan to take action to improve in certain areas. The key areas and objectives we will focus on are:

**1. Knowing, understanding and involving our communities:**

- Objective 1 – Introduce equality monitoring at the customer service centre and complaints teams to gain a better understanding of our customer base.
- Objective 2 – Introduce evaluation mechanisms across a wider range of services so we can better identify the views and needs of our communities.

**2. Local, accessible and responsive services**

- Objective 3 - Improve access to our public website and other digital services we provide to make sure all residents are able to access the information they need online.
- Objective 4 – Consider accessibility as part of our review of how make better use of our buildings and assets.
- Objective 5 – Improve the quality and timeliness of the data we hold and how effectively we use it to inform service planning and design that responds to the differing needs of people who share protected characteristics.

**3. Promote a culture of fairness and inclusion in employment demonstrating our commitment towards greater equality in our workforce**

- Objective 6 - Improve communications with our commissioned services about the equality duty, protected characteristics, and their role in supporting these Objectives.

## **Staying informed of changes affecting Oxfordshire**

To ensure we stay informed and can engage in changes and developments that may affect Oxfordshire, we work proactively with national agencies and central. We seek to raise awareness of local issues, and to address them – through access to funding, other support and in true partnership working models as appropriate. Key issues for us in this area are:

- Understand the challenges and opportunities arising for the Oxfordshire economy and local public services from the Brexit negotiations and final deal.
- Understanding, lobbying and bidding for funding. This includes infrastructure and housing funding.
- The integration of health and social care, through initiatives such as ‘Accountable Care Systems’ and ‘Accountable Care Organisations’.

## Governance and Assurance

There are several ways we will assure ourselves and get assurance on whether we are delivering in accordance with all the necessary standards and quality. These include:

- Having a **Corporate Governance Framework** which sets out the roles and responsibilities of key Officers, councillors and committees within the process of governing the council.
- Having an **Audit and Governance Committee** which approves and checks adherence to the Corporate Governance Assurance Framework
- Adoption of a **Local Code of Corporate Governance** which conforms to national (CIPFA/SOLACE) guidance. The Local Code sets out how the county council complies with good corporate governance and identifies key documents that demonstrate this.
- Publication of an **Annual Governance Statement**. This is necessary to meet the statutory requirement for authorities to prepare a statement of internal control which demonstrates accordance with "proper practices" (Accounts and Audit (England) Regulations 2011).
- **Scrutiny**. We have three scrutiny committees whose role it is to examine the county council's functions and performance, challenging the plans and decisions of the Cabinet and exploring the effectiveness of other public bodies in the locality. They question how key decisions have been made and take up issues of concern to the community.
- **Performance management**. We have a performance management process whereby we identify, monitor and manage a series of Key Performance Indicators that tell us whether we are on track with delivering what we have set out to. These are closely monitored in by our management teams and reported to our Performance Scrutiny Committee.
- **Regulators**. It was explained through the relevant sections but we have external regulators who monitor, challenge and inspect our performance on a regular basis to ensure we are delivering the best for our residents. Examples of these are the Care Quality Commission for Adults Social Care and Ofsted for Children's Social Care and our Schools.

## ANNEX A: OUR DELIVERY PLAN

**Priority: We will listen to residents so we can continuously improve our services and provide value for money.**

#complete table with relevant portfolio holder#

No	Activity	Who will lead this?	Member lead/ Portfolio holder
<b>Listening to residents &amp; service users</b>			
1.	Understand residents' views of the council and key local issues. We will work in partnership with the people who use and access our services in helping to design, deliver and monitor their effectiveness.	Communications	
2.	Continue to focus our communication to residents about the council at the local level, by using social media. We will use these channels to improve our 'social listening' and provide feedback of resident views and expectations.	Communications	
3.	Digital review of communications intended to create more engaging content for our communities.	Communications	
4.	Revise our Equalities Policy and objectives to ensure we identify and prioritise actions that eliminate unlawful discrimination, harassment and victimisation; advance equality of opportunity; and foster good relations between people and communities.	Policy	
5.	We will make paper petitions submitted by residents through formal meetings available on the website alongside their responses.	Law & Governance	
6.	We will use complaints to form learning outcomes to inform service improvement. We will consider reporting this to our Audit and Governance and Performance Scrutiny Committees.	Law & Governance	
7.	We will make it easier to contact our Adult Social Care Teams by changing from two general phone numbers and email addresses in each locality to one. Service users will also be given allocated workers phone numbers so they can call them directly.	Joint-Commissioning	
8.	Following feedback on our letters, we will be revising our referral assessment letter for Adult Social Care to make it clearer.	Joint-Commissioning	
9.	We will promote and support the involvement of vulnerable children and young pupils and those with	Education	



No	Activity	Who will lead this?	Member lead/ Portfolio holder
	Special Educational Needs and Disabilities through the wider involvement forum 'VOXY'.	Psychology Service	
10.	Moving from listening and engagement with parents of vulnerable children, including those with Special Educational Needs to genuine co-production to ensure improvements in services and provision.	Education Quality	
11.	We will develop and improve the 'Lead Professional' in childrens services to ensure our services and those of others are better coordinated and service users have a single point of contact.	Children, Education & Families	
12.	Support the large armed forces population in Oxfordshire by refreshing the armed forces covenant and our commitment to delivery including providing leadership in encouraging local businesses and communities to support the armed forces locally.	Policy	
13.	We will restructure to ensure that our central, coordinating functions work better with the area-based model of infrastructure delivery we have. This will create a more responsive service able to anticipate the needs of residents.	Infrastructure Delivery	
14.	We will take a needs-based approach to commissioning and redesigning services for children and families. We will work in partnership with services users and will look to shape the market of providers according to need.	Joint-Commissioning	
15.	The Trading Standards Service will be continuing to manage demand for services through a pilot project that delivers community engagement events, closer working with partners and high profile enforcement activities. This targeted activity is currently a time limited project and additional funding would be required to make it businesses as normal.	Trading Standards	
<b>Local decision making</b>			
16.	Support councillors in their role as community leaders, by developing the approach to locality working in nine local areas across Oxfordshire.	Policy	
17.	Use a governance review to decide if our locality model of working should be developed into an 'Area Board' to bring in the District, Towns and parish Councils to better join-up responses to local issues.	Policy?	
<b>Working with local public, community and voluntary groups</b>			
18.	Continue to develop the 'Oxfordshire Together' initiative that works to give local parishes and	Policy	

No	Activity	Who will lead this?	Member lead/ Portfolio holder
	voluntary organisations greater control over services.		
19.	We will use grant funding to help and enable more community and voluntary sector organisations to deliver universal children's centres.	Policy	
20.	We will encourage community and voluntary sector organisations to deliver community transport schemes to compliment the councils 'Oxfordshire Comet' service.	Policy	
21.	Review our approach to working with the voluntary and community sector to support communities, particularly focused on facilitating better partnership working to support residents and communities to help themselves	Policy	
22.	To provide a joined-up approach of public services we will lead the 'One Public Estate' programme. We will work with other public organisations (NHS, District Councils, Police and OxLEP) to spend our allocated funding in ensuring services are delivered efficiently and in a coordinated way.	Property, Assets and Investments	
23.	Develop our intelligence collection and analysis on Community Safety. We will keep working with partners locally, regionally and nationally to improve the use of intelligence and information sources, to the benefit of Oxfordshire residents and businesses.	Fire & Rescue Service	
24.	Pilot a community warden approach for signposting and referring the most vulnerable in our communities to the most appropriate support across partner agencies.	Fire & Rescue Service	
25.	Reviewing our support to Town and Parish Councils, looking at opportunities to develop better relationships at a local level and taking responsibility for resolving more issues as soon as they arise.	Policy	
26.	Explore a 'Community Hub' model of providing local services. #info needed to explain#	?	
27.	To safeguard more effectively, we will continue to improve our partner relationships with all public services including the NHS and Police services. In doing so, we will use our collective skills to protect vulnerable people	Adults Safeguarding	
<b>Transparency and value for money</b>			
28.	We will continue to place Looked After Children as close to home as possible but will get better economies of scale working with different regions to commission out-of-county placements.	Joint-Commissioning	
29.	To improve competition and value for money, we will publish 'Market Position Statements' that set out our intentions for the social care services we want to commission.	Joint-Commissioning	

## THRIVING COMMUNITIES

**Priority: We will help people live safe, healthy lives and play an active part in their community.**

No	Activity	Who will lead this?	Member lead/ Portfolio holder
<b>Safe lives</b>			
1.	As part of our Fire and Rescue Strategy, we will help more vulnerable children and adults to lead more secure and independent lives through our safe and well-being visits.	Fire and Rescue Service	
2.	The Trading Standards Service will be continuing to implement the Automatic Number Plate Recognition (ANPR) traffic camera at Newbridge to keep roads safer by monitoring and enforcing lorry weight restrictions. We will investigate breaches accordingly.	Trading Standards	
3.	Review our local safeguarding arrangements in the light of the Children and Social Work Act 2017 and new Working Together arrangements	Children, Education & Families	
4.	Our ICT services provide information systems that help direct our staff and services to those most in need as quickly as possible. We also map information to monitor change and issues in the community.	ICT	
5.	We are recommissioning a single pathway for domestic abuse so there is a single point of access to the Domestic Abuse service	Joint-Commissioning	
6.	Enhanced Outreach Support and targeted Independent Domestic Violence Advisor service <b>#info needed for context#</b>	Joint-Commissioning	
7.	Clear pathway for young people <b>#info needed for context#</b>	Joint-Commissioning	
8.	Programmes of support for perpetrators <b>#info needed for context#</b>	Joint-Commissioning	

No	Activity	Who will lead this?	Member lead/ Portfolio holder
9.	Improving the timeliness and quality of Education Healthcare Plans for children who need additional support	Joint-Commissioning	
10.	Work with the market to commission effective services across telephony and face to face services. #info needed for context#	Joint-Commissioning	
11.	We are going to improve planning and services for children (0-25) with Special Educational Needs and Disability following a Local Area Inspection.	Joint-Commissioning	
12.	We are working with partners to ensure that where children need to come into LA care, they are able to have an alternative home that meets their needs, is as local as possible and supports them in returning home when safe.	Joint-Commissioning	
13.	Continue to provide safeguarding information and advice service to give people preventative advice, making links between adult safeguarding and health, housing, mental health and fire service to improve how we work with vulnerable people around self-neglect.	Adult Safeguarding	
14.	We building on the success of the existing "Warden" schemes we currently have and expanding the reach and scope of this initiative. #info needed for context#	Infrastructure Delivery	
15.	Implement the agreed, joint approach to commissioning high quality services for prevention, early intervention and support for victims of domestic abuse.	Adult Social Care	
<b>Healthy lives</b>			
16.	In the Safe and Well-being visits our Fire Service conducts, we will check the homes for risks surrounding slips, trips and falls, this should reduce the incidence of this risk and in time see less referrals for this injury type.	Fire & Rescue Service	
17.	As part of the Government's Local Cycling and Walking Investment Strategy Programme we will employ a dedicated 'Active Travel Officer'.	Communities Policy	
18.	Ensure resources are focussed on providing safer walking and cycling facilities and we will update the	Communities	

No	Activity	Who will lead this?	Member lead/ Portfolio holder
	council's Active & Healthy Travel Strategy (AHTS)	Policy	
19.	The Fire and Rescue Service will undertake a wide view of individual health vulnerabilities that could positively influence demand for the County and our Partners.	Fire & rescue Service	
20.	Improve our work with NHS partners with a particular emphasis on identifying barriers to recruitment and retention across health and social care.	Joint-Commissioning	
21.	Reviewing planning policy and practice to plan for future growth in a joined-up way, including masterplans that integrate health, housing and infrastructure needs.	?	
22.	Building communities in Healthy New Towns #info needed#		
23.	Air quality #info needed#		
24.	Continue to promote breastfeeding, which is known to have health benefits for mother and baby. Maintain the current high rates of both initiation and those still breastfeeding at 6-8 weeks.	Public Health	
25.	Reduce levels of smoking in the county by encouraging more people to quit as smoking remains a major cause of heart disease and cancer.	Public Health	
26.	Boost our cancer screening programmes so that more people are protected, focusing on the bowel cancer screening programme.	Public Health	
27.	Promote the 'Health Checks' programme which offer adults a full health 'MOT' and looks at many lifestyle factors such as obesity, physical activity smoking, blood cholesterol levels, diabetes, blood pressure and alcohol consumption.	Public Health	
28.	Reducing the harm caused by the over-consumption of alcohol, and monitor measures of success for those in drugs or alcohol treatment services with the aim of improving recovery rates.	Public Health	
29.	Building a multi-agency collaborative approach to increasing participation in physical activity within Oxfordshire.	Public Health	
30.	Consider issues affecting mental well-being in the population and what outcomes could be used to monitor it. A programme of public awareness campaigns will support this work by raising awareness of prevention and early intervention services.	Public Health	
31.	Promote access to social networks and other opportunities to prevent loneliness, known to have a negative impact on health and wellbeing.	Public Health	

No	Activity	Who will lead this?	Member lead/ Portfolio holder
32.	Ensure high rates of immunisation amongst children, older people, those in key risk groups and key workers against illnesses such as measles mumps and rubella, flu and cervical cancer.	Public Health	
33.	Increase rates of people stopping smoking, particularly focused in reducing the percentage of women smoking in pregnancy.	Public Health	
34.	Seek to halt the increase in childhood obesity, including monitoring the Healthy Wight Strategy and promoting increased participation in physical activity.	Public Health	
35.	Provide help, support and information to reduce fuel poverty, working through the Affordable Warmth Network	Public Health	
36.	Work closely with the NHS, private and voluntary sector providers to deliver effective joined up services, in particular reducing those who face delays leaving hospital as a consequence of the care and support required not being available when needed.	Adult Social Care	
37.	Improve the care offered to people in the community to prevent escalation to hospital care	Adult Social Care	
38.	Undertaking strategic planning work on green infrastructure, seeking to establish gaps in public access to greenspace, and investment needs.	Environment & Resource	
<b>Playing an active part in communities</b>			
39.	Develop a ' <i>Working Locally Strategy</i> ' to identify how the council will engage, make decisions and deliver at the local level.	Policy	
40.	We will also be working with other community led groups to conduct 'lorry weight watch' events to assist communities in collecting good quality evidence of potential breaches, for further investigation by Trading Standards).	Trading Standards	
41.	Improved digital capability and reach as result of digital review to improve resident's access to services. We will then improve our targeting of audiences using 'Acorn' technology to identify relevant groups.	Communications	
42.	We are continually improving the menu of play leisure and childcare for children with disabilities by working with young people and their families. Supporting parents to be in employment.	Joint-Commissioning	
43.	We will support independent travel schemes for young people with Special Educational Needs and	Joint-	

No	Activity	Who will lead this?	Member lead/ Portfolio holder
	Disability	Commissioning	
44.	delivering initiatives such as healthy eating sessions and creating community hubs, this should support residents not only focus on personal development and local participation but also support the creation of a working and sustainable community.	Property, Asset and Investments	
45.	Ensure that services work together seamlessly to provide high quality and continuity of support for people, including at key points of transition such as from children's to adults services or leaving hospital to return home.	?	
46.	Continue with our strategy of providing information education and advice to support those who can support themselves at home and in the community	Adult Social Care	
47.	Increase the number of people supported at home with more people being offered effective short term help to return them to independence	Adult Social Care	
48.	Deliver sustained and improved experiences for people who access our services, as measured by the annual survey and with more care providers being rated as outstanding or good by the inspectors.	Adult Social Care	
49.	Improve the resilience and capacity of our home care market to meet the needs of needs of the most complex people, including greater support for people with dementia to live independently.	Adult Social Care	
50.	Use the expertise of our service users and their families to design, procure and evaluate services, in particular based on the ethos of "Nothing about me, without me"	Adult Social Care	
51.	Fully implement the transformation of daytime opportunities, supporting the transition to new models of provision delivered both in-house and within the community including supporting individuals to identify different ways to meet their care and support needs effectively.	Adult Social Care	
52.	Implement the learning and improvement identified through the Care Quality Commission inspection of health and social care in Oxfordshire in November 2017.	Adult Social Care	
53.	Continue to work with district partners to implement the new joint homelessness pathway and ensure those at risk of homelessness can access the support they need to remain in appropriate accommodation	Adult Social Care	
54.	Support adults living with a physical disability, learning disability, severe mental illness or another long term condition to live independently as fully participating members of the community. In particular this	Adult Social Care	

No	Activity	Who will lead this?	Member lead/ Portfolio holder
	means improving access to and the quality of early intervention, therapy, advocacy and support, and hospital based services.		
55.	Continue to reduce the number of people placed out of the area for treatment and support services	Adult Social Care	
56.	There is currently a Museum resilience Project underway which is looking at ways of delivering museum services in future that reaches more people and communities.	Museum Service	
57.	Focused work on deprivation #info needed#		

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**Priority: We will help provide services that enhance the quality of life in our communities, and protect the local environment**

No	Activity	Who will lead this?	Member lead/ Portfolio holder
<b>Supporting quality of life for everyone</b>			
1.	Invest in new infrastructure. We play a direct role in the planning of new transport links, ensuring that environmental considerations and legal aspects of environmental protection are considered at the appropriate stage. For example, we will be enhancing our road verge management regime.	Infrastructure Delivery	
2.	Maintain and repair our highways infrastructure. We play a direct role in the day-to-day operations of the highway network, ensuring that environmental quality is maintained.	Infrastructure Delivery	
3.	Develop an engagement and involvement approach with residents to decisions about highway improvements	Communications	
4.	Undertake improvements to the traffic controls in and out of Oxford to ease people's journey to the city.	Infrastructure Delivery	
5.	Support local communities to access high quality broadband services. #info needed#		
6.	Libraries #info needed#		
<b>Improving quality of life for vulnerable groups</b>			
7.	We will work with our partners to improve the sustainable and affordable housing options for young people	Children, Education & Families	
8.	Restructure our administration support to front-line staff that provide services to improve quality of life.	Joint-Commissioning	
9.	Improve access to information on safeguarding adults through our corporate information and through the safeguarding website.	Adults Safeguarding	
10.	Prevent vulnerable people from being groomed and radicalised through our safeguarding work.	Adults Safeguarding	
11.	Increase safeguarding training on interagency working around domestic abuse. This will include more	Adults	

No	Activity	Who will lead this?	Member lead/ Portfolio holder
	case coordination with the multi-agency risk assessment conference (MARAC).	Safeguarding	
12.	Use assisted technology to enable people to live at home and use digital services to make services more accessible to young people.	Joint-Commissioning	
<b>Protecting our environment</b>			
13.	Work with Community Action Groups (CAGS) to help them improve services. This approach, of supporting communities to develop effective volunteer networks, has worked to improve recycling rates and may be used in other areas such as community transport and libraries.	Environment & Resource	
14.	The 'energy bureau' service will be brought back into the council from another company to help residents, organisations and the council reduce energy consumption as identified in an Annual Energy Action Plan.	Environment & Resource	
15.	Ensure our Travel Plan Team become self-financing to monitor developer Travel Plans.	Infrastructure, Innovation & Development	
16.	Using a £40k grant from the Department of Business Energy and Industrial Strategy; develop a renewable energy strategy for Oxfordshire.	Environment & Resource	
17.	Supporting community energy schemes through Community Action Groups and the Low Carbon Hub (Solar schools programme, addressing energy efficiency and supporting increased use of renewables).	Environment & Resource	
18.	Partnership working with our Local Economic Partnership (OxLEP) and partner organisations to set their strategy, the priorities and agree an implementation plan on environmental protection. <b>#confirm this is correct#</b> .	Environment & Resource	
19.	Introduction of new techniques to ensure wildlife gets more consideration in the planning process (TVERC net gain).	Environment & Resource	
20.	Additional focus on a wider range of environmental processes and how they provide benefits to Oxfordshire residents (natural capital).	Environment & Resource	
21.	Updating of the evidence base on environmental issues that is made available to the public.	Environment &	

No	Activity	Who will lead this?	Member lead/ Portfolio holder
		Resource	
22.	Integration of environmental quality with other council functions in future strategic plans.	Environment & Resource	
23.	Closer links with the councils Public Health activities to delivery wellbeing through the natural environment.	Environment & Resource	
24.	Work with partners to finalise the designing of the flood alleviation scheme and subject to approvals, commence construction in winter 2018.	Communities	
25.	<p>Work with partners through our Environment Partnership coordinate shared action on Oxfordshire 2030 pledges relating to waste, energy, climate change, biodiversity and flooding. Priorities for 2018 include:</p> <p><i>Energy</i></p> <ul style="list-style-type: none"> <li>• GHG emissions report for 16/17 &amp; monitor local authority measures implemented</li> <li>• Workshop on low carbon homes</li> <li>• Electric vehicles in public sector fleet</li> </ul> <p><i>Waste</i></p> <ul style="list-style-type: none"> <li>• Progressing the JMWMS refresh including waste reduction strategy</li> <li>• Developing waste in planning guide</li> <li>• Continue to monitor waste performance, work in partnership and seek new initiatives</li> </ul> <p><i>Natural Environment</i></p> <ul style="list-style-type: none"> <li>• Engaging on AONB management plan refreshes</li> <li>• Monitor uptake of biodiversity net gain approaches</li> <li>• Monitor implementation of the natural capital work along the Oxfordshire to Cambridgeshire Growth Corridor</li> </ul> <p><i>Flooding</i></p> <ul style="list-style-type: none"> <li>• Potential refresh of the Local Flood Risk Management Strategy.</li> </ul>	Environment & Resource	
26.	All new housing/school development is framed around preservation and creation of open space and natural beauty. Through this we will also deliver healthy living initiatives through the right environment	Property, Assets & Investments	

No	Activity	Who will lead this?	Member lead/ Portfolio holder
	and spaces.		

**Priority: We strive to give every child a good start in life, and protect everyone from abuse and neglect.**

No	Activity	Who will lead this?	Member lead/ Portfolio holder
<b>Getting the right start in life</b>			
1.	Work with partners from birth to improve the health and educational outcomes of everyone for example through health visitor and school nurses.	Children, Education & Families	
2.	Improving the confidence and capability of the whole children and family workforce	Children, Education & Families	
3.	Ensure the sufficiency and quality of early years and school places meets the growing demand caused by population increases, and the need to increase attainment.	Children, Education & Families	
4.	Improving the quality of childcare settings	Children, Education & Families	
5.	Improving Foundation stage outcomes for children aged 5 to ensure they meet a good level of development in preparation for entering education.	Children, Education & Families	
6.	Continue to embed and develop the new children and family service, in particular encouraging more community open access provision for under 5s through locality and community support team and the	Children, Education &	

No	Activity	Who will lead this?	Member lead/ Portfolio holder
	use of the Transition fund.	Families	
7.	By working closely with other organisations and departments (One Public Estate and Public Health directorate) we will support any initiatives that look to improve social connectedness.	Property, Assets & Investment	
<b>Educating our children &amp; young people</b>			
8.	Focus on increasing school attendance leading to improved attainment levels, and reduce the number of exclusions – with a particular emphasis on improving attendance, aspirations and outcomes for children with special educational needs and disabilities, attending special schools and those eligible for free school meals.	Children, Education & Families	
9.	Develop a partnership approach with schools and other partners to improving health and educational outcomes for all young people, working through the Strategic Schools Partnership Board and the sector-led approach to school improvement through the Oxfordshire Teaching Schools Alliance	Children, Education & Families	
10.	Support and encourage schools to run 'Healthy Schools' initiative <b>#check accuracy#</b>	Children, Education & Families	
11.	Develop a stronger partnership with schools which includes system-led improvement	Children, Education & Families	
12.	Working with the Oxfordshire Skills Board and Oxfordshire Local Enterprise Partnership to support young people through their learning, up-skill and improve the chances of young people marginalised or disadvantaged from work and increase the number of apprenticeship opportunities	Children, Education & Families	
13.	Increase capacity in schools to work with children and teachers on improving resilience, transition and mindfulness.	Education Psychology	
<b>Helping everyone thrive</b>			
14.	Together with the Oxfordshire Care Leavers Association we will develop our new core offer for Care	Children,	

No	Activity	Who will lead this?	Member lead/ Portfolio holder
	Leavers that meets the challenges of the Government's 'Keep On Caring' policy'	Education & Families	
15.	Improve the outcomes for children and young people who are looked after.	Children, Education & Families	
16.	We will lead on the Regional Adoption Agency (Adopt Thames Valley), striving to improve permanency for all children.	Children, Education & Families	
17.	Focus on managing the increasing demand in children's social care, working across the whole council and with partners to ; designing services with children's involvement	Children, Education & Families	
18.	Help children as early as possible, whether through services provided the council itself or by partners, with a view to reducing the demand for our most intensive services and enabling children to have better outcomes	Children, Education & Families	
19.	Safely reduce the number of looked after children, including supporting children to stay with their families wherever possible.	Children, Education & Families	
20.	Implement the Placement Strategy to reduce the number of out of county placements, and increasing in-house fostering for harder to place children.	Children, Education & Families	
21.	Be highly aspirational in the ambition for care leavers to be in education, employment or training by co-ordinating and influencing the provision of a range of high quality options.	Children, Education & Families	
22.	Increase the number of young carers identified and worked with; encouraging more schools to be aware of young carers and work towards the Young Carers quality mark; and raising the attainment levels and supporting more young carers to go to higher or further education.	Children, Education & Families	
23.	Work closely with schools to ensure that pupils with special educational needs and disabilities are well	Vulnerable Learners	

No	Activity	Who will lead this?	Member lead/ Portfolio holder
	planned, supported and engaged in learning.		
24.	Work closely with schools to ensure they are improving the outcomes for looked after children and those with pupil premium funding. We will ensure that the majority of looked after children attend good or outstanding schools.	Virtual School	
<b>Protecting everyone from abuse and neglect</b>			
25.	Work with the Safer Communities Partnership including the police to prevent youth offending, including reducing the number of first time entrants to the Youth Justice Service and the rate of custodial sentencing amongst the 10-17 population.	Children, Education & Families	
26.	Focus on reducing cases of neglect, including ensuring professionals have appropriate toolkits to help them identify whether a child is being neglected and that appropriate action is being taken.	Children, Education & Families	
27.	Reduce the impact of risky behaviours among adolescents, including substance misuse, bullying, domestic violence and abuse within teenage relationships, working with partners across the Children's Trust and Oxfordshire Safeguarding Children's Board.	Children, Education & Families	
28.	The continued joined up safeguarding board development aims to link adult and children's themes together on domestic violence and self-neglect.	Adults Safeguarding	
29.	Legal Services will ensure the welfare of children in Oxfordshire are safeguarded through taking legal action on child protection.	Legal & Governance	

**Priority: We enable older and disabled people to live independently. We care for those in the greatest need.**

No	Activity	Who will lead this?	Member lead/ Portfolio holder
<b>Supporting independent living</b>			
1.	Adult Social Care is reviewing its 'Responsible Localities' model and team structure. This intention of this project is to identify how we can better meet the needs of those in greatest need.	Adult Social Care	
2.	Introduce a new community support services model to allow people to access a broader range of services in their local community. This will be shaped in partnership with people that use our services.	Adult Social Care	
3.	Review our Telecare service to ensure we are utilising the best technology to help support people to live well at home.	Adult Social Care	
4.	Utilise business intelligence to help map/maximise home support provision	Adult Social Care	
5.	Review the use of trusted assessors and clinic based approaches to reduce demand on waiting lists for residents	Adult Social Care	
6.	As the lead partner in the One Public Estate, we are working with other key public sector delivery organisations (NHS, District Councils, Police and OxLEP) to ensure that public services are delivered efficiently and in a coordinated way that aims to bring all public services together reducing the need for travel for those with mobility issues.	Property, Assets & Investments	
<b>Keeping people safe in their homes</b>			
7.	Keep people living safely at home in our Fire Service's Safe and Well Visits by checking homes for risks surrounding slips, trips and falls. This should reduce the incidence of this risk and in time see less referrals for this injury type.	Fire & rescue Service	
8.	Working with voluntary sector organisations and utility companies to identify residents for referral to other services to keep them living safely and independently.	Fire & rescue Service	
9.	Tackle scams and door step crime by raising awareness of how to prevent them, providing advice to residents and taking enforcement action against offenders.	Trading Standards	
10.	Improve links and partnership working with other organisations (especially health and voluntary organisations) to help identify adults at risk and those in rural settings which need our services.	Adult Safeguarding	



No	Activity	Who will lead this?	Member lead/ Portfolio holder
<b>Ensuring care quality and sustainability</b>			
11.	Work with our Local Economic Partnership (OxLEP) to improve care provider sustainability. In doing so we seek to add value, innovate in delivery, create partnerships, and focus on quality and market improvement.	Joint-Commissioning	
12.	Expand the offer of Direct Payments to allow more people to choose how their care is provided and by who.	Children, Education & Families	
13.	Provide information systems which help caring professionals keep track of their work, priorities those in greatest need and monitor delivery.	ICT	
14.	Restructure our administration support to front-line staff that provide services to keep people living independently	Joint-Commissioning	
15.	We will review services for residents making contact with Adult Social Care. We plan to introduce self-help and self-assessment tools on our web portal "Live Well".	Adult Social Care	

**Priority: We support a thriving local economy by improving transport links to create jobs and homes for the future.**

No	Activity	Who will lead this?	Member lead/ Portfolio holder
<b>Housing and infrastructure plans</b>			
1.	Produce an implementation plan for infrastructure and housing growth to secure the £215 million investment announced in the budget.	??	
2.	Set up a joint 'Spatial Plan Delivery Team' with our District Council colleagues. This will produce the spatial plan joining up planning for jobs, homes and transport for Oxfordshire as a whole.	Communities Policy	
3.	We will revise and update the Growth Board Governance to reflect the need to deliver on the investment secured.	Communities Policy	
4.	Continue to work with local partners, particularly the Local Economic Partnership, local universities and district councils in Oxfordshire to make a strong case to government for funding of key infrastructure and services in Oxfordshire	?	
5.	Set up a Cabinet Advisory Group on Transport, with an initial focus on the Oxford to Cambridge Expressway.	Communities Policy	
6.	Ensuring that new developments are underpinned by infrastructure that supports future residents health and well-being, including but not limited to green spaces and active travel opportunities (e.g. through the Healthy Towns initiatives).	Communities/ Public Health	
7.	Embed team members within EEH Transport and other Work Programmes <b>#info for context needed#</b>	Communities Policy	
8.	Extend the duration of pro-active management of traffic through our traffic control centre. <b>#info for context needed#</b>	Infrastructure Delivery	
9.	Work to ensure that new infrastructure identified can be delivered and that a suitable level of funding is secured.	Infrastructure Delivery	
<b>Asset and market management</b>			
10.	As the lead partner in the One Public Estate, we are working with other key public sector delivery organisations (NHS, District Councils, Police and OxLEP) to ensure that public services are delivered efficiently and in a coordinated way that aims to bring all public services together –	Property, Assets & Investments	

No	Activity	Who will lead this?	Member lead/ Portfolio holder
	reducing unnecessary costs that could be utilised more effectively i.e. creating more housing, commercial and employment spaces		
11.	Conduct Community Asset Reviews to support housing delivery and utilisation of assets within Oxfordshire. This is to help get capital receipts, achieve revenue savings, release land for housing development and employment, provide space for businesses and join up services for residents.	Property, Assets & Investments	
12.	Realignment of Joint Commissioning will include the development of a 'commercial procurement hub'. This will continue to develop the Council's capability in procuring third party organisations who will help support a thriving economy.	Joint-Commissioning	
13.	Continue to develop approaches to workplace charging and congestion charging in order to balance the need for private transport with the challenges of congestion, air quality, and the need for high quality public transport and active travel options.	?	
14.	Planning ahead for the challenge of recruiting to vital roles, in particular in social care jobs, in the context of a fast growing economy, a rise in the number of private sector jobs available locally, and a reduction in the working age population as a proportion of the total population.	?	
15.	Provide ways of accessing data and information which is needed to support our growing local economy	ICT	
<b>Future forecasting</b>			
16.	Understand the challenges and opportunities arising for the Oxfordshire economy and local public services from the Brexit negotiations and final deal	Policy	

## **ANNEX B– MEASURING OUR PERFORMANCE**

Collation of all the relevant outcomes, measures etc.. in the Plan to be added once developed and agreed

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