



To: Members of the Cabinet

Notice of a Meeting of the Cabinet

Tuesday, 16 March 2021 at 2.00 pm

Virtual

Please note that due to guidelines imposed on social distancing by the Government the meeting will be held virtually. If you wish to view proceedings, please click on this [Live Stream Link](#)

However, that will not allow you to participate in the meeting.

A handwritten signature in blue ink, appearing to read 'Yvonne Rees'.

Yvonne Rees
Chief Executive

March 2021

Committee Officer: **Sue Whitehead**

Tel: 07393 001213; E-Mail: sue.whitehead@oxfordshire.gov.uk

Membership

Councillors

Ian Hudspeth	Leader of the Council
Mrs Judith Heathcoat	Deputy Leader
Lawrie Stratford	Cabinet Member for Adult Social Care & Public Health
Steve Harrod	Cabinet Member for Children & Family Services
Ian Corkin	Cabinet Member for Council Business & Partnerships
Lorraine Lindsay-Gale	Cabinet Member for Education & Cultural Services
Yvonne Constance OBE	Cabinet Member for Environment
David Bartholomew	Cabinet Member for Finance
Eddie Reeves	Cabinet Member for Highways Delivery and Operations
Mark Gray	Cabinet Member for Local Communities

The Agenda is attached. Decisions taken at the meeting will become effective at the end of the working day on Wednesday 24 March 2021 unless called in by that date for review by the appropriate Scrutiny Committee. Copies of this Notice, Agenda and supporting papers are circulated to all Members of the County Council.

Date of next meeting: 20 April 2021

Declarations of Interest

The duty to declare.....

Under the Localism Act 2011 it is a criminal offence to

- (a) fail to register a disclosable pecuniary interest within 28 days of election or co-option (or re-election or re-appointment), or
- (b) provide false or misleading information on registration, or
- (c) participate in discussion or voting in a meeting on a matter in which the member or co-opted member has a disclosable pecuniary interest.

Whose Interests must be included?

The Act provides that the interests which must be notified are those of a member or co-opted member of the authority, **or**

- those of a spouse or civil partner of the member or co-opted member;
- those of a person with whom the member or co-opted member is living as husband/wife
- those of a person with whom the member or co-opted member is living as if they were civil partners.

(in each case where the member or co-opted member is aware that the other person has the interest).

What if I remember that I have a Disclosable Pecuniary Interest during the Meeting?.

The Code requires that, at a meeting, where a member or co-opted member has a disclosable interest (of which they are aware) in any matter being considered, they disclose that interest to the meeting. The Council will continue to include an appropriate item on agendas for all meetings, to facilitate this.

Although not explicitly required by the legislation or by the code, it is recommended that in the interests of transparency and for the benefit of all in attendance at the meeting (including members of the public) the nature as well as the existence of the interest is disclosed.

A member or co-opted member who has disclosed a pecuniary interest at a meeting must not participate (or participate further) in any discussion of the matter; and must not participate in any vote or further vote taken; and must withdraw from the room.

Members are asked to continue to pay regard to the following provisions in the code that *"You must serve only the public interest and must never improperly confer an advantage or disadvantage on any person including yourself"* or *"You must not place yourself in situations where your honesty and integrity may be questioned....."*

Please seek advice from the Monitoring Officer prior to the meeting should you have any doubt about your approach.

List of Disclosable Pecuniary Interests:

Employment (includes *"any employment, office, trade, profession or vocation carried on for profit or gain"*.), **Sponsorship, Contracts, Land, Licences, Corporate Tenancies, Securities.**

For a full list of Disclosable Pecuniary Interests and further Guidance on this matter please see the Guide to the New Code of Conduct and Register of Interests at Members' conduct guidelines.

<http://intranet.oxfordshire.gov.uk/wps/wcm/connect/occ/Insite/Elected+members/> or contact Glenn Watson on **07776 997946** or glenn.watson@oxfordshire.gov.uk for a hard copy of the document.

If you have any special requirements (such as a large print version of these papers or special access facilities) please contact the officer named on the front page, but please give as much notice as possible before the meeting.

AGENDA

1. Apologies for Absence

2. Declarations of Interest

- guidance note opposite

3. Minutes (Pages 1 - 10)

To approve the minutes of the meeting held on 23 February 2021 (CA3) and to receive information arising from them.

4. Questions from County Councillors

Any county councillor may, by giving notice to the Proper Officer by 9 am two working days before the meeting, ask a question on any matter in respect of the Cabinet's delegated powers.

The number of questions which may be asked by any councillor at any one meeting is limited to two (or one question with notice and a supplementary question at the meeting) and the time for questions will be limited to 30 minutes in total. As with questions at Council, any questions which remain unanswered at the end of this item will receive a written response.

Questions submitted prior to the agenda being despatched are shown below and will be the subject of a response from the appropriate Cabinet Member or such other councillor or officer as is determined by the Cabinet Member, and shall not be the subject of further debate at this meeting. Questions received after the despatch of the agenda, but before the deadline, will be shown on the Schedule of Addenda circulated at the meeting, together with any written response which is available at that time.

5. Petitions and Public Address

This Cabinet meeting will be held virtually in order to conform with current guidelines regarding social distancing. Normally requests to speak at this public meeting are required by 9 am on the day preceding the published date of the meeting. However, during the current situation and to facilitate these new arrangements we are asking that requests to speak are submitted by no later than 9am four working days before the meeting i.e. 9 am on Wednesday 10 March 2021. Requests to speak should be sent to sue.whitehead@oxfordshire.gov.uk together with a written statement of your presentation to ensure that if the technology fails then your views can still be taken into account. A written copy of your statement can be provided no later than 9 am 2 working days before the meeting.

Where a meeting is held virtually and the addressee is unable to participate virtually their written submission will be accepted.

Written submissions should be no longer than 1 A4 sheet.

6. Business Management & Monitoring Report - January 2021 (Pages 11 - 118)

Cabinet Member: Deputy Leader of the Council and Cabinet Member for Finance
Forward Plan Ref: 2020/

Contact: Louise Tustian, Head of Insight & Corporate Programmes Tel: 07741 607452/Hannah Doney, Head of Corporate Finance Tel: 07584 174654

Report by Corporate Director Customers & Organisational Development and Director of Finance (**CA6**).

This report sets out Oxfordshire County Council's (OCC's) progress towards Corporate Plan priorities for 2020/21 – January 2021.

Cabinet is RECOMMENDED to:

- (a) To note this month's business management and monitoring report.***
- (b) Approve virement set out in Annex C-2b relating to the planned use of the Public Health Savings to fund appropriate expenditure in other services, and the virement from the COVID-19 Budget to the services for the period November 2020 to March 2021;***
- (c) Note the virements set out in Annex C-2c;***
- (d) Approve the bad debt write-offs set out in Annex C.***
- (e) Approve the 2021/22 Charges set out in paragraph 33 and Annex C-6***

7. Capital Programme Monitoring Report - January 2021 (Pages 119 - 124)

Cabinet Member: Finance
Forward Plan Ref: 2020/139

Contact: Hannah Doney, Head of Corporate Finance Tel: 07584 174654

Report by Director of Finance (**CA7**).

This report sets out the latest monitoring position for 2020/21 capital programme based on activity to the end of January 2021 and provides an update on latest ten-year capital programme to 2030/31.

Cabinet is RECOMMENDED to:

- (a) Note the latest capital monitoring position for 2020/21 in Annex 1; and***
- (b) Note the latest forecast for additional costs to the Capital Programme associated with COVID-19 of £2.7m.***

8. **Oxford Zero Emission Zone Pilot Formal Consultation** (Pages 125 - 280)

Cabinet Member: Environment

Forward Plan Ref: 2020/173

Contact: Stewart Wilson, Senior Transport Planner Tel: 07801 740354

Report by Corporate Director Communities (**CA8**).

The report outlines a final proposal for the Oxford ZEZ Pilot which was published as part of a period of formal consultation between Friday 20 November 2020 and Sunday 17 January 2021.

Proposals for a ZEZ in Oxford form part of the county's current Local Transport Plan and has a significant role to play in supporting the county council's Climate Action Framework and Corporate Plan – it will help people live healthier, safer lives and it supports and protects the local environment. The ZEZ will also help to reduce the county council's carbon footprint. Similarly, proposals also align with the strategic vision for Oxfordshire by enabling more sustainable growth and by putting Oxfordshire at the leading edge of UK and global de-carbonisation efforts.

The Cabinet is RECOMMENDED to

- (a) note the content of the report and outcomes of the recent public consultation on the Oxford Zero Emission Zone Pilot; and***
- (b) approve the final Zero Emission Zone Pilot scheme at Annex 6 and authorise the scheme to be implemented.***

9. **Oxfordshire Electric Vehicle Infrastructure Strategy** (Pages 281 - 396)

Cabinet Member: Environment

Forward Plan Ref: 2020/157

Contact: Paul Fermer, Assistant Director Communities Operations Tel: 07825 273984/Llewelyn Morgan, Head of iiHub Tel: 07881 268208

Report by Corporate Director – Place & Growth (**CA9**).

All six of Oxfordshire's councils have declared climate emergencies; Oxfordshire County Council's broader vision includes an ambition to reducing carbon emissions to tackle climate change and improve air quality. Supporting a transition to zero emission road transport is a key component in Oxfordshire's councils achieving their net zero carbon targets, reducing air pollution, and delivering key transport initiatives such as the Oxford Zero Emission Zone.

The government has proposed an end to the sale of petrol and diesel vehicle sales by 2030. Comprehensive, accessible and efficient charging infrastructure is essential in enabling the rapid adoption of electric vehicles. The Oxfordshire Electric Vehicle Infrastructure Strategy (OEVIS) sets out the policies and plans to realise this goal, it has

been a true collaborative piece of work with City and District Councils and has been informed through the lessons learnt from various innovative EV charging projects already being delivered. It is amongst the first of its kind in the UK, the strategy will put the county in a strong position to ensure that those wishing to purchase an EV can access convenient charging and we believe the strategy will provide a benchmark for UK Transport Authorities.

The Cabinet is RECOMMENDED to ADOPT the recommended policies and key actions for the Oxfordshire Electric Vehicle Infrastructure Strategy (2020-2025).

10. Tenant Fees Act 2019 (and Associated Legislation) - Financial Penalty Enforcement Policy (Pages 397 - 414)

Cabinet Member: Deputy Leader of the Council

Forward Plan Ref: 2021/005

Contact: Jody Kerman, Head of Trading Standards Tel: 07909 905514

Report by Director Community Safety & Chief Fire Officer and Assistant Director of Regulatory Services (**CA 10**).

The report seeks approval of the adoption of a regime of financial penalties for breaches of relevant legislation. Legislation governing the activities of lettings agents and other businesses in the property sector provides for financial penalties as the main formal means of dealing with non-compliance. The issuing of financial penalty notices to non-complaint traders in Oxfordshire is therefore the most appropriate response to the legislation, where informal advice has not resolved the non-compliance. National guidance would be adopted to ensure that penalties are proportionate, evidence-based and consistent. Adopting this national guidance as a local policy requires a cabinet decision.

The Cabinet is RECOMMENDED to approve a new mechanism for the Trading Standards Service to take action against property agents for breaches of relevant housing legislation by means of civil financial penalties, as outlined in the supporting Enforcement Policy (adopted from the model implemented nationally by the National Trading Standards Estate and Lettings Agency Team).

11. Oxfordshire Environment Partnership - Statement of Intent

Cabinet Member: Environment

Forward Plan Ref: 2021/032

Contact: Rachel Wileman, Assistant Director Strategic Infrastructure & Planning Tel: 07554 103691

Report by Corporate Director Communities (**CA11 to be circulated separately**).

To seek agreement of a report setting out the intention of the County Council to support the establishment of a new County wide environment advisory group (as part of

Oxfordshire Growth Board Governance and subject to endorsement by the Oxfordshire Growth Board) and to agree the Oxfordshire - Cambridge Arc environmental principles (subject to endorsement at the OxCam ARC Plenary meeting) .

12. England's Economic Heartland Final Transport Strategy

Cabinet Member: Environment

Forward Plan Ref: 2021/031

Contact: John Disley, Infrastructure Strategy & Policy Manager Tel: 07767 006742

Report by Corporate Director Communities (**CA12 to be circulated separately**).

The England's Economic Heartlands (EEH) Transport Strategy directly supports a number of the Council's strategic priorities in the Corporate Plan, in particular reducing carbon emissions, improving air quality, reducing the need to travel, promoting public transport and active travel over private use of the car where appropriate and strengthening investment in strategic transport and digital connectivity, notably rail investment such as East-West Rail.

The County Council has had significant input into the Strategy at both officer level (via the EEH Transport Group) and Member level (via the Strategic Transport Forum (STF)) and given the recent launch and importance of the Transport Strategy to the emerging County Council Local Transport and Connectivity Plan (LTCP), Cabinet are asked to formally endorse the final EEH Transport Strategy.

13. Objection to West Berkshire Minerals and Waste Local Plan

Cabinet Member: Environment

Forward Plan Ref: 2021/029

Contact: Kevin Broughton, MWLP Manager Tel: 07979 704458

Report by Assistant Director Strategic Infrastructure Planning (**CA13 to be circulated separately**).

The Cabinet are asked to endorse the officer recommendation to raise an objection to the R19 West Berks Minerals and Waste Local Plan pre-submission draft.

14. Forward Plan and Future Business (Pages 415 - 416)

Cabinet Member: All

Contact Officer: Sue Whitehead, Principal Committee Officer Tel: 07393 001213

The Cabinet Procedure Rules provide that the business of each meeting at the Cabinet is to include "updating of the Forward Plan and proposals for business to be conducted at the following meeting". Items from the Forward Plan for the immediately forthcoming meetings of the Cabinet appear in the Schedule at **CA14**. This includes any updated

information relating to the business for those meetings that has already been identified for inclusion in the next Forward Plan update.

The Schedule is for noting, but Cabinet Members may also wish to take this opportunity to identify any further changes they would wish to be incorporated in the next Forward Plan update.

The Cabinet is RECOMMENDED to note the items currently identified for forthcoming meetings.

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CABINET

MINUTES of the meeting held on Tuesday, 23 February 2021 commencing at 2.00 pm and finishing at 3.00 pm

Present:

Voting Members: Councillor Ian Hudspeth – in the Chair
Councillor Mrs Judith Heathcoat
Councillor Lawrie Stratford
Councillor Steve Harrod
Councillor Ian Corkin
Councillor Lorraine Lindsay-Gale
Councillor Yvonne Constance OBE
Councillor David Bartholomew
Councillor Eddie Reeves
Councillor Mark Gray

Other Members in Attendance: Councillor Liz Brighthouse (Agenda Item 6)
Councillor Glynis Phillips (Agenda Item 6)
Councillor Emma Turnbull (Agenda Item 7)
Councillor Sobia Afridi (Agenda Item 8)

Officers:

Whole of meeting Yvonne Rees, Chief Executive; Anita Bradley, Director for Law and Governance; Colm Ó Caomhánaigh, Committee Officer.

Part of the Meeting Gillian Douglas, Assistant Director Housing and Social Care Commissioning (Item 8)

The Committee considered the matters, reports and recommendations contained or referred to in the agenda for the meeting, together with a schedule of addenda tabled at the meeting and decided as set out below. Except insofar as otherwise specified, the reasons for the decisions are contained in the agenda, reports and schedule, copies of which are attached to the signed Minutes.

12/21 APOLOGIES FOR ABSENCE

(Agenda Item. 1)

There were no apologies.

13/21 DECLARATIONS OF INTEREST

(Agenda Item. 2)

There were no declarations of interest.

14/21 MINUTES

(Agenda Item. 3)

The minutes of the meeting held on 19 January 2021 were approved.

15/21 QUESTIONS FROM COUNTY COUNCILLORS

(Agenda Item. 4)

The questions and answers are attached as an Annex to the minutes.

16/21 PETITIONS AND PUBLIC ADDRESS

(Agenda Item. 5)

The following requests to address the meeting had been agreed by the Chairman:

Item 6 – Business Management and Monitoring Report: Councillor Liz Brighthouse, Opposition Leader; Councillor Glynis Phillips, Shadow Cabinet Member for Finance.

Item 7 – Workforce Report and Staffing Data: Councillor Emma Turnbull, Shadow Cabinet Member for Education & Cultural Services

Item 8 – Recommissioning of Adult Homeless Pathway: Councillor Sobia Afridi, Shadow Cabinet Member for Adult Social Care.

17/21 BUSINESS MANAGEMENT & MONITORING REPORT - DECEMBER 2020

(Agenda Item. 6)

Cabinet had before them a report setting out Oxfordshire County Council's (OCC's) progress towards Corporate Plan priorities for 2020/21 at December 2020.

Councillor Liz Brighthouse, Opposition Leader, thanked the administration for supporting amendments to the budget proposed by the Labour Party in relation to young people with mental health problems and added that she was very impressed with the work done by Children, Education and Families to support these young people.

Councillor Brighthouse advocated a more holistic approach to these issues. She noted that 50% of Education, Health and Care Plans (EHCPs) were not completed within 5 months and asked if the right children were getting access to EHCPs or if some might only be temporarily distressed for example.

Councillor Brighthouse also referred to long waiting times for access to CAMHS (Child and Adolescent Mental Health Service) and stated that the outcomes were not clear to the Council. She accepted that it was a national problem but believed that Oxfordshire could set an exemplary standard.

Councillor Brighthouse asked that consideration be given to using funds for EHCPs and CAMHS differently – for example ensuring that there was a mental health professional in every secondary school to provide support there.

Councillor Glynis Phillips, Shadow Cabinet Member for Finance, noted that the highways public satisfaction survey had shown that 50% of people in Oxfordshire were not satisfied with the overall situation. The Performance Scrutiny Committee would need to examine where there was room for improvement.

Councillor Phillips welcomed the funding for youth services noting that the evidence showed that youth workers get to know families and can often provide advice before problems escalate. These issues were reflected in the Risk Register which showed the highest risks related to the demand for services for vulnerable children.

Councillor Phillips noted the in-year overspend of £11.5m in the High Needs Dedicated Schools Grant and asked for more detail on the plans to bring this into line with its operating budget. Increasing demand and reducing budgets were leading to an unsustainable situation – even given the innovative approaches being identified and implemented by staff.

Councillor Phillips welcomed the government's announcement of a comprehensive review of children's social care but noted that there was no completion date. She hoped that the Chancellor would announce an increase in the early intervention grant to provide sufficient resources while this review takes place.

Councillor Judith Heathcoat introduced the report which showed that the Council continued to perform strongly despite the challenges posed by COVID-19. There were 14 RAG rating indicators showing Green, 12 showing Amber and none showing Red. There were no score changes in the Leadership Risks. Along with the Workforce and Staffing report which was also on this agenda, this report highlighted the hard work that the Council's teams continue to undertake during these challenging times.

Councillor Heathcoat noted in particular a number of areas of work in her own portfolio including the work of the Trading Standards team in tackling

scams, the Safe and Well visits which continue in line with COVID safety requirements and the difficult work of first responders in attending road traffic accidents.

Councillor David Bartholomew noted that the Council had passed a revised budget for 2020/21, the budget for 2021/22 and the Medium Term Financial Strategy to 2025/26 all of which will ensure that the Council continued to manage the pandemic response in a balanced, responsible way.

Councillor Bartholomew stated that there were forecast underspends of £1.1m in business as usual and £0.3m in corporate measures. COVID-19 grants were expected to total £72.6m of which £25.7m had so far been passed on to schools, providers, the voluntary sector and the City and District Councils.

The current forecast for general balances at 31 March 2021 was £30.1m, compared to the position at 1 April 2020 of £28.7m. 84.6% of planned savings totalling £18.4m were on track to be delivered in 2020/21

Cabinet Members also highlighted the following points:

- The HIF1 (Housing Infrastructure Fund) project potentially could cost the Council £2m per month if not completed by November 2024.
- 95% of live iHub (OCC's Innovation Hub) projects were progressing on schedule and on budget, demonstrating the Council's commitment to the knowledge economy.
- The Council achieved an 8% reduction in carbon emissions in its own estate – above the target of 6% - and had also installed 17,500 LED lights, almost half of the target of 40,000 by 2025, despite the delays in work at the height of the pandemic.
- The percentages of household waste recycled and composted were close to target despite the centres being closed for a period during the pandemic, demonstrating how the centres were valued by the public.

Councillor Ian Corkin asked officers to check again the figure of 79,338 premises that have enabled access to superfast broadband listed on Agenda Page 30 as he felt that this under-reported progress.

RESOLVED: to

- (a) note this month's business management and monitoring report;
- (b) approve virement set out in Annex C-2b relating to the Rough Sleeping; Drugs and Alcohol Grant Scheme and note the virements set out in Annex C-2c;
- (c) approve the bad debt write-offs set out in Annex C;
- (d) note the allocations of the Contain Outbreak Management Fund as set out in Annex C-5c.

18/21 WORKFORCE REPORT AND STAFFING DATA - QUARTER 3 - OCTOBER-DECEMBER 2020

(Agenda Item. 7)

Cabinet considered a report that provided an update on key HR activities during Quarter 3 (1st October – 31st December 2020) along with a refreshed workforce profile and absence data including COVID related absence data.

Councillor Emma Turnbull, Shadow Cabinet Member for Education & Cultural Services welcomed the report and especially the provision of information on protected characteristics such as ethnicity and disability. She hoped that the growing numbers of agency staff being used reflected the short term pressures of the pandemic and not a longer term preference.

Councillor Turnbull called for the employment of more apprentices by the Council which should provide leadership as a major public sector employer. It was likely that the business community would have fewer opportunities for apprentices in the wake of the pandemic which risked locking school leavers out of employment opportunities – especially those from disadvantaged areas. She welcomed the fact that a strategy had been put in place with reports due in late spring/early summer.

Councillor Judith Heathcoat introduced the report commenting that it showed again how staff had responded to the challenges of the pandemic in working from home where possible and ensuring the continuation of services. Staff had been provided with whatever equipment was needed to work safely and comfortably from home. A new Display Screen Equipment self-assessment had been developed and staff were signposted to where assistance was available.

Councillor Heathcoat noted the commitment to an increased focus on apprenticeships in line with the Corporate Plan passed by Council earlier in the month.

Councillor Ian Corkin welcomed the provision on data related to equality, diversity and inclusion. He looked forward to seeing the first report on ethnicity pay gap, noting that it took time to extract the information from the data systems.

RESOLVED: to note the report.

19/21 RECOMMISSIONING OF ADULT HOMELESS PATHWAY

(Agenda Item. 8)

Cabinet considered a report setting out how the partnership of six Oxfordshire councils and the Clinical Commissioning Group intended to recommission services to support people who were homeless or at risk of homelessness including rough sleepers.

Councillor Sobia Afridi, Shadow Cabinet Member for Adult Social Care, welcomed the report and the partnership working involved in this process. She asked that the contract should ensure adequate high quality emergency and temporary accommodation for adults with mental health issues. She had received reports that the current provider had turned people away on the basis of being too high a risk.

Councillor Lawrie Stratford introduced the report and expressed concern that more people may become at risk of homelessness as a result of the pandemic. He emphasised the importance of the partnership with the district and city councils who had responsibility for housing, ensuring that this was linked with the County Council's related responsibility for wellbeing. There was a determination that together they could resolve the challenge.

Councillor Stratford concurred with comments made earlier in the meeting by Councillors Afridi and Brighthouse about the importance of access to mental health professionals.

Gillian Douglas, Assistant Director Housing and Social Care Commissioning, added that a county-wide strategy for homelessness, that reflected the importance of health, social care and mental health, was currently out to consultation and she encouraged everyone to access it on the council's website.

The Chairman noted that this alliance also included Oxfordshire Clinical Commissioning Group and stressed the importance of getting people into a home of their own rather than temporary housing.

RESOLVED: to agree the proposed approach to commissioning services to support homeless adults and adults at risk of homelessness in Oxfordshire.

20/21 FORWARD PLAN AND FUTURE BUSINESS

(Agenda Item. 9)

The Cabinet considered a list of items for the immediately forthcoming meetings of the Cabinet together with changes and additions set out in the schedule of addenda.

RESOLVED: to note the items currently identified for forthcoming meetings.

..... in the Chair

Date of signing

ITEM 4 – QUESTIONS FROM COUNTY COUNCILLORS

Questions	Answers
<p>1. COUNCILLOR TIM BEARDER</p> <p>Could you please provide a list and value of all the financial settlements exceeding £10,000 of cases where legal proceedings had been issued and the sums (including legal costs) paid out since May 2017.</p>	<p>COUNCILLOR JUDITH HEATHCOAT, DEPUTY LEADER</p> <p>The information requested is being compiled and will be circulated to all councillors when available.</p>
<p>2. COUNCILLOR JOHN HOWSON</p> <p>According to accounts filed with Companies House, one Multi-Academy Trust in Oxfordshire spent £1.9 million on central costs in 2019-20, and another Trust spent £2 million on legal and professional fees in the previous year. How much per school did Oxfordshire spend providing central services to maintained schools in 2019-20?</p>	<p>COUNCILLOR LORRAINE LINDSAY-GALE, CABINET MEMBER FOR EDUCATION & CULTURAL SERVICES</p> <p>The majority of central costs like IT, HR, Finance, Governor services, Insurance are bought in by schools from a number of providers so costs appear in the schools accounts as do costs associated with support staff, they are not costs to Oxfordshire.</p> <p>There are costs like External Audit which are listed for Academies but the costs for maintained schools are within the audit fees paid by Oxfordshire for the whole Council and are not separated out.</p> <p>The central costs in the academy statutory accounts can cover a wide variety of costs. MATs may show depreciation & pension finance costs in this part of their statutory accounts.</p> <p>For Oxfordshire mainstream schools, these costs are reported as part of the County Council statutory accounts. As part of the year-end scrutiny of accounts process the finance team have offered to support the Member with some more detailed examination and explanation of this area.</p>

Questions	Answers
<p>SUPPLEMENTARY</p> <p>Academy schools within Multi-Academy Trusts have no choice about paying a central services fee, often at the rate of 5%, whereas maintained schools can obtain services from any provider. What is your view as to whether or not this freedom of choice is a good reason for primary schools in Oxfordshire to remain as maintained schools and not convert to becoming an academy?</p>	<p>The benefits of being a maintained school are significant. I would like to consider my response and come back to you at a later stage.</p>
<p>3. COUNCILLOR LIAM WALKER</p> <p>Can the cabinet member for Environment & Transport update me as to the next steps with the Burford HGV consultation. As she knows this trial is having a detrimental effect on residents living in nearby villages who have seen an increase in HGV traffic avoiding this restriction.</p> <p>SUPPLEMENTARY</p> <p>If after meeting with local groups it turns out that a pause can be put to the experimental order,</p>	<p>COUNCILLOR YVONNE CONSTANCE, CABINET MEMBER FOR ENVIRONMENT (inc. TRANSPORT)</p> <p>The next steps regarding the Burford weight restriction and the recent consultation will be the analysis of the data from the traffic count survey carried out in early February as well as the responses received during the six-month consultation. This will pick up any issues for nearby villages.</p> <p>A report will then be produced for the June 2021 Cabinet meeting which will outline the survey and consultation analysis, as well as summarise the impact of the first six months of the weight restriction. Prior to the June Cabinet meeting, officers will meet with Burford Town Council, local members and other officers within the County Council to discuss the results of the survey and consultation which will feed into an officer recommendation on the way to proceed with the experimental weight restriction in Burford.</p> <p>If I gave a view on that now I would be hampering myself when it comes to making a decision. It will depend entirely on what the officers recommend.</p>

Questions	Answers
what would you gain by running the order until February?	

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CABINET REPORT - 16th March

BUSINESS MANAGEMENT & MONITORING REPORT

January 2021

Report by Corporate Director for Customers and Organisational Development
and Director of Finance

RECOMMENDATIONS

1. To note this month's business management and monitoring report.
2. Approve virement set out in Annex C-2b relating to the planned use of the Public Health Savings to fund appropriate expenditure in other services, and the virement from the COVID-19 Budget to the services for the period November 2020 to March 2021;
3. Note the virements set out in Annex C-2c;
4. Approve the bad debt write-offs set out in Annex C.
5. Approve the 2021/22 Charges set out in paragraph 33 and Annex C-6

Executive Summary

6. This report sets out Oxfordshire County Council's (OCC's) progress towards Corporate Plan priorities for 2020/21 – January 2021.

Introduction

7. The Council recognises the importance of timely, accurate and accessible performance and budget management information as part of its commitment to both transparency and demonstrating efficiency and effectiveness.
8. These monthly business management reports are part of a suite of performance, leadership risk and budget documents which set out our ambitions, priorities and financial performance. The Corporate Plan sets out the Council's ambitions for the next two years, under our vision for Thriving Communities. It also shows our priority activities for the current business year.
9. Our Corporate Plan, Medium Term Financial Plan, Outcomes Framework and previous business management reports, can be found on the Council's website.¹-
10. This report summarises performance and risk within these Business Management & Monitoring Reports. Further information is provided in three annexes:
 - a. Annex A: performance
 - b. Annex B: risk
 - c. Annex C: finance
11. The continuing impact of the coronavirus (COVID-19) pandemic on the Council's performance can be seen in this report. The majority of councillors and officers continue to work from home, other than those whose work requires otherwise, in those cases the appropriate risk assessments are taken and government guidelines are followed. We are proud of the quick and efficient response delivered by our services to support our communities and the new regulations given during the pandemic.

¹ Corporate Plan and Medium Term Financial Plan: <https://www.oxfordshire.gov.uk/sites/default/files/file/about-council/CorporatePlan2020.pdf>
Outcomes

12. However, as can be seen in Annex A of this report, some services' performance continues to be disrupted by the need to vary or suspend normal operations as part of our planned COVID-19 response.
13. This report helps to demonstrate some of the ways in which the Council is taking climate action for a thriving Oxfordshire. In April 2019, councillors unanimously agreed to take greater action on carbon emissions, including calling on the Leader to set an ambitious target to become carbon neutral by 2030 for our own estate and activities. Since then we have been taking action across all our main areas of influence: our schools, our supply chain, our policy making and our partnerships. This report shows progress towards our ambitions to reduce carbon emissions, improve transport networks and support healthy communities as part of our commitment to tackle climate change (see Annex A indicators 10 to 13).
14. The report also supports our commitment to inclusion and equality, which is enshrined in the Council's vision of "Thriving communities for everyone in Oxfordshire" and the newly agreed Equalities, Diversity and Inclusion Framework, Including Everyone. We know that the data and commentary in this report does not tell the whole story of how the Council is working to address inequality: that commitment also runs throughout services and activities which are not reported here. However, this report helps to demonstrate our commitment in action. We also know that inequality persists in Oxfordshire for a variety of reasons and we will continue to use our knowledge and influence to ensure that our services perform well for everyone.

Progress towards delivery of Oxfordshire County Council's Corporate Plan

15. Oxfordshire County Council's vision for Oxfordshire has six priorities which show our ambitions for the county. Our Corporate Plan specifies outcomes which describe the changes we expect to see as a result of the Council's actions. indicators show the extent to which those outcomes are being Performance achieved, and in turn measures and targets show progress towards the indicators. Collectively, this arrangement is called the Outcomes Framework.
16. This year's Outcomes Framework includes 11 outcomes, 27 indicators and 80 measures.
17. Every reporting period, the indicators are given a Red, Amber or Green (RAG) rating in these reports, signifying whether or not progress is on track. In deciding RAG ratings, we consider data on current performance and an assessment of progress.
18. Each month we use snapshot tables (below) to indicate the main areas of change since the previous report.
19. The information below provides a snapshot of progress towards Corporate Plan outcomes during January 2021, including some of our performance highlights. A full account of progress towards our Corporate Plan priorities is at Annex A.

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

Performance highlights

- The proportion of social care providers rated as 'outstanding' or 'good' by the Care Quality Commission in Oxfordshire remains above the (monthly) national average (84% in Apr 19).
- The Customers Service Centre undertakes a customer satisfaction survey one week every month. Latest satisfaction survey – January – 77 customers surveyed 98.7% were happy with the service they received from Customer Services. 6,187 contacts recorded from all channels. 5,114 contacts (84%) were resolved at first point of contact.

Areas for improvement

- During January, the Customer Service Centre received 11,904 inbound calls and made, 6,403 outbound calls. The abandoned level increased slightly from 6.1% to 6.7%. Demand to the CSC reduced on certain services in January due to the national lockdown. Services such as Blue Badge, Concessionary Bus Passes and Social Care have seen a reduction in contact. Contacts on the Shield line for vulnerable residents of Oxfordshire increased again, as well as Track & Trace via CDC.

PERFORMANCE SUMMARY			
OUTCOMES	INDICATORS	RAG	Change since last report
Our services improve	1. Improvement following external inspection/audit	Green	No change
	2. Listening to residents	Amber	No change
We deliver value for money	3. The Council is financially resilient	Green	No change
	4. Effective financial management and governance	Green	No change

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

Performance highlights

- The Trading Standards team had another opportunity to join BBC Radio Oxford breakfast show in January for a scam themed call-in, using the time to raise awareness of the rise in coronavirus vaccination scams.
- There were no road fatalities for Oxfordshire in January. This can be attributed to the current lockdown travel restrictions and flooding slowing traffic down. There is still national concern over increased speed due to lighter traffic volumes and in addition to the monthly theme around mobile phones. A national campaign around speeding has been launched which we will support and promote.

Areas for improvement

- Prior to the pandemic the library service partnered with public health to deliver 'Making Every Contact Count (MECC) using conversations with library visitors to talk about health and wellbeing, encouraging them to think about steps that they could take to make improvements, and sign-posting them to services that could benefit their health and well-being. These services resumed after lockdown 1 but the ability to engage visitors in MECC conversations was limited as we asked visitors to reduce the time they spent in sites and libraries have been closed to visitors again in November 2020 and from January 2021.

PERFORMANCE SUMMARY			
OUTCOMES	INDICATORS	RAG	Change since last report
People are helped to live safe and healthy lives	5. Numbers of people helped to live safe and healthy lives	Amber	No change
	6. Timeliness of emergency response	Amber	No change
	7. Numbers of people receiving support to stop smoking or for drug and alcohol dependency	Green	No change

We provide services that enhance the quality of life and protect the local environment

Performance highlights

- % of highway maintenance construction, demolition and excavation waste diverted from landfill is 99.1%. Rate is the average for April to December (data is reported one month in arrears).
- Most of the waste landfilled is bulky waste from the Household Waste and Recycling Centres (HWRCs) and collected from residents by the district councils. Due to the closure of the HWRCs and suspension of district council bulky collections for a period at the start of the pandemic landfill dropped to a very low figure early in the year. It has since been slowly recovering. We expect the amount of waste landfilled by the end of the year to be similar to last year (3.42%) compared to over 95% of residual waste that continues to be sent to Ardley ERF for energy recovery.

Areas for improvement

- The final amount for the 2020 total highway surfacing programme completed is 2.68% of the network (excluding patching). This is lower than the target of 3.07% due to the Micro Asphalt completed length being 3.45km, compared to original programme of 4.7km. This is due to a reduction in the overall programme, partly due to levels of funding available and contractor availability.
- In January a further 648 lanterns were converted to LED equipment bringing the total number of units now running LED technology to 18,216. This represents 30.5% of the 59631 within the County. The overall target of 40% by the end of March will not be achieved and 35-37% is now predicted. This is due to a column supply issue, which was due to a clarification to a confirmation of the specification of the equipment to be installed. Delivery programme will be caught up in 2021/22. Whilst below the target on numbers, the programme is targeted at the units with the highest energy usage and therefore energy saving will profile ahead of target.

PERFORMANCE SUMMARY			
OUTCOMES	INDICATORS	RAG	Change since last report
Our quality of life in Oxfordshire is enhanced	8. Condition of highways	Green	No change
	9. Engagement with cultural services	Amber	No change
Our local environment is protected, and climate change is tackled	10. Reduction in carbon equivalent emissions from OCC's activities	Amber	Green
	11. Reduced carbon impact of our transport	Green	No change
	12 Air quality	Amber	No change
	13. Household waste re-used, recycled or composted	Amber	No change

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

Performance highlights

- We continue to celebrate our staff in children's services, both social care and education. Despite the pressure of Covid, which has led to increased staff sickness, staff having to work in a different way and juggle work, home life and home schooling, staff continue to keep the show on the road. They are still assessing and meeting vulnerable children and their families and supporting families to find solutions to the issues they face. Our staff are our biggest performance highlight. The measures that are on target in this report are due to their dedication and hard work.
- In January Ofsted completed a virtual visit to one of our children's homes, the Oaks. This highlighted the fantastic work being done by the team. Positive comments included
 - Children were very complimentary of staff and managers, they felt helped and supported by staff in the home
 - A child talked about the positive work he has done with his keyworker and feels supported in the transition he faces from the Oaks – the inspector said that the worker 'provided him with the scaffolding to feel cared for and safe'
 - The Oaks has an experienced and diverse team which caters for the children they work with.
- In June 2018 over 750 children were the subject of a child protection plan. The number had grown both locally and nationally for over a decade. Children's services and its partners knew it had to do something to stem the growth in numbers. Family Solutions services were strengthened, and staff have worked with families to deliver the plan's objectives as quickly as possible, so children safely come off the plan. We are now down to under 500, the lowest since 2012/13.

Areas for improvement

- The first national lockdown led to an increase in contacts to the Multi Agency Safeguarding Hub (MASH). So far, this financial year (April to January) contacts have increased by 34% compared to the same period 12 months earlier. The MASH is staffed to deal with 350 contacts per week and this year there have been close to 450. The additional 7 temporary staff agreed by the council have been recruited and have helped to deal with this additional work. However along with all teams the current stage of the virus and lockdown is putting additional pressures on this team.
- The number of children we care for is above (worse than) the target level, but lower than this time last year. Numbers since April have risen slightly (767 to 780), whereas previously they were dropping. The change in trajectory has been driven by a slowdown in children and young people who leave the system as people are unable to move through e.g. as family court sittings have reduced during COVID-19. The implementation of the Family Safeguarding plus Model was planned to help manage and reduce demand. However, managing risk to children in the community, supporting them to stay within the family home, the key financial impact of the Family

- Safeguarding Model, is particularly challenging at this time and the service has had to make difficult risk-based decision, given the limitations of education and community protective factors during the three lockdown periods.
- In the last 12 months 52% of Education Health Care Plans (EHCP) have been issued within 20 weeks compared to 47% across the South East and 60% nationally for 2019 (the latest published figures). A robust action plan is in place, which has identified key pinch points. We are temporarily recruiting agency educational psychologists to help deal with the backlog. The Special Educational Needs team has high levels of sickness, which is impacting on the timeliness of assessments. Assessments also require input from schools, who are under extreme pressure at present, and focusing on delivering a safe educational environment.

PERFORMANCE SUMMARY			
OUTCOMES	INDICATORS	RAG	Change since last report
Children are given a good start in life	14. Prevalence of healthy children	Amber	No change
	15. Number of looked after children	Amber	No change
	16. Numbers of children's social care assessments	Green	No change
	17. Number of child protection plans	Green	No change
Children are able to achieve their potential	18. Timeliness completing Education, Health & Care Plans	Amber	No change

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

Performance highlights

- The quality of care as regulated by the Care Quality Commission in Oxfordshire is higher than elsewhere, with 93% of providers rated as good or outstanding compared to 85% nationally.
- We continue to support independent living by increasing the amount of home care we purchase to support people at home. We are currently purchasing over 3,700 more hours of home care per week than in April. This has meant that more people are supported at home and fewer people have been placed in care homes. A hundred new people this year have been supported with care in extra care housing.
- People are supported to have more control over the delivery of care. More people have a personal budget than the national average and more people organise their care through a direct payment where they are provided with the cash to purchase the care.
- The quality of care as regulated by the Care Quality Commission in Oxfordshire is higher than elsewhere, with 94% of providers rated as good or outstanding compared to 84% nationally.

Areas for improvement

- National data shows fewer people in Oxfordshire have the opportunity for reablement (a short-term intervention to help them to return to their previous level of functioning) than elsewhere. As such we are looking to increase the amount of reablement in Oxfordshire next year through a new contract.

PERFORMANCE SUMMARY			
OUTCOMES	INDICATORS	RAG	Change since last report
Care services support independent living	19. People needing short-term support can access an effective service	Not assessed	No change
	20. Number of people with control over their care	Green	No change
	21. Number of people delayed leaving hospital	Green	No change
	22. People needing social care are supported to stay in their own home	Green	No change

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

Performance highlights

- The iHUB team has achieved forty-one innovation funding bids/new projects in support of the Living Oxfordshire and Oxfordshire's Innovation Ambition. They have surpassed their target and have achieved a good number of successful bids. An example of this is the collaboration between Plymouth and Oxfordshire which has introduced VR into care homes.
- 90% of all pothole defects are repaired as 'cut' defects rather than 'sweep and fill'. This continues to be monitored. A random 10% check was completed in January by Highway Officers, and data confirms there were no Non-Compliant Defects. During January there were zero return repairs/visits to own works (NCDs) 0. Total potholes fixed were 2,456.
- The Better Broadband for Oxfordshire Programme (BBfO) programme rate date is to the end of December 2020, has now finished and there were no more connections through that programme, however the Businesses in Rural Oxfordshire (BiRO) programme has started to deliver in calendar Q4 2020 via BT Openreach and in calendar Q1 2021 Airband will begin connecting premises. The total number of premises in this contract is much smaller than in the Better Broadband for Oxfordshire Programme (BBfO) programme so numbers will increase by a much more modest rate than previously.

Areas for improvement

- Percentage of the Capital Programme delivered in line with budget. This measures the capital infrastructure major programme and means 72% of agreed programme for the year 20/21 has been spent or committed. This is a reduction from the previous month's reported 79% as some schemes have re-profiled elements of spend to now fall into 21/22. There is a plan in place to achieve 100% by the end of March 2021, inclusive of Funding Agreements.
- Continuation of lockdown following the Christmas break is limiting completion of fire safety audits. The Trading Standards team have continued working with an Oxfordshire business to verify their weighing instruments. The team have also been successful in January with seizures of illegal shisha and chewing tobacco from different retail premises in Oxford.
- As a result of an increasing failure rate for reinstatement quality in Henley from an individual company, we have, via our inspection process, ensured that the utility returns to each failed site to make good and ensure a quality repair. This extends the life of the repair and ensures that highway maintenance money is not spent on addressing issues created by utility companies.

PERFORMANCE SUMMARY			
OUTCOMES	INDICATORS	RAG	Change since last report
Everyone has access to good homes and jobs	23. Infrastructure delivery supports growth	Amber	No change
	24. Number of new homes	Amber	No change
Businesses are able to grow and develop	25. Support for a strong local economy	Green	Amber
People and communities Have excellent transport and broadband connections	26. Levels of disruption to journeys	Green	No change
	27. Enhanced digital connectivity for residents & businesses	Green	No change

Risk Management

20. The most senior level of risk management in the Council is carried out collectively by the Chief Executive's Direct Reports (CEDR). CEDR manages the Council's "leadership risks" – those risks that are significant in size and duration and could impact on the performance of the Council as a whole, and in particular on its ability to deliver its strategic priorities. This may include operational risks escalated from services to the leadership level due to the potential scale of their impact.
21. The Council's Leadership Risk Register (see Annex B) forms the basis of our COVID-19 risk management approach.

Risk Ref	Risk Title	Residual Risk Score	D'tion of travel	Latest Update
LR1	Demand management - Children	20 High Risk	↔	Risk reviewed
LR2	Safeguarding of vulnerable children	15 High Risk	↔	Risk reviewed
LR3	Capital Infrastructure Programme Delivery	10 Medium	↔	Risk reviewed
LR4	Local resilience, community resilience, cohesion	8 Medium Risk	↔	Risk reviewed
LR5	Management of partnerships (non-	6 Low Risk	↔	Risk reviewed
LR6	Supply chain management	8 Medium Risk	↔	Risk reviewed
LR7	Delivery of statutory duties	4 Low Risk	↔	Risk reviewed
LR8	Corporate governance	2 Low Risk	↔	Risk reviewed
LR9	Workforce management	9 Medium Risk	↔	Risk reviewed
LR10	Organisational Change and Service Design	12 Medium Risk	↔	Risk reviewed
LR11	Financial resilience	10 Medium Risk	↔	Risk reviewed
LR12	Property and assets	6 Low Risk	↔	Risk reviewed
LR13	Health and Safety	8 Medium Risk	↔	Risk reviewed
LR14	Business Continuity and recovery plans	8 Medium Risk	↔	Risk reviewed
LR15	Cyber security	12 Medium Risk	↔	Risk reviewed
LR16	ICT Infrastructure	8 Medium Risk	↔	Risk reviewed
LR17	COVID-19 Community and customers	16 High Risk	↔	Risk reviewed
LR18	COVID-19 Business continuity	20 High Risk	↔	Risk reviewed
LR19	Safeguarding of vulnerable adults	10 Medium Risk	↔	Risk reviewed
LR20	Demand management - adults	12 Medium Risk	↔	Risk reviewed
LR21	County Elections May 2021	8 Medium Risk	NA	New Risk

22. The table above provides a summary of the Council's leadership risks at 16th February 2021. Risks are assessed for both their likelihood (on a scale of 1-4) and their impact if they were to happen (on a scale of 1-5), which are then combined to give each risk a score. Once all management controls are taken in consideration, each risk's "residual score" is recorded. This can be seen in detail in Annex B, and in summary in the table below. Higher scores indicate more significant risks: in OCC a score of 20 is the highest possible.
23. During January the Leadership Risk Register has no score changes and one new risk – County Elections May 2021. Please review Annex B for details.

Financial Management

24. Summary of the Council's financial position

25. The Council set a Revised Budget for 2020/21 in September in response to the financial impact of COVID-19, to ensure a balanced budget could be achieved in the current financial year and to ensure the Council remains financially sustainable. Council agreed the 2021/22 revenue budget and the 2021/22 to 2025/26 Medium Term Financial Strategy on 9 February 2021. The Council will continue with its approach of responsible, measured and careful financial planning to ensure it can manage the pandemic response and recovery phases.
26. In relation to 2020/21, based on expenditure to the end of January 2021, including the virements agreed by Council on 8 September 2020, there is a forecast business as usual underspend of -£1.9m within directorates and a net underspend on Corporate Measures of -£0.3m.

Directorate	Latest Budget 2020/21	Forecast Outturn 2020/21	Forecast Outturn Variance January 2021	Forecast Outturn Variance 2020/21
	£m	£m	£m	%
Children's Services	133.2	133.2	0.0	0%
Adult Services	197.6	197.6	0.0	0%
Environment & Place	62.6	63.6	+1.0	1.6%
Customers, Organisational Development & Resources	35.2	34.7	-0.5	-1.4%
Commercial Development, Assets and Investments	50.0	47.6	-2.4	-4.8%
Total Directorate Position	478.6	476.7	-1.9	-0.4%
Corporate Measures	-508.3	-508.6	-0.3	-0.1%
COVID-19 – Budget for costs and income losses	29.7	29.7	0	0%
Overall Surplus/Deficit	0.0	-2.2	-2.2	

27. The Revised Budget for 2020/21 agreed by Council on 8 September 2020 included virements to create budgets within services in relation to COVID-19 costs incurred to the end of July 2020. On 15 December 2020 Cabinet agreed a further virement from the COVID-19 budget of £2.7m to the services for the period August 2020 to October 2020. A third virement from the COVID-19 budget of £2.1m is requested in this report for the actuals for the period November 2020 to January 2021 and an estimate for February 2020 and March 2021.
28. The financial impact of COVID-19 will not end on 31 March 2021, and additional costs are expected in 2021/22 and across the medium term. It is now expected that £42.2m of additional expenditure and income losses will occur in 2020/21 and a further £10.0m, originally forecast for 2020/21, falling into 2021/22.
29. The balance remaining on the COVID-19 budget at year end will be transferred to the COVID-19 reserve to help manage the ongoing financial impact in 2021/22 and beyond. The balance is currently forecast to be £14.0m after the receipt of the second and third claims to the Sales, Fees and Charges Income Guarantee Scheme.
30. As set out in Annex C-5b, the total of COVID-19 related grants paid to the Council at end of February 2021 was £71.7m. Of this, £25.7m has been passed to schools, providers, the voluntary sector and the City and District Councils. The total does not include the second claim to the Sales, Fees and Charges Income Guarantee scheme of £1.8m for the period August 2020 to November 2020 which is still subject to confirmation and an estimated claim of £1.2m for the period December 2020 to March 2021.
31. The current forecast for general balances at 31 March 2021 is £30.9m, compared to the position at 1 April 2020 of £28.7m. This position assumes that forecast Directorate underspend of £1.9m and the Strategic Measures underspend of £0.3m are returned to balances.
32. 84.6% of planned savings totaling £18.4m are on track to be delivered in 2020/21. £1.6m of savings that are not expected to be achieved in year are reflected in the Directorate forecast outturn position. The majority of these savings relate to income generation which has been affected by the Covid-19 pandemic. All the £14.9m in-year savings agreed by Council on 8 September are on track to be fully delivered.
33. The Review of Charges was approved by Cabinet on 19 January as part of the Budget and Business Planning Report. Cabinet is recommended to approve further updates to the charges for 2021/22 which were not included in the original annex. These are set out in Annex C – 6. The full schedule of charges is available as a background paper to this report.
34. See Annex C for further details and commentary.

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WE LISTEN TO RESIDENTS SO WE CAN CONTINUOUSLY IMPROVE OUR SERVICES AND PROVIDE VALUE FOR MONEY							
OUTCOME	INDICATOR		OUT-LOOK	MEASURE	TARGET	RATE / LEVEL	COMMENTARY
Our services improve	1. Improvement following audit or inspection	GREEN	↔	Proportion of actions dealt with on time after any external inspection (Ofsted, CQC, HM Inspector of Fire & Rescue)	50%	50%	We continue to work towards the remaining main actions from our HMI recommendations. Assurance work has been undertaken for those actions completed.
				The proportion of social care providers rated as 'outstanding' or 'good' by the Care Quality Commission in Oxfordshire remains above the (monthly) national average (84% in Apr 19).	> 84%	94%	94% of social care providers in Oxfordshire are rated as good or outstanding, compared to 84% nationally
	2. Listening to residents	AMBER	↔	Number of pothole enquiries reported on FixMyStreet repaired, or actioned for repair, against the total during the calendar month prior to reporting date	> 50%	27%	Total public enquiries recorded on FixMyStreet in relation to pothole and other carriageway issues in January was 614. Of these: <ul style="list-style-type: none">• 165 (27%) are now repaired.• 330 (54%) were closed without action. Of this group, 10% were the responsibility of other organisations 37% did not meet our intervention criteria 42% don't warrant immediate action but have been placed onto long term planning. (Dragon, Drainage, resurfacing programmes) 12% were duplicates of other reports• 85 (14%) are still awaiting a decision from officers.• 34 (6%) are waiting for Skanska to repair. Nearly a quarter of issues reported in the pothole category are below our intervention criteria. This is a known issue and the subject of a number of interventions. The 42% of issues in the 'closed without action' group represents about 137 reports this month. Some of this group are in locations where resurfacing is already on the scheduled program. It is proposed that in those cases we reply automatically to the reporter of the issue saying when the resurfacing will take place. This saves inspector time and improves customer satisfaction. This will be a system upgrade on the projects list for Spring 2021. This information is reported in arrears to enable inclusion of full month activity.
				Increase the number of FixMyStreet (FMS) Super-User Volunteers from members of the public	+4 per month	0	Impacted by COVID-19. The service is at the final stages of introducing a new front end for FMS SuperUsers (SUs). Service are currently developing a remote training program that the Volunteer Coordination team and Highways Officers can use to combine with the online training session. This is planned to be used for training our new recruits whilst we are in lockdown. Feedback has been requested from current Highway Officers who have been involved with the training program.
				Increase the % of residents calling the Customer Services Centre who are satisfied with the overall service that they have received	>85%	100%	The Customers Service Centre undertakes a customer satisfaction survey one week every month. Latest satisfaction survey – January – 77 customers surveyed 98.7% were happy with the service they received from Customer Services. 1.3% where Neutral. 0% was dissatisfied. 100% of customers where happy with the experience they received from individual officers.

				Increase the % of callers whose enquiry is resolved at the first point of contact	>75%	84%	6,187 contacts recorded from all channels. 5,114 contacts (84%) were resolved at first point of contact.
				Reduce the % of calls to the Customer Services Centre which are abandoned by the caller	<5%	6.7%	<p>During January, the Customer Service Centre received 11,904 inbound calls and made, 6,403 outbound calls. The abandoned level reduced slightly from 6.1% to 6.7%</p> <p>Demand to the CSC reduced on certain services in January due to the national lockdown. Services such as Blue Badge, Concessionary Bus Passes and Social Care have seen a reduction in contact.</p> <p>Contacts on the Shield line for vulnerable residents of Oxfordshire increased again, as well as Track & Trace via CDC.</p>
Our services improve and deliver value for money	3. The Council is financially resilient	GREEN	↔	Financial indicators contained in the Financial Strategy are on track	100%	66%	The measures taken in response to COVID-19 have impacted on this target, with the temporary suspension of debt recovery in particular resulting in lower levels of performance. Overall, the indicator remains Green as whilst performance levels are below target it is generally related to COVID-19, and mitigation has been taken to maintain good financial resilience.
				General balances remain at or above the risk assessed level	100%	132%	Balances are forecast to be £30.9m at 31 March 2021.
	4. Effective financial management and governance	GREEN	↔	Directorates deliver services and achieve planned performance within agreed budget	< +/-1% variation to net budget	-0.4%	Based on expenditure to the end of January 2021 and including the virements agreed by Council on 8 September 2020, there is a forecast directorate underspend of -£1.9m.
				Capital projects are delivered on time and within budget	>80%	n/a	No variation is reported at this point in the year
				Systems and processes operate effectively and are well controlled to reduce and detect error and fraud (as measured by the percentage of Green- or Amber-rated internal audit reports relating to financial systems)	100%	94%	

WE HELP PEOPLE LIVE SAFE AND HEALTHY LIVES AND PLAY AN ACTIVE PART IN THEIR COMMUNITY						
OUTCOME	INDICATOR	OUT-LOOK	MEASURE	TARGET	RATE / LEVEL	COMMENTARY
<p>People are helped to live safe and healthy lives</p> <p>People are helped to live safe and healthy lives</p>	<p>5. Numbers of people helped to live safe and healthy lives</p>	<p>↔</p> <p>A M B E R</p>	Number of vulnerable children and adults helped to live more secure and independent lives	4106	5408	The Trading Standards team had another opportunity to join BBC Radio Oxford breakfast show in January for a scam themed call-in, using the time to raise awareness of the rise in coronavirus vaccination scams.
			Number of children better educated to live safer and healthier lives	9575	358	As we continue to follow guidance to remain Covid safe and protect others, much of our work across our risk reduction activities for children and young adults across all of Community Safety Services continues to be paused. Our Fire Cadets are still meeting online with a variety of guest speakers joining them each week. Our Fire station crews have started some on-line activities (Microsoft Teams live and videos) with schools and we hope to do more of these in the coming months.
			% of eligible population 40-74 who have been <u>invited</u> for an NHS Health Check since April 2017	No target	No data	Targets will not be set for GP Providers in 2020/21 as these local suppliers are not prepared to commence full delivery until 2021/22. Focus remains on encouraging those with capacity to target their resources to the patients with the greatest CVD/COVID-19 risk.
			% of eligible population 40-74 who have <u>received</u> an NHS Health Check since April 2017	No target	No data	Targets will not be set for GP Providers in 2020/21 as these local suppliers are not prepared to commence full delivery until 2021/22. Focus remains on encouraging those with capacity to target their resources to the patients with the greatest CVD/COVID-19 risk.
			Numbers of people walking or cycling increase (5% and 2% respectively) over the 19-20 baseline for Oxfordshire in the Government's Active Lives Survey	Walking 3,060,000 Cycling 666,000	Rate not available	<p>Owing to COVID-19 and its varied effects on overall travel patterns and mode share, it is very difficult to forecast performance against these targets. However, the current situation has emphasised the importance of significantly increasing levels of Active Travel. In this context, how we measure and monitor travel by cycling and walking is being reviewed with targets to be reset, with more specific indicators developed to measure the impacts of our interventions where we have approved Local Cycling and Walking Infrastructure Plans, currently Oxford and Bicester. The proposed targets below have been identified for approval by the Active Travel Programme Board in February: -</p> <ul style="list-style-type: none"> • OC1: OCC will plan for 38% of all Oxford to Oxford work journeys to be by bicycle by 2031 (representing a 50% increase from 11,000 to 17,000 commuter cycle journeys a day compared to 2011) • OC2: OCC will plan for a 50% increase in all cycle journeys within Oxford for all purposes by 2031 (representing an increase from 300,000 to 450,000 in cycle journeys a week by Oxford residents) • BCW 1: OCC will plan for at least a 200% increase in cycling (tripling) and 50% increase in walking for trips within Bicester from 2020 to 2031 <p>In addition, the Programme Board is considering the overall headline measures for this area, which would require baselines to be re-established and targets agreed/set:</p> <ul style="list-style-type: none"> • To increase the % of cycling and walking in Oxfordshire by promoting modal shift to active travel. • To increase the % of people who feel safer when walking and cycling, including on journeys to school.

				Increase in Making Every Contact Count conversations (encouraging behaviour changes that have a positive effect on physical or mental health and wellbeing) initiated with residents by Cultural Services staff	+10%	99% drop from Dec 2019	This is a very important health prevention programme. Aside from the partial reopening and the expected drop in visitors, this is a difficult service to restart as customers are being asked to reduce their time in libraries and avoid direct contact where possible. It has been less conducive to hold a conversation while both parties are wearing face coverings. We will continue to rebuild this programme given its previous positive outcomes. (Libraries closed for most of November 2020, and closed again from January 2021)
	6. Timeliness of emergency response	AMBER	↔	More people alive as a result of our “365 Alive” prevention, protection and emergency response activities	795	498	There were no road fatalities for Oxfordshire in January. This can be attributed to the current lockdown travel restrictions and flooding slowing traffic down. There is still national concern over increased speed due to lighter traffic volumes and in addition to the monthly theme around mobile phone. A national campaign around speeding has been launched which we will support and promote.
				% of emergency call attendances made within 11 minutes	80%	76.6%	We are only 3% below our stretch target of attending 80% of incidents within 11 minutes with an outturn higher than this time last year. Our average response time in January was 8mins 26secs.
				% of emergency call attendances made within 14 minutes	95%	88.22%	
Page 27	7. Numbers of people receiving support to stop smoking or for drug and alcohol dependency	GREEN		Rate of successful quitters per 100,000 smokers 18+	> 3,564	2423	The 2020/21 target was set at 3564 but has been adjusted due to the impact of COVID-19. Quarter 2 data was published on 7th December 2020.
				Number of users of OPIATES that left drug treatment successfully (free of drug(s) of dependence) who do not then re-present to treatment again within 6 months as a percentage of the total number of opiate users in treatment.	> 6.6%	9.8%	We continue to exceed local targets and England averages
				Number of users of NON-OPIATES that left drug treatment successfully (free of drug(s) of dependence) who do not then re-present to treatment again within 6 months as a percentage of the total number of non-opiate users in treatment.	> 36.6%	49.8%	We continue to exceed local targets and England averages
				Number of users of ALCOHOL ONLY that left treatment successfully (free of alcohol dependence) who do not re-present to treatment again within 6 months as a percentage of the total number of ALCOHOL ONLY users in treatment.	> 42.8%	54.9%	We continue to exceed local targets and England averages

WE PROVIDE SERVICES THAT ENHANCE THE QUALITY OF LIFE AND PROTECT THE LOCAL ENVIRONMENT							
OUTCOME	INDICATOR		OUT-LOOK	MEASURE	TARGET	RATE / LEVEL	COMMENTARY
Our quality of life in Oxfordshire is enhanced	8. Condition of highways	GREEN	↔	Defects posing immediate risk of injury are repaired within 24 hours	100%	99.4%	Cumulative rate and covers all defects April to December. (Data is reported one month in arrears.)
				Defects creating potential risk of injury repaired within 28 calendar days	90%	99.7%	Cumulative rate and covers all defects April to December. (Data is reported one month in arrears.)
				Kilometres of highway resurfaced as % of total	3.07%	2.68%	The final amount for the 2020 total surfacing programme completed is 2.68% of the network (excluding patching). This is lower than the target of 3.07% due to the Micro Asphalt completed length being 3.45km, compared to original programme of 4.7km. This is due to a reduction in the overall programme, partly due to levels of funding available and contractor availability.
	9. Engagement with cultural services	AMBER	↔	In person engagement with Heritage services by increasing numbers of a) daily visits, b) attendances over 2019-20 level	a) 3% b) 2%	Museums Service a) -100% b) -100% History Service a) -100% b) -100%	Museum Service: In person engagement January 2021: Visitors = 0 (January '20 = 9,304) Schoolchildren = 0 (Jan '20 = 922) In the community = 0 attendees (Jan '20 = 169) Museum Service unable to deliver to schools and groups in the community. All service points closed in response to Lockdown 3 History Service: In-person engagement January 2021: 0 visitors (January 2020 = 279) 0 attendees at events (January 2020 = 60). History Centre was closed to all visitors under national lockdown.
				Online engagement with Cultural Services, (social media, website visits, remote enquiries)	Baseline to be set	Reporting quarterly	Museum Service Online engagement (social media; website visits and emails) up 112% overall on Jan 2021 as compared with 2020. Web activity down 44% on Jan 2021. Social media engagement up 274% on Jan 2021 NB Museum collection Heritage Search website engagements are included in History service total below History Service: Online/remote engagement January 2021 = 74,168 engagements representing a 13% decrease from January 2020. This includes answering 141 e-mail enquiries, a decrease of 59% on January 2020, as the remote enquiry service was largely shut down under lockdown. Library Services: Online engagement (social media and website visits) for January 2021 is 219,332 The figure for Quarter 3 (Oct/Nov/Dec) is 618,858
Improve access to library services by increasing numbers of a) active users b) new users and c) daily visits, over 2019-20 levels				a) 3% b) 2% c) 1%	a) -43% b) -71% c) -97%	A phased re-opening of the library network commenced in July 2020. As of 5 November, Libraries were closed again with the exception of Click & Collect and pre-booked access to public computers. Libraries reopened for December, before reverting to Click& Collect in the National lockdown from January	

							a) Active users Jan 2020 = 80,935. Active users Jan 2021 = 45,999 - this is a reduction of 43%. This figure does not count customers who have borrowed eBooks or engaged with the digital offer (e.g. Ref online or social media output) b) New borrowers Jan 2020 = 2,191. New borrowers Jan 2021 = 636. (drop of 71%) (NB Libraries closed in Jan 2021). c) Daily visits Jan 2020 = 205,119. Daily visits Jan 2021 = 5,349 (drop of 97%). The drop is due to the service operating a limited service from only 14 libraries in January 2021.
Page 20 Our local environment is protected, and climate change is tackled	10. Reduction in carbon equivalent emissions from OCC's activities	A M B E R	↔	Yearly reduction of 6% in carbon equivalent emissions from Council estates & activities (to be Carbon Neutral by 2030)	6%	8%	This is an annual measure. The council is reporting an 8% annual reduction for 2019/20 against the previous year on the scope of its carbon neutrality target.
				% of streetlights fitted with LED lanterns by March 2021	40%	30.5%	In January a further 648 lanterns were converted to LED equipment bringing the total number of units now running LED technology to 18,216. This represents 30.5% of the 59631 within the County. The overall target of 40% by the end of March will not be achieved and 35-37% is now predicted. This is due to a column supply issue. Delivery programme will be caught up in 2021/22. Whilst below the target on numbers, the programme is targeted at the units with the highest energy usage and therefore energy saving will profile ahead of target.
				Increase the number of staff who have accessed the Council's Cycle to Work scheme	-	-	The majority of OCC staff were instructed to work from home as part of the Council's response to COVID-19. Reporting on this new measure will begin when offices and workplaces reopen.
	11. Reduced carbon impact of our transport network	G R E E N	↔	Increase a) the total number of electric vehicle (EV) charging points and b) the number of electric vehicles charging points per 100,000 population, compared with 2019-20 baseline	140 (for Park and Charge Project by end October 2021)	Rate not available	Work on the pilot car park in Bicester started however further issues with the supply of the charge points has meant that they will now be available for public use at the end of April 2021, a slippage, in total, of approximately 3 months. The latest issue has been caused by the certification test house being hit by an outbreak of Covid. The communication work to educate potential users on the positives of using an EV and informing them about the availability of chargers in their area which commenced at the end of November has maintained a strong presence, but with this delay we are reviewing the structure of the planned events. The remaining 23 car parks will now have chargers installed between July 2021 and December 2021 after which usage data will be monitored until end March 2022. The development of the EV Strategy should help with measurable targets for EV installation and vehicle usage. The draft strategy is now being reviewed by the project board and is on course to be complete by the end March 2021. Annual target relates to the Park and Charge project only. It is now expected that 140 chargers in 24 car parks will be installed. Success of charging installation is not under the control of OCC, but we can facilitate/influence the project. (Note 140 relates to number of chargers - each charger is a twin socket making 280 charging spaces countywide).

				% of highway maintenance construction, demolition and excavation waste diverted from landfill	90%	99.1%	Rate is the average for April to December (data is reported one month in arrears).
	12. Air quality	A M B E R	↔	Quarterly assessment of air quality as reported by District and City councils' air quality monitoring	Reporting only	Rate not available	There is limited air quality data, although improved reporting of the assessments is expected to be available in 2021/22. This follows the successful recruitment of a new Air Quality Programme Manager to manage the work on air quality strategy, monitoring and action plans as part of the Council's Strategic Planning Team. Discussions are also underway with service areas and partner organisations about establishing a strategic framework for managing air quality, including identifying specific measures and actions required in designated Air Quality Management Areas.
				Minimise the number of traffic routes diverted (e.g. due to roadworks) signposted into Air Quality Management Areas, where air quality has been recognised formally as an issue.	< 10 p.a.	0	No diversions have been sign posted through Air Quality Management Areas.
	13. Household waste re-used, recycled or composted	A M B E R	↔	% of household waste a) recycled, b) composted and c) re-used (and total %)	a) 30% b) 29.5% c) 0.5% Total >60%	a) 29.68% b) 30.17% c) 0.2% Total 60.05%	Figures are the forecasted end of year performance, which is the combined effort of OCC, City and District Councils. The forecasts remain uncertain as waste tonnages continue to be influenced by COVID-19 factors, and volumes remain higher than last year. Other influences that could have an impact during the remainder of the year include economic uncertainty, the rate of housebuilding, and seasonal factors that influence green waste volumes.
				% of household waste sent to landfill (forecasted end of year position)	< 3%	3%	Most of the waste landfilled is bulky waste from the Household Waste and Recycling Centres (HWRCs) and collected from residents by the district councils. Due to the closure of the HWRCs and suspension of district council bulky collections for a period at the start of the pandemic landfill dropped to a very low figure early in the year. It has since been slowly recovering. We expect the amount of waste landfilled by the end of the year to be similar to last year (3.42%) compared to over 95% of residual waste that continues to be sent to Ardley ERF for energy recovery.
				% of household waste recycled, composted and re-used at our Household Waste Recycling Centres (HWRCs).	> 59%	65.59%	Household Waste Recycling Centres reopened on 18 May after being closed for 8 weeks. This figure is the end of year forecast and remains uncertain as accurate forecasting is difficult in current circumstances.

WE STRIVE TO GIVE EVERY CHILD A GOOD START IN LIFE AND PROTECT EVERYONE FROM NEGLECT							
OUTCOME	INDICATOR	OUT-LOOK	MEASURE	TARGET	RATE / LEVEL	COMMENTARY	
<div> <div> 03 </div> <div> Children are given a good start in life </div> </div>	14. Prevalence of healthy children	A M B E R	↔	Number of expectant mothers who receive a universal face to face contact at 28 weeks	78%	No Data	During Wave 1 50% of the workforce was redeployed to the NHS response and they began returning to their substantive posts during Quarter 2. Universal Partnership Plus families (the most vulnerable families) were proactively followed up, and the performance for this cohort was 77.9%. All staff are now back in post for Quarter 3.
				Percentage of births that have received a face to face New Birth Visit	95%	97.8%	All families received a new birth visit either face to face were risk assessed or virtually. This indicator includes all births. (1707 births)
				Percentage of children who received a 12-month review	93%	No Data	This target has been impacted by COVID-19, during wave 1 50% of the workforce was redeployed to the NHS response and they began returning to their substantive posts in Quarter 2. Universal Partnership Plus families (the most vulnerable families) were proactively followed up, the performance for this cohort was 84.3%. All staff are now back in post for Quarter 3.
				Percentage of children who received a 2-2½ year review	93%	No Data	This target has been impacted by COVID-19. During Wave 1 50% of the workforce was redeployed to the NHS response and they began returning to their substantive posts in Quarter 2. Universal Partnership Plus families (the most vulnerable families) were proactively followed up and the performance for this cohort was 88.7%. All staff are now back in post for Quarter 3.
				Babies breastfed at 6-8 weeks of age	60%	No Data	This target was achieved in 2019/20, however, it has been impacted by COVID-19. During the first wave 50% of the workforce was redeployed to the NHS response and they began returning to their substantive roles in Quarter 2. Universal partnership Plus (the most vulnerable families) was proactively followed up and the performance for this cohort was 27%. The service did continue to support mothers with breastfeeding, offering universal packages of care and virtual help. This indictor is interdependent on midwifery services as feeding methods are often established before babies leave the hospital. Midwifery services were also impacted.
				% of mothers receiving a Maternal Mood Review in line with the local pathway by the time the infant is aged 8 weeks.	95%	No Data	This target was achieved in 2019/2020 however it has been impacted by COVID-19. During the first wave 50% of the workforce was redeployed to the NHS response and they began returning to their substantive post in Quarter 2. Universal Partnership Plus (most vulnerable families) were proactively followed up, performance for this cohort was 93.2%. Appointments/visits were either phone/digital consultation or face to face if risk assessed as necessary.
	15. Number of children we care for	A M B E R	↔	Safely reduce the number of children we care for to bring it nearer to the average of our statistical neighbours during 2020-21.	750	780	The number of children we care for was 780 at the end of January compared to 787 12 months ago. The figure is above (worse than) target as fewer people are leaving the cared for system in part due to backlogs in family courts. Nationally cared for numbers increased by 2% last year whilst in Oxfordshire they fell by 2%.

	16. Number of children's social care assessments	GREEN	↔	Level of social care assessments to not exceed the 2019-20 level.	< 7,250	6,024	The service is staffed for 140 assessments per week. Referrals, and hence assessments, fell during lock down and the subsequent school holidays. The rate of children being assessed is lower (better) than similar authorities.
	17. Number of child protection plans	GREEN	↔	Maintain the number of children who are the subject of a child protection plan to the average of our statistical neighbours during 2020-21.	550	495	Although performance remains positive there is a risk that the number of children the subject of a plan may increase as a result of the national lockdown
Children are able to reach their potential	18. Timeliness of completing Education, Health and Care Plans	AMBER	↔	Increase the proportion of Education Health and Care Plans (EHCPs) that are completed within 20 weeks, to be above the national average by March 2021	58.7%	52%	In the last 12 months 52% of plans have been issued in 20 weeks, compared with a latest national average (2019 calendar year of 59%). Even with COVID-19 requests for EHCPs have not dropped.

WE ENABLE OLDER AND DISABLED PEOPLE TO LIVE INDEPENDENTLY, AND CARE FOR THOSE IN GREATEST NEED							
OUTCOME	INDICATOR		OUT-LOOK	MEASURE	TARGET	RATE / LEVEL	COMMENTARY
Care services support independent living	19. People needing short-term support can access an effective service	NOT RATED	↑	Maintain the number of hours of reablement delivered	Monitoring	5438	Figures are affected by COVID-19.
				Number of people receiving reablement		2159	
				% of people who need no ongoing care after the end of reablement		43%	
	20. Number of people with control over their care	GREEN	↔	% of people with safeguarding concerns who define the outcomes they want	> 90%	97.9%	This is a local measure so there is no national benchmark. It is included here as a key measure of how people who are the subject of a safeguarding concern can maintain control of the process. Figure is improving in the year.
				Number of people with personal budgets remains above the national average	> 90%	92%	91% of people in Oxfordshire who receive on-going social care funded by the council have a personal budget compared with 90% nationally.
				% of people aged over 65 using Adult Social Care services who receive a direct payment remains above the national average	> 17%	24%	24% of people over 65 in Oxfordshire who receive council funded social care in their own home have a direct payment compared with 17.5% nationally
				% of people aged under 65 using Adult Social Care services who receive a direct payment remains above the national average	> 40%	45%	45% of people aged 18-64 in Oxfordshire who receive council funded social care in their own home have a direct payment compared with 39.5% nationally.
	21. Number of people delayed leaving hospital	GREEN	↔	Reduce the number of people delayed in hospital awaiting health care	22	5	Central government has ceased the reporting of delayed transfers of care going forward as it is recognised that this is not the best measure of timely and appropriate patient flow through hospitals. It is reported here as a local measure till a new national measure is agreed.
				Reduce the number of people delayed in hospital awaiting social care	6	2	
				Reduce the number of people delayed in hospital awaiting both health and social care	26	8	
	22. People needing social care are supported to stay in their own home	GREEN	↔	Maintain the number of home care hours purchased per week	> 21,000 hours	24,752	There has been a 18% increase in the amount of home care hours purchased since April, which is helping to support more people to live at home
				Reduce by 10% the number of people aged 18-64 entering permanent residential care (vs. OCC rate of the past 3 years)	< 39 people	15	15 people so far in the year therefore pro rata 18 in year
				Ensure the % of working age (18-64) service users with a learning disability support, who are living on their own or with their family, remains above the national average (76%)	> 76%	90.9%	The service continues to deliver above target.
				Increase to the national average the percentage of older people in long term care who are supported to live in their own home	> 57%	60.6%	Increasing home care being purchased and fewer care home admissions
				There are 60 successful nominations for Extra Care Housing for older people with care needs in 2020-21	60	100	100 new funded placements in the year so far though not all through formal nominations

WE SUPPORT A THRIVING LOCAL ECONOMY BY IMPROVING TRANSPORT LINKS TO CREATE JOBS & HOMES FOR THE FUTURE							
OUTCOME	INDICATOR		OUT-LOOK	MEASURE	TARGET	RATE	COMMENTARY
Everyone has access to good homes and jobs	23. Infrastructure delivery supports growth	AMBER	↔	Percentage of the Capital Programme delivered in line with budget (measured by comparing the Council-approved budget of Feb 2020 for 2020-21 with the outturn budget)	95% (cumulative target to end of March 2021)	72% (position as at 31 st Jan)	<p>This measures the capital infrastructure major programme and means 72% of agreed programme for the year 20/21 has been spent or committed. This is a reduction from the previous month's reported 79% as some schemes have re-profiled elements of spend to now fall into 21/22.</p> <p>There is a plan in place to achieve 100% by the end of March 2021, inclusive of Funding Agreements.</p>
	24. Number of new homes	AMBER	↔	We support the delivery of new affordable housing starts,1322 by March 2022	1,322 homes to March 2022	637 homes estimated to March 2021	<p>The programme has not met the agreed three-year target. This is due to low grant rates offered to Registered Providers and consequent lack of take up in early years. COVID-19 also delayed approx. 600 units programmed for year three. The programme has been extended to March 2022.</p> <p>Discussions with Ministry for Housing, Communities and Local Government (MHCLG) have led to a principled agreement that the programme will be extended to a fourth year with the possibility of further 5th year extension, on a scheme by scheme basis to ensure delivery of COVID delayed homes. In addition, MHCLG have agreed a revised competitive grant regime that will see Oxfordshire agreeing grant rates with Homes England via a joint assessment process. This will be a national exemplar.</p> <p>MHCLG have received and approved a revised programme that will deliver the Deal commitments for affordable housing.</p>
Businesses are able to grow and develop	25. Support for a strong local economy	GREEN	↔	Number of businesses given support by Trading Standards interventions or fire risk inspections	2535	2135	Continuation of lockdown following the Christmas break is limiting completion of fire safety audits. The Trading Standards team have continued working with an Oxfordshire business to verify their weighing instruments. The team have also been successful in January with seizures of illegal shisha and chewing tobacco from different retail premises in Oxford.
				Rate of participation in innovation funding bids or new projects in support of the Living Oxfordshire and Oxfordshire's Innovation ambition	20	41	Rate is April to end of January. Post COVID-19 it has been noted funding calls have become increasingly competitive, many with short turn around and often lower funding pots. However, we have submitted over our target number and are achieving an adequate number of successful bids. New successful innovation collaboration, a project to introduce VR into care homes, collaborating with care homes in Oxfordshire and Plymouth.

<p>People and communities have excellent transport and broadband connections</p> <p>Page 35</p>	<p>26. Level of disruption to journeys</p>	<p>GREEN</p>	<p>↔</p>	<p>Reduce the number of failed utility works inspected</p>	<p><15%</p>	<p>21%</p>	<p>From 978 sample A/B/C inspections conducted in January (including all follow up inspections) 204 failed. This equates to 21% failure rate. This is above the target of 15% and mainly due to one area with extensive failures by one company. The failures largely relate to the quality of the reinstatements. Action is being pursued through escalation with the company concerned and issuing of a fixed penalty notice.</p>
				<p>Increase in the number of days' works on the highway saved via the Council's duration challenges</p>	<p>5% over 19-20 rate</p>	<p>Rate not available</p>	<p>Currently unable to quantify. Service is accelerating work with the IT supplier to identify and log the relevant data. Discussions with the system supplier and data from the Department for Transport is expected to be available from May 2021.</p>
				<p>Reduce the number of "return repairs" to the Council's own works (i.e. revisiting to correct Non-Compliant Defects)</p>	<p><5%</p>	<p>0%</p>	<p>The reported rate is for January. The level of non-compliant defects is expected to be low. This is because approximately 90% of all pothole defects are repaired as 'cut' defects rather than 'sweep and fill'. This continues to be monitored.</p> <p>A random 10% check was completed in January by Highway Officers, and data confirms there were no Non-Compliant Defects.</p> <p>During January there were zero return repairs/visits to own works (NCDs) 0. Total potholes fixed were 2,456.</p>
				<p>Minimise the number of Deemed Permits allowed (i.e. applications for permits approving works on the highway that have been received into the system but not processed in accordance with the Oxfordshire Permit Scheme)</p>	<p><1%</p>	<p>0%</p>	<p>No permits that entered the system went deemed.</p>
				<p>Delivery of 2020/21 planned programme for number of highway trees surveyed within the 4-year cycle.</p>	<p>100% by end of Mar 2021</p>	<p>108%</p>	<p>4-year inspection programme is in place. 100% of the planned annual programme for inspecting 84 parishes has been completed as at end November 2020, despite challenges with COVID-19.</p> <p>73 parish surveys need to be undertaken by March 2022. The service has started surveying parishes due in 2021/22 to enable ability to front load at beginning of April 2021, and 8% have been completed.</p> <p>Performance Indicators and potential alignments with other indicators for the Tree Service are being reviewed to look at options to provide further information on the value of the service. Revised measures are due by end of March 2021.</p>
				<p>Average excess waiting time for buses on frequent services (minutes)</p>	<p>5 mins</p>	<p>1.1 mins</p>	<p>The target of 5 minutes is under review to ensure consistency with the Punctuality Improvement Partnership (PIP) agreement, now signed off by OCC and bus operator Directors.</p>
	<p>27. Enhanced digital connectivity for residents and businesses</p>	<p>GREEN</p>	<p>↔</p>	<p>The number of premises we have enabled to have access to superfast broadband within Oxfordshire, via our contracts with BT and Airband</p>	<p>79,600</p>	<p>79,338</p>	<p>Rate is to end of December. The Better Broadband for Oxfordshire Programme (BBfO) programme has now finished and there were no more connections through that programme, however the Businesses in Rural Oxfordshire (BiRO) programme has started to deliver in calendar Q4 2020 via BT Openreach and in calendar Q1 2021 Airband will begin connecting premises.</p> <p>The total number of premises in this contract is much smaller than in the Better Broadband for Oxfordshire Programme (BBfO) programme so numbers will increase by a much more modest rate than previously.</p>

			The % of premises in Oxfordshire with access (via either our contract or commercial providers) to superfast/ultrafast/full fibre broadband	99%	98.8%	Rate is to end of December. Figure is for Oxfordshire delivered either via our contracts or via commercial coverage from a range of suppliers. This also covers the full range of available services and not just full fibre to the premise.
			The % of premises in Oxfordshire without access to: <ul style="list-style-type: none">At least Basic Broadband (at least 2Mb/s)OFCOM 'acceptable' broadband (10Mb/s)	<=0.1	0.25% 0.79%	<p>Rates are to end of December. Figures are impacted by the delivery of our managed programmes and commercial delivery across Oxfordshire by suppliers. As the above two measures increase, these figures will fall.</p> <p>The 2Mb/s measure reflects the difficulty (and expense) in reaching these most isolated and rural dwellings or Hamlets.</p> <p>The 10Mb/s reduced by a small amount and is slightly above where we would want it to be, however, a plan is in place to address this.</p>

Risk Assessment Guidance

Level of Risk	How the risk should be
High Risk (15 - 20)	Requires active management - to manage down and maintain exposure at an acceptable level. Escalate upwards
Medium Risk (12 - 8)	Contingency plans - a robust contingency plan may suffice together with early warning mechanisms to detect any deviation from the profile
Low Risk (1 - 6)	Good Housekeeping - may require some risk mitigation to reduce likelihood if this can be done cost effectively, but good housekeeping to ensure the impact remains low should be adequate. Re-assess frequently to ensure conditions remain the same.

Impact	Most severe (5)	5	10	15	20
	Major (4)	4	8	12	16
	Moderate (3)	3	6	9	12
	Minor (2)	2	4	6	8
	Insignificant (1)	1	2	3	4
		Unlikely (1)	Possible (2)	Likely (3)	Very likely (4)
		Likelihood			

Risk Probability Key				
Score	1	2	3	4
Level	Unlikely	Possible	Likely	Very Likely
Probability	<10%	10 - 40%	41 - 75%	>75%
Timescale	It is unlikely to occur	Possible in the next 3 or more years	Likely to occur in the next 1 - 2 years	Occurred in the last year/very likely to occur in the next year

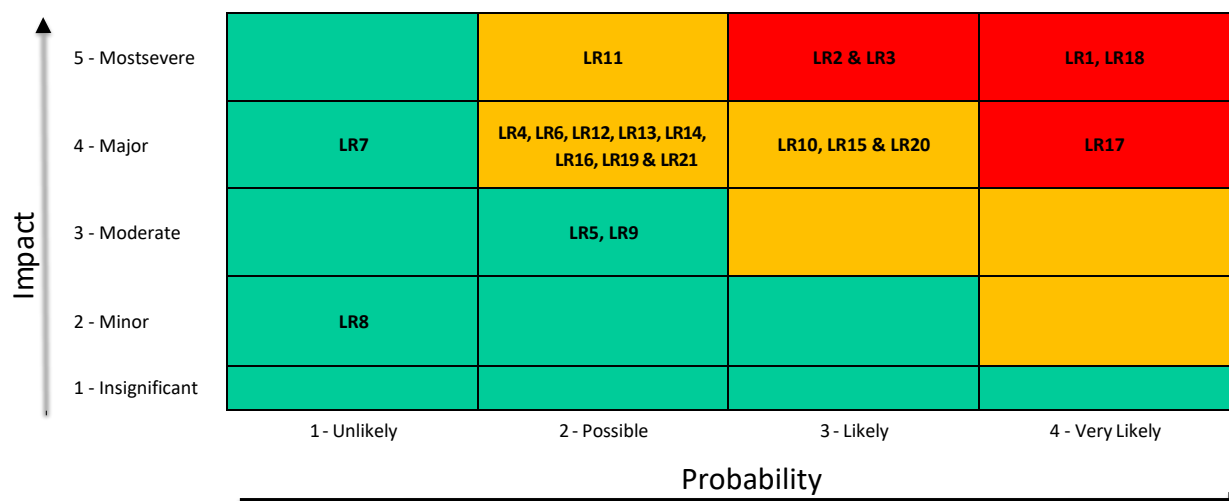
Risk Impact Key				
Score	Level	Financial *	Performance / Service Delivery	Reputation
1	Insignificant	Financial loss less than £500k / £2.5m in a year or negative variance against annual revenue or capital budget	Limited disruption to services	A few minor complaints and/or minimal local media attention No impact on council reputation or identity
2	Minor	Financial loss up to £1m / £5m in a year or negative variance against annual revenue or capital budget	Short term disruption to services that do not directly affect vulnerable groups	A number of complaints but minimal local media attention Minor impact on council reputation or identity with no lasting effects
3	Moderate	Financial loss up to £1.5m / £7.5m in a year or negative variance against annual revenue or capital budget	Loss of services that do not directly affect vulnerable groups	Extensive adverse local media attention Perception and identity of Council damaged / undermined in the short term with some rebuilding required
4	Major	Financial loss up to £2m / £10m in a year or negative variance against annual revenue or capital budget	Significant disruption of services directly affecting vulnerable groups	Extensive national media attention or sustained local media attention. Perception and identity of Council damaged / undermined with long term - major rebuilding required
5	Most Severe	Financial loss over £2.5m / £12.5m in a year or negative variance against annual revenue or capital budget	Loss of services directly affecting vulnerable groups	Ministerial intervention and/or public enquiry with sustained national media attention. Perception and identity of Council fundamentally damaged and undermined, potentially beyond repair

* The two figures denote different levels of financial impact: for Operational risk and Strategic risk

Risk Definition	
Leadership	Strategic risks that are significant in size and duration, and will impact on the reputation and performance of the Council as a whole, and in particular, on its ability to deliver on its corporate priorities
Operational	Risks to systems or processes that underpin the organisation's governance, operation and ability to deliver services

OCC Leadership Risk Register - As at 16/02/2021

Risk Matrix - Ratings (residual risk scores)



Risk Ref	Risk Title	Residual Risk Score	Direction of travel
LR1	Demand management -Children: managing the impact of increased demand on council services	20	↔
LR2	Safeguarding of vulnerable children: ensuring there are effective arrangements in place for safeguarding	15	↔
LR3	Capital Infrastructure Programme Delivery	10	↔
LR4	Local and community resilience ensuring there are plans in place to support and engage communities with regards to resilience, cohesion, and community	8	↔
LR5	Management of partnerships (non-commercial) maximising the use of effective partnerships to deliver strategic outcomes and community benefit.	6	↔
LR6	Supply chain management ensuring effective delivery through the supply chain	8	↔
LR7	Delivery of statutory duties delivery of service and duties in compliance with requirements and responding to changes.	4	↔
LR8	Corporate governance creating and embedding an effective and robust management and governance system that provides accountability and	2	↔
LR9	Workforce management long term plans to ensure a capable and skilled workforce with the capacity to deliver required and new services.	9	↔
LR10	Organisational Change and Service Design ensuring there are effective plans and governance in place to deliver required organisational change.	12	↔
LR11	Financial resilience: ensuring there are effective plans in place to deliver a balanced budget and a sustainable medium-term financial strategy	10	↔
LR12	Property and assets (maintenance cost)	6	↔
LR13	Health and safety: ensuring effective arrangements are in place to meet our duties	8	↔
LR14	Business continuity and recovery plans Resilience to an additional significant disruption during the Covid-19 Response	8	↔
LR15	Cyber security assurance that effective controls are in place to prevent security issues.	12	↔
LR16	ICT Infrastructure: assurance that IT infrastructure is reliable and fit for purpose	8	↔
LR17	Covid-19. Community and Customers providing service and support to those impacted by the coronavirus pandemic	16	↔
LR18	Covid-19. Business Continuity: managing the ongoing impact of the pandemic on council operations.	20	↔
LR19	Safeguarding vulnerable adults.	10	↔
LR20	Demand management - Adults -	12	↔
LR21	County Elections May 2021	8	New Risk

OCC Leadership Risk Register																
Ref	Risk Title	Risk Cause Description of the trigger that could make the risk happen	Risk Effect Description of the consequences of the risk, positive or negative	Risk Owner	Risk Manager	Inherent (gross) risk level (no controls)			Existing Controls Description of actions already taken or controls in place to mitigate the risk	Residual risk level (after existing controls)			Mitigating actions Further actions required	D'tion of trvl	Comments	Last Updated
						Impact	Probability	Rating		Impact	Probability	Rating				
Page 39 LR1	Demand management -Children-: managing the impact of increased demand on council services	That increased demand for statutory service is greater than the resources available to meet statutory duties, community needs and political aspirations. This may be due to changing demographics, growth and the current outbreak of COVID -19, leading to more requests for children's social care, SEN services, elective home education and adult services and housing. Failure to reconfigure services (both directly provided and commissioned by the Council) to become more preventative in their approach, could exacerbate the effect of rising demand. The impact on children's and adults' services is exacerbated by the current situation relating to COVID - 19 with the risk of increased vulnerabilities due to isolation and CV 19 measures	Reduced confidence in the Council's ability to deliver services Poor timeliness and prioritisation of services leading to poor engagement from partners and the community. Potential for legal requirements not being met. Services to the most vulnerable residents or groups are disrupted or not provided due to ineffective assessment and prioritisation processes. Vulnerable children and young people are ineffectively safeguarded and come to harm, and their educational needs unmet. Failure to balance budget and/or maintain capital investment strategy in infrastructure. Financial – significant overspend in annual budgets Over-reliance on voluntary groups acting without co-ordination	Kevin Gordon	Hannah Farncombe & Karen Fuller	5	4	20	Maintain a good early-help and prevention offer, in partnership with key stakeholders to ensure diversion from high cost services. Maintain good communication of early-help and prevention offer within the community to ensure effective uptake of services. Efficient assessment of need and risk – strong 'Front door' arrangements including effective MASH. Maintain good practice and performance reporting to ensure timely triage and assessment of contacts into services. Management oversight of children's social care plans to ensure timely progress is achieved and drift is eliminated. Child protection numbers continuing to reduce safely: continue to drive successful achievement of child protection plans and step-down of statutory intervention and monitor re-referrals. All services are tasked with managing activities within allocated budgets including additional Covid funding for agency staff. Council transformation - moves to reconfigure services to be more preventative in their approach, drive out failure demand, and involve partners and the Voluntary and Community Sector. iMPower in October 2019 identified OCC as 5th most productive council for older people Command and control structure implemented to deal with the CV-19 outbreak. (Adult Social Care cell set up at TV and Oxon wide. TV LRF Children's and Education cell also established). Staff reassignment process in place to maintain provision.	5	4	20	Recruiting new social care workforce, including those recently retired and others willing to train. Staff retraining and redeployment process in place to maintain provision, including children's residential care. 7 x Temp additional social workers have been deployed in the MASH and agency SWs retained and newly recruited in Family Solutions to assist in managing high caseloads, including a backlog of assessments. September to January has seen 35% increase in contacts to MASH and volatile demand for assessments, including weeks with very high numbers. This is linked to high levels of domestic abuse and police referrals. Re-designed early help partnership work has developed swift access to help in communities for children and families and mobilised resources across schools/agencies/MASH/VCS. Transformation projects have been kept on track as redesigned services prioritise managing demand, supporting directly provided services and those that we commission, to develop a more preventative approach. The planned SEN Early Intervention Service aims to reduce demand on the statutory service by allowing more children to receive support and thrive in mainstream education placements and increase the confidence of parents that their child's needs can be met without the need for a specialist placement.	↔	'Early Help networks offering 'pre-front door' swift access to family support have continued to deliver multi-agency support: now have reached over 200 families. Council's locality community support teams have been integrated with the MASH and are absorbing referrals for service. All outstanding assessments have been completed and agency staff released from this task. Refreshed performance framework has been brought in from beginning Feb to sharpen managers' focus on completing agreed actions withing target timeframes. First 12 weeks of FSP have been reviewed by the FSP Board and results indicate good mobilisation of the new service, including swifter access to help for parents. Child Protection numbers down <500 - lowest since 2012/13 due to focused effort on improving outcomes more quickly, stepping children down to CIN. A review of SEN services, including EIS, is underway to ensure the forward plan is a cost-effective model of delivery. The council has received 28% increase in requests for elective home education. The internal team (3 staff) are managing the pressures in as timely way as possible and we have requested additional resource from the DfE. Risk reviewed - Existing controls, mitigating actions and comments updated.	02/02/21

<p>LR2</p> <p>Page 40</p>	<p>Safeguarding of vulnerable children: ensuring there are effective arrangements in place for safeguarding</p>	<p>Risk of death or serious injury to children or young people through inadequate service delivery or failure to provide protection. This is enhanced due to the social isolation and distancing measures in addition to the restrictions related to school and home visits.</p>	<p>Potentially devastating impact to a child, family and community. Reduced trust in the Council and partners. Notification of poor performance may affect the Council's current service judgements and lead to Central Government intervention, resulting in a higher financial cost related to improvement activity and intervention.</p>	<p>Kevin Gordon</p>	<p>Lara Patel, Hayley Good & Karen Fuller</p>	<p>5</p>	<p>4</p>	<p>20</p>	<p>Maintain strong focus on good practice, performance reporting and statutory requirements, ensuring timely record keeping, compliance with procedures and acting on any poor performance indicators at an early stage. Monitored weekly through CEF Performance Dashboard and Performance Management Framework. Daily monitoring report for ASC deputy-director with monthly scrutiny at ASC Performance Board. Every child known to social care services is RAG rated and face to face visits to all children open to CSC have been reinstated subject to individual risk assessments. Efficient assessment of need and risk by having strong children's 'Front door' arrangements in place, including effective MASH. Completion of CEF Self-evaluation report every quarter which is submitted to Ofsted at the Annual Conversation. Statutory safeguards continue to be upheld at both service level and with individual children. Detailed updated guidance for social workers implemented to ensure all children receive home visits subject to individual risk assessments. Quality assurance framework in children's social care currently being assessed for reach, effectiveness and impact. Safeguarding complaints submitted to Ofsted are reviewed and investigated in a timely manner. Outcomes are reported to Ofsted. School attendance is monitored daily, attendance team staff undertaking home visits to encourage attendance, in partnership with schools. Numbers of electively home educated children are monitored.</p>	<p>5</p>	<p>3</p>	<p>15</p>	<p>Monthly reviews of RAG ratings. Multi-agency Domestic Abuse campaign county wide. Advice and guidance prepared for schools in readiness for anticipated phased return. Preparing for recovery and learning from lockdown experiences of working with young people. Discussions are taking place between officers from Children's Services and representative Headteachers to identify key considerations as schools admit all children. To the fore in the thinking are safeguarding, emotional wellbeing, health and safety matters. Work is underway to provide mental health training in schools to support returning children, via the DfE Wellbeing for Education Return programme. Attendance is monitored and reported by schools to the DfE daily. Numbers of children registered as Electively Home Educated have increased significantly. Mediation is underway to encourage returning to a school roll. Numbers are monitored and reported to DfE daily.</p>	<p>↔</p>	<p>100+ Schools participating in the Wellbeing for Education Return programme are being supported to deliver the programme. Others are being encouraged to participate. Attendance in all sectors of the school community has been consistently above national averages. Numbers of EHE have increased by 19% since the same period last year. National increase is 35%. Performance management and quality assurance frameworks are further embedded with additional quality assurance audit training having been delivered to all senior and front line managers in Aug and Sept. RAG ratings now reviewed monthly rather than weekly as an all children on a statutory plan are being seen via face- to-face visits to family homes, schools and placements subject to risk assessments. Performance is being monitored weekly and any late recording of statutory visits are addressed directly by team managers with individual workers. Risk reviewed - Existing controls, mitigating actions and comments updated.</p>	<p>02/02/21</p>
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LR3	Capital Infrastructure Programme Delivery	<p>Each element of the Capital Infrastructure Programme has a different set of deal conditions formally agreed with Government. The recently signed HIF1 and HIF 2 funding agreements have agreed delivery end dates, which if exceeded would cause all costs from that point onwards to be the responsibility of the County Council. The Growth Deal has greater flexibility, but not delivery would result in the outcomes not being realised and potential reputational risks.</p>	<p>HIF1 potentially could cost OCC £2m per month after the end date of Nov '24. HIF could cost OCC £1m per month after March '24. Other risks could include:</p> <ul style="list-style-type: none"> Withdrawal of funding, lack of accelerated homes delivered and potential breakdown in collaborative working across Oxfordshire local authorities. Reduced delivery of affordable housing and related impact on the community Lack of investment in road infrastructure to support current housing delivery and future planned growth leading to a severe impact on the network or the Council objecting to new development. Additional strain on the highways network that could restrict the county's ability to improve productivity Lack of a strategic framework for future growth in the county. Constraint on economic development 	Jason Russell	Owen Jenkins	5	3	15	<p>A Director has been allocated to focus on OCC Infrastructure Delivery which will address senior management capacity challenges. The role focuses on delivering the capital programme and establishing internal processes to speed up delivery e.g. a Programme Management Office has been established, a new ICT system for more effective Project Management is being introduced (Oct 2020) and new governance structure to deal with the volume of schemes in the pipeline and provide, for example, technical programme management, risk/assurance management, performance management and a broader partnership function. Temporary Additional skills and resources have been brought in to assist with the programme management of the major elements of the programmes.</p>	5	2	10	<p>The directorate has started a Service Improvement that links to the Communities directorate redesign and will ensure the long-term resources are put in place and all processes are modernised and in place to manage this large and complex set of programmes. A corporate Assurance Board has been set up, chaired by the CEO to ensure the cross-council focus and support is in place to capture any issues early and enable the prioritisation of resources and effort where needed. The impact remains high; however, the probability is improving reducing the probability score and therefore the risk rating.</p>	↔	<p>Mitigating Action are in place and beginning to take effect, including temporary resources to ensure programmes are progressed. Significant progress has been made in scheme delivery, and although some residual risk remains, the situation is improving.</p>	03/02/21
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LR4	Local and community resilience ensuring there are plans in place to support and engage communities with regards to resilience, cohesion, and community tension	Pandemic control measures could increase existing tensions or create flashpoints. Equally a united effort may increase community cohesion. Possible triggers are likely to be change in government guidance; local decisions making regarding outbreak control and the government Tier system; lack of compliance with outbreak control measures.	Impact on Council's ability to deliver services if disruption affects particular locations, customers or staff. Impact on Council's ability to deliver Covid-19 Response services. Potential reduction in public trust if the council is not seen to be acting appropriately.	Yvonne Rees	Rob MacDougall	4	3	12	Thames Valley Police and Safer Community Partnership are monitoring communities to identify any issues that may indicate escalating community tensions. Communication network in place including local Members to provide single consistent messaging via multiple trusted sources should it be needed.	4	2	8	Health Protection Board, MOAC and Surveillance Cell in place to manage pandemic surveillance, implementation of restrictions and Oxfordshire System communications. Outbreak planning and Standard Operating Procedures completed and tested. Joint Oxfordshire System Comms supporting pandemic restrictions, outbreak control and guidance. Impacts of UK Transition being monitored by specific Oxfordshire System group and community tension risk being reviewed by Local Resilience Forum.	↔	Meeting scheduled by Lord Lieutenant for Oxfordshire key leaders	04/02/21
LR5	Management of partnerships (non-commercial) maximising the use of effective partnerships to deliver strategic outcomes and community benefit.	Ineffective partnership working and relationships with key strategic partners, including District and City Councils, the CCG, NHS, Police, Military and voluntary and community sector, leading to negative impact on service delivery and outcomes for local residents / communities. CV-19 outbreak heightens both the potential and impact of this, with attention and resources being necessarily diverted to prioritise the outbreak over 'business as usual' relationships.	Deterioration of key relationships could reduce the Council's ability to: • meet desired outcomes for residents, • achieve efficient delivery • take opportunities to improve services. It also has the potential to negatively affect public confidence in the Council (e.g. through inspection outcomes) Failure to work effectively with the local Voluntary & Community Sector (VCS) might impact on our ability to both support and utilise the capacity and capability of the sector to help generate community resilience, community willingness to effectively address local needs and help to reduce demand for services (e.g. prevention)	Claire Taylor	Robin Rogers	4	2	8	<ul style="list-style-type: none"> • Ongoing management of existing relationships held at Cabinet and senior officer level, including sharing of priorities and early discussion of potential changes or challenges • Supported by regular engagement and interaction at different levels of the organisation, including joint working initiatives and shared posts • Formal/informal meetings with main bodies and sector representatives • Participation and engagement in local partnerships, forums and project / policy development work • The Civilian / Military Partnership is implementing changes to how it operates, and has supported the Council to achieve Gold status under the Armed Forces Employer Recognition Scheme • Health and Wellbeing Board has oversight of development of Integrated Care System and pooled budget arrangements • Growth Board retains oversight of the implementation of the Housing and Growth Deal and Housing Infrastructure Fund schemes. • Systems structures in place to deliver on-going response to CV-19 and plan for recovery • Liaison and planning arrangements in place with VCS for Covid-19 community response, VCS resilience and recovery planning 	3	2	6	<ul style="list-style-type: none"> • Maintain oversight of partnerships in the county to reflect new recovery systems working arrangements, including bilateral • New working relationships with VCS and infrastructure support contract are being developed, with new support arrangements to be in place by April 2022 • Community development strategy and approach to be produced and implemented jointly with VCS and partners • Partners' engagement with/ involvement in Community Resilience work will help to minimise the likelihood of this risk 	↔	'Risk reviewed - No changes	11/02/21

LR6	Supply chain management ensuring effective delivery through the supply chain	The supply chain could fail as a result of a major supplier entering insolvency procedures either via administration or liquidation. The supply chain is disrupted due to temporary close down or accessibility issues as a result of CV-19 mitigation measures	Delays to meeting service requirements or service provision.	Steve Jorden	Jeremy Richards	4	2	8	The Procurement team has a contract in place for a credit check service that analyses the financial position of an organisation to determine a credit score. This information is used in the Tender evaluation process to select a suitable supplier and to monitor ongoing performance of current suppliers. Current suppliers that see a drop in their financial rating would trigger an alert that would be considered by the applicable contract manager. The Contract Management Intelligence Team, as part of Provision Cycle, will take a more proactive role in identifying risks in the supplier and marketplace more generally. As part of the implementation of Provision Cycle, contract management procedures are being discussed with Service Areas, in order to agree respective roles.	4	2	8	The Procurement team has a contract in place for a credit check service that analyses the financial position of an organisation to determine a credit score. This information is used in the Tender evaluation process to select a suitable supplier and to monitor ongoing performance of current suppliers. Current suppliers that see a drop in their financial rating would trigger an alert that would be considered by the applicable contract manager. The Contract Management Intelligence Team, as part of Provision Cycle, will take a more proactive role in identifying risks in the supplier and marketplace more generally. As part of the implementation of Provision Cycle, contract management procedures are being discussed with Service Areas, in order to agree respective roles.	↔	Risk is being managed by service area contract managers c/w the provision of a monthly report and the weekly joint procurement and finance meeting. The Contract Management Intelligence Team, as part of Provision Cycle, will take a more proactive role in identifying risks in the supplier and marketplace more generally. As part of the implementation of Provision Cycle, contract management procedures are being discussed with Service Areas, in order to agree respective roles. Risk Reviewed - Comments updated.	16/02/21
LR7	Delivery of statutory duties delivery of service and duties in compliance with requirements and responding to changes.	That the Council acts unlawfully by failing to deliver statutory responsibilities	<ul style="list-style-type: none"> ◦Litigation/judicial review ◦Financial penalties - Local Government Ombudsman/Regulators/Central Government ◦Damage s liability to residents and commercial counterparties ◦Central Government intervention 	Anita Bradley	Glenn Watson	4	3	12	<ul style="list-style-type: none"> •Constitution of Council (including Finance Procedure Rules and Contract Procedure Rules) •Support role of Finance, Legal and Procurement •Audit function •Legal Compliance and Service Plan •Service Level Agreements between directorates and Legal •Dedicated specialist teams for information rights and complaints resolution 	4	1	4	<p>Ensure support functions are fully resourced.</p> <p>Action plan is in place to ensure we are address our statutory duties for the Deprivation of Liberty Safeguards for adults, statutory duties for children with special educational needs and disabilities; and unregistered provision for children. Scheme of Delegation (Finance) reviewed to reflect current management structure. Information rights, complaints and Ombudsman cases tracked</p>	↔	Action plans continue to be reviewed and addressed by the Leadership Team. When appropriate, consideration ought to be given to statutory easements for SEN and Social Care. Mapping FOI, Subject Access Requests and Complaints onto potential GOSS system for corporate recording and tracking. Resilience of staff is reviewed regularly to ensure delivery of statutory functions.	09/02/21

LR8	Corporate governance creating and embedding an effective and robust management and governance system that provides accountability and transparency.	That the Council's corporate governance, including supplementary governance arrangements to support the CV-19 response, is insufficiently robust, either due to incomplete processes or limited staff awareness of its requirements.	Inconsistent, uncompliant or potentially unlawful actions/decisions. Inability to support Council's democratic functions / obligations (e.g. remote public meetings, remote voting) Elements of the Covid-19 response may be compromised or delayed.	Anita Bradley	Glenn Watson	2	2	4	<ul style="list-style-type: none"> •Council governance framework is regularly reviewed and updated by senior managers and members. •Constitution - updated and annually reviewed by Monitoring Officer and Full Council - Amendments made to the Constitution to facilitate virtual/remote public meetings. •System of internal control - co-ordinated by the Corporate Governance Assurance Group; overseen by the Chief Internal Auditor; elected member oversight by Audit & Governance Committee, which reviews the Annual Governance Statement. •Annual Governance Statement – annual opportunity to review the effectiveness of internal controls; signed by Leader and three statutory postholders (HOPS, MO, CFO); overseen by Audit & Governance Committee. •Business Continuity Plans are in place which ensure that appropriate leadership of the Covid-19 response. •Control measures implemented throughout 2019/20 and updates on key issues are reported to Audit & Governance Committee. •Democratic decision-making processes are in place and reviewed as part of the Constitution Review and with regard to COVID regulations and virtual meetings processes 	2	1	2	<p>Continue to undertake control measures throughout 2020-21 and respond to specific matters as they arise.</p> <p>Annual Governance Statement process for 2020/21 is now under way with the Corporate Governance Assurance Group. Whistleblowing Policies updated and new co-ordinated approach in place under the Monitoring Officer (led by Principal Governance Officer) with central log being put in place and co-ordination of cases.</p> <p>Corporate Governance Assurance Group leading a project to review/align governance processes between Cherwell DC and Oxon CC.</p> <p>Constitution Review led by Monitoring Officer at both Oxon CC (scheduled for Feb - March 2021) and Cherwell DC (completed Dec 2020)</p> <p>Election planning meetings taking place with District Council colleagues monthly between now and election. Regular two-weekly meetings with Returning Officer and elections team (across Oxon CC and CDC). In touch with Electoral Commission as standing member of the Group. And Oxon Monitoring Officers group has standing item on election and the democratic structures. So we will be able to track the elections and also what, if cancelled/postponed for COVID, plans should be in place for the continuation of the current Council term.</p>	↔	Risk reviewed - Mitigating actions updated.	09/02/21
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LR9	<p>Workforce management</p> <p>long term plans to ensure a capable and skilled workforce with the capacity to deliver required and new services.</p>	<p>Lack of effective workforce strategies may result in long term under-performance of the organisation or increased costs.</p>	<p>Failure to manage the workforce and develop strategic HR plans may result in the following:</p> <ul style="list-style-type: none"> • Recruitment and retention issues • Increased costs of agency staff • Increased costs in training and development • Underperformance or lack of delivery 	Claire Taylor	Karen Edwards	3	4	12	<ul style="list-style-type: none"> • On-going monitoring of issues and HR data • Key staff in post to address risks (e.g. strategic HR business partners, reward manager) • Ongoing service redesign will set out long term service requirements. 	3	3	9	<p>Development and adoption of sector relevant workforce plans</p> <p>Development of new People and Organisational Development strategy</p> <p>The ability to interrogate and access key data (ongoing) in order to inform workforce strategies.</p> <p>Development of new Learning & Development strategy, including apprenticeships</p> <p>Post Covid-19 recovery plans to support the workforce are under commission. These will include any lessons learnt and training needs and alignment with any new service delivery requirements arising from Covid-19. Weekly review of the absence data is being undertaken to identify areas of high absence.</p>	↔	Risk reviewed – no Changes	10/02/21
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[illegible]

LR11	<p>Financial resilience: ensuring there are effective plans in place to deliver a balanced budget and a sustainable medium-term financial strategy</p>	<p>The MTFP and longer-term financial plans are not sustainable, adequate or effective due to the outcomes of local government funding reforms; unexpected demand on services; financial management performance; financial support to local businesses and residents as a result of CV-19; or not achieving planned savings and efficiencies on time. CV-19 grant funding not at the required level to meet needs of services.</p>	<p>Significant overspend at year end leading to:• extensive use of general balances, taking them below their risk assessed level• extensive use of earmarked reserves resulting in no funding available for earmarked purpose• further savings or income generation required in year or across the life of the Medium Term Financial Plan (MTFP)Further reductions to funding will require additional savings or income generation opportunities above those in the existing MTFP. Given the scale of the reductions already delivered and those planned, plus continuing rising demand in Adults and Children's services, the ability to respond to this, and quickly, could put at risk the setting of a balanced budget and MTFP.</p>	Lorna Baxter	Ian Dyson	5	3	15	<ul style="list-style-type: none"> • Progress against current year's savings is tracked monthly and included in the Business Management Reports to Cabinet. • Progress against future year's savings is also tracked monthly, and if necessary addressed as part of the Service & Resource Planning process Additional costs, loss of income and non-achievement of savings are being tracked and inform data returns to MHCLG • Savings under the banner of Organisational Change and Service Design being monitored on a project/activity level with detailed planning, milestones & reporting • Regular meetings between Directors and s151 Officer to discuss significant financial issues and risks • Service & Resource Planning process including reports to Cabinet and Performance Scrutiny Committee and ultimately Council in February 2020 • s25 report of Chief Finance Officer 	5	2	10	<p>The financial impact of COVID-19 is being tracked and is being reported to CEDR, Cabinet and Performance Scrutiny Committee and as part of the monthly Business Management report. As a result of the COVID-19 the expected financial pressures in year have been managed through a Revised Budget, that was approved by Council in September.</p> <p>The Government continues to provide grant funding to assist with the public health response and containment of further outbreaks, which is enabling targeting support to local businesses, communities and voluntary sector, without additional cost to the Council. The Government is also funding lost income on Sales Fees and Charges related to COVID, which we are claiming in accordance with the Government timetable. COVID related grants and funding are being reported routinely to CEDR. The longer-term financial impacts will become clearer during the recovery phase both locally and nationally, but currently remains uncertain. The Local Government Finance Settlement was announced in December. The outcomes from the public consultation and the Performance Scrutiny Committee review of budget proposals have been considered by Cabinet. At their meeting on 19 January Cabinet agreed their proposed budget. CEF have established a project to develop a strategy and plan for the recovery of the £24M deficit in the High Needs DSG funding.</p>	↔	<p>The impact of Covid19 has changed the financial outlook for the Council, and as a consequence the Council set a revised budget for 2020/21 and is in the process of setting a budget for 2021/22 taking into account the short to medium term financial implications of Covid-19. The longer-term impacts beyond 2021/22 are still to be understood and this will need to be continually reviewed, the action for the High Needs DSG recovery plan has been included. There is no current expectation that Government will seek to recover the deficit from the Council Funding; however, the spending is not yet under control and we have been required to produce a recovery plan for some time. Risk reviewed - Mitigation actions refreshed and updated</p>	15/02/21
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LR12	Property and assets (maintenance cost)	Legacy of poor asset condition management information reduces the Council's ability to fully ensure property maintenance and compliance.	Non-compliance issues and potential financial pressures to bring our assets to a compliant and acceptable standard.	Steve Jorden	George Eleftheriou	4	4	16	<p>Property, Investment and Facilities Management function redesign to get the right professionals running the service</p> <p>Develop Property Strategy which would determine where to prioritise efforts/spend on assets</p> <p>Install right systems to enable us to keep on top of managing information about our assets</p>	3	2	6	<p>Control activities are prioritising compliance (i.e. 'nice to haves can wait).</p> <p>Taking more long-term views on use/potential use of certain assets.</p> <p>New asset condition surveys have indicated additional financial pressures to bring maintenance of our assets to an acceptable condition.</p> <p>Work is ongoing on a number of sites. A programme based on risk and compliance was developed to resolve outstanding legacy issues and we continue to monitor the financial effect of this activity.</p> <p>The FM team redesign needs to be a priority and completed as soon as possible.</p>	↔	<p>All of mitigation actions referred to are now in place and activities ongoing.</p> <p>The right team /expertise now inhouse dealing with this with a plan in place to achieve full compliance and maintain programme going forward H&S team within PIFM overseeing this and KPIs developed as means of checking performance.</p> <p>Additional budget allocated to the team to carry out further works.</p> <p>Despite parts of the budget being offered for saving initiatives we are still confident that any risk is mitigated and BAU is unaffected.</p> <p>Risk reviewed - No changes</p>	11/02/21
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LR13	Health and safety: ensuring effective arrangements are in place to meet our duties	Identified weaknesses in governance policy could lead to reduced oversight of health and safety issues and infringe on our associated duty of care to staff and others affected by the activities of the Council. The Covid-19 outbreak also increases risk in relation to greater homeworking activities, risks associated with frontline work and mental health and wellbeing risk.	<ul style="list-style-type: none"> • Unsafe services leading to injury or loss • Breach of legislation and potential for enforcement action. • Financial impact (compensation or improvement actions) 	Steve Jorden	Paul Lundy	4	3	12	<ul style="list-style-type: none"> • H&S policies and procedures have been reviewed and adopted • Risk Assessments completed including COVID-19. • Provision of PPE is priority area of focus for both standard work issue and additional infection control requirements for COVID-19. • Information and training programmes in place for staff and volunteers. Communications channels in place including COVID-19 focussed H&S information. • H&S Governance Board maintains oversight of policy and practice with response to COVID-19 covered within business continuity support structure. • Additional budget has been allocated for rectifying all H&S and compliance items across our buildings and to bring full statutory compliance • We have established a H&S and Compliance function within PIFM where the right expertise is now in-house to enable us to bring and maintain the right level of compliance • H&S monitoring will be carried out in selected services to assess compliance subject to restrictions due to COVID-19; • Reporting of key data and issues to Leadership Teams and through business continuity support structure. This will include any incidents of work-related exposure to COVID-19 as per RIDDOR. • Home-working arrangements supported by advice, guidance, equipment etc., frequent messages from CEO and Internal Comms. Specific arrangements in place to provide equipment for those with specialist requirements or needs. 	4	2	8	<ul style="list-style-type: none"> • Ensuring staff continue to receive the necessary health and safety training - due current social distancing guidelines and restriction training is moved to online delivery where possible - Ongoing, alternative virtual delivery options now in place for most courses. • Implement the actions of the recent H&S Audit (April 2020) to further improve systems and controls – Ongoing • PIFM to implement management systems to monitor property compliance and safe working practices. Process for ensuring all buildings used or re-opened are reviewed and risk assessed to ensure they are COVID-Safe. Ongoing as part of recovery plan • Review and risk assess any changes in government guidance to ensure safe and compliant practices are followed. This is monitored and reported through the business continuity (COVID-19) support structure. Ongoing - H&S updates and guidance published on intranet and maintained by H&S Team. • Arrangements for supply and distribution of PPE is well established - no reported pressures. 	↔	<p>Jan - National Restrictions introduced. CEV People asked to only work from home. Most essential activity continues to be provided in line with COVID Secure guidelines and risk assessments.</p> <p>Further comms to managers and staff in the importance of following safe working practices in light of increased prevalence amongst communities. PPE supply remains good with no reported issues, rolling out face fit testing for those teams using respirators (FFP3). HSE Spot Inspections of schools found compliant safe working practices and no further action required.</p> <p>Further work is underway to improve support for people working from home as part of Agile strategy.</p> <p>Review of H&S governance, resources and structures commenced to meet future organisational needs and objectives. Risk Reviewed - Comments updated</p>	12/02/21
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LR14	Business continuity and recovery plans Resilience to an additional significant disruption during the Covid-19 Response	A further disruption occurs that puts additional pressure on business continuity arrangements.	Essential Council Services and Covid-19 Response services are unable to be recovered within a reasonable time frame. Impacts could include risk to life or welfare, financial loss (for example due to litigation) and reduction of trust in Council services	Yvonne Rees	Rob MacDougall	4	4	16	A business continuity improvement programme is under way and has led to significant improvements including to a consistent approach to business impact assessments, service business continuity frameworks and business continuity plans. Review of London Bridge undertaken by corporate leads	4	2	8	Health Protection Board, MOAC and Surveillance Cell in place to manage pandemic surveillance, implementation of restrictions and Oxfordshire System communications COVID19 security on building are in place to support the restart of services and this is being coordinated by the Organisational Recovery Steering Group and CEDR. Business Continuity Plans have been reviewed in light of lessons learnt from the first wave of the pandemic. Council wide process introduced for identification of and support to critical staffing issues	↔	Absence being monitored weekly by CEDR and Internal Silver and there is weekly reporting on the status of services via Business Continuity Gold App Risk reviewed - Mitigating actions/Comments updated	14/02/21
LR15	Cyber security assurance that effective controls are in place to prevent security issues.	Levels of threat mean that it is possible our defences will be breached, whether through system failure or human error this level may be increased during the CV-19 measures with increased numbers of staff working at home	A serious and widespread attack (like Wannacry in Health or Ransomware attacks in Hackney and Recar) could mean the Council will not be able to function or support services, causing business continuity plans to be invoked. There may be less serious lower level theft of data or a publicity type attack.	Claire Taylor	Tim Spiers	4	4	16	A robust plan is in place and under continuous improvement. OCC and CDC are 'Cyber Security Essentials Plus' accredited. OCC are still receiving PSN whilst going through present submission. OCC and CDC are PSN accredited. OCC and CDC are also working with other local government organisations to ensure a co-ordinated approach to Cyber Security events. Guidance has been re-issued to all staff on protective measures to take when home working, less secure apps have been disabled.	4	3	12	The IT Service at CDC and OCC continue to manage cyber security threats in-line with the required 'Cyber Essentials Plus' standards. As part of the IT service redesign a joint OCC/CDC Cyber Security officer has been appointed , to undertake: <ul style="list-style-type: none"> • Responsibility for managing security threats and prevention methods • Working with Information Management to ensure implications of GDPR on data security are understood and built in • Working with partners to provide training so that every OCC user is aware of their role in preventing cyber threats • Documenting processes and policy to define roles, responsibilities and procedures • Maximising tech to reduce cyber risks • Ensuring all new and existing suppliers meet cyber security requirements 	↔	IT and Cyber Security Officer has been appointed to cover both OCC and CDC. The IT Service continues to work with colleagues and partners to manage the cyber security threat.IT technical resources from OCC and CDC are working closely to ensure both organisations are protected from Cyber security threats. Risk is being treated as a high priority due to the ongoing threat to all organisations. Our approach is guided by the National Cyber Security Centre (NCSC) and also informed by Gartner insight. Presentation made to Audit and Governance Committee regarding the current status and plans to ensure the organisation continues to do everything possible to manage the ongoing threat. Risk reviewed - Risk effect and comments updated.	09/02/21

LR16	ICT Infrastructure : assurance that IT infrastructure is reliable and fit for purpose	The server infrastructure, backup and disaster recovery hardware are at or past end of life	There is a risk of ICT failure which could disrupt our ability to sustain parts of the Council's services. We need to plan replacement as the back-up solution has started to fail intermittently. Council's ICT is inadequate and/or inappropriate to support extensive home-working during CV-19 response. Difficulties in providing ICT support for new/returning members of staff (and volunteers needing access to council systems?) Limited capacity/effectiveness in meeting the requirements of novel schemes/services required by Govt as part of CV-19 response	Claire Taylor	Alistair Read	4	3	12	All servers and services have been migrated (by the end of Q4 2019/20) to the new data centre equipment and are operational. The new backup service is operational. The cloud Disaster Recovery solution is configured and running. IT support and provision for new/returning members of Staff is functioning well and demand is being met. IT are working with Integrated Transport to deliver and collect equipment required by Staff working from home. IT Staff have been reassigned to meet any increase in demand due to COVID19 business requirements. IT have secured more laptops to help ensure we have stock in case there is delivery issues after Brexit	4	2	8	<p>'Maintaining assessment to keep on top of changing needs of workforce, services and cyber threats under CV-19</p> <p>Ensuring sufficient staff cover is lined up to keep ICT running in the event of staff illness</p> <p>Replacement datacentre, disaster recovery and backup solution are fully operational.</p> <p>Datacentre network equipment has been updated and the amount of core space used rationalised.</p> <p>Measures remain in place together with the resilience testing to maintain core IT services.</p> <p>Staff resources are assigned to the most in demand IT requirements.</p> <p>An expanded duty team will support delivery of critical services out of hours.</p> <p>New joint cyber security officer has been appointed which enables an even greater focus on protecting the organisation against possible cyber-attacks.</p> <p>Business Continuity Plans and Risk have been updated since the COVID-19 outbreak to capture all new learnings. Mitigation has been put in place to create COVID-19 bubbles to ensure essential staff are separated in case of infection. All projects have been prioritised to ensure that critical work can continue in case of 2nd or 3rd wave.</p> <p>A proposal for a more cost effective and less complex DR solution has been agreed and procurement will start this month for installation in November. This should be able to remove this risk. Procurement is happening this week. Installation pushed back until December.</p> <p>Installation of more cost-effective DR is underway. Completion by Feb 2021. Due to COVID work this has been delayed. We also fixed some networking issues that had caused outages over the last 3 Sundays, making the infrastructure even more resilient.</p>	↔	<p>Demand for Covid-19 related IT activity is minimal, and there is an increase in more standard IT requests and work. IT Service is back to normal workloads and BAU objectives, with project work also increasing, utilising our new ways of working. Work is continuing on our IT Strategy to ensure we have even more flexibility in our IT for agile working.</p> <p>IT resources a bit stretched due to extra equipment requirements, SIM swaps and Windows Phone replacement service.</p> <p>Risk reviewed - No change</p>	05/02/21
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LR17	Covid-19. Community and Customers providing service and support to those impacted by the coronavirus pandemic	Significant spread of the Covid-19 virus results in potential impacts in terms of customers and communities. Including community resilience, ability to access services, consequences of prolonged social distancing or isolation, economic impacts to business, including but not limited to the visitor economy.	<ul style="list-style-type: none"> • Possible reductions in frontline service delivery, events, meetings and customer contact. • Economic hardship impacting local business and potentially the local workforce. • Impact on vulnerable residents who may find it harder to access services. • Increased demand on both frontline and enabling services. • Prolonged risk of social isolation and the mental and physical consequence thereof. 	Claire Taylor	Mark Haynes	5	4	20	<ul style="list-style-type: none"> • Business Continuity Plans have been reviewed and tested to ensure the ongoing delivery of priority services • Remote (home based) working in place, to facilitate self-isolation and limit impact on service delivery. • Communications stepped up, to support remote working, reinforce national guidelines and set out the current organisational response. • Regular updates from Director of Public Health, shared internally and externally. Partnership communications enhanced and regular conversations convened. • Regular teleconference with local councils and emergency services discussing updates, concerns and best practice (in-line with usual business continuity and emergency planning protocols). • Mutual aid with regional Thames Valley partners enables a tactical response to community resilience. • Engagement with suppliers to manage impacts across the supply chain • Creation of a dedicated telephony helpline to support the most clinically extremely vulnerable (shielded) residents in the county and operating extended hours each day • Provision of additional body storage as temporary place of rest to support the current mortuary provision. • Face to face customer events e.g. wedding ceremony, library provision ceased in line with government guidance <p>County is now in national lockdown and the CEV group of residents now have to follow strict new guidelines. The arrangements across Oxfordshire have now been fully extended and stood up. Major comms drive to highlight the increase in cases across the county and the need for the residents to take note and abide by the national lockdown restrictions.</p>	4	4	16	<p>Ongoing review and implementation of Council and partnership business continuity and emergency planning arrangements.</p> <p>The nature of the risk is such that national public health guidelines will determine the councils' response.</p> <p>The councils will enact any support schemes as set out by national government as they emerge.</p> <p>The council will respond to new modelling figures provided by either Public Health England or Ministry of Housing, Communities and Local Government regarding excess deaths in the community</p> <p>As the current lockdown is eased, we will review the impact and take the necessary steps to follow the latest guidelines and instructions</p> <p>Customer contact demand will continue to be monitored and resource allocated to key priorities</p> <p>Appropriate risk assessments are being taken to enable the opening of key cultural sites in July 20</p> <p>Involvement on the Health Protection Board supporting vulnerable customers if isolated due to tract and trace protocols and in line with Local Outbreak Plan Easing of lockdown restrictions has enabled a wider range of services to become more available to customers and residents. 91% of core libraries are now open and customer contact at the CSC is back to normal levels.</p> <p>Review of current BCP's underway.</p>	↔	Risk reviewed - Mitigating actions updated.	16/02/21
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LR18	Covid-19. Business Continuity: managing the ongoing impact of the pandemic on council operations.	Significant staff absence due to the Covid-19 virus results in potential impacts on frontline service delivery and the ability to run the councils' business on a day to day basis.	<ul style="list-style-type: none"> • Possible reductions in frontline service delivery, events, meetings and customer contact. • Potential confusion amongst staff with regards to how to plan and respond to reduced service availability, professional support and maintain business as usual. • Requirement to reprioritise service delivery • Assess critical services and consider alternative methods of delivery • Requirement to offer mutual aid to partner organisations. • Potential impact in the medium to long term resilience of staff may result in wider wellbeing issues. 	Claire Taylor	Karen Edwards	5	4	20	<ul style="list-style-type: none"> •Business Continuity Plans have been reviewed, tested and are maintained and updated •Remote working in place •Staff communications stepped up, to support remote working, reinforce national guidelines and set out the current organisational response. •Regular updates from Director of Public Health, shared internally and externally. •Regular teleconference with local councils and emergency services discussing updates, concerns and best practice. (in-line with usual business continuity and emergency planning protocols). •Regular communication messages following Public Health advice •Sanitisers in washrooms/corporate buildings •Weekly sickness monitoring implemented •Agile working being tested further across services, ensuring equipment and access is in place. •Posters around the offices encouraging regular hand washing. Hand sanitisers available in washrooms and shared spaces. •Stocks of laptops being maintained / weekly managers bulletin with guidance and support offered / arrangements in place for duty, on call and reassignment where necessary • Improved understanding of the risk factors across the workforce identified through COVID-19 data. • Weekly reports on all sickness absences, COVID-19 related and others, are being produced by Directorate. • IT has built a new reporting system with a RAG rating to update each area indicating and/or forecasting significant staff pressures when they happen due to COVID-19. This data is monitored weekly at Silver. 	5	4	20	The nature of the risk is such that national public health guidelines will determine the councils' response. IT has built a reporting system with a RAG rating to update each area indicating and/or forecasting significant staff pressures when they happen.	↔	Risk reviewed - Existing controls updated	10/02/2021
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	<p>Safeguarding of vulnerable adults: Failure to safeguard vulnerable adults. The Care Act 2014 places a duty on the council to work with other parts of the health and care system to safeguard adults at risk of abuse or neglect. Roles, responsibilities and accountability are set out in the act with the council being required to take the lead coordinating role.</p>	<ul style="list-style-type: none"> • Insufficient quality controls for care providers • Increased numbers of safeguarding alerts without enough resource to manage them in a timely and appropriate manner • Safeguarding concerns not being reported • Failure to act when concerns are expressed about an individual being subject to abuse or neglect • Poor / inappropriate information sharing amongst partners. 	<ul style="list-style-type: none"> • Vulnerable people not protected from abuse or neglect. • Serious injury or death of a vulnerable adult • Significant reputational damage for the council 	Stephen Chandler	Melanie Pierce	5	3	15	<p>a. Oxfordshire Safeguarding Adults Board oversees and scrutinises the safeguarding of vulnerable adults across all partners in Oxfordshire</p> <p>b. The act brought in the principles of 'Making Safeguarding Personal'. Oxfordshire is recognised as doing this well. Part of the principle is that people own their own risks - so it can never be completely mitigated away.</p> <p>centralised Safeguarding Team which leads on incoming safeguarding concerns and the completion of all subsequent safeguarding activity.</p> <p>d. Clear statement of the minimum standards expected of care providers (from the County Council, the Care Quality Commission and the Oxfordshire Association of Care Providers)</p> <p>e. Monitoring of providers by the Council's Quality and Contracts Team. This includes performance information (complaints, safeguarding referrals, etc.), contract monitoring meetings, and quality monitoring visits and gathering feedback. These are measured against ten quality standards and an internal traffic light system.</p> <p>f. Working closely with the Care Quality Commission to identify and share issues to ensure they are dealt with appropriately. The Care Governance Group which is led by the council includes both the safeguarding lead for the Council and the Care Quality Commission</p> <p>g. Publicise and provide clear communication on the ways in which a person can raise a safeguarding concern.</p> <p>h. Daily, weekly, monthly performance reports in place on the activity in the safeguarding team. Quarterly performance report to the Performance Subgroup of the board on wider partnership issues.</p> <p>i. Cross partnership training plan in place</p>	5	2	10	<p>Number of concerns are increasing following a small decrease during April 2020. Consultation service is continuing to provide support and has resulted in 1530 calls to the service.</p> <p>However, received 5,116 concerns and 1,296 enquiries last year which does put pressure on a small team. Timings of dealing with concerns and enquiries are monitored daily.</p> <p>The quality of providers in Oxfordshire is higher than elsewhere as evidence by the CQC ratings. Multi agency meetings in place to ensure appropriate sharing of information; regular audits of case work in place.</p> <p>No additional actions required but we will respond to any issues raised in the on-going monitoring</p>	↔	Risk reviewed - No changes	16/02/21
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LR20	Demand management -Adults- Adult social care services aren't help people remain independent and healthy for as long as possible	Numbers of people requiring care increase and numbers of people providing informal care do not rise as quickly as demand. Health Services face reduced funding which puts further pressure on the council.	More people present with higher social care needs, reflecting not just the growth in needs in the population, but also the change in informal care, which will not rise as quickly as demand. People with needs, who did not come forward for care previously, now start to come forward with greater public awareness of social care. Those people who do come forward, have higher levels of need. People moving to social care funded services as health services also face reduced funding.	Stephen Chandler	Rachel Pirie	4	4	16	a.The service has an agreed model for predicting demographic pressure and this is funded by the Council. b. investment in services to reduce demand (e.g. reablement) c. Pooled budget with health which allows whole system investment d. referrals into teams in 20-21 for the first 6 months of the year has increased by 21% compared to the same time last year, but the people we support in long term care is 1% lower than the same time last year e. Medium- and long-term impact from Covid not known.	4	3	12	Risk at target level but a permanent risk due to demographic pressures. These are being managed well in Oxfordshire as evidenced by iMPower rating the productivity of older people's service as 5th highest in the country. High use of equipment - 28% more likely to have received equipment. Main issue in managing demand remains the performance of the reablement pathway (subject of a separate risk) which is monitored monthly with action plan in place. A system plan is in place to deliver a new reablement approach in 2021, this is being piloted and showing success in reducing long term care needs. ASC transformation and Making it Happen approach have begun, in partnership with the voluntary sector.	↔	Risk reviewed - No changes	16/02/21
Page 56 LR21	County Elections May 2021 – delivery of safe and legally sound elections on 6 May 2021	Insufficient planning and staffing; Covid insecure polling stations and counts; lack of effective communication with stakeholders	Complaints. Loss of confidence from participants if polling stations and count venue aren't deemed Covid safe, leading to a risk of low voter turnout, problems recruiting staff and compromised engagement from candidates/agents.	Yvonne Rees	Steve Jorden	4	4	16	Corporate wide approach taken to delivering the election with specialists from service areas supporting different aspects. Election Special Interest Group (SIG) with County and District election specialists *(and County Deputy Returning Officer staff) each month as key part of planning the detail. Electoral Commission attendance of SIGs.	4	2	8	Plan and risk register in place and regularly reviewed. Weekly project board meetings chaired by the Returning Officer. Election Special Interest Groups monthly to aid detailed planning All polling stations risk assessed for Covid compliance	↔	The Elections Project Board meet weekly to go through issues and agree actions. Key risks are around Covid compliance of polling stations and reluctance of some schools to allowing elections on site. All polling stations are being risk assessed and checked for Covid compliance against Gov guidelines, with appropriate mitigations being put in place. Further risk of insufficient staff to run polling stations and count due to concerns over Covid. Various comms channels being used to appoint sufficient Polling Station staff, including working through the LEP. Discussions taking place about the possibility of putting count staff in bubbles so as to limit impact of any Covid related illness.	24/02/2021

Forecast outturn 2020/21 at January 2021

Introduction

This Annex sets out the latest financial monitoring position as at 31 January 2021. The forecast includes the financial impact of COVID-19 for 2020/21 including the latest estimate for additional and exceptional expenditure and income losses.

The Revised Budget for 2020/21 agreed by Council on 8 September 2020 set out that the financial impact of COVID-19 in 2020/21 was anticipated to be £51.3m. The revised budget included virements to create budgets within services in relation to COVID-19 costs incurred to the end of July 2020 plus the creation of a COVID-19 budget for costs beyond the end of July 2020. On 15 December 2020 Cabinet agreed a further virement from the COVID-19 budget of £2.7m to the services for the period August to October 2020. A third virement from the COVID-19 budget of £2.8m is requested in this report for the actuals for the period November 2020 to January 2021 and an estimate for February-March 2021. This takes the total additional general funding allocated to Directorates for exceptional expenditure to £18.5m. After taking into account other pressures including income losses, pressures on Dedicated Schools Grant (DSG) funded services and the reserve for Collection Fund Losses, the total anticipated cost of COVID-19 for 2020/21 is £42.2m.

The financial impact of COVID-19 will not end on 31 March 2021 and additional costs are expected in 2021/22 and across the medium term. It has previously been noted that the profile and timing of some of the COVID-19 costs and income losses may mean that some costs fall into a different financial year. It is now expected that £10.0m originally forecast for 2020/21 will fall into 2021/22. It is expected that there will be a balance of around £14.0m on the COVID-19 budget at year end after the receipt of the second and third claims to the Sales, Fees and Charges Income Guarantee Scheme. This budget, which was created from the in year savings of £14.9m and unringfenced funding received to date of £36.4m, will be transferred to the COVID-19 reserve to help manage the ongoing financial impact in 2021/22 and beyond. Furthermore, any year end over or underspends relating to transfers from the COVID-19 budget will be transferred to/from the COVID-19 reserve at year end.

The Council has also received £35.4m of specific grants in 2020/21 and a £12.0m contribution from the Clinical Commissioning Group to manage the impact of COVID-19. Details of the specific funding and how it has been utilised are set out below and in Annex C – 5b.

The following additional information is provided to support the information in this Annex:

Annex C – 1 (a) to (f)	Outturn Summary and Directorate Detail
Annex C – 2a	Virement Summary
Annex C – 2b	COVID-19 forecast and virement request
Annex C – 2c	Virements to Note
Annex C – 3	Earmarked Reserves Forecast
Annex C – 4	General Balances
Annex C – 5a	Government Grants Summary

Children's Services

A breakeven position is forecast by Children's Services against a budget of £133.2m. The directorate forecast outturn includes up to £4.4m of costs relating to COVID-19, of which £1.4m of actual costs have been funded to date.

An in year overspend of £10.8m is forecast for the High Needs DSG, against a budget of £57.9m, which will be carried forward against DSG balances and is being managed through the SEN Transformation Project.

Education and Learning	<u>Variation</u> A breakeven position is forecast for this service following the virements agreed by Council on 8 September 2020.
Budget £30.4m	
Variation Breakeven	<u>Key Issues</u> As reflected within the performance report demand for Education, Health and Care Plans remains high and recent investment has taken place to recruit a small specialist team to address the current backlog.
RAG rating AMBER	
Outcomes Achieved Yes	The underspend of £0.7m relates to Home to School Transport. Although the service has incurred additional costs in relation to COVID-19 and social distancing on transport, detailed below, it has also been possible to control spend during periods when schools have been operating remote learning for many of their pupils and demand for transport has been reduced. This will be returned to the DSG High Needs Budget.
	<u>Financial Impact of COVID-19</u> To date additional funding of £0.2m has been allocated in relation to COVID-19 costs, with spend to date estimated at £0.3m. The forecast for this year is currently £0.5m. It is assumed that any shortfall in the budgets at present will be met from the COVID-19 budget for costs and income losses. Significant areas of spend to date are £0.1m for Laptops and Virtual Tuition for children and £21k for PPE in Early Years Settings. Demand for Education, Health and Care Plans continue to increase throughout the various periods of lockdown, which <u>has increased workloads for Educational Psychologists and</u>

the Casework Team resulting in additional costs. It is assumed this pressure will be funded by COVID-19 budget for costs and income losses.

In addition, lost income is forecast at £0.3m within Education and Learning as a result of the partial closure of schools. It is forecast that this will total £0.4m for the full year. Most is anticipated to be funded through the Ministry of Housing, Communities and Local Government's (MHCLG) income guarantee scheme, with £0.1m which cannot be claimed anticipated to be funded from the COVID-19 budget for costs and income losses and is included above.

On 11 August 2020 the Department for Education (DfE) announced the Local Transport Authority funding allocations, with the Council's allocation being £0.5m. In addition, a further £0.3m has now been announced for the spring term from January to March 2021. This further grant of £0.8m is to help with the additional costs of providing Home to School Transport in line with the COVID-19 guidance. It is currently anticipated that this funding will be spent during the period it applies to and that it will be sufficient to meet the additional costs incurred.

It is also anticipated that the Council will be receiving funding through the Coronavirus (COVID-19) National Testing Programme: School and Colleges grant relating to covering the costs of testing activity in schools from 4 January to February half term. The funding received will relate only to secondary maintained schools and non-maintained special schools, based on actual activity and therefore the amount is not known at this time. It is also not clear whether activity and funding will continue beyond the February half term at this stage.

Children's Social Care

Budget £30.7m

Variation
breakeven

RAG rating
GREEN

Outcomes Achieved
Yes

Variation

A breakeven position is forecast for this service following the virements agreed by Council on 8 September 2020.

Key Issues

At present there are no variances reported in this area.

Financial Impact of COVID-19

To date additional funding of £0.1m has been allocated in relation to COVID-19 costs, with spend to date estimated at £0.8m. The forecast for this year is currently up to £1.3m. It is assumed that any shortfall in the budgets at present will be met from the COVID-19 budget for costs and income losses.

As a result of the COVID-19 pandemic there has been an increase in spend on staffing during the year, and particularly since September 2020. An increase in demand within teams, particularly within the MASH where contacts have increased by 34% this financial year compared to the same period last year. Demand has also increased within frontline social care teams where children and families are remaining on a plan for longer than would normally be expected, contributing to an increase in overall cases. In addition the pandemic has also had a significant impact on the ability to attract and retain social care staff to front line roles, with increased caseloads, staff sickness, caring responsibilities, and increased staff turnover of both permanent and temporary staff due to the market at this time. This has therefore increased the number and cost of agency staff required to ensure the council continues to operate a safe service.

On the basis of current trends, the cost in this year to meet this additional demand is forecast to be between £0.4m and £0.7m depending on the length of time additional resource is required. This will be linked to how long demand remains higher than capacity of the existing service and will be closely monitored.

Outside staffing the main costs incurred to date relate to an increase in allowances to reflect universal credit increases (£32k) and costs relating to isolation for Unaccompanied Children on arrival (£0.2m).

A notification has been received a ringfenced grant relating to free activities and healthy food for disadvantaged children grant. This grant must be used to provide a programme of support for disadvantaged children across school holidays in 2021 calendar year. The grant needs to be applied for, however the allocations for Oxfordshire are up to £0.1m in 2020/21 and up to £1.3m in 2021/22, a total of £1.4m available across the two years, and work is underway to utilise this in Oxfordshire.

**Children's Social
Care Countywide
Services**

Budget £66.2m

Variation
breakeven

Variation

A breakeven position is forecast for this service. This is after the virement from the contingency budget of £3.3m agreed by Council on 8 September 2020 which balanced the budget.

Key Issues

RAG rating GREEN	The forecast here remains risky as packages for individual children can cost in excess of £0.2m per annum, and therefore a small change in demand or children with significant support needs can have a significant impact on spend within this budget.
Outcomes Achieved Yes	<p>The demand seen in the referral and assessment service is likely to result in increased demand in the placement budget as some children enter care. Although some of this demand may be experienced this financial year, it is likely that any growth in demand for placements could be experienced over at least one to two years.</p> <p><u>Financial Impact of COVID-19</u> To date additional funding of £0.9m has been allocated in relation to COVID-19 costs, with spend to date estimated at £1.4m. The forecast for this year is currently that there is £1.5m committed. It is assumed that any shortfall in the budgets at present will be met from the COVID-19 budget for costs and income losses. Demand hasn't yet arrived within the service, and therefore cost to date haven't risen as fast as originally anticipated. Demand is now high within the MASH and it is assumed that this will work through the social care system, resulting in increased demand for placements in the future. Work completed so far anticipates that the forecast seen earlier in the year will move in to 2021/22 financial year.</p> <p>The main areas of spend to date have been in relation to support for families and young people. The costs breakdown in to £1.0m in relation to placements, £0.1m for costs incurred due to the effect of court delays and £0.1m in relation to staffing costs caused by the need for staff to isolate.</p>
Children's Central Costs	<u>Variation</u> A breakeven position is forecast for this service following the virements agreed by Council on 8 September 2020.
Budget £5.3m	
Variation breakeven	<u>Key Issues</u> No variance is reported at this time.
RAG rating GREEN	<u>Financial Impact of COVID-19</u> No variance is reported due to COVID-19 at this time.
Outcomes Achieved Yes	
Dedicated School Grant	
High Needs	<u>Variation</u>

Budget £57.9m	The variation forecast is a forecast overspend of £11.5m.
Variation £10.8m (19.9%) overspend	<p><u>Key Issues</u></p> <p>The variance of £10.7m relates to the existing children and an expected growth in demand for Education, Health and Care Plans and support for the current year based on the currently announced high needs dedicated schools grant funding. In addition, invoices are now being received from further education colleges, which may exceed the budget available, with further work being undertaken to ascertain the pressure this may lead to. Significant diagnostic work is being undertaken to analyse the relationship between activity, increased demand and spending pressures across the SEN funding system. Officers will work with Schools, Parents and other stakeholders to develop proposals for the High Needs Block to move into line with its operating budget in the medium term. The reduction in the forecast relates to a £0.7m underspend within SEN Homes to School Transport which has enabled this to be returned to the HN Budget.</p>
RAG rating RED	<p><u>Financial Impact of COVID-19</u></p> <p>There is a forecast cost of £0.1m due to the COVID-19 pandemic. These costs are unfunded and will increase the deficit on the High Needs budget.</p>
Early Years	<p><u>Variation</u></p> <p>£0.2m of COVID costs have been funded in the revised budget.</p>
Budget £38.8m	<p><u>Key Issues</u></p> <p>The Early Years DSG is forecast to overspend by between £0.5 to £0.6m within year. There has been an increased take-up of SEN Inclusion Fund – which supports lower level SEN need in settings and a step change in the number of eligible 2 year olds. Options for managing the overspend from prior year DSG were discussed at Schools Forum in November, so this is reported as breakeven at this time.</p>
Variation breakeven	<p><u>Financial Impact of COVID-19</u></p> <p>A package of provider support of £1.3m was agreed in April 2020. Spend to date is estimated at £0.5m with a further £0.3m committed. The forecast for this year is currently £1.3m. This does not yet include the impact of the Jan 2021 national lockdown.</p>
RAG rating RED	<p>The COVID costs relate to provider sustainability payments to early years settings to meet statutory need, including a forecast risk into the future. It also includes additional opening (e.g. out of term-time), and key worker funding</p>
Outcomes Achieved Yes	

where children have been placed away from their usual setting.

It is assumed that any shortfall in the budgets at present will be met from the COVID-19 budget for costs and income losses.

Adult Services

The service is currently forecasting a £1.3m underspend against a budget of £197.6m.

This will be transferred to reserves to help meet pressures in 2021/22, resulting in a forecast break-even position being reported for Adult Services. The amount expected to be transferred to reserves has increased by £0.1m compared to last month.

The directorate forecast outturn includes £8.2m of costs relating to COVID-19, no change from the previous month.

Better Care Fund Pool

Budget £79.8m

Variation £0.4m underspend

RAG rating
Green

Outcomes Achieved
Yes

A £0.4m underspend is forecast for the council elements of the pool. This compares to the breakeven position reported last month. The forecast underspend is after taking account of £1.3m assumed to transfer into reserves. This has increased by £0.2m since last month.

Budgets within the pool are being managed on an aligned basis following the agreement of the risk share arrangements for 2020/21.

Financial Impact of COVID-19

Included in the forecast is £4.2m of expenditure relating to costs arising from the COVID-19 pandemic. These include a 10% payment made to contracted care providers in April, May and June 2020.

Because of a reduction in demand for care home placements £0.4m additional costs relating to the cost of voids within the council's block contract arrangements is included in the forecast. Work is continuing to monitor and this and to take action to mitigate this where possible.

Key Issues

The pool combines health and social care expenditure on care homes, activity relating to hospital avoidance and prevention and early support activities for older people and adults with physical disabilities.

The forecast assumes that £25.0m of the Better Care Fund will be used to fund council services. This forms part of the £26.3m minimum social care contribution that Oxfordshire was confirmed by NHS England on 7 December 2020. The remaining £1.3m will be retained by Oxfordshire Clinical

Commissioning Group (OCCG) to fund interim beds as was agreed in 2019/20.

The council is required to make provision in its accounts for the risk associated with the collection of adult social care service user income that is still due after six months. The forecast includes the revenue cost of a £0.2m estimated increase in this provision arising as a possible impact of COVID-19; this will continue to be reviewed in the remaining months of year. This is offset by a £0.6m forecast increase in service user contributions relating to both under and over 65 - year olds.

Due to ongoing challenges with recruiting occupational therapists and social workers, the staffing budget in the pool is forecast to underspend by £0.2m. This can be put forward to mitigate against pressures elsewhere, but the on-going impact will closely be monitored.

The existing arrangements for the Hospital Discharge Scheme ended on 31 August 2020, with a requirement to move everyone currently funded by the scheme onto business as usual arrangements by 31 March 2021.

New arrangements for hospital discharges from 1 September 2020 onwards, which support the provision of care for a period of up to six weeks to enable assessment to take place are in operation. The funding for Scheme 2 is intended to support service activity that has been put in place specifically to support hospital discharge that is additional to business as usual provision, including for people who would ordinarily be self – funders.

Although the underlying level of demand for care home placements has reduced in 2020/21, we are now beginning to see an increase in care home placements with a net increase of 10 in December. Estimated growth of 14 placements for January, 12 for February and 10 for March is included within the forecast. Any underspend within care homes is offsetting an increase in home support activity.

The forecast assumes that all the in-year savings agreed by Council in September 2020 will be achieved.

Adults with Care and Support Needs Pool

Budget £98.4m

Variation

A breakeven position is being reported, a £0.3m increase in forecast spend compared to last month.

Variation Breakeven

RAG rating - Green

There is no funding currently forecast to be moved into the reserves from this pool, a £0.1m reduction from last month.

Outcomes Achieved
Yes

Financial Impact of COVID-19

Included in the forecast is £2.1m of expenditure relating to costs arising from the COVID-19 pandemic.

Included within these costs are a 10% payment made to contracted social care providers in April, May and June 2020 and voids costs associated with service providers not being placed whilst also paying for alternative care.

Key Issues

The pool supports a mix of health and social care needs for adults of working age with learning disabilities, acquired brain injury or mental health needs. So far, the COVID-19 pandemic has not increased demand in the pool, but this is continuing to be monitored.

The 2020/21 health contribution to the pool is £17.6m. This should cover the cost of a learning disability block contract held with Oxford Health, health costs associated with acquired brain injury service users, the OCCG contribution to the cost of transactional processing and a contribution to the health element of Learning Disability personalisation costs. Under the risk share arrangements agreed for 2020/21 the council is responsible for any variation against budgets for learning disabilities within the pool.

There is a £0.3m reduction in the forecast underspend for Learning Disabilities since last month. The updated underspend of £0.3m incorporates an increase in home support costs which are partly offset by a decrease in respite care costs, a decrease in transport costs and an increase in service user income.

A pressure of £0.7m relating to the cost of people with mental health needs falling outside the scope of the Outcome Based Contract with Oxford Health Foundation Trust is included within the forecast with the council responsible for £0.5m and OCCG £0.2m through the risk share arrangements.

An underspend of £0.2m in the cost of care for people with High Functioning Autism is still being reported, no change from last month.

£0.2m net growth in expenditure covering the period until the end of the financial year is built into the forecast.

The forecast assumes that all the in-year savings agreed by Council in September will be achieved.

As part of the 2020/21 service and resource planning process £2.75m one-off funding was built into the budget to support pressures relating to Mental Health and Autism within Oxfordshire. Temporary funding arrangements put in place for NHS providers in response to the COVID-19 pandemic mean that some of this funding has not been needed and remains available to meet future pressures. £2.1m is requested to be moved into reserves for use in 2021/22.

Non-Pool Services	<u>Variation</u>
Budget £12.0m	A breakeven position is forecast for this service. No change from the previous month.
Variation breakeven	<u>Financial Impact of COVID-19</u>
RAG rating Amber	Included in the breakeven position is £1.4m of expenditure relating to costs arising from the COVID-19 pandemic.
Outcomes Achieved Yes	These include additional staffing costs and a contribution to Homelessness costs in Oxford City.
	There is also a forecast loss of income of £0.1m due to the COVID-19 pandemic.
	The forecast assumes that all the in-year savings agreed by Council in September 2020 will be achieved.
Commissioning	<u>Variation</u>
Budget £6.5m	A forecast overspend of £0.4m is being reported. This is an increase of £0.2m from the position reported last month.
Variation £0.4m	<u>Key Issues</u>
overspend	The forecast includes one – off agency costs of £0.1m, plus £0.1m of staffing vacancy targets that are not expected to be achieved.
RAG rating Green	The financial implications linked to the implementation of the new commissioning staffing structure are currently forecast to be £0.2m. This covers the one – off cost of recruitment as well as agency staff covering key roles while the new team is put in place.
Outcomes Achieved - Yes	

COVID-19 Specific Grants	As set out in Annex 5a ring-fenced government grants held by the directorate total £24.0m for 2020/21.
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RAG rating Green	The first tranche of Infection Control Grant of £7.3m was available to support providers with infection control measures from May to September 2020. This was required to be used to support adult social care providers to reduce the rate of COVID-19 transmission in and between care homes (75% of the grant total) and to support wider workforce resilience measures (25% of the grant). As required by the DHSC (Department for Health and Social Care) in accordance with the grant determination, £0.2m of unspent grant will be returned
Expected Use of Grants	
100%	

A second tranche of Infection Control Grant of £6.3m has been allocated to the council to reduce the rate of COVID-19 transmission within and between care settings in the second half of 2020/21. The conditions specify that 60% the grant needs to be passed to care homes and a further 20% to domiciliary care providers. The remaining 20% of the grant can be allocated at the discretion of the council in line with the relevant guidelines.

The council received the second instalment of the grant at the end of December and has passed this on to providers in January. The funding is required to be fully spent by care providers by 31 March 2021. Each provider is required to report monthly on their use of the grant with their returns collated into a summary update to the Department of Health and Social Care.

As at 31 January 2021, £3.7m had been passed to care homes, £1.8m to domiciliary care providers, £0.2m to external day care providers and £0.5m to people using direct payments to provide financial support with infection control measures.

Funding to support providers to undertake Lateral Flow Device (LFD) Testing was announced in late December 2020 and the council has received £1.8m of the £149m available nationally. All funding must be used to support increased LFD testing in care settings and needs to be spent by 31 March 2021. 80% of the funding needs to be passed to care homes within the local authority's geographical area on a 'per beds' basis. This includes residential drug and alcohol services. The remaining 20% must be used to support the care sector to implement increased LFD testing but can be allocated at the local authority's discretion. Each provider is required to report on the use of the grant monthly in February, March and April

2021. To date £0.6m has been passed to 50 care homes who have indicated that they are undertaking the testing.

The council has also been allocated £1.1m as part of the workforce capacity fund from the DHSC. The grant must be used to deliver measures that result in additional staffing capacity for Adult Social Care and needs to be spent by 31 March 2021. The first instalment of £0.8m (70%) has been received in February. The remaining 30% is dependent on the completion of a return to DHSC setting out the expected use of the grant. It is anticipated that most of the grant will be passed to domiciliary care providers and care homes with a small element retained for local recruitment campaigns.

Public Health

A forecast breakeven position after the assumed use of the grant to fund Public Health eligible spend.

Variation

Breakeven against
£31.2m ringfenced
grant

Variation

A breakeven position is forecast for this service.

RAG rating

Green

Financial Impact of COVID-19

There has been no increase in costs arising from the COVID-19 pandemic or loss of income due to the COVID-19 pandemic but there have been one-off savings due to reductions in service provision in line with national directives.

Outcomes Achieved

Yes

Key Issues

The forecast breakeven position is after taking account of £2.2m reductions in planned spend, an increase of £0.5m from the previous month. This includes a £1.8m reduction in spend due to reduced activity in sexual health services due to COVID-19 together with expediting a move to home testing previously scheduled for 2021/22, this is a £0.4m increase from last month, plus a further £0.4m reduction in spend on NHS health checks due to reduction in face to face services during the pandemic, no change from last month. There is also a £0.3m underspend relating to staff vacancies at the start of the year, an increase of £0.1m from the previous month.

Offsetting these savings are cost pressures of £0.1m in residential rehabilitation for drug and alcohol users due to increased demand, a decrease of £0.1m from the last report and £0.2m cost pressure

	<p>related to additional requirement under the grant to fund NHS pay inflation in contracts.</p> <p>Work is progressing to agree £1.1m of spend elsewhere in the council that contributes to Public Health outcomes and is eligible to be funded by the grant in 2020/21.</p> <p>The balance of the reported underspend will be transferred to the Public Health reserve.</p>
Grant Funding	As set out in Annex 5a government grants held by the directorate total £34.9m for 2020/21.
RAG rating - Green	
Expected Use of Grants	<p>The Public Health grant is £31.2m, an increase of £1.5m from the previous year, this grant will be used to support appropriate Public Health activities throughout 2020/21.</p> <p>The council has received £2.9m Test and Trace Service Support Grant to support the mitigation against and management of local outbreaks of COVID-19. The spend by the end of the year is estimated to be £2.3m. The balance remaining at year end will be carried forward and used to support eligible spend in 2021/22.</p> <p>The council has been awarded £0.1m from Sport England for a Wayfinding project to encourage children to walk to school. Work is in progress to recruit schools to this project. We have claimed £0.1m of this for the financial year 2020/21. The balance of the funding is anticipated to be claimed by July 2021 in line with the school year.</p> <p>We have also received £0.1m to support us to deliver routine commissioning of pre-exposure prophylaxis for HIV. This grant covers the in-year costs of this new public health requirement. The grant will fund a contract variation with our sexual health provider who delivers this service. We anticipate an announcement on how this will be funded going forward as the public health grant will not increase for 2021/22.</p> <p>The Community Testing Programme (CTP) aims to accelerate a reduction in prevalence of COVID-19 by identifying asymptomatic cases through local testing. The county council has worked in collaboration with the district councils and testing in Oxfordshire started on 8 February 2021. Estimated costs of £0.6m up to the end of March will be claimed against the Community Testing Grant.</p>
100%	

Environment & Place

A 1% overspend position of **£0.6m** has been forecast when compared to a budget of £62.6m.

Planning & Place	<u>Change from previous report</u> There has been a change in the forecast from the previous month. Planning & Place is now forecasting an underspend of £0.3m.
Budget £4.1m	
Variation £0.3m (6.1%) Underspend	<u>Financial Impact of COVID-19</u> There is also a forecast loss of income of £0.1m of S38 income due to the COVID-19 pandemic. It is anticipated that most of the unachieved income will be recovered through the Sales, Fees and Charges Income Guarantee Scheme. The remaining pressure will be funded by the COVID-19 budget for costs and income losses.
RAG rating GREEN	
Outcomes Achieved Yes	<u>Key Issues</u> There are some pressures on services mainly due to staffing shortages. This has generated some financial savings but may also incur additional cost pressures which can be managed within the overall budget. A budget pressure from planning appeals remains, however this is currently forecast to be offset by income generated through savings from vacancies.
Growth & Economy	<u>Change from previous report</u> There is no change to the financial position previously reported.
Budget £0.1m	
Variation £0.45m (483.9%) Overspend	<u>Key Issues</u> There is an on-going risk of a revenue pressure of £0.7m resulting from Infrastructure delivery dependency on Agency as opposed to OCC staff which is s likely to continue for rest of the financial year.
RAG rating RED	
Outcomes Achieved No	This has been set off against the remaining Growth deal revenue funding of £0.3m resulting in a net pressure of £0.5m.
Communities Management	<u>Change from previous report</u> There is no change to the financial position previously reported.
Budget £0.4m	
Variation £0.0m (0.0%) breakeven	<u>Financial Impact of COVID-19</u> Included in the breakeven position is £0.8m of COVID-19 related expenditure for Communities management COVID-19 response.
RAG rating GREEN	This primarily relates to costs associated with re-opening the Household Waste Recycling Centres.

Outcomes Achieved

Yes

Key Issues

None to be reported

Community Operations

Budget £57.9m

Variation £0.4m
(0.7%) Overspend

RAG rating
GREEN

Outcomes Achieved
Yes

Change from previous report

No change to the financial position reported last month. The forecast is an overspend of £0.4m driven by forecast overspends in Waste (£0.2m) and Highways defects (£0.2m).

Financial Impact of COVID-19

Included in the forecast is £1.0m of COVID-19 related expenditure for Communities management COVID-19 response

There is a forecast loss of income to date of £4.5m due to the COVID-19 pandemic. This mainly relates to parking and permit income (£3.6m) and Supported Transport (£0.87m). It is anticipated that most of the unachieved income will be recovered through the Sales, Fees and Charges Income Guarantee Scheme funded by MHCLG. The remaining pressure will be funded by the COVID-19 budget for costs and income losses

Key Issues

The abnormally wet, cold and windy weather has placed additional pressure on the highway maintenance budget due to responding to a higher than budget level of incidents such as dealing with occurrences of flooding and the resulting impact.

The Highway Defects forecast exceeds budget but is planned to be managed in service by reducing spends elsewhere.

There are also additional cost pressures due to increased waste tonnages across all waste streams.

Customers, Organisational Development & Resources

An underspend of £0.5m (1.4%) is forecast when compared to the budget of £35.2m.

Corporate Services

Budget £2.0m

Variation £0.0m (0%)
breakeven

Change from previous report

There is no change to the financial position previously reported.

Financial Impact of COVID-19

Included in the breakeven position is £0.4m of COVID-19 related expenditure covering COD Directorate. This

RAG rating Green	includes staff costs for extending the Customer Service Centre operating hours, additional ICT needs to support home working, Occupational Health Assessments for non-school staff returning to work and Health & Safety costs for re-opening Libraries.
Outcomes Achieved Yes	<u>Key Issues</u> None to be reported
Human Resources & Organisational Development	<u>Change from previous report</u> There is no change to the financial position previously reported.
Budget £2.4m	<u>Key Issues</u>
Variation £0.0m (0.0%) breakeven	No issues.
RAG rating Green	
Outcomes Achieved Yes	
Communications, Strategy & Insight	<u>Change from previous report</u> No change to the financial position reported last month. The forecast underspend of £0.3m is due to staff vacancies, and the fact that we have been unable to recruit to positions during lockdown.
Budget £2.5m	
Variation £0.3m (13.1%) underspend	<u>Financial Impact of COVID-19</u> No changes, there is still a forecast loss of income due to the COVID-19 pandemic on the lack of provision of data assessment services. The Council is still waiting on the details of the MHCLG's income guarantee scheme, but it is hoped that most of the achieved income will be recovered from the scheme and any remaining pressure will be funded by Corporate Contingency.
RAG rating - Green	<u>Key Issues</u> None to be reported
Outcomes Achieved Yes	<u>COVID-19 Specific Grant Funding and Expenditure</u> Food and Essential Supplies (COVID-19) Grant A national £63m emergency scheme to support people who are struggling to afford food and other essentials due to COVID-19 was announced by government in June 2020. Details on the local allocation of £0.5m along with guidance on the purpose and use of the fund was published in July

2020. Guidance set out that government anticipated the funds would be utilised within 12 weeks.

The funding allocations have been made to upper tier authorities, but councils are expected to collaborate with partners to make most effective use of the funding in the interest of residents.

The Joint District Community Hub Working Group coordinates the Oxfordshire system's community engagement and support activity in relation to COVID-19 and this group was consulted to agree the approach to allocating the funding.

The majority of the funding was passed to the City and District Councils based on a formula that replicated the national allocation. Three County wide schemes also received funding.

COVID Winter Grant Scheme

On 8 November 2020 the Department for Work and Pensions (DWP) announced £170m COVID Winter Grant scheme to support children, families and the most vulnerable over the winter months. The Council's allocation is £1.3m and the funding should be used over the period of early December 2020 to 31 March 2021. The Council has worked with partners to agree the best route to distributing the funding to those who need it. It is expected that 50% of the funding will be received in early December with further funding released subject to an assessment of spend to date by the DWP. An update will be included in future reports.

Funding to support Clinically Extremely Vulnerable

On 2 November 2020 the DHSC notified the Council that it will receive £0.3m to support people on the Government's clinically extremely vulnerable list during the 4 week period of National restrictions. This is based on £14.60 per person on the shielding list. The Council is working with partners to utilise the funding effectively.

ICT & Digital

Budget £9.8m

Variation £0.0m
(0.0%) breakeven

RAG rating
Green

Change from previous report

There is no change to the financial position previously reported.

Key Issues

The IT and Digital service continues to work to meet its in-year savings targets and delivery against the agreed IT strategy, recognising that some projects have been delayed

Outcomes Achieved Yes	due to the COVID-19 pandemic and that the service is currently responding to increased demand.
Culture & Customer Experience	<u>Change from previous report</u>
Budget £10.5m	The variation forecast is a forecast underspend of £0.2m. This represents a movement of £0.2m when compared to the previous month. The variation has come about predominantly through overspends in Registration (£0.5m), Music (£0.8m), and Libraries (£0.2m) due to income losses which have been offset by underspends in Museums (-£0.1m) , the receipt of government grant of £1.2m and underspends from staff vacancies, closure of all but 14 libraries, reducing the need to use casual staff and the fact that we have been unable to recruit to positions during lockdown
Variation £0.2m (1.9%) underspend	
RAG rating Amber	
Outcomes Achieved No	
	<u>Financial Impact of COVID-19</u>
	There is a forecast loss of income of £1.8m due to the COVID-19 pandemic. It is anticipated that most of the unachieved income will be recovered through the Sales, Fees and Charges Income Guarantee Scheme funded by MHCLG. The remaining pressure will be funded by the COVID-19 budget for costs and income losses.
	<u>Key Issues</u>
	The current national lockdown has again impacted upon the services ability to provide a full-service offer. This has heavily impacted upon the Library, Registration and Music Services. Within the CSC, there has been a negative impact upon Blue Badge, Concessionary Fares too and fraud detection work has been affected too. The ongoing effect of COVID-19 is being closely monitored on a monthly basis.
Finance	<u>Change from previous report</u>
Budget £6.5m	There is no change to that reported in the previous financial report.
Variation £0.0m (0.0%) breakeven	<u>Financial Impact of COVID-19</u>
RAG rating Green	Included in the breakeven position is expenditure relating to the costs of PPE purchased in response to the COVID-19 pandemic. This central stock was for use across the Council to ensure all that all front-line workers met COVID-19 regulations.
Outcomes Achieved Yes	<u>Key Issues</u> No issues.

Commercial Development, Assets & Investment

An underspend of **£2.4m** (4.8%) is forecast when compared to the budget of £50.0m. This is a change of £1.0m from the previous month

Property & Community Facilities Management	<u>Change from previous report</u>
Budget £17.4m	<p>The forecast underspend is £2.5m.</p> <p>The main forecast underspends within PIFM include;</p> <p>£1.0m underspend due to delayed restructure, funds held as anticipated transformation costs relating to a joint working service delivery model with CDC.</p>
Variation -£2.5m (14.3%) underspend	
RAG rating AMBER	<p>Estates (£0.5m) underspend due to savings from (landlord & tenant) successful rent negotiations as well as other savings from reduced utilities offset by vacant buildings costs.</p>
Outcomes Achieved Yes	<p>Strategy (£0.3m) - In year underspend due to restriction in developing and implementing best value solutions to release assets due to uncertainties regarding our future needs in light of the material changes to delivery of services arising from COVID-19.</p> <p>Facilities Management (£0.4m) underspend due to reduced travel & supplies costs as a direct result of closed buildings.</p>
<p><u>Financial Impact of COVID-19</u></p> <p>There is an underlying loss of income of £1.2m forecast due to the COVID-19 pandemic. This includes the loss of income on parent purchased meals across the Summer term and into the Autumn. It is anticipated that most of the unachieved income will be recovered through the Sales, Fees and Charges Income Guarantee Scheme funded by MHCLG. The remaining £0.1m pressure will be funded by the COVID-19 budget for costs and income losses.</p>	
<p><u>Key Issues</u></p> <p>None to be reported.</p>	
Law & Governance and Procurement	<u>Change from previous report</u>
Budget £8.1m	<p>There is no change to that reported in the previous financial report.</p>
Variation £0.2m (2.5%) overspend	<p><u>Key Issues</u></p> <p>Several legal cases requiring Counsel advice are at risk of overspending by year end.</p> <p>The Provision Cycle transformation is cross-directorate and the implementation of Hub and spokes will be subject to</p>
RAG rating	

AMBER Outcomes Achieved Yes	timing differences. Due to the delays with recruitment interim staff have had to be retained to ensure service delivery resulting in an in-year pressure.
Community Safety Budget £24.0m Variation -£0.1m (0.4%) underspend RAG rating GREEN Outcomes Achieved Yes	<u>Change from previous report</u> There is no change to the financial position previously reported. <u>Financial Impact of COVID-19</u> Funded costs currently include equipment costs and secondments to Ambulance services. Costs of Firefighter cover remain under review. There has been a recent spike which, if it continues, will further increase the overall predicted service COVID-19 related costs. <u>Key Issues</u> None to be reported

Corporate Measures

General Balances RAG rating Green	As set out in the table on Annex C-4 the current forecast for general balances at 31 March 2021 is £30.9m, compared to the position at 1 April 2020 of £28.7m. This position assumes that forecast Directorate underspend of £1.9m and the Strategic Measures underspend of £0.3m are returned to balances.
Reserves RAG rating Green	On the 31 March 2020 Earmarked Reserves totalled £102.9m. As set out in Annex 3 reserves are forecast to be £84.9m an increase of £1.1m since last month. The change relates to a change in the forecast use of the Adults Contribution Reserve and the Public Health Reserve This position is after a transfer of £6.0m to a new Council Tax Collection Fund Reserve, agreed by Council in September 2020, to meet the expected shortfall on the Council Tax Collection Fund in 2021/22 and the medium term arising from a lower than expected collection rate in 2020/21 as a result of an increase in eligibility for the Council Tax Reduction Scheme. The position also includes a £22.3m deficit on the High Needs DSG grant reserve which reflects the forecast overspend of £11.5m during 2020/21. This is forecast to be carried forward to future years via earmarked reserves in accordance with recent clarification and guidance from DfE.
Grants RAG rating Green	As set out in Annex C-5a government grants totalling £414.6m will be received by the Council during 2020/21. This has increased by £2.8m from the last report this relates to a third allocation of the Contain Outbreak Management Fund and Surge Funding grant. This grant is ringfenced and

an update on how it will be allocated will be included in the final report of 2020/21.

The grant funding that is being managed within the directorates and the associated spend against the funding is set out in the paragraphs above. A summary of this funding and how it has been allocated is set out in Annex C-5b.

Contain Outbreak Management Fund Surge Funding Grant

As previously reported, the Department of Health and Social Care notified the Council that the allocation of the Contain Outbreak Management Fund was £5.5m based on the England entering National restrictions on 5 November 2020. On 6 January 2021 the Council was notified that an additional allocation of £1.6m relating to the extended lockdown into December 2020, bringing the total grant allocation to £7.1m. 50% of this grant, totalling £3.7m, will be passported to the City and District Councils. The remainder will be held by the Council and will either be spent on Council led activities or passported to the Voluntary and Community sector. The Council has yet to receive the formal grant determination letter but from the information we currently have this grant will be treated as a ring-fenced grant for virement approval and accounting purposes. On 5 February 2021 the Council received a third allocation of £2.8m bring the total grant to £9.9m as set out in the paragraph above.

Medium Term Financial Plan Savings

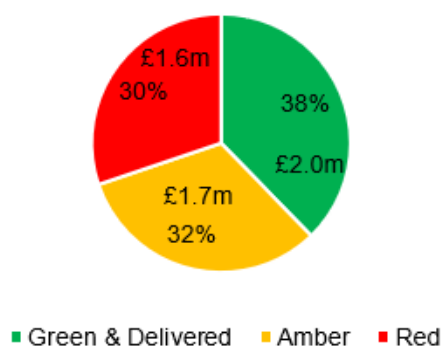
The 2020/21 budget agreed by Council in February 2020, included planned savings of £21.7m of which £16.4m relates to Corporate saving plans and £5.3m relates to Directorate saving plans. Overall, 84.6% of these savings have been delivered or are forecast to be delivered by year end compared to the target of 95% set out in the budget agreed by Council in February 2020.

RAG rating Red

£16.4m, 100%, of Corporate Savings Plans have been or are forecast to be delivered by year end.

% of savings expected to be achieved 84.6%

Directorate Saving Plans



£2.0m, 38%, of Directorate savings plans have been or are forecast to be delivered by year end.

£1.7m, 32%, are assessed as amber and are at risk of not being delivered in full year.

A further £1.6m, 30% are assessed as red and are not expected to be delivered in year. The majority of these savings relate to income generation which has been

affected by the COVID-19 pandemic.

The budget pressures arising from the non-delivery of savings form part of the Directorate positions reported above.

£4.0m service redesign savings due to be achieved in 2020/21 were temporarily funded as part of the Revised Budget agreed by Council on 8 September 2020. Permanent savings proposals were agreed as part of the 2021/22 Budget and Business Planning process.

The Revised Budget included additional one off savings proposals in 2020/21 of £14.9m. A significant proportion of the savings have already been delivered as a result of reduced activity up to 31 July 2020 as the Council put in place measures to comply with the Coronavirus Act, Health Protection Regulations and government guidance to manage the impact of the COVID-19 pandemic. It is expected that 100% of the in year savings will be achieved by year end.

Strategic Measures

RAG rating
Green

The table in Annex C - 4 sets out average in-house cash balances and average rates of return for January 2021. The current forecast outturn position for in house interest receivable is £3.2m, which is £0.7m above budget. This was achieved by increasing the long term lending limit and arranging longer term loans which attract a higher rate of interest.

External Fund dividends are paid quarterly. The forecast outturn position for external fund returns is £3.5m. This is £0.4m below budget. The overall underspend will therefore be £0.3m. The forecast for external fund returns for 2021/22 is likely to be a similar level to the 2020/21 outturn position.

Interest Payable is forecast to be in line with the budgeted figure of £15.0m.

On 8 September 2020 Council agreed to transfer £3.3m from the Corporate Contingency to support increased costs on the placement budget within Children's Social Care. In addition, £1.1m has been vired to services to fund the Green Book and Hay pay awards from April 2020 which were agreed at 2.75% in November 2020, 0.75% higher than the budgeted amount of 2%. These virements are included in the directorate forecasts set out above. The unallocated balance of the Corporate Contingency is £0.4m.

On 15 December 2020, Cabinet approved the virement which covers the COVID-19 expenditure for the period up to the end of October 2020 and the grant income budgets for tranches 3 and 4 of the COVID-19 support grant and the first claim of the Sales, Fees and Charges Compensation Scheme. Income losses not covered by the Compensation scheme totalling £3.2m will also be covered by this budget. The total financial impact of COVID-19 is forecast to be £42.2m in 2020/21, with a further £10.0m, originally forecast for 2020/21, falling into 2021/22. If this remains unchanged, after taking account of additional funding, by the year end there will be a balance of around £14.0m on the COVID-19 Budget which will be transferred to the COVID-19 reserve to help manage the ongoing financial impact in 2021/22 and beyond.

The current forecast of additional costs and lost income relating to COVID-19 for the financial year could change and we continue to revisit assumptions and implications on a monthly basis.

Debt and Loan Write Offs & Impairments	<p><u>Financial Impact of COVID-19.</u> Customer debt attributed to COVID-19 has reduced to £0.02m from £0.23m last month. This is due to reclassification of one debt which has been classified as a COVID-19 delay. Following a meeting with the budget holder it is now clear that whilst COVID-19 has had an impact on activity with the contract this is primarily a contractual dispute. All recorded COVID-19 impacted debt now relates to Property.</p>
Corporate Debtors	<p>The average collection rate remains at 92%, this is 5% below target. In this period this is due to a batch of unpaid music service invoices. Meetings have been held with the service and further sessions are taking place to review local procedures.</p>
RAG rating Amber	<p>Debt requiring impairment (DRI) increased by £0.2m to £0.6m this month, £0.3m above target. The increase is due to the contractual dispute detailed above; this relates to recycling waste. The balance will reduce next month if the three write offs reported last month are approved by Cabinet. It is forecast that the year will finish above target but under the current impairment balance.</p>
Performance Indicators for this area are set out in Annex C-4.	
Debt and Loan Write Offs & Impairments	<p>The invoice collection rate continues to be stable at just under 91%, just below the target, work is continuing to improve up to the target of 92%. Unsecure debt over 1year continues to increase highlighting older debt is not being cleared as quickly as new cases are accruing.</p>
– Adult Contribution to Care Charges	<p>Debt requiring impairment (DRI) has held this month, still £0.3m above the balance held; this has been recognised as a pressure in Adult Better Care Fund pool budget. Bad debt levels are tracking last year's monthly performance and we expect to see a reduction in February and March's figures bringing down the DRI closed to the carried forward balance of £2.8m. However, there may be a COVID-19 effect which means case resolution due to delays with Court of Protection, Probate office etc.</p>
RAG rating Red	<p><u>Impact of COVID-19.</u> Internal issues continue to impact debt collection: additional case work linked to deaths; case backlog from held action at start of the year.</p> <p>Analysis last month identified that £0.6m of bad debt related to Probate cases and cases pending appointments of Deputies, this has grown to £0.8m this month.</p>
Performance Indicators for this area are set out in Annex C-4.	

**Bad Debt
Write off
Requests**

Children's Services













Cabinet is recommended to write off a Corporate Parenting debt of £117,316.53. A successful fraud criminal prosecution has been concluded; however, legal advice is that the debt is unrecoverable as there are no assets against which this can be reclaimed.

Adult Services

Cabinet is recommended to write off an Adult Social Care provider debt of £25,108.98. The care provider was overpaid in May 2016, the company subsequently went into Administration. The council received the first and final dividend of £3,497.21 on 11 January 2021. The Liquidators have advised there are no further funds to pay unsecured creditors

Cabinet is recommended to write off four Adult Social Care contribution debts totalling £52,835.88. Two cases relate to insolvent estates where financial issues were unable to be resolved before death. One case relates to someone with mental health issues that impact their ability to manage finances; a waiver of fees is in place for ongoing charges. The final debt relates to a case where a family member was suspected of misappropriation of funds, the family member died, and their estate is insolvent so funds cannot be reclaimed; ongoing fees are now being paid.







Business Management & Monitoring Report
Position to the end of January 2021
Budget Monitoring

Directorate	Net Budget (Latest Estimate)	Outturn Forecast Year End	Total Projected Year End Variance underspend- overspend+	Total Projected Year End Variance	Variance Last Month	Change in Variance	Projected Year End Traffic Light	
	£000	£000	£000	%	£000	£000	Red > 1%	Green on track
Children's Services	133,226	133,226	0	0.0%	0	0		
Adults Services	197,523	197,523	0	0.0%	0	0		
Public Health	0	0	0		0	0		
Environment and Place	62,618	63,618	1,000	1.6%	-94	0		
Customers, Organisational Development and Resources	35,232	34,732	-500	-1.4%	300	200		
Commerical Development, Assets and Investments	50,034	47,640	-2,394	-4.8%	-1,300	-1,000		
Directorate Total Net	478,633	476,739	-1,894	-0.4%	-1,094	-800		







Business Management & Monitoring Report
Position to the end of January 2021
Budget Monitoring

Directorate	Net Budget (Latest Estimate)	Outturn Forecast Year End	Total Projected Year End Variance underspend- overspend+	Total Projected Year End Variance	Variance Last Month	Change in Variance	Projected Year End Traffic Light
	£000	£000	£000	%	£000	£000	Red > 1% Green on track
Contributions to (+)/from (-)reserves	-3,773	-3,773	0	0.0%		0	
Contribution to (+)/from(-) balances	4,591	6,785	2,194	47.8%	1,794	400	
Public Health Saving Recharge	-1,571	-1,571	0	0.0%		0	
Transformation Savings	0	0	0	0.0%		0	
Contingency	394	394	0	0.0%		0	
COVID-19 Budget	29,731	29,731	0	0.0%		0	
Insurance	2,942	2,942	0	0.0%		0	
Capital Financing	24,077	24,077	0	0.0%		0	
Interest on Balances	-10,449	-10,749	-300	-2.9%	-700	400	
Strategic Measures Budget	45,942	47,836	1,894	4.1%	1,094	800	
Unringfenced Government Grants	-48,870	-48,870	0	0.0%		0	
Council Tax Surpluses	-8,589	-8,589	0	0.0%		0	
Business Rates Top-Up	-40,546	-40,546	0	0.0%		0	
Business Rates From District Councils	-35,125	-35,125	0	0.0%		0	
Council Tax Requirement	391,445	391,445	0	0.0%	0	0	





Business Management & Monitoring Report
Position to the end of January 2021
Budget Monitoring - Children's Services

		Net Budget (Latest Estimate)	Outturn Forecast Year End	Total Projected Year End Variance underspend- overspend+	Total Projected Year End Variance	Variance Last Month	Change in Variance	Projected Year End Traffic Light
		£000	£000	£000	%	£000	£000	Red > 1% Green on track
CEF1	Education & Learning	30,380	30,380	0	0.0%	0	0	 G
CEF2	Children's Social Care	30,731	30,731	0	0.0%	0	0	 G
CEF3	Children's Social Care Countywide	66,220	66,220	0	0.0%	0	0	 G
CEF4	Schools	624	624	0	0.0%	0	0	 G
CEF5	Children's Services Central Costs	5,271	5,271	0	0.0%	0	0	 G
Directorate Total		133,226	133,226	0	0.0%	0	0	 G

Business Management & Monitoring Report
Position to the end of January 2021
Budget Monitoring - Adult Services

		Net Budget (Latest Estimate)	Outturn Forecast Year End	Total Projected Year End Variance underspend- overspend+	Total Projected Year End Variance	Variance Last Month	Change in Variance	Projected Year End Traffic Light
		£000	£000	£000	%	£000	£000	Red > 1% Green on track
SCS1-1A	Better CarePool	80,607	80,207	-400	-0.5%	-400	0	 G
SCS1-1B	Adults with Care and Support Needs Pool	98,719	98,819	100	0.1%	0	100	 G
SCS1-2 to SCS1-9	Other Adult Social Care	11,313	11,213	-100	-0.9%	0	-100	 G
	Subtotal Adult Social Care	190,639	190,239	-400	-0.2%	-400	0	 G
SCS2	Commissioning	6,884	7,284	400	5.8%	400	0	 R
Directorate Total		197,523	197,523	0	0.0%	0	0	 G








Business Management & Monitoring Report
Position to the end of January 2021
Budget Monitoring - Public Health

		Net Budget (Latest Estimate)	Outturn Forecast Year End	Total Projected Year End Variance underspend- overspend+	Total Projected Year End Variance	Variance Last Month	Change in Variance	Projected Year End Traffic Light
		£000	£000	£000	%	£000	£000	Red > 1% Green on track
PH1& 2	Public Health Functions	30,607	29,407	-1,200	-3.9%	0	-100	 R
PH3	Public Health Recharges	633	633	0	0.0%	0	0	 G
PH4	Grant Income	-31,240	-31,240	0	0.0%	0	0	 G
	Transfer to Public Health Reserve	0	1,200	1,200	0.0%	1,100	100	 G
Directorate Total		0	0	0	0.0%	1,100	0	

Business Management & Monitoring Report
Position to the end of January 2021
Budget Monitoring - Environment and Place

		Net Budget (Latest Estimate)	Outturn Forecast Year End	Total Projected Year End Variance underspend- overspend+	Total Projected Year End Variance	Variance Last Month	Change in Variance	Projected Year End Traffic Light Red > 1% Green on track
		£000	£000	£000	%	£000	£000	
PG1	Planning & Growth Management	0	0	0	0.0%	0	0	G
PG2	Planning & Place	4,088	4,188	100	2.4%	100	0	R
PG3	Growth & Economy	93	593	500	537.6%	500	0	R
COM1	Communities Management	488	488	0	0.0%	0	0	G
COM2	Community Operations	57,949	58,349	400	0.7%	400	0	G
Directorate Total		62,618	63,618	1,000	1.6%	1,000	0	G

Business Management & Monitoring Report
Position to the end of January 2021
Budget Monitoring - Customers, Organisational Development and Resources

		Net Budget (Latest Estimate)	Outturn Forecast Year End	Total Projected Year End Variance underspend- overspend+	Total Projected Year End Variance	Variance Last Month	Change in Variance	Projected Year End Traffic Light
		£000	£000	£000	%	£000	£000	Red > 1% Green on track
COD1	Corporate Services	2,056	2,056	0	0.0%	0	0	 G
COD2	Human Resources & Organisational Development	2,393	2,393	0	0.0%	0	0	 G
COD3	Communications, Strategy & Insight	2,491	2,191	-300	-12.0%	-300	0	 R
COD4	ICT & Digital	10,746	10,746	0	0.0%	0	0	 G
COD5	Culture & Customer Experience	11,096	10,896	-200	-1.8%	-400	200	 R
COD6	Finance	6,450	6,450	0	0.0%	0	0	 G
Directorate Total		35,232	34,732	-500	-1.4%	-700	200	 G

Business Management & Monitoring Report

Position to the end of January 2021

Budget Monitoring - Commercial Development, Assets & Investments

		Net Budget (Latest Estimate)	Outturn Forecast Year End	Total Projected Year End Variance underspend- overspend+	Total Projected Year End Variance	Variance Last Month	Change in Variance	Projected Year End Traffic Light
		£000	£000	£000	%	£000	£000	Red > 1% Green on track
CDAI1	Property, Investment & Facilities Management	17,383	14,883	-2,500	-14.4%	-1,500	-1,000	R
CDAI2	Law & Governance	8,142	8,342	200	2.5%	200	0	R
CDAI3	Community Safety	23,999	23,905	-94	-0.4%	-94	0	G
CDAI4	CDAI Management Costs	510	510	0	0.0%	0	0	G
Directorate Total		50,034	47,640	-2,394	-4.8%	-1,394	-1,000	G

Business Management & Monitoring Report: Children's Services
Position to the end of January 2021
Revenue Budget Monitoring

		BUDGET 2020/21		
		Original Budget	Movement to Date	Latest Estimate
		£000	£000	£000
CEF1	Education & Learning			
	Gross Expenditure	92,408	-1,109	91,299
	Gross Income	-61,899	980	-60,919
		30,509	-129	30,380
CEF2	Children's Social Care			
	Gross Expenditure	36,328	-3,310	33,018
	Gross Income	-3,260	973	-2,287
		33,068	-2,337	30,731
CEF3	Children's Social Care Countywide Services			
	Gross Expenditure	65,463	6,066	71,529
	Gross Income	-4,245	-1,064	-5,309
		61,218	5,002	66,220
CEF4	Schools			
	Gross Expenditure	190,476	6,039	196,515
	Gross Income	-190,260	-5,631	-195,891
		216	408	624
CEF5	Children's Services Central Costs			
	Gross Expenditure	6,182	-116	6,066
	Gross Income	-519	-276	-795
		5,663	-392	5,271
	Expenditure Total	390,857	7,570	398,427
	Income Total	-260,183	-5,018	-265,201
	Total Children's Services Net Budget	130,674	2,552	133,226

MEMORANDUM: DEDICATED SCHOOLS GRANT - DSG Funded Expenditure (Gross)

Schools DSG	121,258	-4,193	117,065
High Needs DSG	52,798	5,141	57,939
Early Years DSG	37,375	1,378	38,753
Central DSG	4,118	8	4,126
Total Gross	215,549	2,334	217,883

Business Management & Monitoring Report: Adult Services
Position to the end of January 2021
Revenue Budget Monitoring

		BUDGET 2020/21		
		Original Budget	Movement to Date	Latest Estimate
		£000	£000	£000
SCS1	Adult Social Care			
SCS1-1A	Better Care Fund Pool Contribution			
	Gross Expenditure.	79,720	887	80,607
	Gross Income.	0	0	0
		79,720	887	80,607
SCS1-1B	Adults with Care and Support Needs Pool Contribution			
	Gross Expenditure.	95,358	3,361	98,719
	Gross Income.	-2	2	0
		95,356	3,363	98,719
SCS1-2 to SCS1-9	Other Adult Social Care Services			
	Gross Expenditure	32,914	15,588	48,502
	Gross Income	-19,582	-17,607	-37,189
		13,332	-2,019	11,313
	Total Adult Social Care	188,408	2,231	190,639
SCS2	Commissioning			
	Gross Expenditure	6,700	1,495	8,195
	Gross Income	-1,061	-250	-1,311
	Total Commissioning	5,639	1,245	6,884
	Expenditure Total	214,692	21,331	236,023
	Income Total	-20,645	-17,855	-38,500
	Total Adult Services Net Budget	194,047	3,476	197,523

Business Management & Monitoring Report: Public Health
Position to the end of January 2021
Revenue Budget Monitoring

		BUDGET 2020/21		
		Original Budget	Movement to Date	Latest Estimate
		£000	£000	£000
PH 1 & 2	Public Health Functions			
	Gross Expenditure	29,317	1,596	30,913
	Gross Income	-228	-78	-306
		29,089	1,518	30,607
PH3	Public Health Recharges			
	Gross Expenditure	633	0	633
	Gross Income	0	0	0
		633	0	633
PH4	Grant Income			
	Gross Expenditure	0	487	487
	Gross Income	-29,722	-2,005	-31,727
		-29,722	-1,518	-31,240
	Expenditure Total	29,950	2,083	32,033
	Income Total	-29,950	-2,083	-32,033
	Total Public Health Net Budget	0	0	0

Business Management & Monitoring Report: Environment and Place
Position to the end of January 2021
Revenue Budget Monitoring

		BUDGET 2020/21		
		Original Budget £000	Movement to Date £000	Latest Estimate £000
PG1	Planning & Growth Management			
	Gross Expenditure	0	0	0
	Gross Income	0	0	0
		0	0	0
PG2	Planning & Place			
	Gross Expenditure	11,412	-1,718	9,694
	Gross Income	-6,198	592	-5,606
		5,214	-1,126	4,088
PG3	Growth & Economy			
	Gross Expenditure	625	5	630
	Gross Income	-537	0	-537
		88	5	93
COM1	Communities Management			
	Gross Expenditure	0	0	0
	Gross Income	0	0	0
		0	0	0
COM2	Community Operations			
	Gross Expenditure	100,345	2,558	102,903
	Gross Income	-41,386	-3,568	-44,954
		58,959	-1,010	57,949
	Expenditure Total	112,382	1,333	113,715
	Income Total	-48,121	-2,976	-51,097
	Total Environment and Place Net Budget	64,261	-1,643	62,618

Business Management & Monitoring Report: Customers, Organisational Development & Resources
Position to the end of January 2021
Revenue Budget Monitoring

		BUDGET 2020/21		
		Original Budget	Movement to Date	Latest Estimate
		£000	£000	£000
CODR1	Corporate Services			
	Gross Expenditure	1,751	305	2,056
	Gross Income	0	0	0
		1,751	305	2,056
CODR2	Human Resources & Organisational Development			
	Gross Expenditure	3,621	-58	3,563
	Gross Income	-1,179	9	-1,170
		2,442	-49	2,393
CODR3	Communications, Strategy & Insight			
	Gross Expenditure	4,127	3,943	8,070
	Gross Income	-1,108	-4,471	-5,579
		3,019	-528	2,491
CODR4	ICT & Digital			
	Gross Expenditure	11,531	3,762	15,293
	Gross Income	-317	-4,230	-4,547
		11,214	-468	10,746
CODR5	Culture & Customer Experience			
	Gross Expenditure	16,570	2,242	18,812
	Gross Income	-8,408	692	-7,716
		8,162	2,934	11,096
CODR6	Finance			
	Gross Expenditure	9,820	-695	9,125
	Gross Income	-2,485	-190	-2,675
		7,335	-885	6,450
	Expenditure Total	47,420	9,499	56,919
	Income Total	-13,497	-8,190	-21,687
	Total Customers & Organisational Development and Resources Net Budget	33,923	1,309	35,232

Business Management & Monitoring Report: Commercial Development, Assets & Investment
Position to the end of January 2021
Revenue Budget Monitoring

		BUDGET 2020/21		
		Original Budget	Movement to Date	Latest Estimate
		£000	£000	£000
CDAI1	Property, Investment & Facilities Management			
	Gross Expenditure	30,532	-5,192	25,340
	Gross Income	-11,058	3,101	-7,957
	Total Property, Investment & Facilities Management	19,474	-2,091	17,383
CDAI2	Law & Governance			
	Gross Expenditure	6,637	2,724	9,361
	Gross Income	-797	-422	-1,219
	Total Law & Governance	5,840	2,302	8,142
CDAI3	Community Safety			
	Gross Expenditure	27,865	-1,039	26,826
	Gross Income	-3,120	293	-2,827
	Total Community Safety	24,745	-746	23,999
CDAI4	Management Costs			
	Gross Expenditure	0	510	510
	Gross Income	0	0	0
	Total Management Costs	0	510	510
Expenditure Total		65,034	-2,997	62,037
Income Total		-14,975	2,972	-12,003
Total Commercial Development, Assets & Investment Net		50,059	-25	50,034
Budget				

Business Management Report
Position to the end of January 2021

CABINET IS RECOMMENDED TO APPROVE THE VIREMENTS AS DETAILED BELOW:

Directorate (CD = Cross Directorate)	Month of Cabinet meeting	Month of Directorate MMR	Narration	Budget Book Line	Service Area	Permanent / Temporary	Expenditure + increase / - decrease £000	Income - increase / + decrease £000
CD	Mar	Jan	PH savings and cont to family safeguarding model	CDAI1	Property & Investment	T	0	-400
				CEF2-1	Management & Central Costs	T	0	-224
				COD3	Communications, Strategy & Insight	T	0	-55
				COM2-2	Infrastructure Operations	T	0	-75
				COM4-2	Fire & Rescue	T	0	-71
				COM4-5	Trading Standards	T	0	-27
				PG2	Planning & Place	T	0	-90
				SCS1-1A	Better Care Fund Pool Contribution	T	0	-402
				SCS1-3	Provider & Support Services	T	0	-74
				SCS2	Joint Commissioning	T	0	-154
				VSMMGT	Strategic Measures	T	0	1,571
Grand Total							0	0

COVID Budget 2020/21
Cabinet 16 March 2021

Children's Services
Gross Expenditure
<u>Gross Income</u>
Adult Services
Gross Expenditure
<u>Gross Income</u>
Public Health
Gross Expenditure
<u>Gross Income</u>
Environment and Place
Gross Expenditure
<u>Gross Income</u>
Customers & Organisational Development
Gross Expenditure
<u>Gross Income</u>
Commercial Development, Assets & Investment
Gross Expenditure
<u>Gross Income</u>
Corporate Measures
COVID-19 Budget for Expenditure and Income Losses
Total Expenditure & Income Losses
Unringfenced Grant Funding
Net Total

COVID - 19 Funded Costs 2020/21	COVID -19 Estimated Costs 2020/21	Total Latest Estimate 2020/21
<i>Temporary virements previously agreed £000</i>	<i>Temporary Virement Requested £000</i>	£000
2,388	709	3,097
0	0	0
2,388	709	3,097
7,765	445	8,210
0	0	0
7,765	445	8,210
0	0	0
0	0	0
679	1,087	1,766
0	0	0
679	1,087	1,766
2,860	200	3,060
0	0	0
2,860	200	3,060
1,949	427	2,376
0	0	0
1,949	427	2,376
17,395	-750	16,645
23,213	-2,119	21,094
56,249	0	56,249
-35,996		-35,996
20,253	0	20,253

COVID Budget 2020/21
Children's Services
Cabinet 16 March 2021

COVID - 19
Expenditure
Virement
£000

CEF1	Education & Learning	
	Gross Expenditure	135
	Gross Income	
		135
CEF2	Children's Social Care	
	Gross Expenditure	52
	Gross Income	
		52
CEF3	Children's Social Care Countywide Services	
	Gross Expenditure	117
	Gross Income	
		117
CEF4	Schools	
	Gross Expenditure	347
	Gross Income	
		347
CEF5	Children's Services Central Costs	
	Gross Expenditure	58
	Gross Income	
		58
	Expenditure Total	709
	Income Total	0
	Total Children's Services Net Budget	709

COVID Budget 2020/21
Adult Services
Cabinet 16 March 2021

		COVID - 19 Expenditure Virement £000
SCS1	Adult Social Care	
SCS1-1A	Better Care Fund Pool Contribution	
	Gross Expenditure.	128
	Gross Income.	
		<hr/>
		128
SCS1-1B	Adults with Care and Support Needs Pool Contribution	
	Gross Expenditure.	23
	Gross Income.	
		<hr/>
		23
SCS1-2 to SCS1-9	Other Adult Social Care Services	
	Gross Expenditure	
	Gross Income	
		<hr/>
		0
		<hr/>
	Total Adult Social Care	151
SCS2	Commissioning	
	Gross Expenditure	294
	Gross Income	
		<hr/>
	Total Commissioning	294
	Expenditure Total	445
	Income Total	0
		<hr/>
	Total Adult Services Net Budget	445
		<hr/>

COVID Budget 2020/21
Public Health
Cabinet 16 March 2021

COVID - 19
Expenditure
Virement
£000

<hr/>		
PH 1 & 2	Public Health Functions	
	Gross Expenditure	
	Gross Income	
<hr/>		0
PH3	Public Health Recharges	
	Gross Expenditure	
	Gross Income	
<hr/>		0
PH4	Grant Income	
	Gross Expenditure	
	Gross Income	
<hr/>		0
	Expenditure Total	0
	Income Total	0
<hr/>		
Total Public Health Net Budget		0
<hr/>		

COVID Budget 2020/21
Environment and Place
Cabinet 16 March 2021

COVID - 19
Expenditure
Virement
£000

COM1	Communities Management	
	Gross Expenditure	606
	Gross Income	
		606
COM2	Community Operations	
	Gross Expenditure	465
	Gross Income	
PG1	Planning & Growth Management	
	Gross Expenditure	16
	Gross Income	
	Gross Expenditure	1,087
	Gross Income	0
	Total Communities	1,087

COVID Budget 2020/21
Customers, Organisational Development & Resources
Cabinet 16 March 2021

		COVID - 19 Expenditure Virement £000
COD1	Corporate Services	
	Gross Expenditure	153
	Gross Income	
		153
COD2	Human Resources & Organisational Development	
	Gross Expenditure	
	Gross Income	
		0
COD3	Communications, Strategy & Insight	
	Gross Expenditure	
	Gross Income	
		0
COD4	ICT & Digital	
	Gross Expenditure	
	Gross Income	
		0
COD5	Culture & Customer Experience	
	Gross Expenditure	47
	Gross Income	
		47
Expenditure Total		200
Income Total		0
Total Customers, Organisational Development & Resources Net Budget		200

COVID Budget 2020/21
Commerical Development, Assets & Investment
Cabinet 16 March 2021

COVID - 19
Expenditure Virement

£000

CDAI1	Property, Investment & Facilities Management	
	Gross Expenditure	272
	Gross Income	
		272
CDAI2	Law & Governance	
	Gross Expenditure	
	Gross Income	
		0
CDAI3	Procurement	
	Gross Expenditure	155
	Gross Income	
		155
CDAI4	CDAI Management Costs	
	Gross Expenditure	
	Gross Income	
		0
COM4	Community Safety	
	Gross Expenditure	
	Gross Income	
		0
	Expenditure Total	427
	Income Total	0
	Total Commerical Development, Assets & Investment Net Budget	427

COVID Budget 2020/21
Corporate Measures and Funding
Cabinet 16 March 2021

	COVID - 19 Expenditure	COVID -19 Grant	Total
	£000	£000	£000
Contributions to (+)/from (-)reserves			0
COVID-19 Budget	-2,119		-2,119
Interest on Balances	-750		-750
Unringfenced Government Grants			0
			0
Total Corporate Measures and Funding	-2,869	0	-2,869

Business Management Report
Position to the end of January 2021

CABINET IS RECOMMENDED TO NOTE THE VIREMENTS AS DETAILED BELOW:

Directorate (CD = Cross Directorate)	Month of Cabinet meeting	Month of Directorate MMR	Narration	Budget Book Line	Service Area	Permanent / Temporary	Expenditure + increase / - decrease £000	Income - increase / + decrease £000
CD	Mar	Jan	Transfer of Finance Functions and HESC savings from CEF to ASC to reflect delivery.	CEF5-1	Management, Admin & Central Support Service Recharges	T	40	0
				SCS1-3	Provider & Support Services	T	-40	0
CS	Mar	Jan	Supplementary Remand Grant 20.21	CEF3-1	Corporate Parenting	T	7	-7
			Alternative Provision Project Budget	CEF1-2	SEND	T	5	0
				CEF5-1	Management, Admin & Central Support Service Recharges	T	-5	0
			SEN Pressures Allocation	CEF1-1	Management & Central Costs	T	39	0
				CEF1-2	SEND	T	461	0
				CEF5-1	Management, Admin & Central Support Service Recharges	T	-500	0
PH	Mar	Jan	Wayfinding Grant	PH1&2	Public Health Functions	T	78	-78
AS	Mar	Jan	Funding for Universal Credit shortfall for B&L and budget tidy	SCS1-3	Provider & Support Services	P	390	-390
			Lateral Flow Testing Grant	SCS1-6	Other Funding	T	1,840	-1,840
Grand Total							2,315	-2,315

Business Management & Monitoring Report - January 2021
Cabinet - 16 March 2021
Earmarked Reserves

	2020/21			Last reported forecast as at 31 March 2021 £000	Change in closing balance to last forecast £000	Commentary
	Balance at 1 April 2020 £000	Movement £000	Balance at 31 March 2021 £000			
Schools' Reserves	14,565	13	14,578	14,578	0	In accordance with the Education Reform Act 1988, the scheme of Local Management of Schools provides for the carry forward of individual schools surpluses and deficits. These reserves are committed to be spent on schools. Other School Reserves cover a number of miscellaneous education activities, including amounts loaned to individual schools against school reserves, and School Partnership Accounts which are operated in respect of inter-school activities, primarily relating
Vehicle and Equipment Reserve	2,871	-871	2,000	2,000	0	This reserve is to fund future replacements of vehicles and equipment.
*Grants and Contributions Reserve	21,415	-30,836	-9,421	-10,371	950	This reserve has been set up to hold unspent grants and contributions committed to be spent in future years. This includes the Dedicated Schools Grant and Public Health Grant
Government Initiatives	806	-605	201	201	0	This reserve is used to hold underspends on budgets funded by unringfenced grants held that relate to specific agreed outcomes or the implementation of Government initiatives.
Trading Accounts	542	-240	302	302	0	This reserve holds funds relating to traded activities to help manage investment.
Council Elections	531	218	749	749	0	This will be used to fund future elections. In years where no County Elections take place any underspend on the Council Elections budget will be transferred to this reserve.

Business Management & Monitoring Report - January 2021
Cabinet - 16 March 2021
Earmarked Reserves

	2020/21			Last reported forecast as at 31 March 2021 £000	Change in closing balance to last forecast £000	Commentary
	Balance at 1 April 2020 £000	Movement £000	Balance at 31 March 2021 £000			
Partnership Reserves	3,003	0	3,003	3,003	0	To be spent on OxLEP related project expenditure and the Growth Deal
On Street Car Parking	2,010	0	2,010	2,010	0	This surplus has arisen under the operation of the Road Traffic Regulation Act 1984 (section 55). The purposes for which these monies can be used are defined by statute.
Transformation Reserve	3,134	-934	2,200	2,200	0	£1.0m allocated over 2019/20 and 2020/21 to provide seed funding for locality based youth provision
Demographic Risk Reserve	3,000	3,000	6,000	6,000	0	In light of the significant pressures relating to High Needs DSG and other budgets with demographic volatility. This reserve will help to manage demographic risk.
Youth Provision Reserve	1,000	-275	725	725	0	This reserve is needed to fund the implementation costs of the Council's Transformation programme.
Budget Prioritisation Reserve	3,444	1,841	5,285	5,185	100	This reserve is being used to support the implementation of the Council's priorities and the Medium Term Financial Plan.
Insurance Reserve	11,392	-1,000	10,392	10,392	0	This reserve covers the County Council for insurance claims that, based on the previous experience of the County Council, are likely to be received, as well as a number of insurance related issues.
Business Rates Reserve	1,049	0	1,049	1,049	0	This reserve is to smooth the volatility of Business Rates income.

Business Management & Monitoring Report - January 2021
Cabinet - 16 March 2021
Earmarked Reserves

	2020/21			Last reported forecast as at 31 March 2021 £000	Change in closing balance to last forecast £000	Commentary
	Balance at 1 April 2020 £000	Movement £000	Balance at 31 March 2021 £000			
Capital Reserves	33,554	1,685	35,239	35,239	0	<p>This reserve has been established for the purpose of financing capital expenditure in future years.</p> <p>This reserve is being used to manage the cash flow implications of the variations to the Medium Term Financial Plan.</p>
Budget Equalisation Reserve	0	0	0	0	0	
Investment Pump Priming Reserve	0	2,000	2,000	2,000	0	
Council Tax Collection Fund Reserve	0	6,000	6,000	6,000	0	
Redundancy Reserve	548	2,000	2,548	2,548	0	
Total Reserves	102,864	-18,004	84,860	83,810	1,050	

*Includes DSG High Needs Deficit Reserve -11,221 -11,114 -22,335

General Balances

	£m	£m
General Balances at 31 March 2020		24.1
Planned contribution as per MTFP in 2020/21		4.6
General Balances at 1 April 2020		28.7
Directorate and Strategic Measures Underspend		2.2
Projected Level of General Balances at 31 March 2021		30.9
Risked Assessed Level of General Balances 2020/21		23.4

Strategic Measures

Month	Average cash balance	Average rate of return
January 2021	£403.48m	0.74%

Performance Indicator	Actual	Target
Average interest rate achieved in-house compared to treasury Management Budgeted Rate	0.74%	>=0.85%
Average Annualised Return achieved compared to Benchmark Rate* (Pooled Fund)	3.20%	>=3.75%

Debt and Loan Write Offs & Impairments - Corporate Debtors

Corporate Debtors

Performance Indicator	Target	November	December	January
Invoice collection rate	97.50%	93.41%	92.60%	92.33%
Avg. days outstanding	35	26	27	29
Debt requiring impairment	<£0.30m	£0.72m	£0.41m	£0.56m
Unsecure debt over 1 year	<£0.50m	£0.55m	£0.52m	£0.54m
Write offs as % of income YTD	<0.10%	0.000%	0.002%	0.003%

Adult Contribution to Care Charges

Performance Indicator	Target	October	November	January
Invoice collection rate	92.00%	90.84%	90.54%	90.24%
Avg. days outstanding	100	113	109	106
Debt requiring impairment	<£2.00m	£2.99m	£3.09m	£3.08m
Unsecure debt over 1 year	<£1.60m	£4.08m	£4.74m	£4.41m
Write offs as % of income YTD	<1.0%	0.438%	0.344%	0.320%

Business Management & Monitoring Report - July 2020

Cabinet - 15 December 2020

Government Grants 2020/21

Ringfenced	Directorate	Issued By	Esimate 2020/21	In year Adjustments / New Allocations reported previously	In year Adjustments/ New Allocations reported this time	Latest Allocation
			£000	£000	£000	£000
	Children's Services					
	Dedicated School Grants					
R	Dedicated Schools Grant (DSG) - Schools Block	DfE	117,406	-341	0	117,065
R	Dedicated Schools Grant (DSG) - Central Block	DfE	4,126	0	0	4,126
R	Dedicated Schools Grant (DSG) - Early Years Block	DfE	38,639	113	0	38,752
R	Dedicated Schools Grant (DSG) - High Needs Block	DfE	60,373	-2,434	0	57,939
	Subtotal DSG Grants		220,544	-2,662	0	217,882
	School Grants					
R	Pupil Premium	DfE	5,255	1,616	0	6,871
R	Education Funding Agency - Sixth Form Funding and Threshold	DfE	224	0	0	224
R	PE and Sport Grant	DfE	2,350	0	0	2,350
R	Universal Infant Free School Meals	DfE	4,020	-47	0	3,973
R	Teacher's Pay Grant	DfE	1,430	235	0	1,665
R	Teacher's Pension Grant	DfE	2,771	2,764	0	5,535
R	Coronavirus Catch Up Premium	DfE	0	2,295	0	2,295
R	Coronavirus (Covid-19) Schools Fund	DfE	0	305	0	305
	Subtotal School Grants		16,050	7,168	0	23,218
	Other Children's Services Grants					
R	Youth Justice Board	YJB	548	7	0	555
R	Asylum (USAC and Post 18)	HO	1,844	0	0	1,844
R	Role of the Virtual School Head	DfE	0	66	0	66
R	Extended Personal Adviser Duty Grant	DfE	77	0	0	77
R	Staying Put Implementation Grant	DfE	225	46	0	271
R	Remand Framework	YJB	25	52	0	77
	Subtotal Other Children's Services Grants		2,719	171	0	2,890
	TOTAL CHILDREN'S SERVICES		239,313	4,677	0	243,990

Business Management & Monitoring Report - July 2020

Cabinet - 15 December 2020

Government Grants 2020/21

Ringfenced	Directorate	Issued By	Estimate 2020/21 £000	In year Adjustments / New Allocations reported previously £000	In year Adjustments/ New Allocations reported this time £000	Latest Allocation £000
	Adult Services					
R	Improved Better Care Fund	DHSC	8,099	0	0	8,099
R	Winter Pressures	MHCLG	2,292	0	0	2,292
R	Infection Control Grant 1	DHSC		7314	0	7,314
R	Infection Control Grant 2	DHSC		6314	0	6,314
R	Lateral Flow Testing	DHSC		1840	0	1,840
R	Staffing Capacity Grant	DHSC		1146	0	1,146
	TOTAL ADULT SERVICES		10,391	16,614	0	27,005
	Public Health					
R	Public Health Grant	DHSC	31,329	-89	0	31,240
R	HIV PREP Grant	DHSC		122	0	122
R	Wayfinding Grant	SE		130	0	130
R	Track and Trace	MHCLG		2858	0	2,858
	TOTAL PUBLIC HEALTH		31,329	3,021	0	34,350
	Environment & Place					
R	Bus Service Operators Grant	DfT	0	795	0	795
R	Additional Dedicated H2S & College Transport Grant			818	0	818
R	Natural England	DEFRA	227	0	0	227
	TOTAL ENVIRONMENT & PLACE		227	1,613	0	1,840

Business Management & Monitoring Report - July 2020

Cabinet - 15 December 2020

Government Grants 2020/21

Ringfenced	Directorate	Issued By	Esimate 2020/21	In year Adjustments / New Allocations reported previously	In year Adjustments/ New Allocations reported this time	Latest Allocation
			£000	£000	£000	£000
	Customers & Organisational Development					
R	Music Service	AC	837	0	0	837
R	Library projects - Building Bridges	AC		15	0	15
R	Food and essential supplies (COVID) grant	DEFRA		507	0	507
R	MaaS:CAV	Innovate UK	0	638	0	638
R	V2 Go Project	Innovate UK	0	132	0	132
R	OmniCAV	Innovate UK	0	235	0	235
R	Park & Charge	Innovate UK	0	580	0	580
R	Virgin Park & Charge	Innovate UK	0	26	0	26
R	Data Driven Safety Tool	Innovate UK	0	151	0	151
R	Quantum Gravimeter	Innovate UK	0	84	0	84
R	Resilient CAV	Innovate UK	0	25	0	25
R	Heart Park Project	DFT	0	90	0	90
R	GTC DfT Congestion Tool	DFT	0	59	0	59
R	CAVL4R	DFT	0	11	0	11
	TOTAL CUSTOMERS & ORGANISATIONAL DEVELOPMENT		837	2,553	0	3,390
	Commercial Development , Aseets & Investment					
R	Fire Fighter's Pension Fund Grant	MHCLG	1,361	0	0	1,361
R	Fire Fighter's New Dimensons Grant	MHCLG	40	-1	0	39
R	Building Risk Review Grant	HO		60	0	60
R	Protection Uplift Grant	HO		272	0	272
	TOTAL COMMERCIAL DEVELOPMENT, ASSETS & INVESTMENT		1,401	331	0	1,732

Business Management & Monitoring Report - July 2020

Cabinet - 15 December 2020

Government Grants 2020/21

Ringfenced	Directorate	Issued By	Esimate 2020/21	In year Adjustments / New Allocations reported previously	In year Adjustments/ New Allocations reported this time	Latest Allocation
			£000	£000	£000	£000
	Strategic Measures					
U	Lead Local Flood Authority	DEFRA	45			45
U	Extended Rights to Free Travel	DfE	278	177		455
U	Fire Revenue Grant	MHCLG	213			213
U	Troubled Families - Service Transformation Grant	MHCLG	500			500
U	Troubled Families Attachment Fees - Phase 2	MHCLG	143			143
U	Troubled Families Payment by Result	MHCLG		73		73
U	New Homes Bonus	MHCLG	4,137			4,137
U	Local Reform & Community Voices Grant	DfE	515	103		618
U	Independent Living Fund	DfE	3,454			3,454
U	School Improvement and Brokering Grant	DfE	570	-13		557
U	Section 31 Grant for Business Rate Compensation	MHCLG	5,144			5,144
U	Social Care Support Grant	MHCLG	12,031			12,031
U	COVID-19	MHCLG		20387		20,387
U	Key Stage 2 Moderation and Key Stage 1 Phonics Grant	DfE		22		22
U	Wellbeing for Education Return Grant	DfE		112		112
R	Contain Oubreak Management Fund Surge Funding Grant	DHSC		7,114	2,767	9,881
R	Support for Clinically Extremely Vulnerable	DHSC		305		305
R	Sales, Fees and Charges Compensation	MCLG		1,379		1,379
U	Rough Sleeping Drug and Alcohol Treatment Grant Scheme	DHSC		585		585
U	Business Rates Top-Up	MHCLG	40,546			40,546
	Subtotal Strategic Measures		67,576	30,244	2,767	100,587

Business Management & Monitoring Report - July 2020

Cabinet - 15 December 2020

Government Grants 2020/21

Ringfenced	Directorate	Issued By	Estimate 2020/21	In year Adjustments / New Allocations reported previously	In year Adjustments/ New Allocations reported this time	Latest Allocation
			£000	£000	£000	£000
R R R R	Grants held on behalf of Local Enterprise Partnership	BEIS	205			205
	Oxford Innovation Business Support		900			900
	European Regional Development Fund	BEIS		54		54
	EU Transition - Growth Hub Funding	MHCLG	500			500
	DCLG (Local Enterprise Partnership Funding)					
	Subtotal Grants held on behalf of Local Enterprise Partnership		1,605	54.0	0	1,659
	TOTAL STRATEGIC MEASURES		69,181	30,298	2,767	102,246
	Total All Grants		352,679	59,107	2,767	414,553

Ringfenced

R Ringfenced

U Un-ringfenced

Issued by

DfE Department for Education

YJB Youth Justice Board

HO Home Office

DHSC Department of Health

MHCLG Ministry for Housing, Communities & Local Government

DfT

Department for Transport

BEIS

Department for Business, Energy & Industrial Strategy

DEFRA

Department for Environment, Food and Rural Affairs

AC

Arts Council

SE

Sports England

COVID-19 Grant Detail
Cabinet 15 December 2020

Government Department	Directorate	Grant Name	Total Grant Funding	Allocation to General Fund	Allocation to be determined	Allocation to schools	Allocation to Providers and Voluntary Sector	Allocation to District and City Councils
			£'000	£'000	£'000	£'000	£'000	£'000
Ringfenced Funding								
DHSC	Adult Services	Infection Control Grant 1	7,314				7,314	
DHSC	Adult Services	Infection Control Grant 2	6,314				6,314	
DHSC	Adult Services	Lateral Flow Testing	1,840		368		1,472	
DHSC	Adult Services	Staffing Capacity	1,146	50			1,096	
DEFRA	Customers and Organisational Development	Food and Essential Supplies	507				53	454
DHSC	Public Health	Test and Trace Service Support Grant	2,858		1,358			1,500
DfE	Communities	Home to School Transport	817				518	
DFT	Communities	COVID-19 Bus Services Support Grant	422				422	
DfE	Claimed directly by schools	Exceptional costs associated with coronavirus (COVID-19) Grant	305			305		
DfE	Children's Services	Covid Catch Up Fund	2,295			2,295		
DWP	Customers, Organisational Development & Resources	Winter Grant Scheme	1,368		1,368			
DHSC	Customers, Organisational Development & Resources	Clinically Extremely Vulnerable	305		305			
DHSC	Customers, Organisational Development & Resources	Contain Outbreak Management Fund Surge Funding Grant	9,881	3,132	2,767		425	3,557
Total Ringfenced Grants			35,372	3,182	6,166	2,600	17,614	5,511
Unringfenced Funding								
MHCLG	Strategic Measures	COVID-19 Emergency Grant						
		Tranche 1 *	14,539	14,539				
		Tranche 2	12,695	12,695				
		Tranche 3	3,791	3,791				
		Tranche 4	3,900	3,900				
MHCLG	Strategic Measures	Sales, Fees and Charges Income Guarantee Scheme (Claim 1)	1,379	1,379				
DfE	Children's Services	Wellbeing for Return to Schools	112			112		
Total Unringfenced Grants			36,416	36,304	0	112	0	0
Total COVID-19 Grant Funding			71,788					
Grants to OCC								

*£0.3m was applied to expenditure in 2019/20

Contain Outbreak Management Fund

Breakdown of funding received for period to 29 December 2020

£000**Passported to City/District Councils**

Cherwell District Council	913
Oxford City Council	1,021
South Oxfordshire District Council	587
Vale of White Horse District Council	568
West Oxfordshire District Council	468
Total District/City Councils	3,557

Retained by County Council

Adult Services	1,000
Children's Services	1,000
Homeless & Rough Sleeping	530
Public Health	602
Voluntary and Community Sector	425
Other	0

Total County Council	3,557
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3rd Allocation - Unallocated	2,767
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Total	9,881
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Amended Charges

Service Area	Charge	Unit	Current Charge £	Proposed Charge 2021/22 £	Change %	Proposed date effective from	Discretionary or Statutory	VAT Class
Highways	Application fee for S278 works (non statutory works promoters) to book space on the highway.	Retrospective Permit		320.00	NEW	01/04/2021	Discretionary	NB
	Scaffolding Licences	Retrospective Licence	£225 + enforcement hourly rate	£250 + at cost staff time	11%	01/04/2021	Discretionary	NB
	Tower Scaffolding Licences/Cherry Picker / Small Lift	Retrospective Licence	£225 + enforcement hourly rate	£250 + at cost staff time	11%	01/04/2021	Discretionary	NB
On-Street Parking - Pay and Display	Henley 8am-6pm (excl. Sundays, B Hols.)	1 hour	0.60	0.80	33%	01/04/2021	Discretionary	NB
Planning Regulation	Charging administration fee for managing & monitoring S.106 agreements relating to planning permissions	Over £2,000,000	£10,000 plus 0.05% of any contribution in excess of £2m	£12,000 plus 0.06% of any contribution in excess of £2m	20%	01/04/2021	Discretionary	NB

Additional Charges

Service Area	Charge	Unit	Proposed Charge 2021/22 £	Proposed Charge 2022/23 £	Change %	Proposed date effective from	Discretionary or Statutory	VAT Class
Highways	Local Lead Flood Authority PRE-APP 25-49 Dwellings	Additional Written Response		340.00	NEW	01/04/2021	Discretionary	SR
		Meeting/Site Visit + Additional Written Response		690.00	NEW	01/04/2021	Discretionary	SR
Travel Plans	Charging for monitoring of Travel Plan Guidance. Overall fee for the monitoring of the travel plan for a period of 5 years post occupation	Small developments (as defined in OCC travel plan document)	1,426.00	1,455.00	2%	01/04/2021	Discretionary	SR
		Large developments (as defined in OCC travel plan document)	2,346.00	2,395.00	2%	01/04/2021	Discretionary	SR
Planning Regulation	To contribute to cost of providing pre-application advice to applicants/developers - Minor Development	Meeting on site and follow-up written response		750.00	NEW	01/04/2021	Discretionary	NB
		Follow-up meeting		250.00	NEW	01/04/2021	Discretionary	NB
	To contribute to cost of providing pre-application advice to applicants/developers - Major Development	Meeting on site and follow-up written response		1,500.00	NEW	01/04/2021	Discretionary	NB
		Follow-up meeting		250.00	NEW	01/04/2021	Discretionary	NB

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Division: Not Applicable

CABINET – 16 MARCH 2021

CAPITAL PROGRAMME UPDATE AND MONITORING REPORT

Report by the Director of Finance

Recommendations

1. The Cabinet is **RECOMMENDED** to:
 - (a) Note the latest capital monitoring position for 2020/21 in Annex 1; and
 - (b) Note the latest forecast for additional costs to the Capital Programme associated with COVID-19 of £2.7m.

Executive Summary

2. This report sets out the latest monitoring position for 2020/21 capital programme based on activity to the end of January 2021 and provides an update on latest ten-year capital programme to 2030/31.
3. The report and annexes reflect all changes approved by Council in February 2021 as part of the budget and business planning process. Following Council's approval, this is the first update reflecting the in-year and overall position.
4. The capital monitoring position shows the forecast strategy programme expenditure for 2020/21 is **£169.0m** (excluding earmarked reserves). This is a decrease of **£5.0m** compared to the latest approved capital programme. The main variations are set out in paragraphs 8 to 14 of the report.
5. The total ten-year capital programme (2020/21 to 2030/31) is **£1.418bn**, an increase of **£0.3m** compared to the latest approved capital programme.

Introduction

6. This is the third capital programme update and monitoring report for the year and focuses on the delivery of the 2020/21 capital programme based on projections at the end of January 2021 and new inclusions within the overall ten-year capital programme.
7. The following annex is attached:

Annex 1 Capital Programme Monitoring

2020/21 Capital Monitoring

Forecast Programme Expenditure

8. The capital monitoring position set out in Annex 1, shows the forecast strategy programme expenditure for 2020/21 is **£169.0m** (excluding earmarked reserves). This has decreased by **£5.0m** compared to the capital programme approved by Council in February 2021.
9. The table below summarises the variations by strategy area:

Strategy Area	Last Approved Programme * £m	Latest Forecast Expenditure £m	Variation £m
Pupil Places	44.6	44.6	+0.0
Major Infrastructure	36.5	36.7	+0.2
Highways AMP	48.2	46.4	-1.8
Property, Estates & Investments	9.6	7.1	-2.5
ICT	5.7	4.8	-0.9
Passport Funding	29.4	29.4	+0.0
Vehicles & Equipment	0.0	0.0	+0.0
Total Strategy Programmes	174.0	169.0	-5.0
Earmarked Reserves	0.0	0.0	+0.0
Total Capital Programme	174.0	169.0	-5.0

* Approved by Council 9 February 2021

10. The Highways Asset Management Programme (AMP) is now forecasted to be **£46.4m** in 2020/21, a decrease of **£1.8m** in forecasted project expenditure profiles since the last capital programme update. This relates to issues with the in-year supply of lighting columns for the LED street lighting replacement programme. It is forecast that **£6.0m** will be spent in 2020/21 compared to planned expenditure of **£7.8m**. The balance of **£1.8m** has been reprofiled into future years and there is no change to the overall investment in the programme.
11. The **£40.8m** LED street lighting replacement programme will convert 47,000 traditional lanterns to LED lanterns and fully replace 21,000 columns that are at the end of their life. The five year programme is still expected to be completed by the end of 2024/25 as planned.
12. By March 2021 8,000 lanterns will have been converted to LED and 400 columns replaced. This is 73% of what was originally planned for delivery this year but delivery will catch up in later years of the programme. The expected energy reduction at the end of year two is in line with the plan as higher energy consumption lanterns have been prioritised. The installation of energy efficient lighting will result in significant cost reduction through reduced maintenance and lower energy consumption, which will help reduce exposure to rising energy prices. The LED streetlights will reduce energy consumption by around 70% helping the Council to meet carbon reduction targets.

13. Within the Property & Estates Programme, a reduction of **£2.5m** is identified within the structural maintenance programme. The cumulative effect of COVID-19 measures which impact particularly on indoor work, including lockdown restrictions, have caused delays to planned works which will now not be completed before 31 March.
14. Actual capital expenditure at the end of January 2021 was **£93.7m**. The combined spend to date and commitments for the Capital Programme is **£130.6m** or 77% of the revised estimate for the year.

COVID-19

15. Across all programmes, the estimated total additional costs incurred due to COVID-19 for 2020/21 is **£2.7m**. This represents 1.7% of forecast expenditure for 2020/21 and is included within the total forecast expenditure of **£169.0m**.
16. Within the Pupil Place Programme, the additional cost due to COVID-19 has been estimated to be **£0.8m** across eight school developments. This is due to delays in construction, costs associated with enhanced welfare of construction staff, additional equipment and disruption to the supply chain.
17. Within the Major Infrastructure Programme, the additional cost due to COVID-19 has been estimated to be **£1.2m** due to mainly to the extension of preliminary works across seven projects. In addition to the additional time taken to complete the work, extra costs have also been incurred to protect the welfare of onsite staff. Measures include increased supervision, additional Personal Protective Equipment (PPE) and additional cleaning regimes.
18. Within the Highways Asset Management Programme, the cost due to COVID-19 has been estimated to be **£0.5m**. As with the Major Infrastructure Programme, additional costs have been incurred to safeguard the welfare of on-site staff.
19. Additional expenditure of **£0.2m** has been estimated within the ICT Programme, due to the purchase of extra equipment to support employees during the pandemic over and above the usual replacement programme. This has included the provision of laptops and monitors to help staff to work effectively from home.
20. Individually, at project and programme level, the cost pressures arising from this additional expenditure has not been significant and it has been possible to manage the additional costs through the use of contingency budgets at project and programme level or through agreement of additional funding from within the capital programme. However, had these exceptional costs not been incurred, there would be additional resources of **£2.7m** available within the Capital Programme for investment in other priorities.

Ten Year Capital Programme Update

21. The total ten-year capital programme (2020/21 to 2030/31) is **£1.418bn** (excluding earmarked reserves), an increase of **£0.3m** compared to the latest approved capital programme. The following table summarises the variations by strategy.

Strategy Area	Last Approved Total Programme (2020/21 to 2030/31) * £m	Latest Updated Total Programme (2020/21 to 2030/31) £m	Variation £m
Pupil Places	260.1	260.3	+0.2
Major Infrastructure	617.9	618.2	+0.3
Highways AMP	338.0	337.8	-0.2
Property, Estates & Investments	70.6	70.6	+0.0
ICT	27.2	27.2	+0.0
Passport Funding	94.5	94.5	+0.0
Vehicles & Equipment	9.4	9.4	+0.0
Total Strategy Programmes	1,417.7	1,418.0	+0.3
Earmarked Reserves	48.8	49.5	+0.7
Total Capital Programme	1,466.5	1,467.5	+1.0

* Approved by Council 9 February 2021

LORNA BAXTER
Director of Finance

Background papers:

Contact Officer: Hannah Doney, Head of Corporate Finance. Tel: 07584174654

February 2021

Annex 1

Capital Programme Monitoring 2020/21

Strategy / Programme	Latest Approved Capital Programme (Council February 2021)			Latest Forecast			Variation			Current Year Expenditure Monitoring				Performance Compared to Original Programme (Council February 2020)		
	2020/21	Future Years	Total	2020/21	Future Years	Total	2020/21	Future Years	Total	Actual expenditure to date	Commit- ments	Expenditure Realisation Rate	Actuals & Commitments	Current Year	Variation	Use of Resources Variation
	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	%	%	£'000s	£'000s	%
Pupil Places	44,555	215,496	260,051	44,555	215,709	260,264	0	213	213	31,275	9,928	70%	92%	41,620	2,935	7%
Major Infrastructure	36,536	581,381	617,917	36,753	581,424	618,177	217	43	260	17,747	11,499	48%	80%	40,618	-3,865	-10%
Highways Asset Management Plan	48,207	289,823	338,030	46,390	291,423	337,813	-1,817	1,600	-217	26,814	13,372	58%	87%	47,090	-700	-1%
Property & Estates, and Investment Strategy	9,627	60,998	70,625	7,127	63,498	70,625	-2,500	2,500	0	3,626	1,385	51%	70%	10,848	-3,721	-34%
ICT	5,714	21,507	27,221	4,765	22,456	27,221	-949	949	0	2,469	238	52%	57%	5,414	-649	-12%
Passport Funding	29,367	65,145	94,512	29,367	65,145	94,512	0	0	0	11,713	551	40%	42%	34,385	-5,018	-15%
Vehicles & Equipment	50	9,303	9,353	50	9,303	9,353	0	0	0	0	0	0%	0%	303	-253	-83%
Total Capital Programme Expenditure	174,056	1,243,653	1,417,709	169,007	1,248,958	1,417,965	-5,049	5,305	256	93,644	36,973	55%	77%	180,278	-11,271	-6%
Earmarked Reserves	0	48,804	48,804	0	49,493	49,493	0	689	689					12,170	-12,170	-100%
OVERALL TOTAL	174,056	1,292,457	1,466,513	169,007	1,298,451	1,467,458	-5,049	5,994	945	93,644	36,973	55%	77%	192,448	-23,441	-12%

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Divisions Affected - Oxford

CABINET - 16 MARCH 2021

OXFORD ZERO EMISISON ZONE PILOT (A LOCAL CHARGING SCHEME) – OUTCOMES OF FORMAL CONSULTATION AND FINAL SCHEME APPROVAL

Report by Corporate Director of Communities

RECOMMENDATION

1. The Cabinet is **RECOMMENDED** to
 - (a) note the content of the report and outcomes of the recent public consultation on the Oxford Zero Emission Zone Pilot; and
 - (b) approve the final Zero Emission Zone Pilot scheme at Annex 6 and authorise the scheme to be implemented.

Executive Summary

2. This report outlines a final proposal for the Oxford ZEZ Pilot which was published as part of a period of formal consultation between Friday 20 November 2020 and Sunday 17 January 2021. The ZEZ is to be rolled out in phases, anticipated to start in August 2021 with the creation of a Zero Emission Zone Pilot (ZEZ Pilot) in a small area of Oxford city centre; a map of the zone is at Annex 1. The intention is to then introduce the full Zero Emission Zone (ZEZ) in spring 2022 (subject to the outcomes of separate consultation). The extent of the full ZEZ is shown in Annex 2.
3. Proposals for a ZEZ in Oxford form part of the county's current Local Transport Plan and has a significant role to play in supporting the county council's Climate Action Framework and Corporate Plan – it will help people live healthier, safer lives and it supports and protects the local environment. The ZEZ will also help to reduce the county council's carbon footprint. Similarly, proposals also align with the strategic vision for Oxfordshire by enabling more sustainable growth and by putting Oxfordshire at the leading edge of UK and global de-carbonisation efforts.
4. In total, 885 responses were received via an online survey, with a further 34 pieces of correspondence by letter and email. Feedback reveals a mix of views across all themes. Overall, it is considered that there is sufficient support to carry the scheme forward to implementation subject to a number of refinements. A detailed breakdown of the consultation responses is at Annex 4.

5. The scheme will operate via a road charging scheme with discounts proposed for residents and businesses in the Pilot area, Blue Badge holders, care and health workers' vehicles and for students arriving/leaving at the beginning and end of university term. Further details of the proposed final scheme are at Annex 5 and 6.
6. The cost to implement the ZEZ Pilot is met by a mixture of third-party funding and between the city and county councils. Implementation is anticipated to begin from August 2021.

Background

7. The ZEZ is a joint project with the city council but led by the county council. **The extent of the ZEZ Pilot is shown in Annex 1.** The ZEZ Pilot will allow the councils to gain experience and information before introducing the full ZEZ in Oxford city centre in spring 2022. **The extent of the full ZEZ is shown in Annex 2** (and which will be subject to a separate consultation in summer 2021). Furthermore, it will inform the potential introduction of smaller-scale schemes in Oxfordshire towns to help improve air quality in other areas.
8. A road charging scheme is considered to represent the fairest balance between accelerating the transition to a zero-emission transport system and maintaining access. It also mirrors similar schemes in London and other UK cities, where more polluting vehicles are charged rather than banned.
9. An informal consultation on previous (Red Zone) proposals took place during January 2020 (a summary of the responses to the consultation is on the county's [webpage](#)) with a formal consultation planned for March 2020, but this was postponed due to Covid-19.
10. The city council Cabinet, at a meeting on 10 March 2021, is also being asked to support implementation of the final scheme.

Outcomes of Formal Consultation

11. ZEZ Pilot proposals were published as part of a period of formal consultation on the scheme between Friday 20 November 2020 and Sunday 17 January 2021. A presentation, with all county and city members invited, was held on 19 November 2020. **A summary of the proposals put forward is at Annex 3** with a detailed document of the scheme available on the county's [webpage](#).
12. In total, 885 responses were received via the online survey, with further responses by letter and email. **A detailed breakdown of the consultation responses is at Annex 4.** In summary, feedback reveals a mix of views across all themes i.e. zone boundary, charging hours, charges and discounts, though the largest proportion of all respondents (typically 30-50%) tended to agree with the ZEZ Pilot scheme as it was proposed. Some respondents (typically 10-30%) thought the scheme could be more ambitious, whilst others were less supportive (typically 15-40%).

13. The main concerns raised were in relation to the scheme's impact on access, consequences for the local economy and its effect on certain groups: residents and businesses within the ZEZ Pilot and those with more limited mobility and particular access needs.

Officer Responses and Proposed Changes

14. The area covered by the ZEZ Pilot is already very restricted, with no through traffic routes and some part-pedestrianised streets (Cornmarket and Queen Street). The only public car parking provided in the area is for Blue Badge holders. The pilot scheme therefore is not expected to affect wider access i.e. those travelling through the city centre, rather it mainly affects those with a destination in the ZEZ Pilot area, such as residents and business within the zone and those accessing Blue Badge car parking.
15. The following confirms proposals and changes made following the formal consultation with **more detailed officer responses provided at Annex 5. Please also refer to the final scheme in Annex 6.**
- **Residents within the Pilot area:** a 90% discount is proposed, and which will apply to August 2030 (limited to 2 vehicles).
 - **Businesses within the Pilot area:** a 90% discount is proposed, and which will apply to August 2025 (maximum 10 vehicles per business registered to and operating from premises within the ZEZ Pilot).
 - **Blue badge holders, international equivalents & Disabled Tax Class:** a 100% discount is proposed until August 2025 (to be reviewed by December 2024).
 - **Temporary disabilities:** It is not proposed to change the scheme so that those with temporary disabilities have an exemption or discount.
 - **Construction traffic:** It is not proposed to give discounts for construction traffic.
 - **Church access to parking:** It is not proposed to give a specific discount for people driving to churches.
 - **People with care or health responsibilities:** It is proposed to offer a 100% discount to professional care and health workers' vehicles whilst carrying out formal duties.
 - **Private Hire Vehicles:** A 50% discount is proposed for certain hybrid Private Hire Vehicles to be charged as ULEVs to August 2025.
 - **Powered two wheelers:** It is proposed that all powered two-wheelers are charged according to the level of CO₂ they emit.

- **Discounts for students:** A 100% discount is proposed to the ZEZ charge for students driving into the Pilot ZEZ area only for the purpose of delivering or collecting personal belongings at the beginning and end of terms (and only for students considered by their colleges to be in acute financial hardship).
- **Exemptions because of planned road closures:** It is proposed to grant limited temporary exemptions to deal with planned road closures where normal compliance with the scheme is not possible.

Final Scheme for Approval

16. Annex 6 sets out the final scheme which officers recommend Cabinet to approve for implementation. These final proposals take account of the consultation feedback and include the changes highlighted in the section above.

Corporate Policies and Priorities

17. The ZEZ Pilot supports the county's overarching transport goals set out in our current Local Transport Plan¹ and sets the basis for our emerging Local Transport and Connectivity Plan. The ZEZ also has a significant role to play in supporting the county council's [Climate Action Framework](#) by enabling a 'net zero carbon' Oxfordshire by 2030. It also supports the county's Corporate Plan by helping people live healthier, safer lives and by protecting the local environment. The ZEZ also aligns with the strategic vision for Oxfordshire by enabling more sustainable growth and by putting Oxfordshire at the leading edge of UK and global de-carbonisation efforts.

Financial and Staff Implications

18. The cost to finalise the scheme design and then implement the ZEZ Pilot is currently estimated to be £211,000 (£295,400 with contingency). A grant for £150,000 has been awarded to the city council from the Department for Environment, Food and Rural Affairs (DEFRA) and which will be used to cover most of the scheme implementation costs, with other costs to be shared equally between the city and county councils.
19. The scheme will generate some income which is estimated to be equivalent to around £260,000 per annum, though the final amount will depend on the actual behavioural responses to the scheme and time the scheme is in place before the wider ZEZ is implemented. Income raised by the scheme will be used to cover ZEZ Pilot operating costs which are currently estimated to be £90,000 per annum. This would cover maintenance, technical support and scheme administration including staff costs. Further work over the coming months will be undertaken to refine these initial cost estimates.

¹To reduce emissions, enhance air quality and support the transition to a low carbon economy; & To protect and enhance Oxfordshire's environment and improve quality of life (including public health, safety and individual wellbeing)

If net proceeds are generated, then that could be used to pay for schemes to help residents and businesses in the ZEZ Pilot make the transition to zero emission vehicles. It has been agreed that the city council will receive a share of net proceeds in proportion to its contribution to the costs of implementing the ZEZ, assumed to be 50%. The Transport Act 2000 requires that net proceeds are only used for schemes that facilitate the achievement of local transport policies.

Comments checked by:

Rob Finlayson, Finance Business Partner, Rob.Finlayson@Oxfordshire.gov.uk

Legal Implications

20. External support has been brought in to provide legal advice and support on the final scheme including proposed changes following formal consultation. Further external support is required to finalise the scheme's Charging Order which will be done in consultation with the county council's own Legal team.

Comments checked by:

Jennifer Crouch, Principal Solicitor (Environment Team), for and on behalf of Anita Bradley, Director of Law & Governance and Monitoring Officer
Oxfordshire County Council and Cherwell District Council,
Jennifer.Crouch@Oxfordshire.gov.uk

Equality, Inclusion & Sustainability Implications

21. There is a clear and pressing need to take action to reduce air pollution as soon as possible, with the ZEZ Pilot scheme designed to do that whilst also recognising the impacts of Covid-19 on residents and businesses. The pilot scheme only effects a small part of Oxford city centre with changes already made from previous designs to reduce the requirements for residents and businesses within the zone including 90% discounts.
22. The ZEZ Pilot scheme is expected to provide positive environmental benefits through reduced traffic levels and emissions from transport and which will support a better walking and cycling environment in the city centre. These benefits are likely to disproportionately fall on those living and working in the ZEZ Pilot area. The scheme may also generate income to pay for schemes to help residents and businesses in the ZEZ Pilot make the transition to zero emission vehicles, and on other schemes that promote zero and low emission transport in the city. This will help to increase the overall accessibility of the city centre, with increased active travel also contributing to mental, physical and more general wellbeing benefits.
23. The main negative impacts of the scheme are its effect on access and affordability of access for those travelling within the zone between 7am and 7pm and using a non-zero emission vehicle. However, these negative impacts are not considered to be significant given only a small area of the city centre is proposed and is already very restricted i.e. is not a through route. The proposal

will offer a 100% discount for Blue Badge holders and disabled tax class vehicles at least until the review period in August 2025 which will mitigate the impact of those living with a disability. Drivers without Blue Badges cannot park in the ZEZ Pilot currently (there are public car parks close to the ZEZ Pilot which are unaffected by the charges). There is also very little workplace parking within the ZEZ Pilot, with the city centre also highly accessible by bus (including Park & Ride) and train.

24. **An Equalities & Climate Impact Assessment (ECIA) has been completed for the ZEZ Pilot scheme (Annex 7).** The ECIA has been used to determine its potential impacts on protected characteristics and was informed by responses to the formal consultation. Thereafter, the ECIA was used to consider if further changes to the scheme were required.

Comments checked by:

Robin Rogers, Head of Strategy, Communications, Strategy and Insight,
Robin.Rogers@Oxfordshire.gov.uk

Risk Management

25. A risk register has been maintained with the main risks at this stage associated with delay in getting DfT approval for ZEZ signage and the back-office systems in place. These risks are being actively managed through early engagement with DfT and the county's council's enforcement team and the current enforcement contractor.

Communications

26. A communication strategy is in development for implementation. Members will be regularly updated at appropriate stages including through the Project Steering Group (attended by the Cabinet Member for Environment and Cabinet Member for Finance). Ongoing engagement will also take place with businesses and stakeholders including through the ZEZ Partnership which first met in January 2021 and will continue to meet regularly (every 6 weeks) until after the ZEZ Pilot is implemented.
27. Communications have kept the profile of the ZEZ high over the last few years with considerable interest in the scheme already, but this will need to be increased in the run up to and during scheme implementation. This will include greater publicity of the scheme nationally.

Comments checked by:

Jonathan Sayers, Media and Communications Officer,
Jonathan.Sayers@Oxfordshire.gov.uk

Next Steps

28. If approved, the ZEZ Pilot will be subject to final scheme design with implementation as follows:

Final scheme development - March to June 2021
Implementation - July 2021
Scheme anticipated to come into effect - August 2021

JASON RUSSELL
Corporate Director of Communities

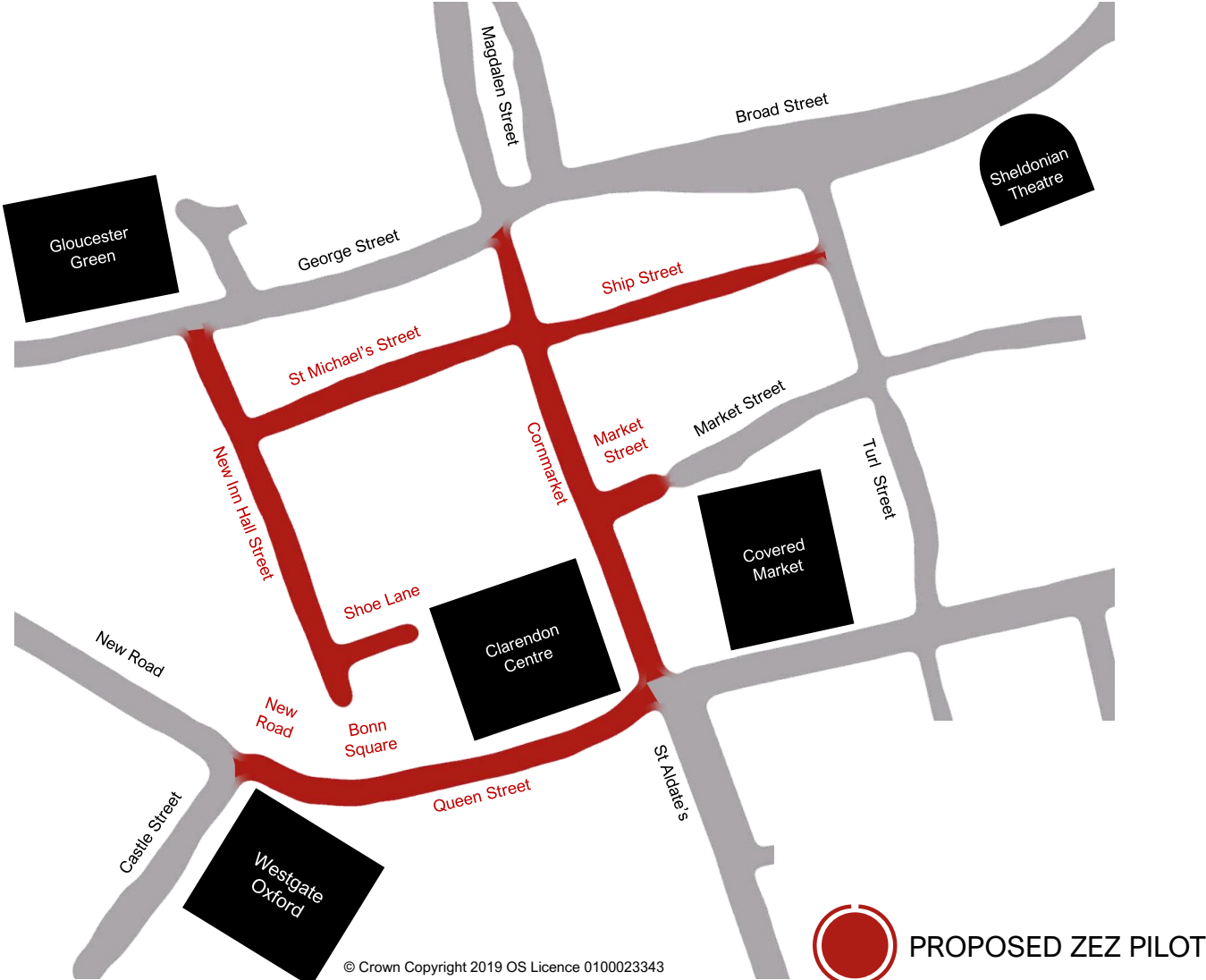
Annex 1 - Extent of the ZEZ Pilot
Annex 2 - Extent of the full ZEZ
Annex 3 – Summary of ZEZ Pilot proposal for consultation
Annex 4 – Report of consultation
Annex 5 – Proposed changes and officer responses
Annex 6 - Final ZEZ Pilot scheme for approval
Annex 7 – Equalities & Climate Impact Assessment

Contact Officer: Joanne Fellows, Growth Manager (Central Oxfordshire)

March 2021

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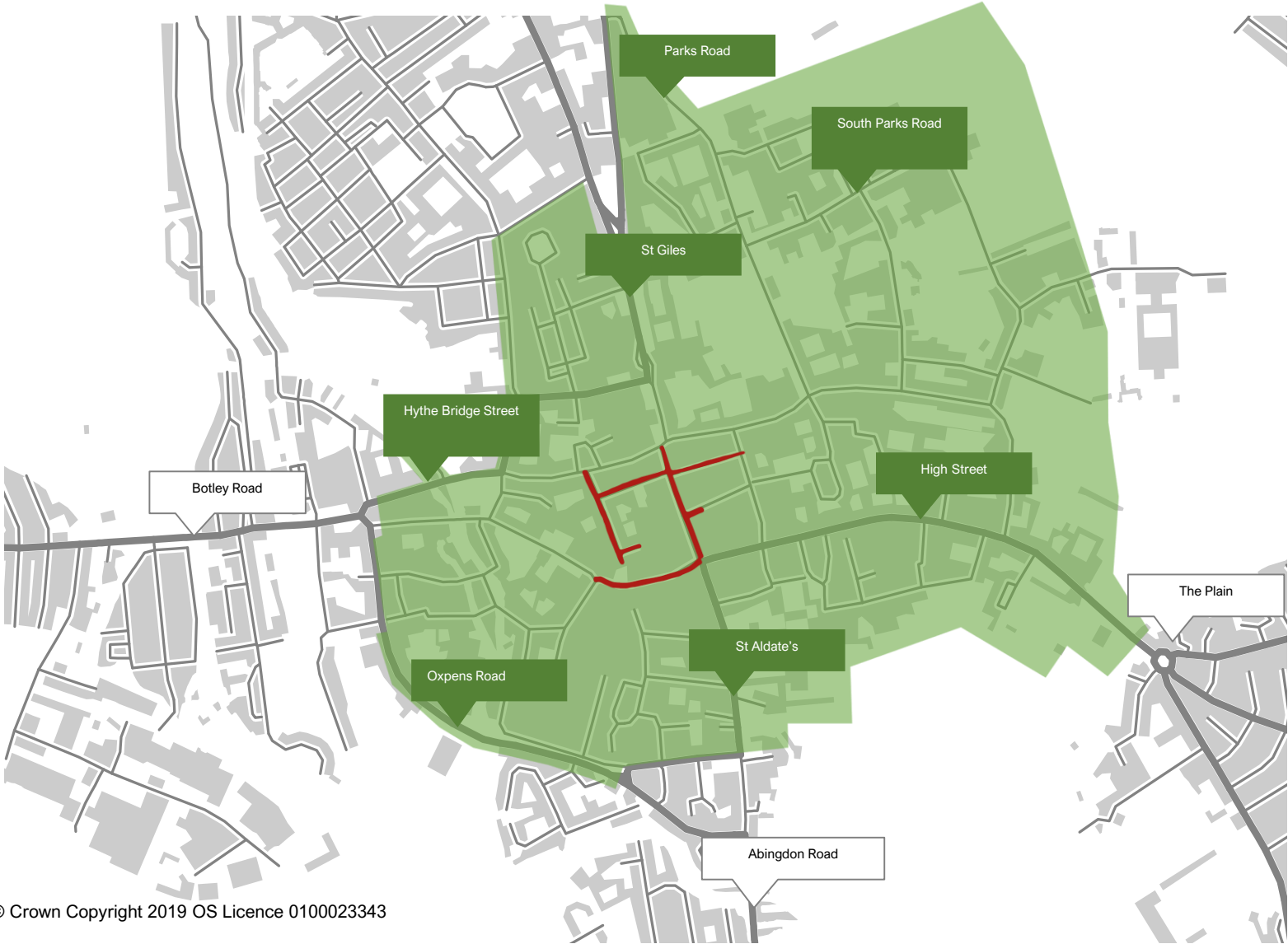
ANNEX 1 EXTENT OF ZERO EMISSION ZONE PILOT



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ANNEX 2 EXTENT OF ZERO EMISSION ZONE

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Zero Emission Zone
(ZEZ)



Zero Emission Zone Pilot
(ZEZ Pilot)

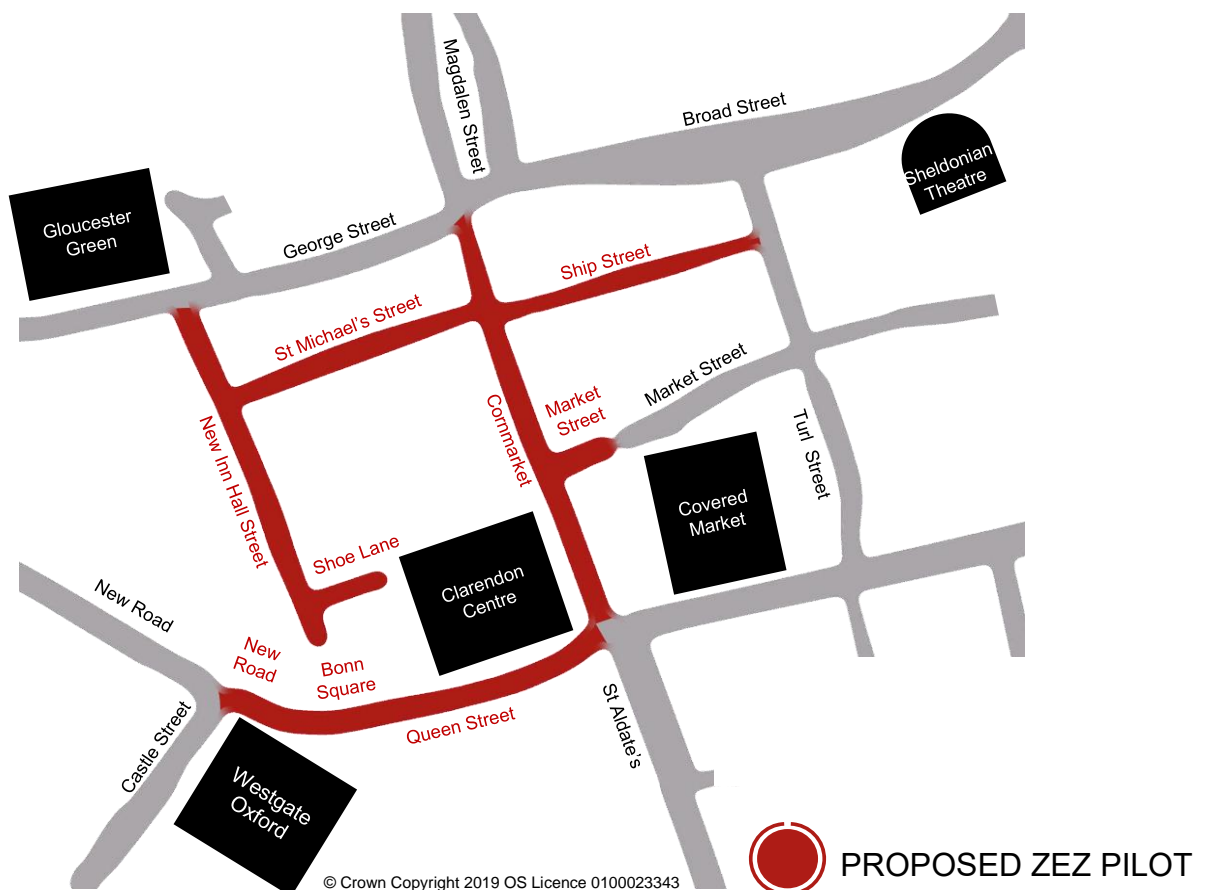
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ANNEX 3 SUMMARY OF PROPOSALS FOR CONSULTATION

Oxfordshire County Council and Oxford City Council are proposing to create a Zero Emission Zone Pilot (“ZEZ Pilot”) in a small area of Oxford city centre, starting in August 2021. The councils intend (subject to further consultation) to introduce a larger Zero Emission Zone (“ZEZ”) in spring 2022. The ZEZ Pilot would allow the scheme to be tested out in a small area first before being expanded to a larger area.

The ZEZ Pilot would be implemented through a road user charging scheme, which means vehicles used in the zone would be subject to charges, depending on their emissions. Only 100% zero emission vehicles would be able to be used in the zone free of charge.

The area covered by the proposed ZEZ Pilot is shown on the map below with the following table confirming streets covered. This area was referred to as the “Red Zone” in previous consultations on the project.



Streets included in ZEZ Pilot

Street	Length
New Road	Between Bonn Square and its junction with Castle Street
Bonn Square	Whole length
Queen Street	Whole length
Cornmarket Street	Whole length
New Inn Hall Street	Whole length
Shoe Lane	Whole length
Market Street	From its junction with Cornmarket, extending east for 40 metres
Ship Street	Whole length
St Michael's Street	Whole length

The amount of the daily charge depends on the emissions of the vehicle. The table below shows the proposed charges that would apply in the ZEZ Pilot between 7am and 7pm.

Proposed charges for ZEZ Pilot

Charges would apply to all vehicle classes, from mopeds to HGVs. Discounts proposed for some vehicles		DAILY CHARGE (applies 7am – 7pm)	
BAND	EMISSIONS	August 2021 to July 2025	August 2025 onwards
ZEV Zero Emission Vehicle	0 g/km CO ₂	£0	£0
ULEV Ultra Low Emission Vehicle	Emits less than 75 g/km CO ₂ National Ultra Low Emission Truck standard may be adopted for HGVs when defined (subject to further consultation)	£2	£4
CAZ Clean Air Zone compliant vehicle	Euro 4 petrol Euro 6 diesel	£4	£8
Others	Any vehicle not meeting any of above standards	£10	£20

Discounts would be available for residents' and businesses' vehicles, Blue Badge Holders, and others as shown in the tables below.

Proposed transitional discounts

Type	Discount
ZEZ Pilot residents' vehicles	90% discount until August 2030, no discount thereafter
Vehicle registered to and operating from businesses in the ZEZ Pilot	90% discount until August 2025, no discount thereafter
Blue Badge holders (or international equivalent) and Disabled Tax Class vehicles	100% discount until August 2025 Currently it is proposed there would be no discount from August 2025 , but this is to be reviewed in consultation with affected road users and decided by December 2024. Any extension to this discount would require a further public consultation.

Proposed permanent discounts

Type	Discount
Hackney carriages licensed by Oxford City Council (required to be ZEV from 2025)	100%
Vehicles operating registered local bus services	
Emergency service vehicles	
Historic tax class vehicles	
Hearses	
Military vehicles	
Agricultural and similar vehicles	
Recovery vehicles	
Special vehicles	
Community transport vehicles	

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Prepared for:



Consultation Report:

Zero Emission Zone proposals
for Oxford City centre.

January 2021

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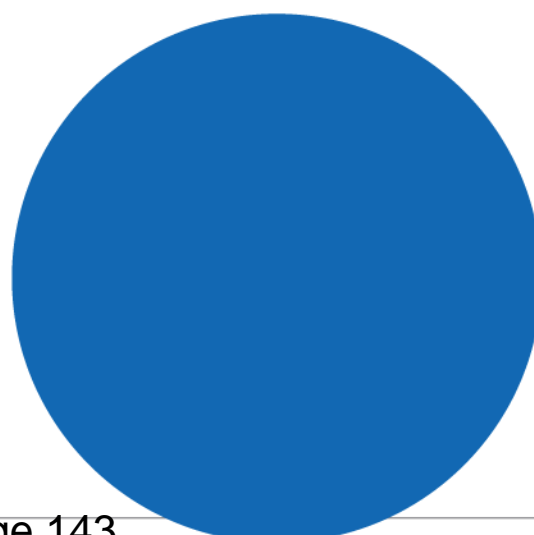
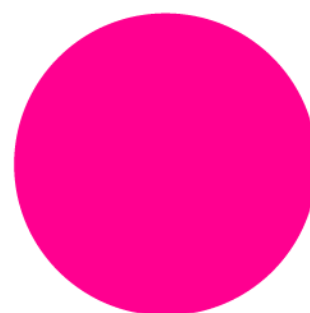


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Executive summary





Here we summarise the findings from an online survey to gather feedback from residents and stakeholders on the Zero Emission Zone proposals for Oxford City centre.

Background to the survey

Oxfordshire County Council and Oxford City Council have recently run a survey to gather views on proposals for a Pilot Zero Emission Zone for Oxford city centre which aim to improve air quality for people living, visiting and working there.

The ZEZ Pilot would be implemented through a road user charging scheme, which means vehicles used in the zone would be subject to charges, depending on their emissions. Zero emission vehicles would be able to drive in the zone free of charge. Other vehicles would be permitted in the zone but would have to pay a charge ranging from £2 to £10 per day (rising to between £4 and £20 per day from August 2025) to drive in the zone between 7am and 7pm. There would be discounts and exemptions for some road users, including disabled motorists, residents and businesses in the zone. More information is available [here](#).

In total, 885 responses were received for this survey – 43 respondents stated that they live within the proposed ZEZ Pilot area itself, 642 respondents stated that they live elsewhere in Oxford, 122 respondents live outside of Oxford, 45 respondents indicated that they answered the survey on behalf of a business (17 of these businesses said that they are within the proposed ZEZ Pilot area and 28 of these indicated that they are outside of it), 14 respondents indicated that they answered the survey on behalf of a group or organisation and 5 respondents answered in their capacity as a councillor.

Area covered by the proposed ZEZ Pilot

Overall, approaching two-fifths (37%) of all respondents think that the streets included in the area covered by the ZEZ Pilot are 'about right'. However, the majority feel that the area covered by the ZEZ Pilot should differ from the proposed street inclusion, with a quarter (25%) believing that 'fewer streets should be included' and nearly a third (32%) feeling that 'more streets should be included' - 6% of respondents said they didn't know.

Residents living in Oxford itself (either inside or outside of the ZEZ Pilot area) express more positive views towards the proposed ZEZ Pilot area than those living outside of Oxford, with 36% of those living in Oxford but outside of the ZEZ Pilot area feeling that the number of streets included is 'about right' and a further 36% believing that more streets should be included. Of the relatively small number of respondents who live within the proposed ZEZ Pilot area (43), 40% think that the number of streets included is about right, with a further 21% believing that more streets should be included.

Just under half (47%) of the relatively small number responding to the survey on behalf of a business (21 out of the 45 businesses answering) believe that the number of streets included in the ZEZ Pilot area is about right, although 40% of business respondents think that fewer streets should be included.



Proposed daily charges for vehicle emission standards for ZEZ Pilot

Overall, approaching half (48%) of all respondents think that the proposed levels of daily charges for Ultra Low Emission Vehicles (ULEVs) are 'about right', with a further 12% believing that the ULEV charges are 'too low'. However, 30% of residents think the proposed ULEV charges are 'too high' – 10% of respondents said they didn't know.

Overall, more than two-fifths (42%) of all respondents think that the proposed levels of daily charges for Clean Air Zone (CAZ) vehicles are about right, with a further 16% believing that the CAZ charges are too low and 31% feeling the proposed CAZ charges are too high – 11% of respondents said they didn't know.

When asked about the proposed charges for any other vehicle not meeting the ULEV or CAZ standards, 36% of residents think that the proposed levels of daily charges for non-ULEV/non-CAZ vehicles are about right, with 19% believing that these charges are too low and 35% feeling these proposed charges are too high – 10% of respondents said they didn't know.

Further analysis reveals that residents living in Oxford itself (either outside or inside the proposed ZEZ Pilot area) appear to express slightly more positive views towards the proposed charging levels for ULEVs than those living outside of Oxford. Just under half of those living in Oxford but outside the ZEZ Pilot area (49%) and those living within the ZEZ Pilot area (45%) feel that the ULEV charges are about right compared to 43% of residents living outside of Oxford. Approaching half of businesses (47%) feel the charging levels for ULEVs are about right, although just over half (51%) of businesses think these charges are too high.

When looking at the proposed charges for CAZ vehicles, a similar pattern is evident, with residents living in Oxford itself (either outside or inside the proposed ZEZ Pilot area) expressing slightly more positive views towards the proposed charging levels for CAZs than those living outside of Oxford. More than two-fifths of those living in Oxford but outside the ZEZ (43%) and those living within the ZEZ Pilot area (45%) feel that the CAZ charges are about right compared to 36% of residents living outside of Oxford. More than two-fifths of businesses (43%) feel the charging levels for CAZs are about right, although more than half (45%) of businesses think these charges are too high.

For the proposed charges for 'other' vehicles (i.e. vehicles that do not meet ULEV or CAZ emissions standards), residents living outside of Oxford are more likely than those living in Oxford (either inside or outside of the ZEZ Pilot area) to feel that the proposed charging levels for other vehicles are too high; 45% of residents living outside of Oxford feel the proposed charges are too high, compared with 31% of residents living in Oxford but outside the proposed ZEZ Pilot area and 37% living within the ZEZ Pilot area. However, approaching two-thirds of businesses (64%) feel the charging levels for 'other' vehicles are too high, with only 26% thinking the charges are about right.

Proposed hours when charges would apply in ZEZ Pilot area

Overall, 38% of all respondents think that the proposed hours when charges would apply (7am to 7pm every day) are 'about right', with a fifth (20%) believing the hours are 'too short'. However, approaching two-fifths (37%) feel that the proposed charging hours are 'too long' – 5% of respondents said they didn't know.



Residents living in Oxford itself (either outside or inside the ZEZ Pilot area) express more positive views towards the proposed hours when charges would apply (7am to 7pm every day) than those living outside of Oxford. Two-fifths (40)% of those living in Oxford but outside of the proposed ZEZ Pilot area think the proposed charging hours are about right, with a further 23% thinking that the hours are too short, while nearly half (49%) of those living within the ZEZ Pilot area believe the charging hours are about right and a further 10% think the hours are too short. This compares with less than a third (32%) of residents living outside Oxford feeling that the charging hours are about right – half (50%) believe the hours are too long.

More than two-thirds of businesses (68%) feel that the hours are too long, while only a fifth (20%) believe that they are about right and only 2% say they are too short.

Proposed discounts for certain vehicles in ZEZ Pilot area

For all vehicle types, the proportions of respondents thinking that the discounts for each one are 'about right' were larger than the proportions thinking they were either 'too big' or 'too low'. Overall, the largest levels of agreement that discounts are about right are seen for Blue Badge holders & Disabled Tax Class vehicles (49% of all respondents feeling this way) and emergency vehicles (48%). The lowest levels of agreement about the discounts for certain vehicle types being about right are seen for historic tax class vehicles (28%), agriculture & similar vehicles (32%), special vehicles (34%) and military vehicles (34%). However, it should be noted here that relatively large proportions of residents said that they didn't know what to think about the discount levels– ranging between 15% and 41% across the various vehicle types.

Residents living in Oxford itself but outside of the ZEZ Pilot area are generally more likely to feel that the discounts offered for most of the various vehicle types are about right compared to those living outside of Oxford. One example of this is that 44% of those living in Oxford but outside of the ZEZ Pilot area feel that the discount for ZEZ Pilot residents' vehicles is about right, compared to 34% of those living outside Oxford and 38% of those who live within the proposed ZEZ Pilot area – 36% of those living within the ZEZ Pilot area feel that the discount is too small.

Another notable example is that 50% of those living in Oxford but outside of the ZEZ Pilot area feel that the discount for Blue Badge holders & Disabled Tax Class vehicles is about right, compared to 44% of those living outside Oxford.

Broadening of Blue Badge Holder discount to current disabled non-Blue Badge holders in proposed ZEZ Pilot area

Overall, the resident comments made most frequently relate to the notion to broaden the discount (29% specifying this), with others making similar linked comments. However, more than a quarter (27%) feel that this should not be done (27%) – there is also a concern evident among some respondents that expansion of the Blue Badge Holder discount could be open to some abuse (7% of resident comments relate to this issue) and may also be difficult to police (2%).



There are very few differences by respondent type, although residents living in Oxford itself (either within or outside of the ZEZ Pilot area) are more likely than those living outside of Oxford to be in favour of broadening the Blue Badge Holder discount (31% and 22% respectively).

The transition to zero emission travel

Overall, the most commonly-selected ways that could help respondents to transition to zero emission travel are 'grants and/or financing for vehicle charging points and/or zero emission vehicles' (63% selecting this), followed by 'small-scale walking and cycling schemes' (53%). The least-commonly selected ways that residents feel would help them transition to zero emission travel are 'innovative ways of managing moving in and out days for students' (23% selecting this) and 'funding to trial new ideas or ways of working (for example, exemplar delivery & servicing plans)', with only 18% selecting this as one of their preferred options.

There are no significant differences evident between the opinions of residents and business respondents, although there is some evidence to suggest that residents may be slightly more likely to find 'small scale walking and cycling schemes', 'support for freight consolidation or last mile schemes' and 'electric car/van clubs' more appealing as a way of transitioning to zero emission travel than business respondents.

There are some differences by resident type. Residents living in Oxford itself but outside of the ZEZ Pilot area are more likely than those living outside of Oxford to think that their transition to zero emission travel could be helped by 'support for freight consolidation or last-mile schemes, including use of cargo bike schemes' (33% and 22% respectively), 'small scale public realm improvements and improved pedestrian areas' (45% vs. 35%) and 'small scale walking and cycling schemes' (57% and 38% respectively).

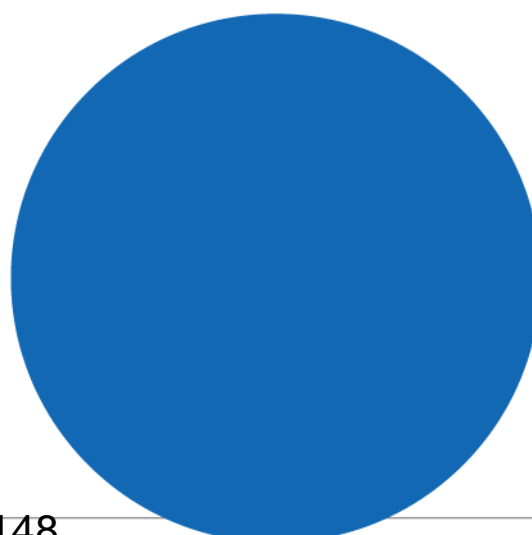
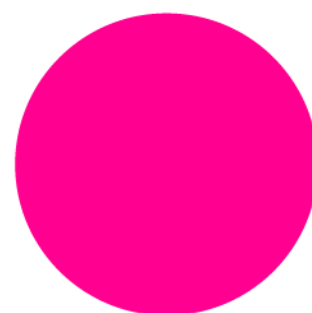
Proposals for a larger ZEZ

Overall, comments for the proposed larger ZEZ are roughly split between positive and negative. More than a third (34%) made comments that related to it being a good idea generally or that they supported it, with significant minorities wanting the proposed larger ZEZ to be made even larger (14%) and implemented before Spring 2022 (8%). However, some residents are less supportive of the proposed larger ZEZ, with 24% making comments related to scrapping it, a further 14% feeling it would stop access to facilities in Oxford and 10% thinking that it would disconnect Oxford city residents.

There are few significant differences evident between the opinions of residents and business respondents in terms of the proposed larger ZEZ to be introduced in Spring 2022, although residents appear slightly more likely than businesses to feel that this is a good idea and that they are supportive of it (26% of residents stated this, compared to 11% of businesses).



Introduction





In this section we provide details of the background, objectives and methodology used in the consultation survey.

Background to the survey

Oxfordshire County Council and Oxford City Council have recently run a survey to gather views on proposals for a Pilot Zero Emission Zone for Oxford city centre which aims to improve air quality for people living, visiting and working there.

Parts of Oxford city centre currently have illegally-high levels of toxic nitrogen dioxide, which contributes to diseases including cancer, asthma, stroke and heart disease - and contributes to around 36,000 deaths in the UK every year.

The ZEZ will lead to cleaner air, quieter streets and contribute to the councils' action on climate change. It is designed to reduce traffic volumes, encourage the uptake of zero emission vehicles and lead to other positive behavioural changes; all of these would reduce vehicle emissions and hence air pollution whilst maintaining access for those who need it.

Oxfordshire County Council and Oxford City Council are proposing to create a zero emission zone (ZEZ) pilot in Oxford city centre, starting in August 2021. The pilot would be based on a road user charging scheme.

The pilot would cover the streets outlined in table below. The pilot was previously referred to as the 'red zone', while the wider ZEZ was referred to as the 'green zone'.

Streets included in the pilot

Street	Length
New Road	Between Bonn Square and its junction with Castle Street
Bonn Square	Whole length
Queen Street	Whole length
Cornmarket Street	Whole length
New Inn Hall Street	Whole length
Shoe Lane	Whole length
Market Street	From its junction with Cornmarket, extending east for 40 metres
Ship Street	Whole length
St Michael's Street	Whole length

The ZEZ would be implemented through a road user charging scheme, which means vehicles used in the zone would be subject to charges, depending on their emissions. Zero emission vehicles would be able to drive in the zone free of



charge. Other vehicles would be permitted in the zone but would have to pay a charge ranging from £2 to £10 per day (rising to between £4 and £20 per day from August 2025) to drive in the zone between 7am and 7pm. There would be discounts and exemptions for some road users, including disabled motorists, residents and businesses in the zone. More information is available [here](#).

About the survey

The councils encouraged feedback on the proposals through an online survey which was accessible on the Oxfordshire County Council website from 20 November 2020 to 17 January 2021.

There has been a good level of interest in this exercise, with 885 responses in total. A full profile (by respondent type and demographics) of who responded to the survey is provided overleaf.

About this report

DJS Research, an independent market research company, was commissioned by the councils to provide an independent analysis of the survey findings.

The survey introduced the proposals then asked respondents a series of questions including closed ('tick-box') questions, and open questions where respondents could type in comments.

In addition to analysing the closed questions, DJS Research carried out thematic analysis of the open comments from the online survey on a question-by-question basis, coding them into themes so that these could be quantified.

This document summarises the findings from the independent analysis carried out by DJS Research.

Please note that in some places due to small sample sizes, rounding, and/or multiple responses (where respondents could choose more than one option) percentages may not always add up to 100%.



Respondent profile

In total, 885 responses to the survey were received. A profile of the respondents to the survey is provided below (tables 1 to 7).

Table 1: In what capacity are you filling in this questionnaire?
OVERALL RESULTS (all responses: n=879).

Respondent type	No. responses	% responses
I live elsewhere in Oxford	644	73%
I live outside of Oxford	121	14%
I live within the proposed ZEZ Pilot area	43	5%
I represent a business outside of the ZEZ Pilot area	28	3%
I represent a business within the ZEZ Pilot area	17	2%
As or on behalf of a group/organisation	11	1%
As a councillor	5	<1%
Rather not say	10	1%

The majority of respondents are Oxford residents – mostly stating that they live outside the proposed ZEZ Pilot area (73%) with a minority stating that they live within the ZEZ Pilot area (5%) – and individuals living outside of Oxford (14%). The remainder of responses are made up of people completing the survey as or on behalf of businesses (5%), groups/organisations (1%) and in their capacity as a councillor (<1%).

*Those classifying themselves as responding on behalf of a business break down into representatives of: 17 business indicating that they are within the ZEZ Pilot area and 28 businesses saying they are outside the ZEZ Pilot area. There were also 10 responses where the respondent's status was not specified.



Table 2: What is your age group? OVERALL RESULTS (all responses: n=877).

Respondent type	No. responses	% responses
Under 11	0	0%
12-17	0	0%
18-24	45	5%
25-34	131	15%
35-44	147	17%
45-54	161	18%
55-64	161	18%
65-74	134	15%
75-84	42	5%
85 & over	3	<1%
Prefer not to say	53	6%

Most age groups were well represented, although only 5% of respondents were aged under 25.

Table 3: Are you...? OVERALL RESULTS (all responses: n=875).

Respondent type	No. responses	% responses
Male	501	57%
Female	308	35%
Other	7	1%
Prefer not to say	59	7%



Table 4: What is your ethnicity? OVERALL RESULTS (all responses: n=874).

Respondent type	No. responses	% responses
Asian or Asian British (Indian, Pakistani, Bangladeshi, any other Asian background)	33	4%
Black or Black British (Caribbean, African, or any other Black background)	8	1%
Chinese	4	0%
Mixed (White & Black Caribbean, White & Black African, White & Asian and any other Mixed background)	25	3%
White (British, Irish, any other white background)	673	77%
Other	17	2%
Prefer not to say	114	13%

Table 5: Please indicate whether you have a long-standing illness or disability. OVERALL RESULTS (all responses: n=868).

Respondent type	No. responses	% responses
Yes	118	14%
No	653	75%
Prefer not to say	97	11%

Table 6: Are you or is anyone in your household a Blue Badge holder? OVERALL RESULTS (all responses: n=858).

Respondent type	No. responses	% responses
Yes, I have a Blue Badge	17	2%
Yes, a member of my household has a Blue Badge	34	4%
No	807	94%



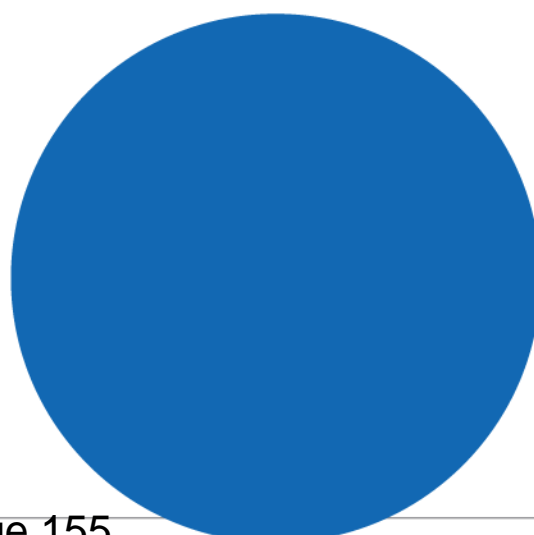
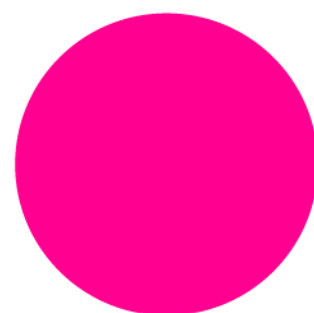
Table 7: Are you currently pregnant or have you been pregnant in the last year? OVERALL RESULTS (all responses: n=870).

Respondent type	No. responses	% responses
Yes	16	2%
No	783	90%
Prefer not to say	71	8%

In the remainder of this report, where appropriate we have analysed how views differ by the different respondent types and demographic groups outlined above.



Views on area covered by the proposed ZEZ Pilot

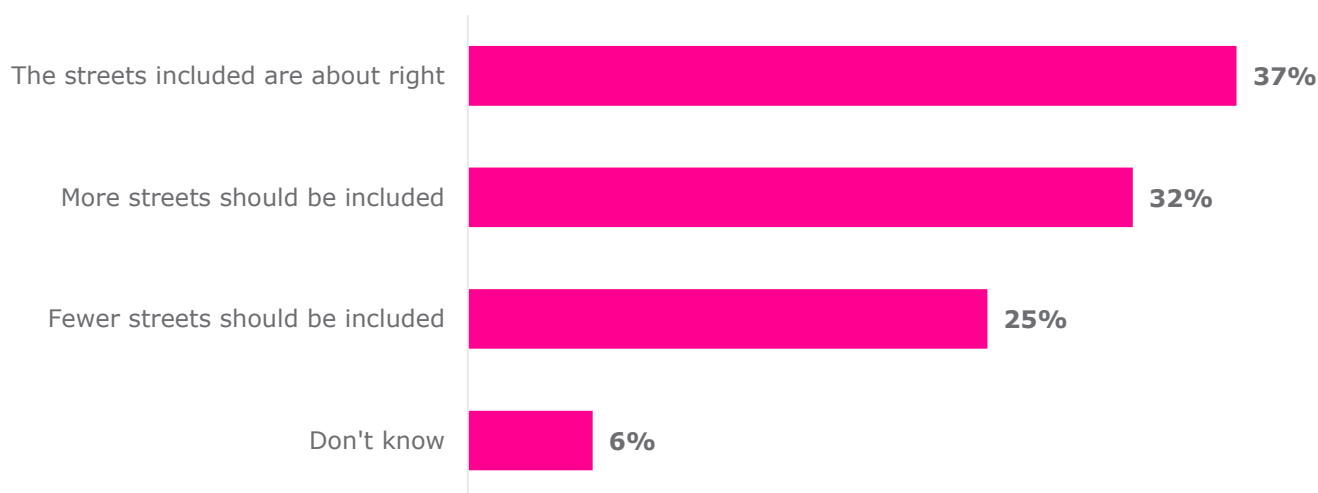


Those responding to the survey were asked to indicate their views on the area covered by the proposed ZEZ Pilot.

Headline findings

Results for all respondents for this question are summarised in figure 1, below.

Figure 1: What are your views on the area covered by the ZEZ Pilot?
RESULTS FOR ALL RESPONDENTS (all responses: n=871).



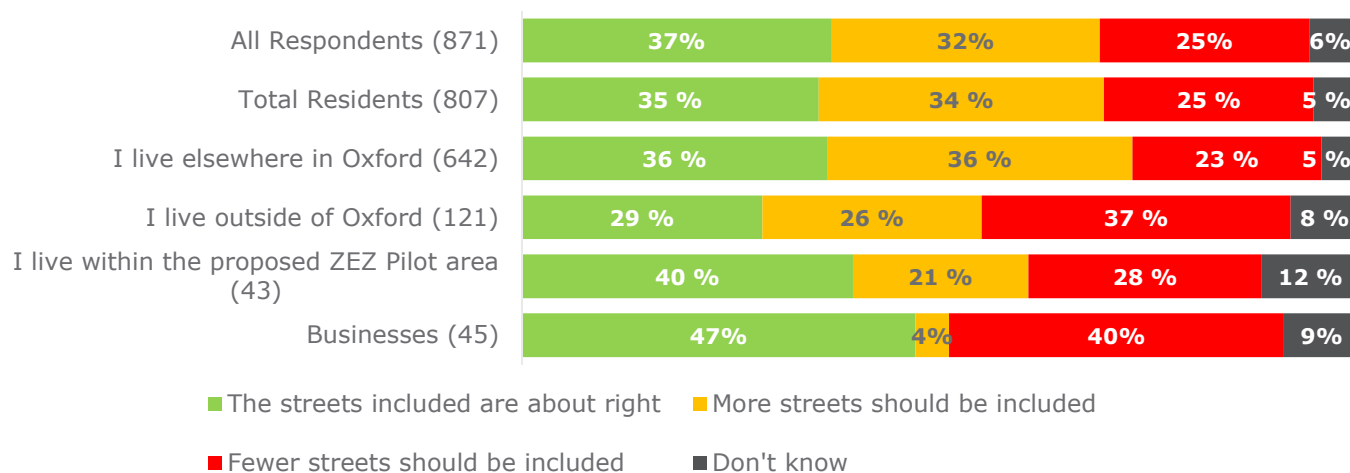
Overall, 37% of all respondents think that the streets included in the area covered by the ZEZ Pilot are about right. However, the majority feel that the area covered by the ZEZ Pilot should differ from the proposed street inclusion, with 25% believing that fewer streets should be included and 32% feeling that more streets should be included. 6% of respondents said they didn't know.

Results by respondent type

Figure 2 (overleaf) shows how responses to this question varied for different types of respondent and also shows the overall responses of those answering on behalf of a business or organisation. It should be noted that the base sizes for those answering on behalf of a business or organisation are relatively low – although comment has been made on the findings from these respondents where appropriate, the findings for business respondents should be treated as indicative rather than statistically significant throughout this report.



Figure 2: What are your views on the area covered by the ZEZ Pilot?
RESULTS BY RESPONDENT TYPE (base sizes in brackets).



Residents living in Oxford itself (either inside or outside of the ZEZ Pilot area) express more positive views towards the proposed ZEZ Pilot area than those living outside of Oxford; 36% of those living in Oxford but outside of the ZEZ Pilot area feel that the number of streets included is 'about right' and a further 36% believe that more streets should be included. Of the relatively small number of respondents who live within the proposed ZEZ Pilot area, 40% think that the number of streets included is about right, with a further 21% believing that more streets should be included.

Just under half (47%) of the relatively small number responding to the survey on behalf of a business believe that the number of streets included in the ZEZ Pilot area is about right, although 40% of business respondents think that fewer streets should be included.

Of the five respondents who completed the survey as a councillor, all five believe that the number of streets included is about right.

Resident results by demographic group

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors (such as age and gender):

- Female residents are slightly more likely to think that the number of streets included in the ZEZ Pilot is about right than male residents; 39% of females stated this, compared with 35% of males.
- White residents are slightly more likely to think that more streets should be included in the ZEZ Pilot area than residents from Black, Asian and Minority Ethnic (BAME) groups; 38% of white residents stated that more streets should be included, compared with 31% of BAME residents. Nearly two-fifths (39%) of BAME residents feel that fewer streets should be included in the ZEZ Pilot area, compared with 20% of white residents.
- Residents with a disability are less likely to think that the number of streets in the proposed ZEZ area is about right than those without a disability; 30% of disabled residents stated this, compared with 39% of those who do not have a disability.

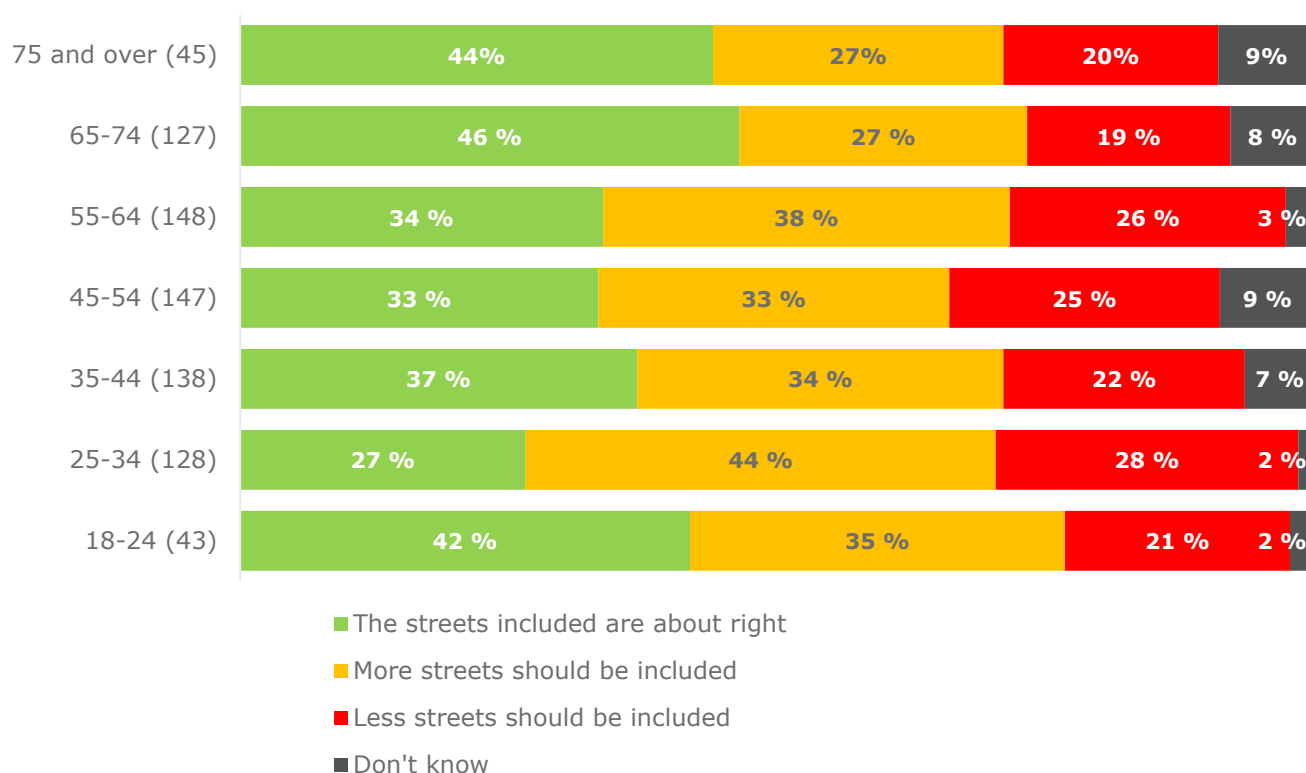


Furthermore, 44% of residents with a disability think that fewer streets should be included, compared with only 18% of residents without a disability.

- A similar pattern is evident amongst Blue Badge holders, with two-thirds of residents holding a Blue Badge (57%) feeling that fewer streets should be included in the ZEZ Pilot area, compared with 23% of non-Blue Badge holders.

Another trend is in differing levels of support by age: residents aged 65 and over are more likely than younger age groups to believe that the streets included in the proposed ZEZ Pilot area are about right (see figure 3, below):

Figure 3: What are your views on the area covered by the ZEZ Pilot?
RESULTS BY RESIDENT AGE (base sizes in brackets).



Results from Groups/Organisations

Table 8 (below) shows the responses of respondents completing the survey on behalf of a group or organisation. The base size for groups/organisations is very low so these findings should be treated as indicative rather than statistically robust throughout this report.

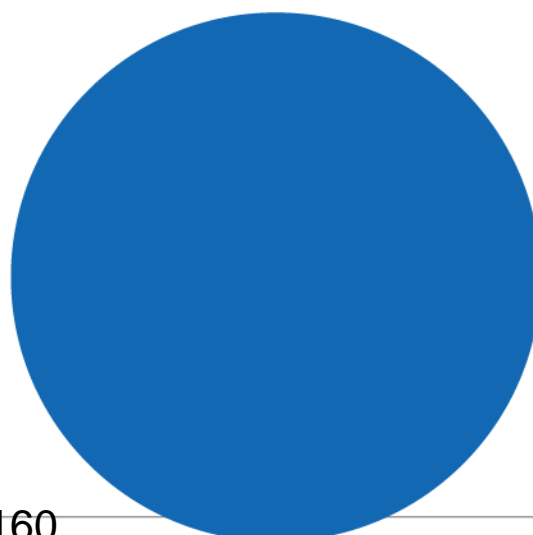
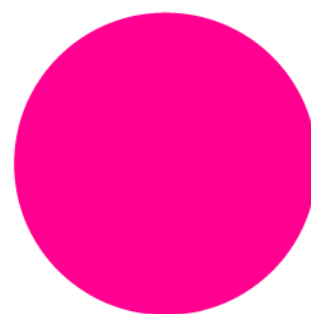
Table 8: What are your views on the area covered by the ZEZ Pilot?
GROUPS/ORGANISATIONS RESPONDENTS ONLY (all responses: n=11).

Opinion	No. responses	% responses
The streets included are about right	5	46%
More streets should be included	4	36%
Fewer streets should be included	1	9%
Don't know	1	9%

Around half of group/organisations (5 out of 11 respondents) think that the number of streets included is 'about right', although 4 out of 11 believe that more streets should be included in the proposed ZEZ Pilot area.



Comments on the proposed ZEZ area



After indicating their opinions on the area covered by the ZEZ Pilot, respondents were encouraged to explain why they believe there should be more streets or fewer streets included.

This was an open-ended question for those who felt that there were either not enough streets or too many streets included in the proposed ZEZ area; DJS Research have analysed the comments and coded them into categories to provide a quantified sense of the themes and sentiment.

Resident comments regarding the number of streets included in the proposed ZEZ area

If we look specifically at Resident respondents feeling that there are either **not enough streets** or **too many streets** included in the proposed ZEZ area, of the 522 comments made, the most common themes are as follows:

1. More roads should be included/ A larger area should be utilised: 190 comments (36%)
2. Unfair for residents/local businesses/work commuters (e.g. difficult travel, fees, school concerns etc.): 82 comments (16%)
3. Is too small of an area to have an effect: 67 comments (13%)
4. I do not agree with the proposed charges: 61 comments (12%)
5. This area prioritises pedestrians/commercial vehicles over 'normal' traffic: 43 comments (8%)
6. Want an improvement to air quality: 39 comments (7%)
7. Traffic is being diverted rather than dealt with: 37 comments (7%)
8. Seems alright/appropriate/potentially helpful: 31 comments (6%)

Example comments illustrating some of the Resident sentiments about the number of streets included in the proposed ZEZ Pilot are provided overleaf.



Example comments (where Residents feel that more streets should be included in the proposed ZEZ Pilot area)

"The pilot area seems very small. I worry that having such a small area will just persuade people to drive on neighbouring streets instead, thereby increasing emissions on those streets, rather than actually dissuading them from making car journeys into the city centre in the first place."

"Should probably extend to Summertown in the north to include Marston Ferry road, and similarly to the south perhaps as a 2025/7 plan."

"I don't think it includes any streets that anyone except delivery drivers would use. I know the councils were considering putting bus gates in certain roads. Why not make those roads part of the pilot?"

"As it stands there is very little non-commercial (buses, taxis, deliveries, etc.) traffic on the streets in the trial zone in any case. At least one street which has more "normal" traffic should be included in the trial, to make it a realistic trial. The most obvious candidates would be St. Aldate's (north of Speedwell Street) and/or High Street (east of Longwall Street), or George Street, since these are amongst the most polluted streets in the city. Failing that, some other less major streets which join on to the existing proposal would surely be a good idea to make the trial more useful."

"George Street should be included from Maadalen Street to New Inn Hall Street."

"There shouldn't be any pilot, everything enclosed by the ring road (excluded) should be ZEZ from day 1 (and day 1 should be brought forward to March 2021)."

"This is great, but it should cover a much bigger area! We need to tackle poor air pollution and the damaging effect of CO2 on the environment. Yes, do this, and then introduce wider areas soon. It's a disgrace how slow change happens in Oxford — we are in a climate *emergency*, we need change to green transport more quickly than we are seeing."

"Please include Broad Street - it's currently (in normal times) almost a car park, and the single reason that I don't cycle into town with my child. The cars here make cycling/walking quite dangerous."

"The Westgate Centre and its parking attract a very high amount of traffic, from outside the city. This traffic generates long traffic queues, significantly increasing the emissions in that part of town, to a cost to the local communities. The Park and Rides all provide access to the Westgate and should be encouraged. Cost of using the Park and Ride should be less than the emissions zone charge."

"Almost no motor traffic is currently permitted on the streets included. To make a meaningful difference, the area needs to be larger."

"The entire green zone should be introduced, there are already fewer cars in the pilot area, to make a difference the full green zone should be piloted or at least the full high street and the bulk of St. Aldates for example. Real change needs most of the city centre to be included."

"Increased number of streets such as other streets adjacent to the High Street would put greater pressure on car owners to transition to electric and decrease carbon emissions. The current zone is probably too small to have any meaningful effect."

"The ZEZ pilot area is OK, but please consider expanding it to include e.g. Broad Street, Turl Street, Radcliffe Square, Holywell Street (perhaps with an exemption for market traders until the wider ZEZ comes in in 2022)."



Example comments (where Residents feel that fewer streets should be included in the proposed ZEZ Pilot area)

"I am disabled and live in this area. My carers use a Blue Badge but living entirely on disability benefits I could not afford the charges and they could not afford to change their vehicles at projected prices, being so poorly paid. I am not clear how they would be able to use my Blue Badge and 24 hour carers' parking permit as they change from day to day."

"This whole scheme puts those who need to access these streets at an unfair disadvantage (the disabled, delivery drivers, emergency utility vehicles) for minimal benefit to the general populace."

"You cannot even get to the Westgate Centre without being charged up to £20! Why build it if nobody can go?!? No access to the museums for anyone with impaired mobility or not wanting to cart pushchairs on buses (which is a nightmare!)."

"The initial pilot is ridiculous - only delivery vehicles and disabled drivers usually enter these streets anyway. OCC will need to heavily compensate all business in this area to account for the unnecessary damage that they will suffer from restrictions to their deliveries. The result of the project will not reduce traffic but force more traffic to cross other areas of the city. This will create greater pollution in residential areas and leave the unpopulated city centre pollution free. Where is the logic in this?"

"It will stop cross-Oxford traffic, forcing all traffic onto the ring road which can't cope with the level of traffic at the moment."

"It's just not practical to stop people bringing combustion engine vehicles into the zone, especially commercial vehicles, double cabs and vans where carrying capacity and towing capability doesn't yet exist properly or cost-effectively in those sectors."

"This is a money making scheme and it will do harm to local businesses."

"This will increase the costs for the people who live or work in the area. In the end, the most affected will be those on low income - the working people."

"Essential vehicular access which is required to some parts of the City, such as Oxford Railway Station and the University Science Area, would be adversely affected if the access routes through Parks Road, South Parks Road and Longwall, and via Oxpens Road, are included in the proposed Green Zone ZEZ. To restrict access through these roads to petrol and diesel and hybrid vehicles will simply drive away economic activity from Oxford."

"The route along Parks Road and along to Magdalen Bridge (e.g. to get to MCS School from Banbury Road) is a key car access route across Oxford - and is not even very busy at rush hour. But the alternative is a much longer drive along the Marston Ferry Road and which is very congested at rush hour - especially where the Marston Ferry Road meets the Banbury Road. It's not safe for young children to cycle in the dark and therefore car access is required for some school drops. This would make living in central Oxford untenable - or very expensive for a short car trip. Like many in Oxford we rent a house so cannot have an electric car as no charging points are available. Please don't do this. Or extend the residents zone to all those inside the ring road. Oxford is a great place to live but changing the arrangements that people rely on is not fair."



Key themes by Resident respondent group & segment

The main themes in the comments are relatively consistent across demographic groups, with the only slight difference evident when looking at concerns over unfairness for residents/local businesses/work commuters (e.g. difficult travel, fees, school concerns etc.), which may be slightly more prevalent amongst residents with a disability (26%) and pregnant residents (22%).

Business comments regarding the number of streets included in the proposed ZEZ area

If we look specifically at Business respondents feeling that there are either **not enough streets** or **too many streets** included in the proposed ZEZ area, only a few comments were made and these are shown below:

Comment (where Businesses feel that more streets should be included in the proposed ZEZ Pilot area)

"Cleaning the air that is heavily polluted across the city is critical, improving the air for residents but also meaning my employees with respiratory issues will be aided. It should also help with congestion and our commitments to tackle climate change."

Example comments (where Businesses feel that fewer streets should be included in the proposed ZEZ Pilot area)

"Access via non-electric vehicles (e.g. staff vehicles and delivery trucks) is essential."

"The access to premises in the zone will be made terribly difficult. Electric vehicles are not common enough yet, this is all too soon."

"The streets included in the scheme prevent deliveries and contractors attending site during the normal hours of the business working day (9am-5pm) without incurring charges - an additional cost to business operations that cannot simply be absorbed by suppliers and will be passed on to. We are currently unable to trade due to COVID-19 and are not entitled to claim financial support. This will influence the financial security of the business going forward when the ZEZ scheme is proposed. It seems the council is penalizing businesses being run from the city centre property."



Organisation/group comments regarding the number of streets included in the proposed ZEZ area

If we look specifically at respondents representing organisations/groups feeling that there are either **not enough streets** or **too many streets** included in the proposed ZEZ area, only a small number of comments were made and these are shown below.

Comment (where organisations/groups feel that more streets should be included in the proposed ZEZ Pilot area)

"The initial area is already partially restricted for vehicle access and also does not include areas of higher socio-economic deprivation (which are of relevance for health impacts). However it is useful for providing valuable data on operability of the scheme."

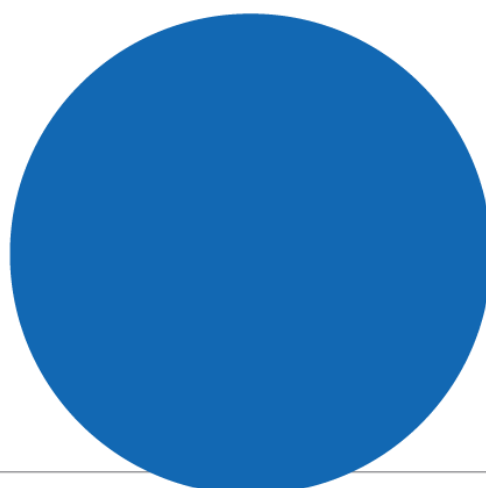
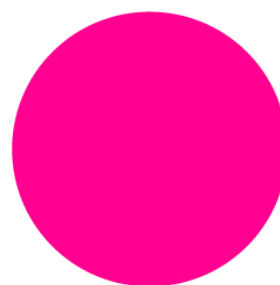
Example comments (where organisations/groups feel that fewer streets should be included in the proposed ZEZ Pilot area)

"Please do not include the Oxpens Road in the plans. We already operate at cost so that people who can only just afford to participate can and adding an extra charge to this will mean that everyone will pay vastly increased sums just to get involved."

"Most streets in the ZEZ pilot zone are dead ends or are already pedestrianised. Streets including Turl Street and linked areas that are used primarily by pedestrians should be within the pilot."



Views on proposed daily charges for vehicle emission standards

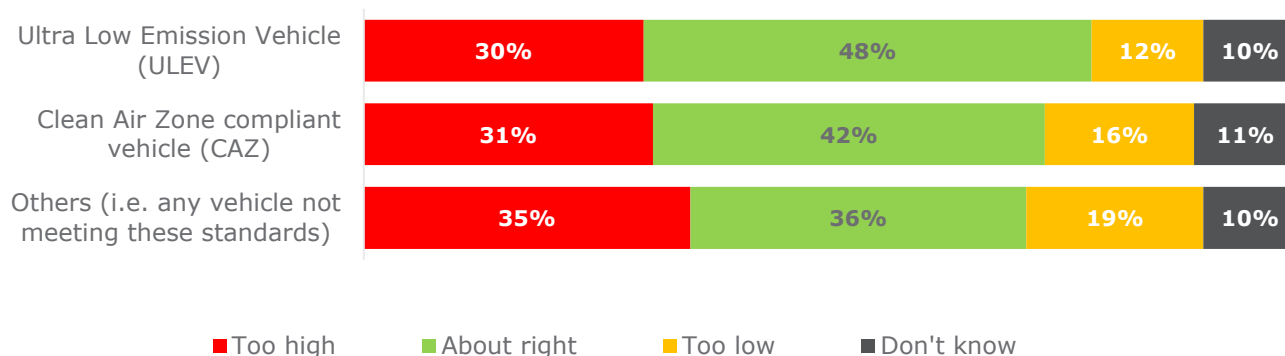


Those responding to the survey were asked to indicate their views on the proposed level of daily charges for various vehicle emission standards for the ZEZ Pilot.

Headline findings

Results for all respondents for this question are summarised in figure 4, below.

Figure 4: What are your views on the proposed level of daily charges for each of the following vehicle emissions standards? RESULTS FOR ALL RESPONDENTS (all responses: n=850, 850, 847).



Overall, approaching half (48%) of all respondents think that the proposed level of daily charges for Ultra Low Emission Vehicles (ULEVs) are 'about right', with a further 12% believing that the ULEV charges are 'too low'. However, 30% of residents think the proposed ULEV charges are 'too high' – 10% of respondents said they didn't know.

Overall, more than two-fifths (42%) of all respondents think that the proposed level of daily charges for Clean Air Zone (CAZ) vehicles are about right, with a further 16% believing that the CAZ charges are too low and 31% feeling the proposed CAZ charges are too high – 11% of respondents said they didn't know.

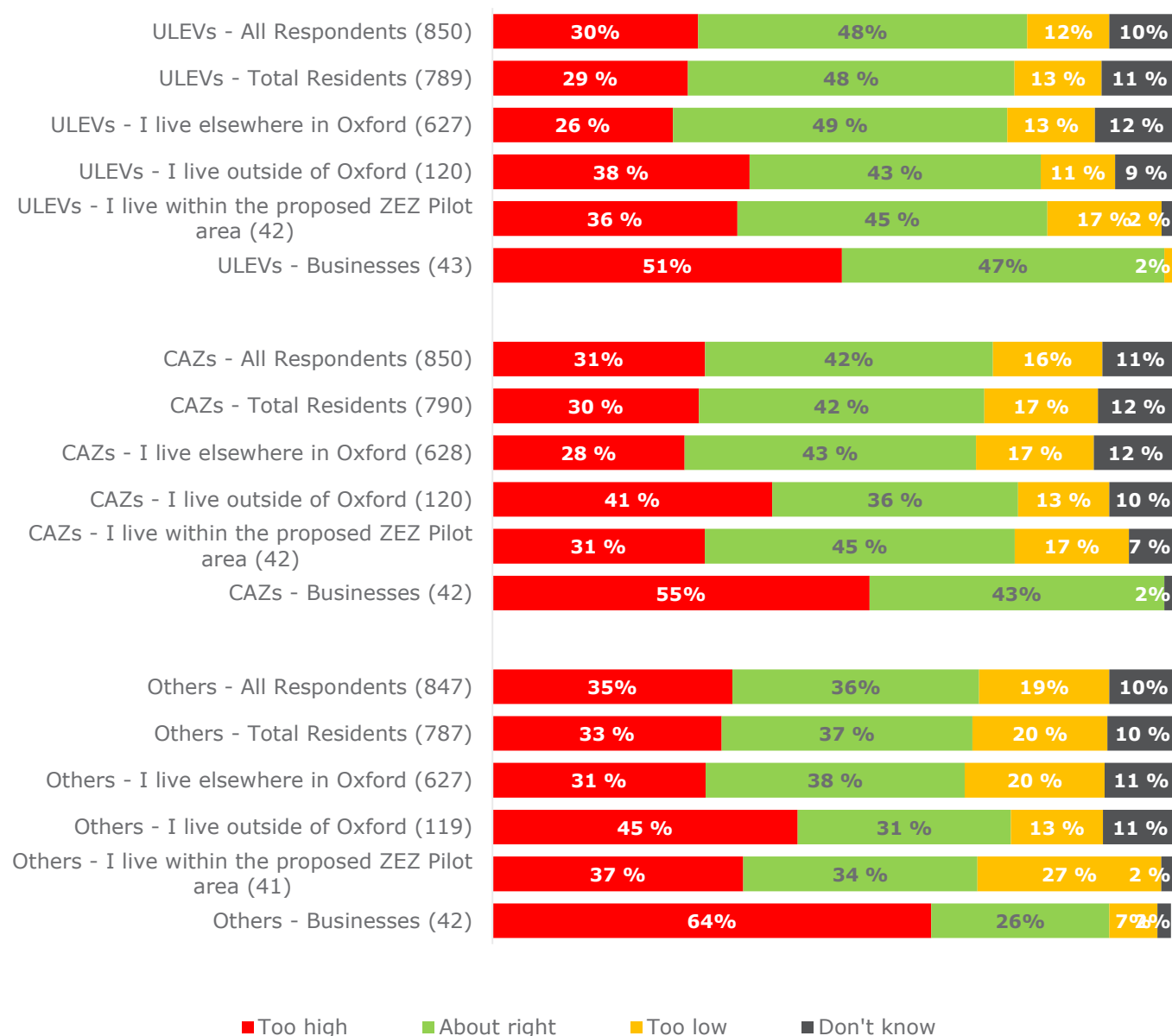
When asked about the proposed charges for any other vehicle not meeting the ULEV or CAZ standards, 36% of residents think that the proposed level of daily charges for non-ULEV/non-CAZ vehicles are about right, with 19% believing that these charges are too low and 35% feeling these proposed charges are too high – 10% of respondents said they didn't know.



Results by respondent type

Figure 5 (below) shows how responses to this question vary for different types of respondent and also shows the overall responses of those answering on behalf of a business or organisation. Again, it should be noted that the base sizes for those answering on behalf of a business or organisation are relatively low so the findings for this group should be treated as indicative rather than statistically significant.

Figure 5: What are your views on the proposed level of daily charges for each of the following vehicle emissions standards? RESULTS BY RESIDENT TYPE (all responses: n=847-850).



Residents living in Oxford itself (either outside or inside the proposed ZEZ Pilot area) appear to express slightly more positive views towards the proposed charging levels for ULEVs than those living outside of Oxford. Just under half of



those living in Oxford but outside the ZEZ (49%) and those living within the ZEZ Pilot area (45%) feel that the ULEV charges are about right compared to 43% of residents living outside of Oxford. Approaching half of businesses (47%) feel the charging levels for ULEVs are about right, although half (51%) of businesses think these charges are too high. Of the five respondents who completed the survey in their capacity as a councillor, two feel that the daily ULEV charges are about right, two think they are too high and one believes they are too low.

When looking at the proposed charges for CAZ vehicles, a similar pattern is evident, with residents living in Oxford itself (either outside or inside the proposed ZEZ Pilot area) express slightly more positive views towards the proposed charging levels for CAZs than those living outside of Oxford. More than two-fifths of those living in Oxford but outside the ZEZ (43%) and those living within the ZEZ Pilot area (45%) feel that the CAZ charges are about right compared to 36% of residents living outside of Oxford. More than two-fifths of businesses (43%) feel the charging levels for CAZs are about right, although more than half (45%) of businesses think these charges are too high. Of the five respondents who completed the survey in their capacity as a councillor, three think that the daily CAZ charges are about right and two think they are too high.

For the proposed charges for 'other' vehicles (i.e. vehicles that do not meet ULEV or CAZ emissions standards), residents living outside of Oxford are more likely than those living in Oxford (either inside or outside of the ZEZ Pilot area) to feel that the proposed charging levels for other vehicles not meeting ULEV/CAZ standards are too high; 45% of residents living outside of Oxford feel the proposed charges are too high, compared with 31% of residents living in Oxford but outside the proposed ZEZ Pilot area and 37% living within the ZEZ Pilot area. However, approaching two-thirds of businesses (64%) feel the charging levels for 'other' vehicles are too high, with only 26% thinking the charges are about right. Of the five respondents who completed the survey in their capacity as a councillor, one thinks that the daily 'other vehicle' charges are too high, two feel that they are about right and two think they are too low.

Resident results by demographic group

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors:

- Residents with a disability are more likely to feel that the proposed ULEV charges are too high than those without a disability; 41% of disabled residents stated this, compared with 24% of those who do not have a disability.
- A similar pattern is evident amongst Blue Badge holders, with two-thirds of residents holding a Blue Badge (58%) thinking that the proposed ULEV charges are too high, compared with 27% of non-Blue Badge holders.



Results from Groups/Organisations

Table 9 (below) shows the responses of respondents completing the survey on behalf of a group or organisation. The base size for groups/organisations is very low so these findings should be treated as indicative rather than statistically robust.

Table 9: What are your views on the proposed level of daily charges for each of the following vehicle emissions standards?

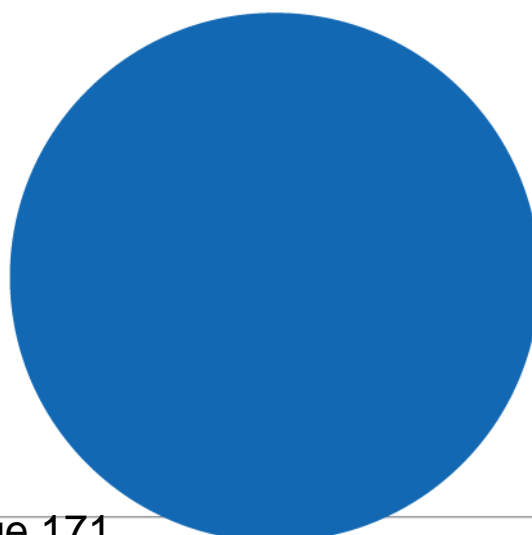
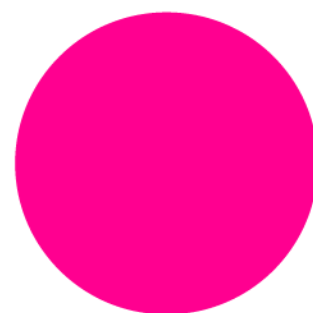
GROUPS/ORGANISATIONS RESPONDENTS ONLY (all responses: n=11)

Opinion	No. responses	% responses
Ultra Low Emission Vehicles (ULEV)		
Too high	2	18%
About right	6	55%
Too low	2	18%
Don't know	1	9%
Clean Air Zone compliant vehicles (CAZ)		
Too high	2	18%
About right	4	36%
Too low	4	36%
Don't know	1	9%
Others (i.e. any vehicle not meeting the above standards)		
Too high	4	36%
About right	4	36%
Too low	2	18%
Don't know	1	9%

Group/organisation respondents are most likely to feel that the proposed daily charges for vehicles in general are about right, with the largest number (6 out of 11 respondents) feel that the proposed daily charge for ULEVs is about right. However, 4 out of 11 groups/organisations feel that the proposed daily charges for 'other vehicles' is too high.



Comments on proposed level of daily charges for various vehicle emission standards for the ZEZ Pilot

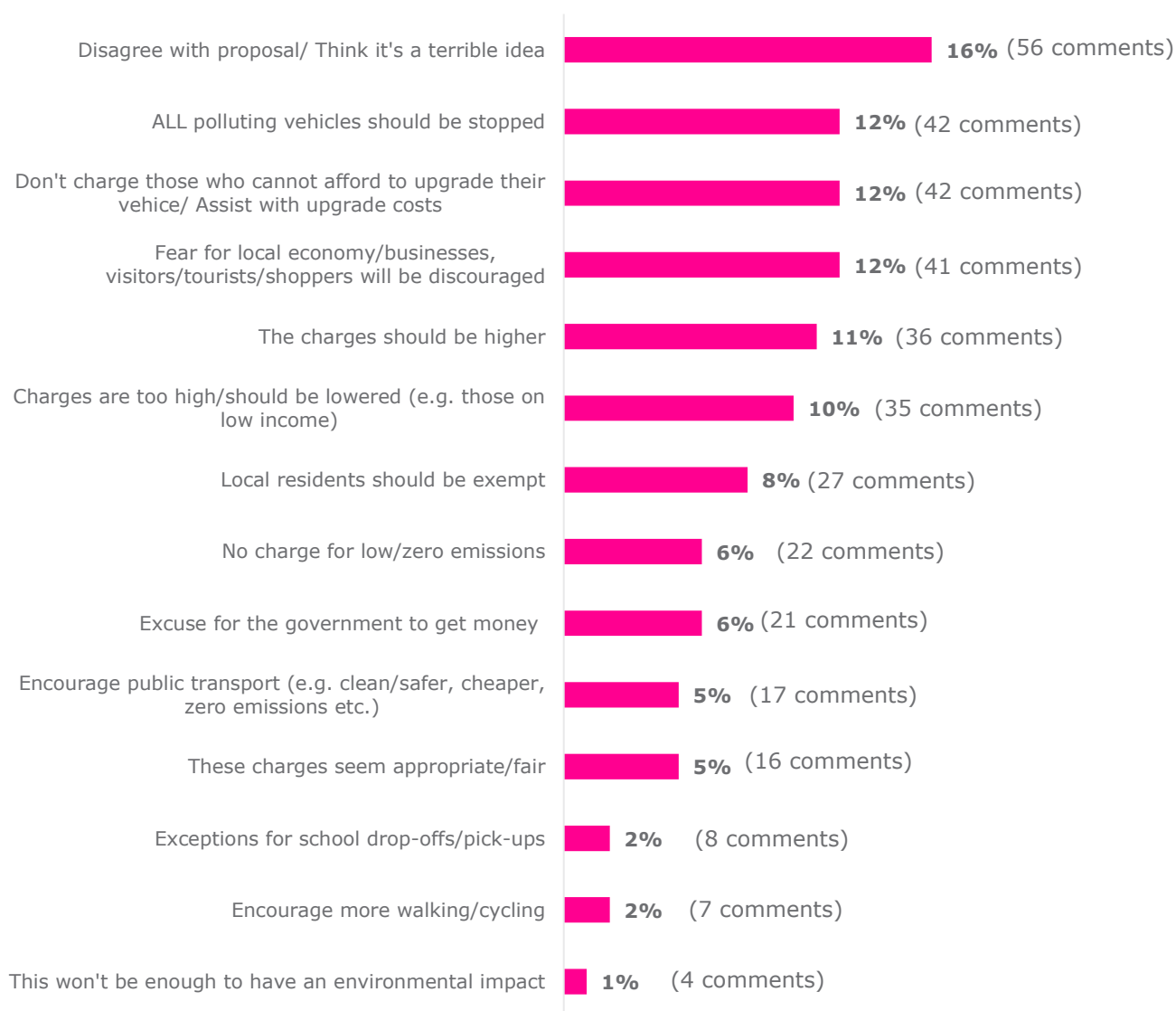


Respondents were encouraged to type in any comments about the proposed level of daily charges for various vehicle emission standards for the ZEZ Pilot.

This was an open-ended question where respondents could expand on their reasons for giving their viewpoints detailed in the previous section; DJS Research have analysed the comments and coded them into themes to provide a quantified sense of the themes and sentiment.

Overall results for this question are summarised in figure 6, below.

Figure 6: Please include any comments about the level of charges proposed. RESULTS FOR RESIDENTS ONLY WHO MADE COMMENTS (all responses: n=340).





In total, 340 Resident respondents made a comment; those who feel the charges are too high were more likely to make a comment than those who feel the charges are about right.

Example comments illustrating some of the Resident sentiments about the levels of the proposed daily charges for various vehicle emissions standards for the ZEZ Pilot area are provided overleaf.



Example comments (where Residents feel that proposed charges for ULEV/CAZ/Other non-ULEV/CAZ compliant vehicles are too high or too low in the proposed ZEZ Pilot area)

'Charges are too high'

"This is like the residents' parking charge - another money spinner for local authority coffers."

"Oxford is already a very expensive city. Don't punish Oxford residents for living here."

"I really think this proposal will be terrible for the Oxford economy especially after the pandemic, the price of electric cars is out of reach for normal people."

"I really think this proposal will be terrible for the Oxford economy especially after the pandemic and with the price of electric cars out of reach for normal people."

"There should not be a charge for driving on public roads, as vehicle emissions are already taxed. This is double taxation."

"Two tier pricing structure: residents and non-residents. Oxford residents already suffer from high house prices, high cost of living, lower wages than London, local taxes and parking permit. The cost of electronic cars is still quite high at present, so changing from old model cars to electronic cars might not be achievable for most Oxford residents. However, the resident discounts only offer until end of 2025, so the discount period should be longer."

"1) Prior to the introduction of the scheme, there needs to be a full disclosure about how the funds raised by this initiative will be spent by OCC.

2) What subsequent charge increases are planned? Will they be restricted to inflationary increases only, unlike parking charges which have soared over the last few years?

3) The proposed doubling of charges from 2025 is excessive."

'Charges are too low'

"Please do also consider changes that would make cycling/walking easier, rather than just to switch to low emission vehicles. Things like segregated cycle paths, electric charging points not blocking pavements."

"Rapid change will only happen if the charges are substantially more of an incentive. As it is, they are comparable to parking, which is just not enough to make the shift happen sufficiently rapidly."

"They should all doubled at least, ULEZ vehicles still emits many toxic and carcinogenic substances, that beside killing many people raise substantially the costs paid by NHS to treat certain pathologies caused by them. The fees proposed wouldn't really be sufficient to cover for that."

"Charges are too low. This should discourage and if it's not going to discourage people just be a minor cost. Any amount should cost more than a family park and ride ticket."

"They should be high enough to encourage park and ride/public transport use. Please consider free buses inside the zone - carrot and stick?"

"Electric cars should be subject to charges as well. Firstly, they create air pollution from their tyres. Secondly, they contribute to congestion. Thirdly, electric cars are expensive. We should not end up with a situation where rich people can buy electric cars and drive into town, while everyone else is excluded because they can't afford to replace their old diesel car."



Key themes by Resident respondent group & segment

The main themes in the comments are relatively consistent across demographic groups, with no real differences evident.

Business comments regarding the proposed level of daily charges for various emission standards for the ZEZ Pilot

When looking specifically at the views of Business respondents regarding the proposed daily charge levels, only a few comments were made and these are shown below – please note that no businesses commented that the proposed daily charge levels were too low:

Example comments (where Businesses feel that the proposed level of daily charges for various emission standards is too high):

"You are only giving discounts for businesses based inside the zone but my business goes in every day to deliver and I'll be taxed daily when I can least afford it."

"You will only allow rich people to drive through Oxford, those who can afford Tesla cars."

"Our main concern is simply that the vast majority of vehicles will not meet the required standard before the cut-off point. The end result would be that it would be extremely difficult for us to persuade deliveries, contractors, and so on/so forth, to come to our Centre, and - as/when they did - they would charge noticeably more for their services, so as to recoup their costs. We would look, therefore, for special arrangements to be made to assist businesses through a transition period."

"It is a tax which favours the very rich - how many people can afford to buy a zero emissions car? it will drive even more people away from the town centre at a time when the town needs them. Parking costs are extortionate too."

"Staff vehicles are required daily by staff to travel to various places of work around and outside the county to and from head office and between suppliers."

"There should be a reduced amount for businesses that operate within the area and also a pre-paid 'bulk discount'."

"I would love to have an electric car but not everyone can afford one so you are penalising those who cannot."



Group/organisation comments regarding the proposed level of daily charges for various emission standards for the ZEZ Pilot

When looking specifically at the views of groups/organisations regarding the proposed daily charge levels, only a few comments were made and a selection are shown below.

"Given the current state of the world this charge seems unjust. Bringing in more fees during one of the worst financial times we've experienced in a while is not just unfair but it shows how out of touch this decision was with its constituents."

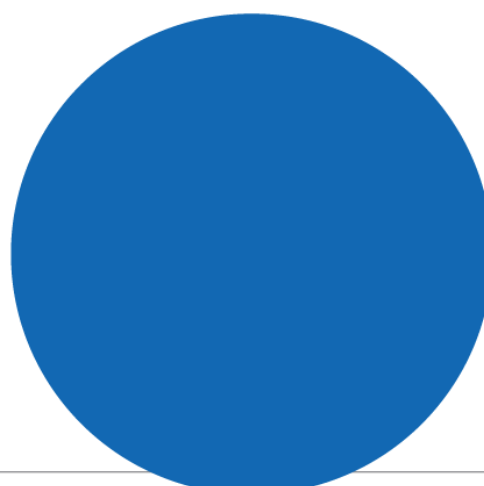
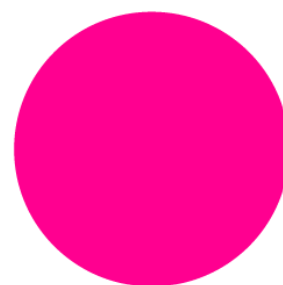
"The focus should be on enforcement and 'zero means zero' rather than raising money."

"The progressive approach to charge rates that recognises the improved emissions offered by Euro VI/6 diesel and Euro 4 petrol vehicles by levying a lesser fee for entering the zone during operational hours than older more polluting vehicles, is welcomed."

"To achieve the greatest air quality benefit this would not be a charging scheme (e.g. restriction instead); however it is recognised there is a need for revenue generation. It is very important to note these classes are based upon tailpipe emissions only - and no vehicle is technically 'zero' emission with regard to air pollutants, including those generated from brake, tyre wear, dust resuspension. It is important to recognise that heavier vehicles (including EVs) are likely to contribute proportionately more in terms of non-exhaust emissions and hence this emissions source should be considered in future refinement/review of the scheme."



Views on proposed hours when charges would apply

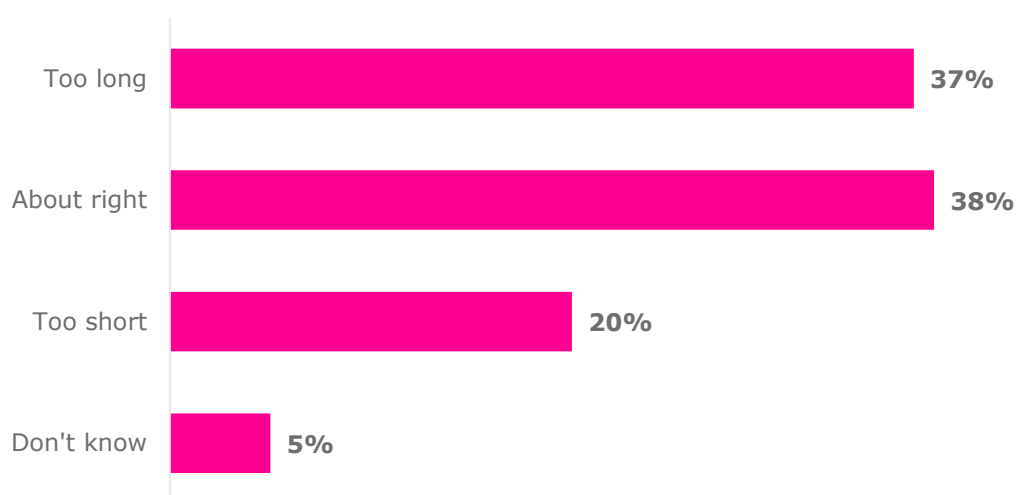


Those responding to the survey were asked to indicate their views on the proposed hours when charges for various vehicle emission standards would apply for the ZEZ Pilot.

Headline findings

Results for all respondents for this question are summarised in figure 7, below.

Figure 7: What are your views on the proposed hours when charges would apply (7am to 7pm every day)? RESULTS FOR ALL RESPONDENTS (all responses: n=854).

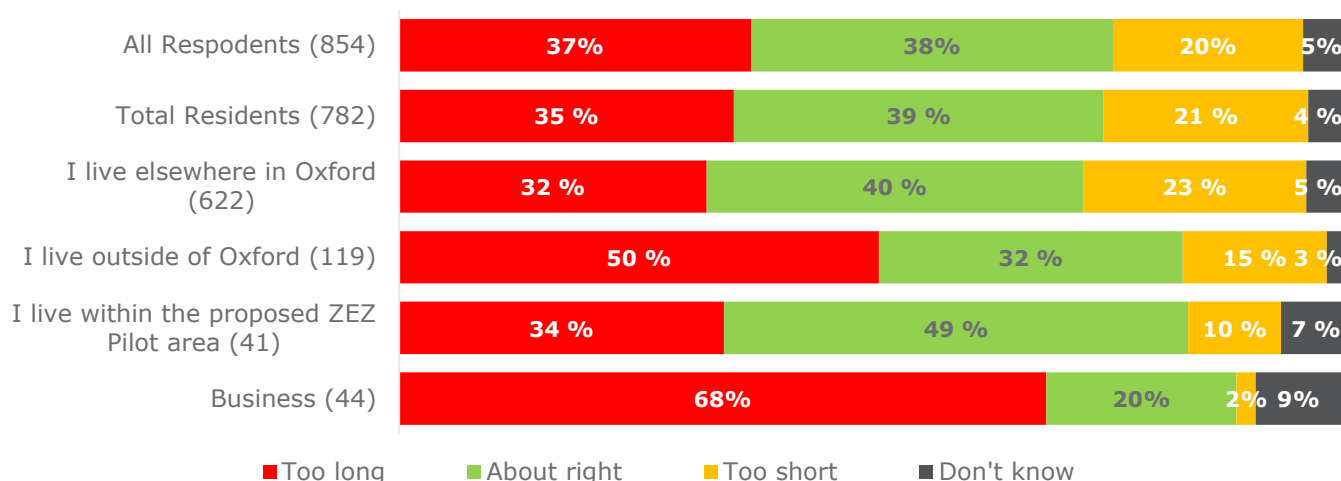


Overall, 38% of all respondents think that the proposed hours when charges would apply (7am to 7pm every day) are 'about right', with a fifth (20%) believing the hours are 'too short'. However, approaching two-fifths (37%) feel that the proposed charging hours are 'too long' - 5% of respondents said they didn't know.

Results by respondent type

Figure 8 (below) show how responses to this question varied for different types of respondent.

Figure 8: What are your views on the proposed hours when charges would apply (7am to 7pm every day)? RESULTS BY RESPONDENT TYPE (all responses: n=316).



Residents living in Oxford itself (either outside or inside the ZEZ Pilot area) express more positive views towards the proposed hours when charges would apply (7am to 7pm every day) than those living outside of Oxford. Two-fifths (40)% of those living in Oxford but outside of the proposed ZEZ Pilot area think the proposed charging hours are about right, with a further 23% thinking that the hours are too short, while nearly half (49%) of those living within the ZEZ Pilot area believe the charging hours are about right and a further 10% think the hours are too short. This compares with less than a third (32%) of residents living outside Oxford feeling that the charging hours are about right – half (50%) believe the hours are too long.

More than two-thirds of businesses (68%) feel that the hours are too long, while only a fifth (20%) believe that they are about right and only 2% say they are too short.

Of the five respondents who completed the survey in their capacity as councillors, three believe that the proposed charging hours of 7am to 7pm are about right, with one feeling they are too short and one thinking they are too long.

Resident results by demographic group

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors:

- Female residents are slightly more likely to think that the proposed hours that charges would apply for are about right than male residents; 43% of females stated this, compared with 38% of males.



- Residents in the 45-54 age group are more likely to think that the proposed hours that charges would apply for are too long than residents in other age groups; 41% of 45-54s stated this, compared with 32% of 25-34s and 33% of 35-44s.
- Residents with a disability are more likely to feel that the proposed hours that charges would apply for are too long than those without a disability; 54% of disabled residents stated this, compared with 29% of those who do not have a disability.
- A similar pattern is evident amongst Blue Badge holders, with three-fifths of residents holding a Blue Badge (61%) thinking that the proposed charging hours were too long, compared with 34% of non-Blue Badge holders.

Results from Groups/Organisations

Table 10 (below) shows the responses of respondents completing the survey on behalf of a group or organisation. The base size for these respondents is very low so these findings should be treated as indicative rather than statistically robust.

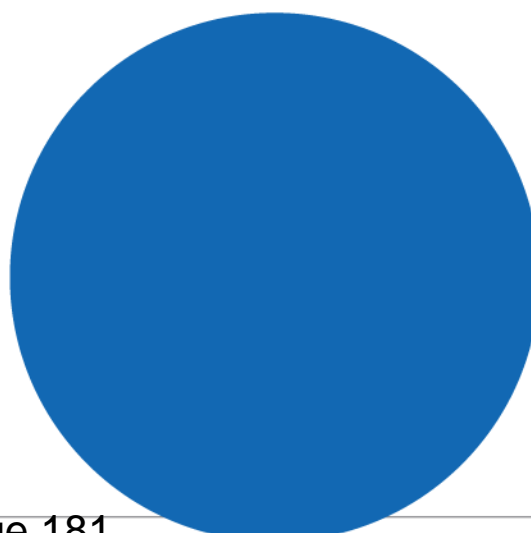
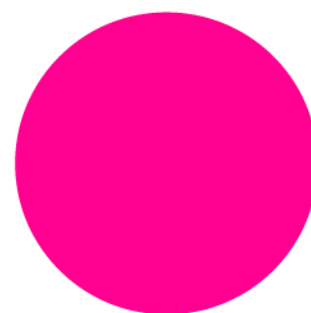
Table 10: What are your views on the proposed hours when charges would apply (7am to 7pm every day)? GROUPS/ORGANISATIONS RESPONDENTS ONLY (all responses: n=11).

Opinion	No. responses	% responses
Too long	3	27%
About right	3	27%
Too short	2	19%
Don't know	3	27%

There is a spread of opinions amongst respondents from groups/organisations, with 5 out of 13 thinking that the proposed hours when charges would apply (7am to 7pm every day) are about right, 3 out of 13 feeling that they are too long and 2 out of 13 believing they are too short.



Comments on proposed hours when charges would apply



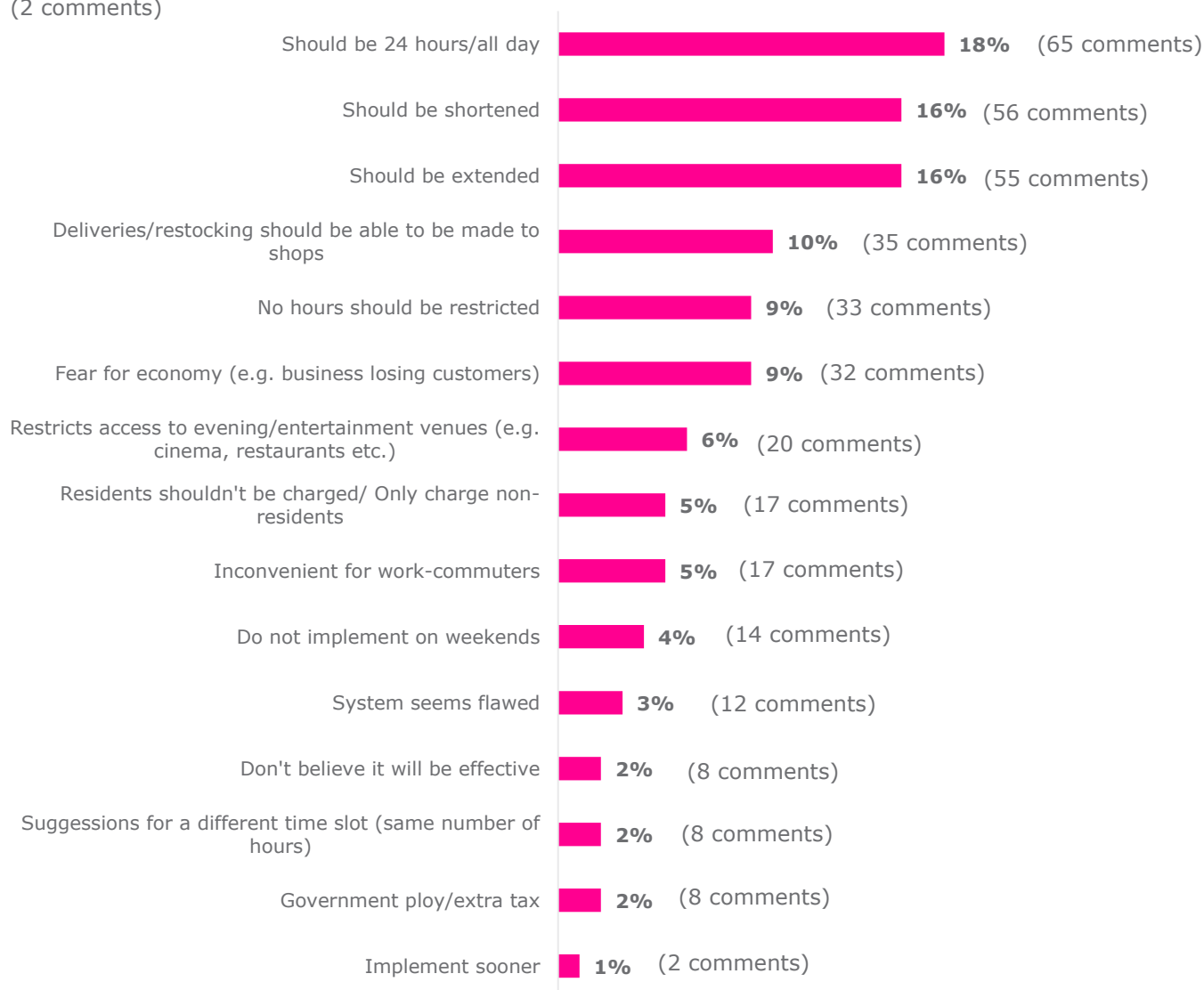
Respondents were encouraged to type in any comments about the proposed hours when charges for various vehicle emission standards would apply for the ZEZ Pilot.

This was an open-ended question where respondents could expand on their reasons for giving their viewpoints detailed in the previous section; DJS Research have analysed the comments and coded them into themes to provide a quantified sense of the themes and sentiment.

Overall results for this question are summarised in figure 9, below.

Figure 9: Please include any comments about the proposed hours when charges would apply. RESULTS FOR RESIDENTS ONLY WHO MADE COMMENTS (all responses: n=352).

(2 comments)





In total, 352 respondents made a comment; those who feel the proposed charging hours are too long were slightly more likely to make a comment than those who feel the charging hours are too short or about right.

Example comments illustrating some of the Resident sentiments about the levels of the proposed charging hours are provided overleaf.



Example comments (where Residents feel that the proposed hours where charges would apply in the proposed ZEZ Pilot area (7am to 7pm daily) are too long or too short)

'Hours are too long'

"8am-6pm would provide better balance."

"Could make it to 6:30 pm to allow access to evening entertainment."

"Enough charge free time must be allowed for goods deliveries."

"First of all, there shouldn't be any tax that will create a bigger gap between rich and poor people. Second of all, having a tax on weekends, when the traffic is extremely low and people avoid the town centre because of already very high costs of parking makes no sense."

"I don't think they should apply at any time. It is crazy that kebab vans continue to operate in the clean air zones using propane burners, and that black cabs which are very old and dirty are exempt while modern much cleaner petrol vehicles are penalised."

"I often drive into Oxford in the evenings for various social activities. You should not be charging any later than 6.30pm (the time at which it is possible to drive up the High and park on certain single yellow lines). Traffic has normally dissipated completely by this time anyway. No charging after 6.30pm."

"I would not be exempt. I cannot afford to pay this. I already spend a lot of money/time on my commute. The proposed hours when charges would apply fall between my arrival and departure from Oxford. Enforcing this ZEZ would hinder my access to the workplace and definitely impact on my life."

'Hours are too short'

"7am to 11pm would be better."

"Air pollution and other harms from vehicles do not cease to be a problem at 7pm. There is no rationale whatsoever for restricting the charges to these times, and they should apply 24 hours a day. There may be a case for separate road user pricing, with variable pricing related to congestion, but that should of course include charging for zero (tailpipe) emission vehicles."

"As proposed, it looks as if polluting vehicles would be allowed to deliver to businesses, early in the day, so there is little incentive for companies and suppliers to change what they are doing. Also, why the 7pm cut-off?"

"Due to the pedestrianisation of these streets, many vehicles that will not already be except from charges will simply perform their duties outside of the restricted hours, simply shifting the emissions to other times of day and resulting in no overall reduction."

"Foot traffic in the city centre is still high outside of 7am-7pm. Also 7am-7pm would risk pushing Heavy delivery traffic into the night which would be bad for noise pollution."

"I love the way shops and restaurants are able to expand into the street. It increases the amount of space for all of us who love Oxford to live in. 7am sounds like a suitable starting time, but the charge hours should be extended to at least 11pm."



Key themes by Resident respondent group & segment

The main themes in the comments are relatively consistent across demographic groups, with the only real differences evident being for the feeling that the proposed charging hours should be 'extended to 24 hours per day', which males are more likely to mention as a reason why proposed charging hours are seen as being too short (22%) than females (13%).

Business comments regarding the proposed hours when charges for various emission standards would apply for the ZEZ Pilot

When looking specifically at the views of Business respondents regarding the proposed charging hours, only a few comments were made and these are shown below – please note that only a couple of businesses commented that the proposed charging hours were too short:

Example comments (where Businesses feel that the proposed hours when charges for various emission standards would apply for the ZEZ Pilot were too long:

"I think they should be at peak times only and end at 6pm anyway to allow people to come in in the evenings to spend money at local businesses."

"The starting times could be changed to 8am. You also need to accommodate delivery vehicles."

"Charging will ruin business, people will just drive to out of town shopping centres with free parking."

"The end result of this would be to push deliveries, etc., out of working hours - which is not only bad for businesses, but it would also add to congestion, noise, etc., out of hours, in what is, for our students, a residential area."

"Trading hours are 9am-5pm - we would need to be able to receive deliveries and have contractors attend site during normal business hours."

"These include delivery hours and are far too prohibitive."

"An hour less either side would provide a better window for shops to load/unload whilst still preserving the majority of the day for zero emissions."

"Delivery companies will insist on making their rounds before 7am which will mean that businesses will have to pay staff to be at work for 7 am and pay out even more for extra staff hours, they won't be able to afford it."



Group/organisation comments regarding the proposed hours when charges for various emission standards would apply for the ZEZ Pilot

When looking specifically at the views of groups/organisations regarding the proposed charging hours, only a small number of comments were made and these are shown below:

Example comments

"An extra hour in the mornings could be made available to delivery vehicles in the initial years.

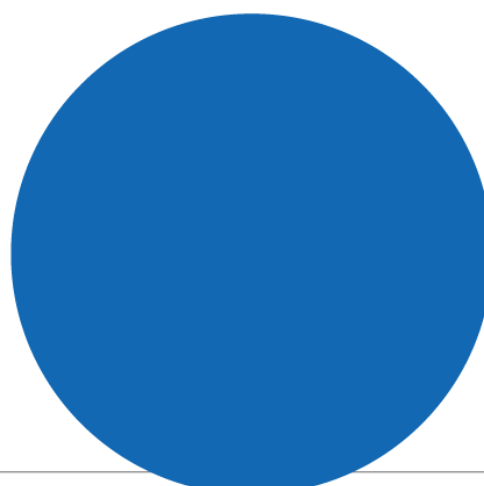
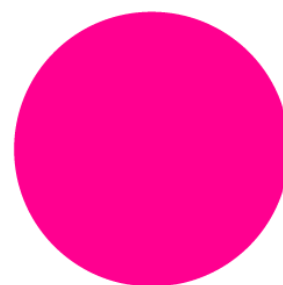
"Optimal timings could be determined from diurnal variability in NO2 emissions using AURN and low-cost sensor data. It is important to note that timed restrictions may lead to behavioural changes which are negative for other outcomes, such as noise pollution."

"We note that your proposals acknowledge there could be negative economic impacts such as increased direct or indirect costs for businesses, customers and residents. HGVs and vans play an indispensable role in servicing towns and cities, supplying local communities and supporting local economies. Our organisation does not agree that these proposals fully recognise the importance of the logistics industry and the part they play in supporting Oxford's economy and local community."

"So air pollution/promoting active travel/climate change don't matter between 7pm and 7am?
There are very clear, essential reasons for introducing this measure - none of which are time-of day related!"



Views on proposed discounts for certain vehicles

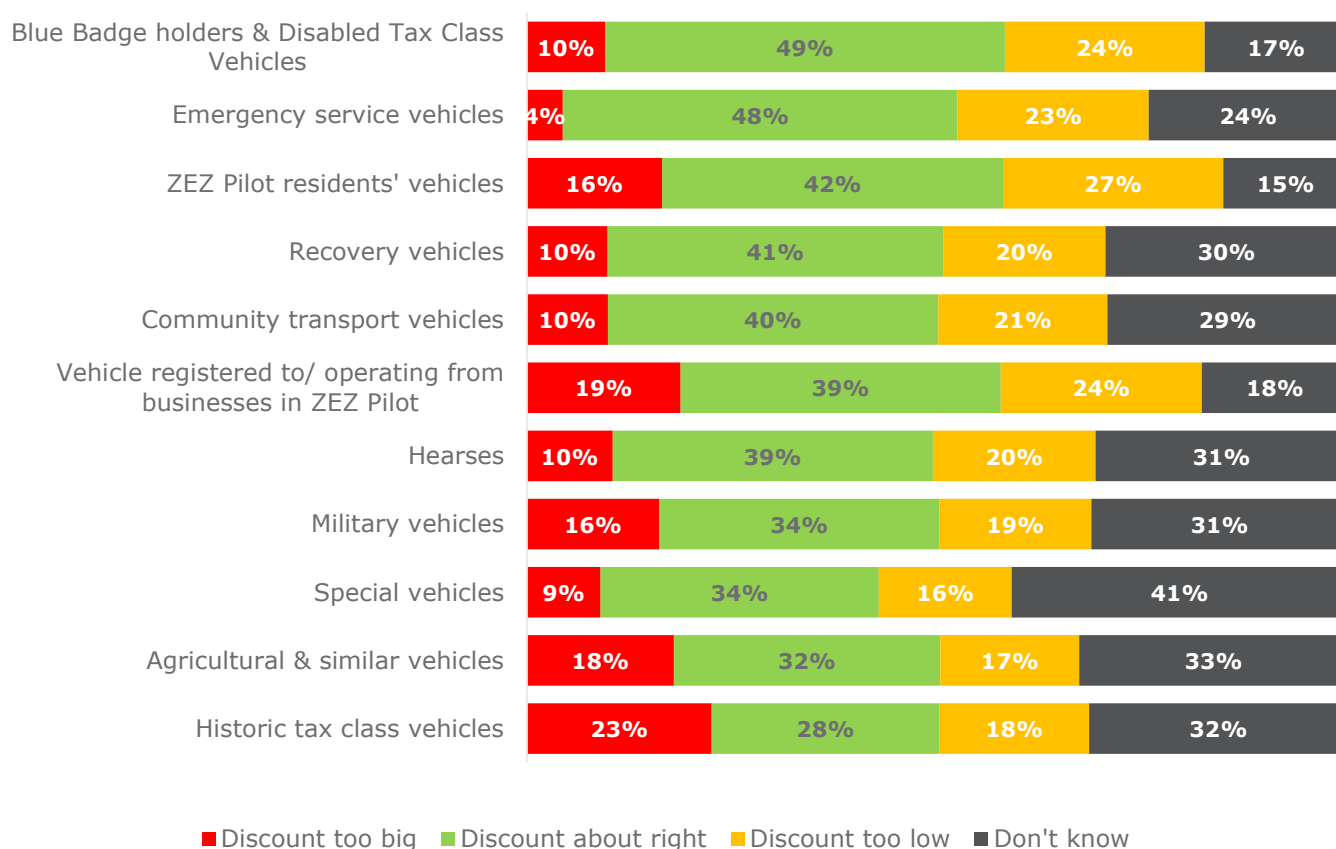


Those responding to the survey were asked to indicate their views on the proposed discounts for certain vehicles.

Headline findings

Results for all respondents for this question are summarised in figure 10, below.

Figure 10: What are your views on the proposed discounts for certain vehicles (the proposed discounts are different from those proposed in the consultation in January 2020 – please see Section 5 of the 'Final ZEZ Pilot Proposals' document for details)? RESULTS FOR ALL RESPONDENTS (all responses: n=835-850).





For all vehicle types, the proportions of respondents thinking that the discounts for each one were 'about right' were larger than the proportions thinking they were either 'too big' or 'too low'. Overall, the largest levels of agreement that discounts are about right are seen for Blue Badge holders & Disabled Tax Class vehicles (49% of all respondents feeling this way) and emergency vehicles (48%). The lowest levels of agreement about the discounts for certain vehicle types being about right are seen for historic tax class vehicles (28%), agriculture & similar vehicles (32%), special vehicles (34%) and military vehicles (34%). However, it should be noted here that relatively large proportions of residents said that they didn't know what to think about the discount levels– ranging between 15% and 41% across the various vehicle types.

Results by respondent type

Residents living in Oxford itself but outside of the ZEZ Pilot area are generally more likely to feel that the discounts offered for most of the various vehicle types are about right compared to those living outside of Oxford.

One example of this is that 44% of those living in Oxford but outside of the ZEZ Pilot area feel that the discount for ZEZ Pilot residents' vehicles is about right, compared to 34% of those living outside Oxford and 38% of those who live within the proposed ZEZ Pilot area - 36% of those living within the ZEZ Pilot area feel that the discount is too small.

Another notable example is that 50% of those living in Oxford but outside of the ZEZ Pilot area feel that the discount for Blue Badge holders & Disabled Tax Class vehicles is about right, compared to 44% of those living outside Oxford.

Resident results by demographic group

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors:

- Residents with a disability are more likely to feel that the proposed discounts for most types of vehicle are too small compared to those without a disability; one example is that 39% of disabled residents feel that the discount for Blue Badge holders & Disabled Tax Class vehicles is too small, compared with 20% of those who do not have a disability.
- A similar pattern is evident amongst Blue Badge holders, with nearly three-fifths of residents holding a Blue Badge (57%) thinking that the proposed discount for Blue Badge holders & Disabled Tax Class vehicles is too small, compared with 23% of non-Blue Badge holders.



Results from Businesses

Table 11 (below) shows the responses of Business respondents. The base size for Business respondents is fairly low so these findings should be treated as indicative rather than statistically robust.

Table 11: What are your views on the proposed discounts for certain vehicles (the proposed discounts are different from those proposed in the consultation in January 2020 – please see Section 5 of the 'Final ZEZ Pilot Proposals' document for details)? BUSINESS RESPONDENTS ONLY (all responses: n=37-41).

Opinion	No. responses	% responses
ZEZ Pilot residents' vehicles	38	
Discount too big	0	0%
Discount about right	15	40%
Discount too small	13	34%
Don't know	10	26%
Vehicle registered to and operating from businesses in the ZEZ Pilot area	41	
Discount too big	3	7%
Discount about right	13	32%
Discount too small	18	44%
Don't know	7	17%
Blue Badge holders (or international equivalent) and Disabled Tax Class vehicles	37	
Discount too big	4	11%
Discount about right	19	51%
Discount too small	6	16%
Don't know	8	22%



Table 11 (continued): What are your views on the proposed discounts for certain vehicles (the proposed discounts are different from those proposed in the consultation in January 2020 – please see Section 5 of the 'Final ZEZ Pilot Proposals' document for details)? **BUSINESS RESPONDENTS ONLY** (all responses: n=13).

Opinion	No. responses	% responses
Emergency service vehicles	39	
Discount too big	3	8%
Discount about right	18	46%
Discount too small	7	18%
Don't know	11	28%
Historic tax class vehicles	39	
Discount too big	8	21%
Discount about right	11	28%
Discount too small	8	21%
Don't know	12	30%
Hearses	38	
Discount too big	1	3%
Discount about right	16	42%
Discount too small	8	21%
Don't know	13	34%
Military vehicles	38	
Discount too big	2	5%
Discount about right	16	42%
Discount too small	7	19%
Don't know	13	34%
Agriculture & similar vehicles	38	
Discount too big	5	13%
Discount about right	15	39%
Discount too small	6	16%
Don't know	12	32%



Table 11 (continued): What are your views on the proposed discounts for certain vehicles (the proposed discounts are different from those proposed in the consultation in January 2020 – please see Section 5 of the 'Final ZEZ Pilot Proposals' document for details)? BUSINESS RESPONDENTS ONLY (all responses: n=13).

Opinion	No. responses	% responses
Recovery vehicles	39	
Discount too big	2	5%
Discount about right	17	44%
Discount too small	6	15%
Don't know	14	36%
Special vehicles	38	
Discount too big	2	5%
Discount about right	13	34%
Discount too small	7	19%
Don't know	16	42%
Community transport vehicles	39	
Discount too big	3	8%
Discount about right	14	36%
Discount too small	8	20%
Don't know	14	36%

Business respondents are most likely to feel generally that the proposed discounts offered for most vehicle types are about right (compared to being either too big or too small). The only exception to this is for vehicles registered to and operating from businesses in the ZEZ Pilot area, where 44% (18 out of 41 respondents) feel the discount for this vehicle type is too small.

There is little difference between the views of respondents representing businesses and saying that their business is within the proposed ZEZ Pilot area and those indicating that their business is outside of the proposed ZEZ Pilot area in relation to the proposed vehicle discounts.



Results from Groups and Organisations

Table 12 (below) shows the responses of respondents completing the survey on behalf of a group or organisation. The base size for these respondents is very low so these findings should be treated as indicative rather than statistically robust.

Table 12: What are your views on the proposed discounts for certain vehicles (the proposed discounts are different from those proposed in the consultation in January 2020 – please see Section 5 of the 'Final ZEZ Pilot Proposals' document for details)? GROUPS AND ORGANISATIONS RESPONDENTS ONLY (all responses: n=11).

Opinion	No. responses	% responses
ZEZ Pilot residents' vehicles	11	
Discount too big	1	9%
Discount about right	4	37%
Discount too small	3	27%
Don't know	3	27%
Vehicle registered to and operating from businesses in the ZEZ Pilot area	11	
Discount too big	1	9%
Discount about right	5	46%
Discount too small	2	18%
Don't know	3	27%
Blue Badge holders (or international equivalent) and Disabled Tax Class vehicles	11	
Discount too big	0	0%
Discount about right	7	64%
Discount too small	2	18%
Don't know	2	18%



Table 12 (continued): What are your views on the proposed discounts for certain vehicles (the proposed discounts are different from those proposed in the consultation in January 2020 – please see Section 5 of the 'Final ZEZ Pilot Proposals' document for details)? **GROUPS AND ORGANISATIONS RESPONDENTS ONLY** (all responses: n=11).

Opinion	No. responses	% responses
Emergency service vehicles	11	
Discount too big	0	0%
Discount about right	5	46%
Discount too small	2	18%
Don't know	4	36%
Historic tax class vehicles	11	
Discount too big	2	18%
Discount about right	3	27%
Discount too small	1	9%
Don't know	5	46%
Hearses	11	
Discount too big	2	18%
Discount about right	4	37%
Discount too small	2	18%
Don't know	3	27%
Military vehicles	11	
Discount too big	2	18%
Discount about right	4	37%
Discount too small	2	18%
Don't know	3	27%
Agriculture & similar vehicles	11	
Discount too big	2	18%
Discount about right	4	37%
Discount too small	2	18%
Don't know	3	27%



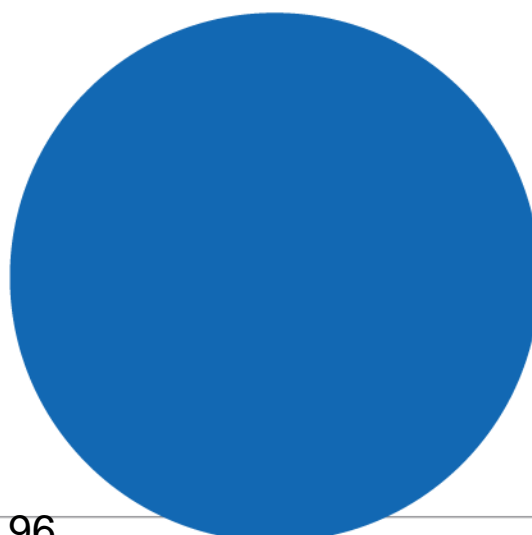
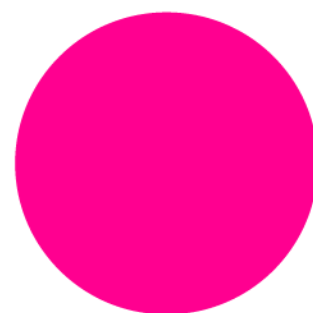
Table 12 (continued): What are your views on the proposed discounts for certain vehicles (the proposed discounts are different from those proposed in the consultation in January 2020 – please see Section 5 of the 'Final ZEZ Pilot Proposals' document for details)? **GROUPS AND ORGANISATIONS RESPONDENTS ONLY** (all responses: n=11).

Opinion	No. responses	% responses
Recovery vehicles	11	
Discount too big	1	9%
Discount about right	5	46%
Discount too small	3	27%
Don't know	2	18%
Special vehicles	11	
Discount too big	1	9%
Discount about right	4	37%
Discount too small	3	27%
Don't know	3	27%
Community transport vehicles	11	
Discount too big	0	0%
Discount about right	5	46%
Discount too small	3	27%
Don't know	3	27%

Respondents representing groups or organisations are most likely to feel generally that the proposed discounts offered for most vehicle types are about right (compared to being either too big or too small).



Comments on proposed discounts for certain vehicles

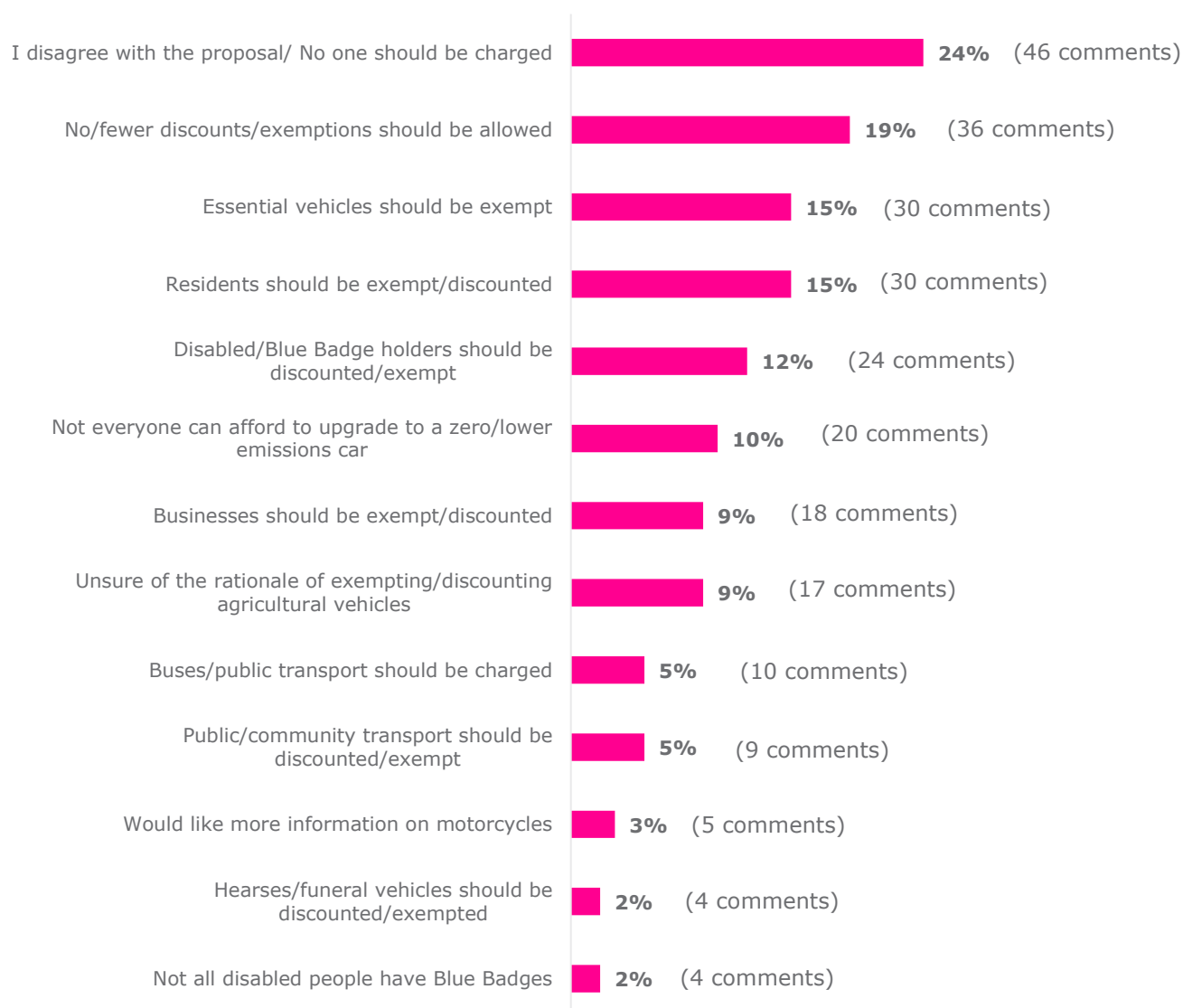


Respondents were encouraged to type in any comments about the proposed level of discounts for various vehicle types for the ZEZ Pilot.

This was an open-ended question where respondents could expand on their reasons for giving their viewpoints detailed in the previous section; DJS Research have analysed the comments and coded them into themes to provide a quantified sense of the themes and sentiment.

Overall results for this question are summarised in figure 11, below.

Figure 11: Please include any comments about discounts proposed for certain vehicles including whether you think other categories of vehicles should benefit from a discount. RESULTS FOR RESIDENTS ONLY WHO MADE COMMENTS (all responses: n=194).





In total, 194 respondents made a comment. **Example comments** illustrating some of the Resident sentiments about the levels of the proposed discounts for certain vehicles using the ZEZ Pilot area are provided overleaf.



Example comments (where Residents feel that at least some of the proposed discounts for various vehicle types are too big or too small in the proposed ZEZ Pilot area)

'Discounts are too big'

"I have great respect for hearses used in funerals but these are one-off occurrences and the charge can be included in the funeral directors' expenses."

"Public transport should not have to pay, nor disabled/Blue Badge holders."

"Residents' and businesses 75% discount; both only to 2024. I see no reason to exempt hearses, which are basically just commercial vehicles which only need to enter the ZEZ on specific and limited occasions."

"The pollution produced by a vehicle doesn't kill less if the holder is a resident. Discounts should only apply to categories that are forced to use a car or run a business that doesn't offer zero emission alternatives (for example agricultural tractors are not zero emissions for now)."

"Why are there any discounts? Don't water down your green proposals! Stand up for people, not fossil fuel-powered motor engines!"

"Why are there any discounts? Don't water down your green proposals! Stand up for people, not fossil fuel-powered motor engines!"

"90% to 100% is far too big for far too long - a sliding scale, reducing the discount every year e.g.: 90% then 75% then 60% then 45% then 30% then 15% then nothing - so discount phased out over, say, 7 years - more of an incentive not to hang on to the last moment."

'Discounts are too small'

"Makes no sense to allow an old car or tractor into the centre."

"100% discount to all Oxford residents."

"All residents of Oxford, regardless of whether they live in the area could be given a discount. Particularly those on lower incomes."

"How can our council charge ambulances and fire engines and police vehicles?"

"Incentives should be given to purchase and support the purchase of zero direct emission vehicles rather than punishing and excluding people who do not have them."

"Many people don't qualify for a Blue Badge so won't get any discount, yet cannot travel by bike or public transport. How do they get around without being penalised?"

"No charges for all vehicles belonging to residents of Oxford should be levied, or for vehicles registered to business operating within the central ring road zone. Full charges, without discounts should be applied to all other vehicles driving into the city - within the ring road."

"This scheme should be based on residency and not class of vehicle. It is too complex as proposed - simply have residents of Oxford and non-residents. Do not charge or restrict residents."



Key themes by Resident respondent group & segment

The main themes in the comments are relatively consistent across demographic groups, with the only slight difference evident when looking at the feeling that fewer discounts/exceptions should be allowed, a feeling which is more prevalent than average amongst Blue Badge holders (24%) and males (23%).

Business comments regarding the proposed discounts for certain vehicle types for the ZEZ Pilot

When looking specifically at the views of Business respondents regarding the proposed discounts for certain vehicle types, a few comments were made and these are shown below.

Comments made:

"You should give a discount to businesses that come into Oxford to deliver and work. Historic vehicles have no anti-pollution measures on them at all and should not be allowed in free."

"Delivery and contractor (trades) vehicles should also receive 100% discount as should residents and business vehicles."

a) Discounts for both, residents' vehicles and vehicles registered and operating from businesses in ZEZ Pilot (and larger ZEZ) should be aligned and applied until August 2030.

"Small businesses under £50k business rates threshold should be exempt. The majority of these will be retail and hospitality, sectors which need vital support at present."

b) Consideration is given to students' moving in and out days; suspension of the ZEZ Pilot (and larger ZEZ) on these days."

"Discounts should apply for a much longer period, up to 2030 at least. Old Bank suppliers and hotel guests should get a substantial discount. We strongly suggest that Merton Street and Magpie Lane accessed via the Eastgate Hotel end of the High from Magdalen Bridge, should be excluded from the zone as they were not included in your first original zero emission proposals. We attended your original consultation and these two streets were excluded."

"There should be a discount voucher or equivalent provided to students of colleges within the pilot zone and their parents at the start and end of term - they are also residents. Until there is sufficient park and ride capacity to accommodate all vehicles of workers within the zone and/or a meaningful network of buses connecting the surrounding towns directly to the centre of Oxford, significant discounts or full exemption should be provided for staff accessing a bona fide work parking space within the zone. Without this it is an unfair tax on lower paid staff who work within the centre of Oxford and cannot afford to live in the city."

"The main point here is simply about contractors and deliveries serving businesses/residents like us within the zone. We would look for discounts to be made to such vehicles as/when they are required."



Group/organisation comments regarding the proposed discounts for certain vehicle types for the ZEZ Pilot

When looking specifically at the views of respondents completing the survey on behalf of a group or organisation, only a small number of comments were made regarding the proposed discounts for certain vehicle types and these are shown below.

Comments made:

"We note that your proposals acknowledge there could be negative economic impacts such as increased direct or indirect costs for businesses, customers and residents. HGVs and vans play an indispensable role in servicing towns and cities, supplying local communities and supporting local economies. Logistics UK does not agree that these proposals fully recognise the importance of the logistics industry and the part they play in supporting Oxford's economy and local community."

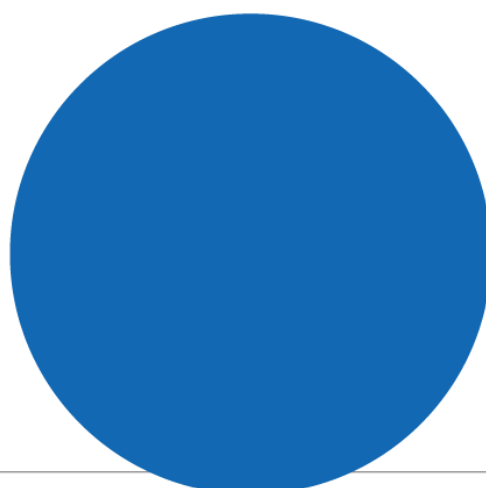
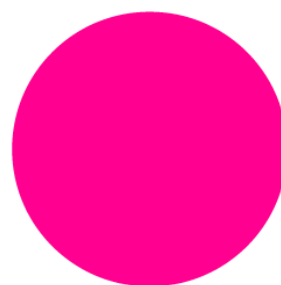
"All discounts offered are likely to reduce efficacy of the scheme for addressing poor air quality."

"Has consideration been given to a similar concession to that which currently exists in 'controlled parking zones', where residents can buy visitors' parking permits?"

"We are concerned about the regressive nature of the proposed charging scheme."



Views on proposed 90% discount for vehicles operated by businesses in the ZEZ Pilot area





Those responding to the survey on behalf of a business were asked to indicate their views on the proposed 90% discount for vehicles registered to and operated by businesses in the ZEZ Pilot area.

Headline findings

Results for Businesses for this question are summarised in table 13, below.

Table 13: We are proposing a 90% discount until 2025 for vehicles registered to and operated from businesses in the ZEZ Pilot area. The councils are exploring the number of vehicles per business which would be eligible for this discount. How many of this type of vehicle does your business have? BUSINESS RESPONDENTS ONLY (all responses: n=17).

Opinion	No. responses	% responses
None	7	41%
One	3	18%
Two	2	11%
Three	1	6%
Four	0	0%
Five	1	6%
Six to ten	0	0%
More than ten	3	18%

Business respondents are most likely to have 2 or less vehicles, with 12 of the 17 business respondents indicating this – only in 3 cases did a responding business have a fleet of 10 or more vehicles.



Business comments regarding the proposed 90% discount for vehicles registered to and operated by businesses within the ZEZ Pilot area

Only a small number of comments were made by businesses in relation to this question and these are shown below – all comments below were made by businesses that are situated within the proposed ZEZ Pilot area.

Comments made:

"As many as necessary for the business to continue to operate effectively and should be judged business by business."

"I will have to close my business and sack my staff."

"We are a classic example of a business in the area who depends on other businesses to supply it. It would therefore not help us to register our own vehicle in the area. Instead, we would need suitable exemptions [etc] to be made to contractors/deliveries coming into the area to serve businesses within it."

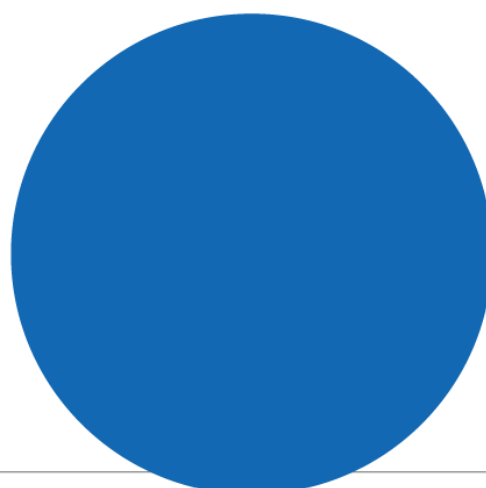
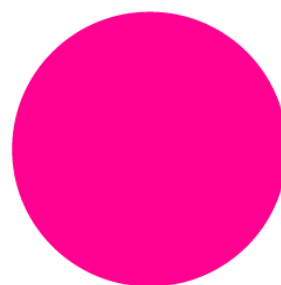
"The Master of the college is the sole resident of the college allowed to own a car. This is kept in our car park on New Road, outside the Zone. College also owns a van which it keeps in the same car park."

"Parking restrictions already prevent any of us driving to work. We often use taxis and occasionally use a school bus."

"The number of vehicles is irrelevant. for example we have vehicles that make deliveries outside of the county, what matters is the number of trips vehicles owned by the company make into the zone."



Views on proposed end dates for ZEZ businesses/Blue Badge holders/disabled tax class vehicle discounts in the ZEZ Pilot area

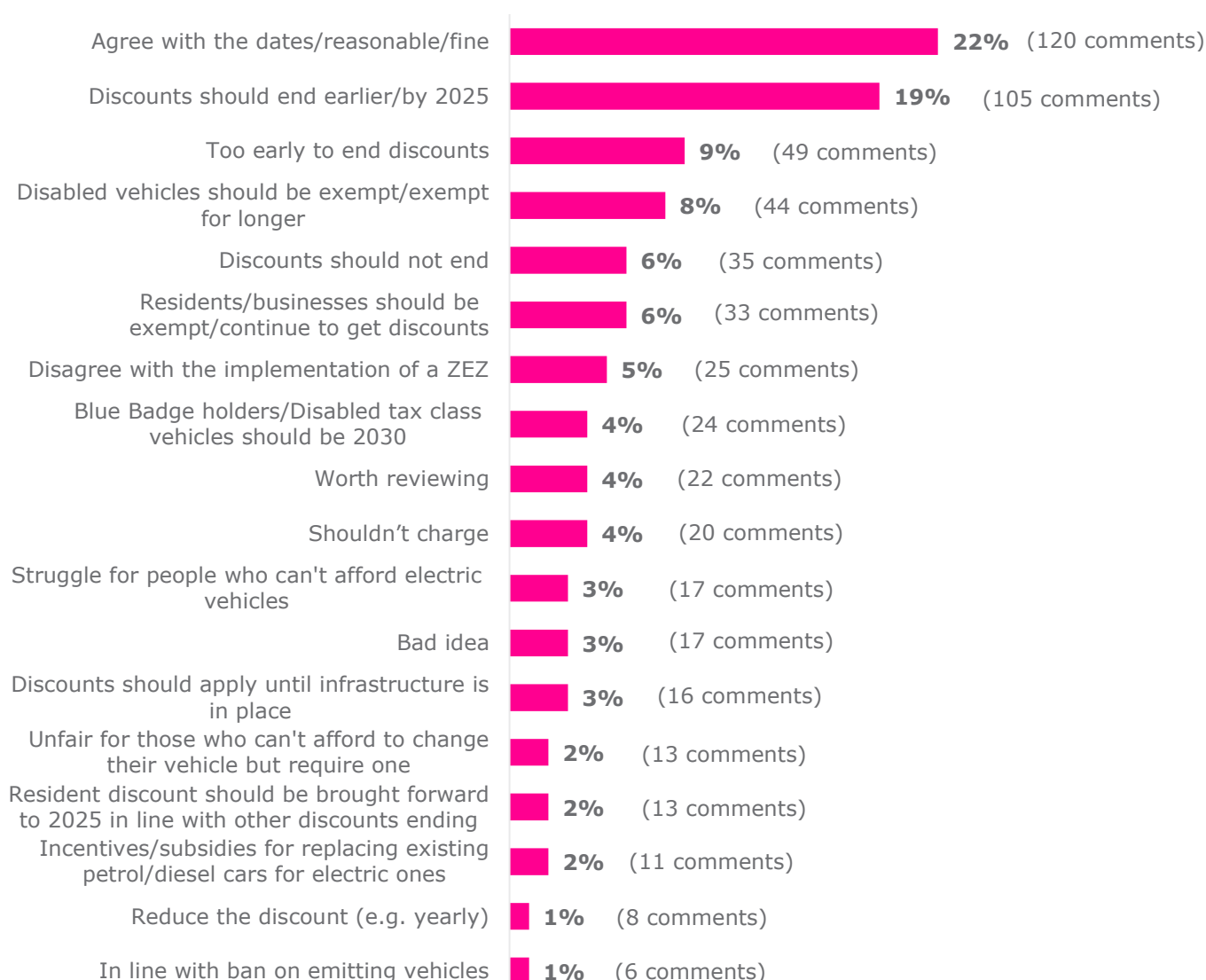


All residents and businesses responding to the survey were asked to indicate their views on the proposed end dates for the discounts for ZEZ businesses (August 2030), Blue Badge holders (and disabled tax class vehicles (August 2025).

Headline findings

Results for Residents in the wider Oxford area for this question are summarised in figure 12, below. Please note that the responses for Residents and Businesses have been kept separate for this question.

Figure 12: The discount for ZEZ residents is due to end in August 2030 and the discounts for ZEZ businesses, Blue Badge holders and disabled tax class vehicles are due to end in August 2025. What are your views on these proposed end dates? RESULTS FOR RESIDENTS ONLY (all responses: n=551).





Overall, the resident comments made most frequently relate to agreeing with the proposed discount dates (22%), with a similar proportion (19%) indicating that the discounts in question should end earlier than 2025. Just under a tenth (9%) of comments relate to the feeling that the proposed dates would be too early to end the discounts.

Results by Resident type

There are no significant differences by resident type.

Resident results by demographic group

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors:

- Residents with a disability are less likely to agree with the proposed discount end dates compared to those without a disability; 16% of residents with a disability agree with this, compared with 24% of those who do not have a disability.
- A similar pattern is evident amongst Blue Badge holders, with a sixth of residents holding a Blue Badge (16%) thinking that disabled vehicles should be exempt/exempt for longer, compared with only 7% of those who do not hold a Blue Badge).

In total, 523 residents made a comment. **Example comments** illustrating some of the Resident sentiments about the proposed end dates for some of the discounts are shown overleaf.



Example comments (residents)

"1. The proposal to withdraw discounts should be reviewed closer to the proposed dates as they assume changes in wider infrastructure, technology advancement and social behaviours. For example, if the required investment in EV charging infrastructure does not take place then take up of electric vehicles will not be as projected. Similarly, advances need to be made in the range and charge time of EVs before a significant proportion of the public will feel confident in switching.

2. The proposal to end the discount for Blue Badge Holders and disabled tax class vehicles makes no sense as it will disadvantage those who are least likely to be able to make ready use of alternative transport."

"Blue Badge and disabled tax class vehicles should also have until 2030 to change vehicles. They deserve a break!"

"Perhaps link these dates to when electric vehicles are widely available under the disabled mobility scheme."

"Rather than a sudden stop (from 90%/100% to zero on a set day, it would be more effective to taper the decrease of the discount. The discount could be 90% in 2021, 80% in 2022, 70% in 2023 and so forth until it reaches 0."

"Residents in the ZEZ area need to be exempt, fully. No discount, they just shouldn't pay anything. We don't make that many journeys and there aren't that many people who live in the centre of Oxford, it's people coming in during the day from outside of Oxford."

"This is unreasonable - residents will not suddenly cease to exist in 2025 and the disabled will not suddenly be able in 2025. This is 'can kicking' at best - both of these exemptions should be permanent."

"2030 is too late a date for ZEZ residents and ZEZ businesses (I have other worries about the latter - it could be open to abuse)."

"2030 is too late for residents. Make it 2025. Business should lose their discount by 2024. Blue Badge/disabled is a tricky one. I'm not sure about this. Probably 2025 and see how much of a problem it is."

"Agree totally with this as it will give discount groups time to adapt to the ZEZ."

"An end date is justified. However, work will need to be done now to begin promoting alternative transport methods. I.e. better cycle paths, better cycle hire schemes and better/cheaper bus routes."

"Should be extended to 2035 so that those in a financial position which precludes buying new ULE or ZE vehicles have a chance to save and buy a ULE or ZE vehicle second hand."

"There are lots of people who fall into a gap between Blue Badge and able to walk a reasonable distance. It's absolutely not acceptable however that someone who has a Blue Badge had to pay to access amenities."

"These dates are probably too early, because it is very expensive for anyone with a fairly new diesel or petrol car to change it for an electric one if they have bought one of these types of cars recently and would expect them to last about 10 years."



Opinions of Businesses on proposed end dates for discounts for ZEZ businesses (August 2030), Blue Badge holders (August 2025) and disabled tax class vehicles (August 2025)

Table 14 (below) shows the responses of Business respondents. The base size for Business respondents is very low so these findings should be treated as indicative rather than statistically robust.

Table 14: The discount for ZEZ residents is due to end in August 2030 and the discounts for ZEZ businesses, Blue Badge holders and disabled tax class vehicles are due to end in August 2025. What are your views on these proposed end dates? BUSINESS RESPONDENTS ONLY (all responses: n=31).

Opinion	No. responses	% responses
Discounts should end earlier/by 2025	6	19%
Discounts should not end	5	16%
Agree with the dates/reasonable/fine	4	13%
Struggle for people who can't afford electric vehicles	4	13%
Discounts should apply until infrastructure is in place	2	6%
Too early to end discounts	2	6%
Blue Badge holders/disabled tax class vehicles should be 2030	1	3%
Worth reviewing	1	3%
Bad idea/disagree with the implementation of a ZEZ	1	8%
Disagree with the implementation of a ZEZ	1	8%
Not answered	4	13%

The small number of business respondents expressed a range of views but there is no difference between the views of respondents representing businesses in the proposed ZEZ Pilot area and those outside of it in relation to any of the comments made about the proposed end dates of these discounts.

Example comments illustrating the Business sentiments about the proposed end dates for some of the discounts are shown overleaf.



Example comments (businesses)

"Do not agree with ZEZ implementation."

"The discounts should not have an end date for these categories."

"It is too early to say about something so far in the future - the current scheme might have to run for longer if you do start it."

"The appropriateness of the dates depends on a number of things - rate of recovery from Covid, provision of charging stations and affordability of electric vehicles."

"It is unreasonable to expect all business users, Blue Badge holders and disabled drivers to obtain electric vehicles within the next 5 years, or else face swingeing charges. Not everyone can afford to change their vehicle; and cars are very expensive, putting them out of range of many people. This is unlikely to have changed sufficiently by 2025, thereby heavily penalising the less well-off. Whether the landscape will be significantly different by 2030 is harder to say; this should be reviewed nearer the time."

"The discounts should last at least 5 years after the government ban on selling new diesel cars."

"Equalling them makes sense."

"These are ambitious but should be brought even further forward. The rate of innovation in ZE vehicles is increasing rapidly which will allow a quicker transition. For a busy city centre like Oxford, ZE vehicles are a priority."



Opinions of Groups and Organisations on proposed end dates for discounts for ZEZ businesses (August 2030), Blue Badge holders (August 2025) and disabled tax class vehicles (August 2025)

Table 15 (below) shows the responses of respondents answering on behalf of a group or organisation. Again, the base size for these respondents is very low so these findings should be treated as indicative rather than statistically robust.

Table 15: The discount for ZEZ residents is due to end in August 2030 and the discounts for ZEZ businesses, Blue Badge holders and disabled tax class vehicles are due to end in August 2025. What are your views on these proposed end dates? GROUPS AND ORGANISATIONS RESPONDENTS ONLY (all responses: n=6).

Opinion	No. responses	% responses
Disabled vehicles should be exempt/exempt for longer	1	17%
Discounts should not end	1	17%
Agree with the dates/reasonable/fine	1	17%
Unfair for those who can't afford to change their vehicle but require one	1	17%
Residents/businesses should be exempt/continue to get discounts	1	16%
Blue Badge holders/disabled tax class vehicles should be 2030	1	16%

The small number of respondents completing the survey on behalf of a group or organisation expressed a range of views, with 3 out of 6 expressing the view that the proposed end dates should change in some way.

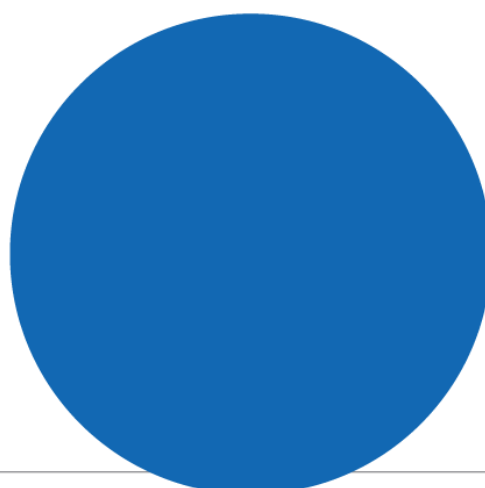
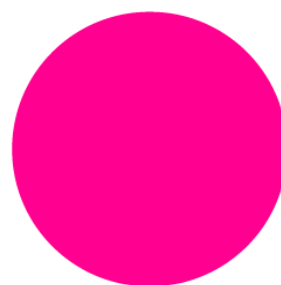
Example comments illustrating the group/organisation sentiments about the proposed end dates for some of the discounts are shown below.

"We believe the discount for Blue Badge holders should continue alongside discount for residents."

"My views are that the timescales for these charges are not reasonable. This is very obviously not the time to be charging people more for essential travel, and it will clearly take a very long while for this country and the businesses here to recover from the effects of the restrictions imposed in 2019 and this year. It is not reasonable to be bringing this in at all and there is no good reason why discounts which are put in place initially should be phased out, when no solution to the difficulties the ZEZ will cause on businesses and individuals."



Views on broadening of Blue Badge Holder discount to current disabled non-Blue Badge holders

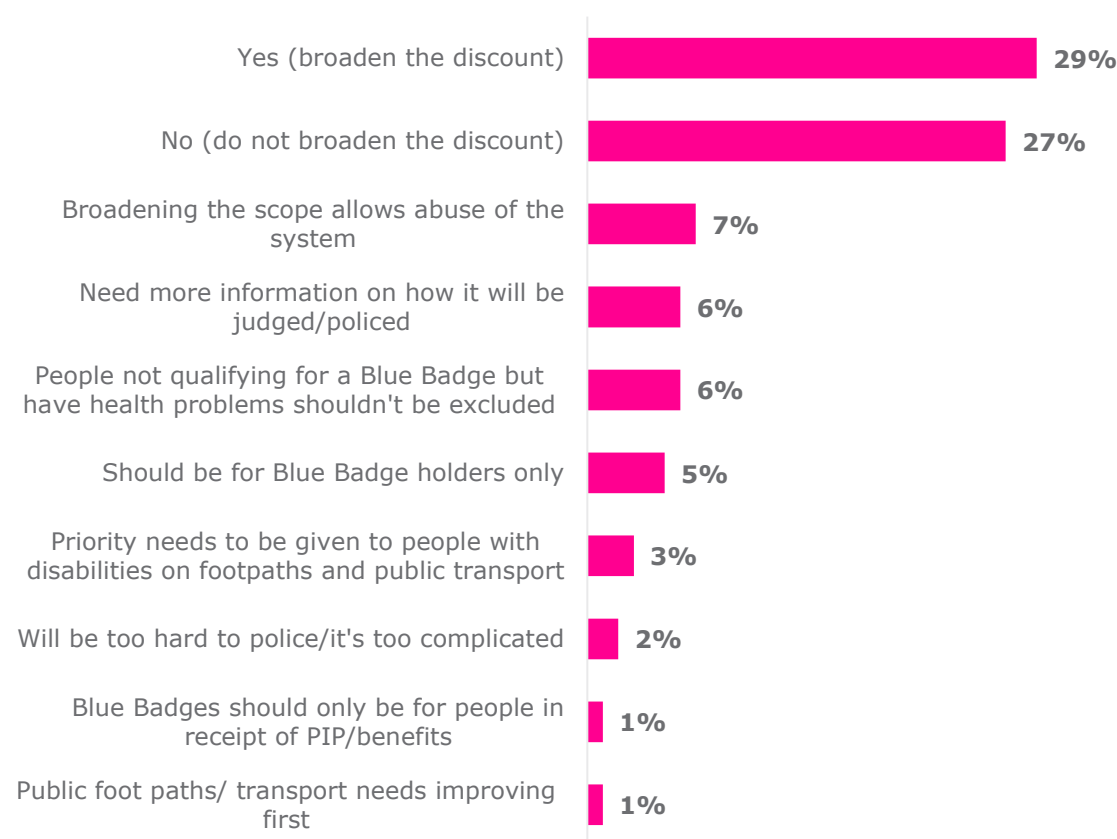


All residents and businesses responding to the survey were asked to indicate their views on whether it is necessary and feasible to broaden the Blue Badge Holder discount to cover people with disabilities who do not hold a Blue Badge or equivalent.

Headline findings

Results for all respondents for this question are summarised in figure 13, below.

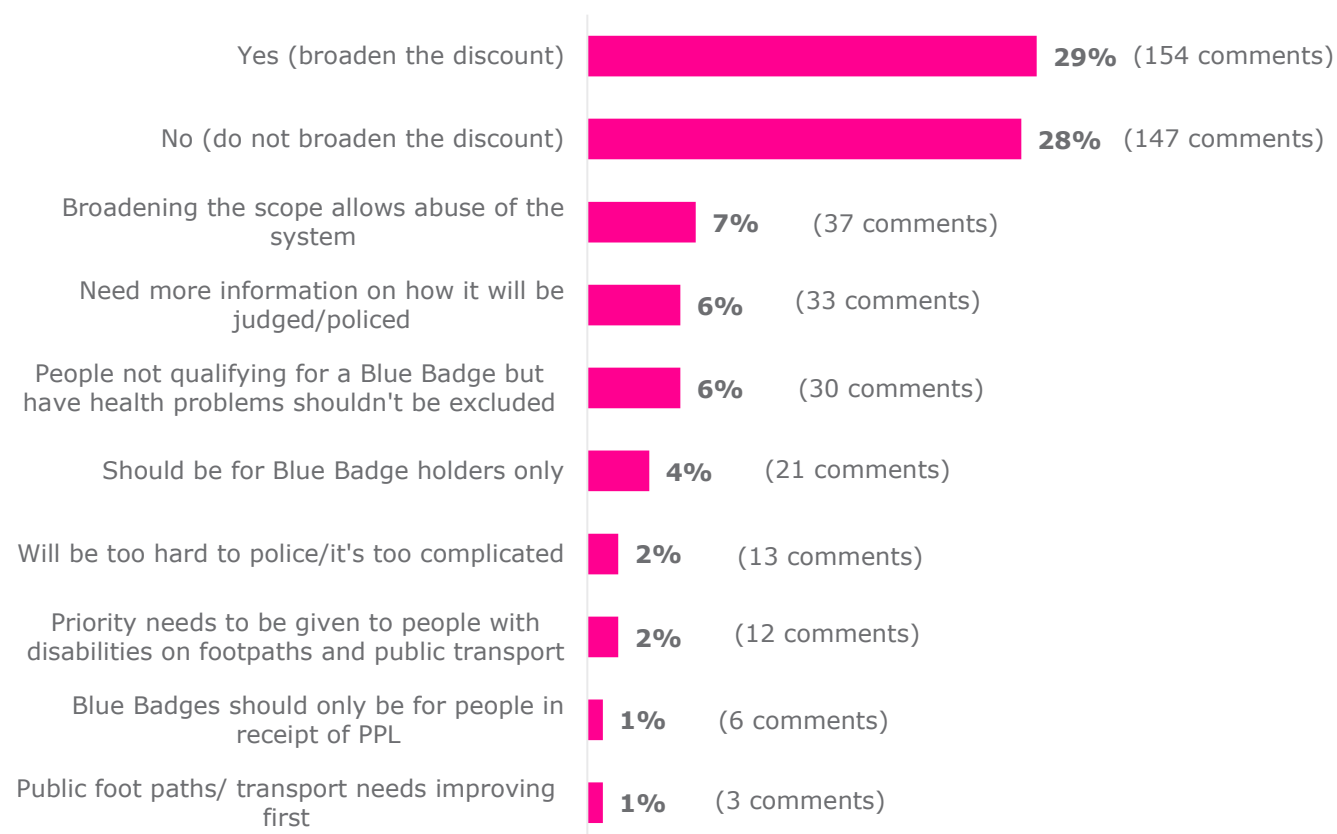
Figure 13: The councils will explore whether it is necessary and feasible to broaden the Blue Badge Holder discount to cover people with disabilities who do not hold a Blue Badge or equivalent. Do you have any views on this? RESULTS FOR ALL RESPONDENTS (all responses: n=576).



Overall, the comments made most frequently relate to agreeing with the notion to broaden the discount (29%) and, at a slightly lower level, to not do so (27%). However, there is also a concern that expansion of the Blue Badge Holder discount could be open to some abuse (7% of resident comments relate to this issue) and may also be difficult to police (2%).

Results for Residents in the wider Oxford area for this question are summarised in figure 14, below – please note that the findings in figure 14 are very similar to the overall findings (shown in figure 13) but they are based only on those completing the survey as a resident.

Figure 14: The councils will explore whether it is necessary and feasible to broaden the Blue Badge Holder discount to cover people with disabilities who do not hold a Blue Badge or equivalent. Do you have any views on this? RESULTS FOR RESIDENTS ONLY (all responses: n=523).



Overall, the resident comments made most frequently relate to agreeing with the notion to broaden the discount (29%) and, at a slightly lower level, to not do so (28%). However, there is also a concern evident among residents that expansion of the Blue Badge Holder discount could be open to some abuse (7% of resident comments relate to this issue) and may also be difficult to police (2%).

Results by Resident type

There are very few differences by resident type, although residents living in Oxford itself (either within or outside of the ZEZ Pilot area) are more likely than those living outside of Oxford to be in favour of broadening the Blue Badge Holder discount (31% and 22% respectively).



Resident results by demographic group

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors:

- Female residents are slightly more likely to agree with the broadening of the Blue Badge Holder discount than males; 33% of females agree with this, compared to 27% of males.
- Residents aged under 45 are more likely to agree with the broadening of the Blue Badge Holder discount than those in older age groups; 34% of 25-34s and 36% of 35-44s agree with the notion of the broadening of this discount, compared with only 26% of 55-64s and 28% of 65-74s.
- Residents with a disability are also more likely to agree with the broadening of the Blue Badge Holder discount compared to those without a disability; 40% of residents with a disability agree with this, compared with 29% of those who do not have a disability.

In total, 500 residents made a comment. **Example comments** illustrating some of the Resident sentiments about the proposed council exploration of the broadening of this discount are shown overleaf.



Example comments (residents)

"This should not be extended. Anyone could argue they had a disability driving a polluting coach and horses though the scheme. The Blue Badge is the accepted standard of drivers with a disability."

"Yes, as long as it can be policed. Blue Badges are abused as it is."

"YES. It should cover all disabilities. People are losing Blue Badges because of the government system of assessing them."

"Absolutely. Many people are in this category. I can't walk the half mile to nearest bus stop or cycle but work in the city. But I can't get a Blue Badge as I can walk. Huge amounts of discrimination being applied here."

"Blue Badges are already used illegally how would you stop this becoming worse?"

"It's a very good idea. Lots of older people don't have a disability as such but struggle to get to a bus stop and around on public transport."

"Anything to increase access to disabled people is to be supported, and physical disability in all cases. I don't know how wide the net would be cast, but it should not be cast wide enough to effectively undermine the scheme."

"Yes, people with disabilities that forces them to use a car should get a discount regardless of holding a Blue Badge. These disabilities should be certified though, otherwise the scheme would be vulnerable to cheating."

"Yes of course it should be extended. There are plenty of infirm people who do not have a Blue Badge but who would still have difficulty walking or cycling. There are also people who have young families or who have to carry/transport heavy loads who should be considered."



Opinions of Businesses on council exploration of broadening the Blue Badge Holder discount to cover disabled non-Blue Badge holders

Table 16 (below) shows the responses of Business respondents. The base size for Business respondents is very low so these findings should be treated as indicative rather than statistically robust.

Table 16: The councils will explore whether it is necessary and feasible to broaden the Blue Badge Holder discount to cover people with disabilities who do not hold a Blue Badge or equivalent. Do you have any views on this? BUSINESS RESPONDENTS ONLY (all responses: n=31).

Opinion	No. responses	% responses
No (do not broaden the discount)	7	23%
Yes (broaden the discount)	6	18%
Broadening the scope allows abuse of the system	3	10%
Priority needs to be given to people with disabilities on footpaths and public transport	2	6%
Should be for Blue Badge holders only	2	6%
Will be too hard to police/too complicated	1	3%
Need more information on how it will be judged/policed	1	3%
Public foot paths/ transport needs improving first	1	3%
Other	8	25%
Not answered	1	3%

Business respondents expressed a range of views but there is no difference between the views of respondents representing businesses that they indicate are within the proposed ZEZ Pilot area and those who say they are located outside of it in relation to any of the comments made about the councils' exploration of a broadening of the Blue Badge Holder discount.

In total, 30 businesses made a comment. **Example comments** illustrating the Business sentiments about the councils' exploration of a broadening of the Blue Badge Holder discount are shown overleaf.

Example comments (businesses)

"It's ridiculous. You'll get people abusing the system."

"I think you should hold a Blue Badge to be eligible."

"If a person has a disability they should apply for a Blue Badge. Broadening the scope allows abuse of the scheme."

"More bureaucracy."

Opinions of Groups/Organisations on council exploration of broadening the Blue Badge Holder discount to cover disabled non-Blue Badge holders

Table 17 (below) shows the responses of respondents completing the survey on behalf of a group or organisation. The base size for these respondents is very low so these findings should be treated as indicative rather than statistically robust.

Table 17: The councils will explore whether it is necessary and feasible to broaden the Blue Badge Holder discount to cover people with disabilities who do not hold a Blue Badge or equivalent. Do you have any views on this? GROUPS AND ORGANISATIONS RESPONDENTS ONLY (all responses: n=10).

Opinion	No. responses	% responses
Yes (broaden the discount)	4	40%
Should be for Blue Badge holders only	2	20%
People that don't qualify for a blue badge but suffer with health problems shouldn't be excluded	1	10%
Not answered	3	30%

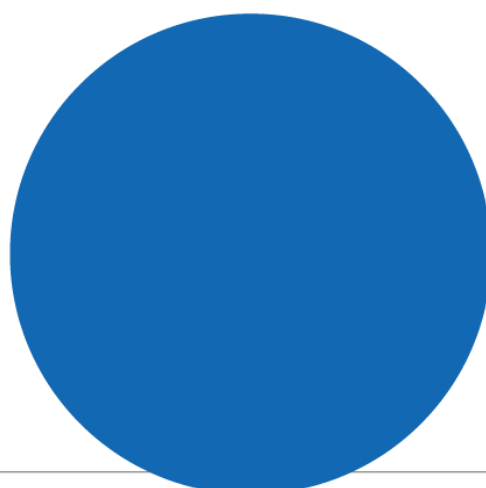
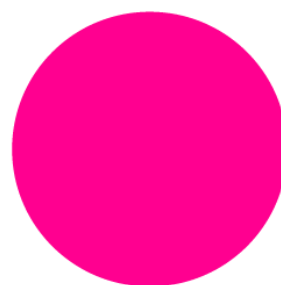
Respondents from groups or organisations largely expressed the view that the discount should be broadened. In total, 7 groups/organisations made a comment – the only notable **example comment** about the councils' exploration of a broadening of the Blue Badge Holder discount is shown below.

Example comment (groups/organisations)

"Blue Badges are issued to people who can walk only a very short distance (or no distance at all). The discount should be extended to people with temporary disability (e.g. due to a broken leg or the later stages of pregnancy), and to people who are unable to walk 400 metres."



Views on factors that would help people transition to zero emission travel

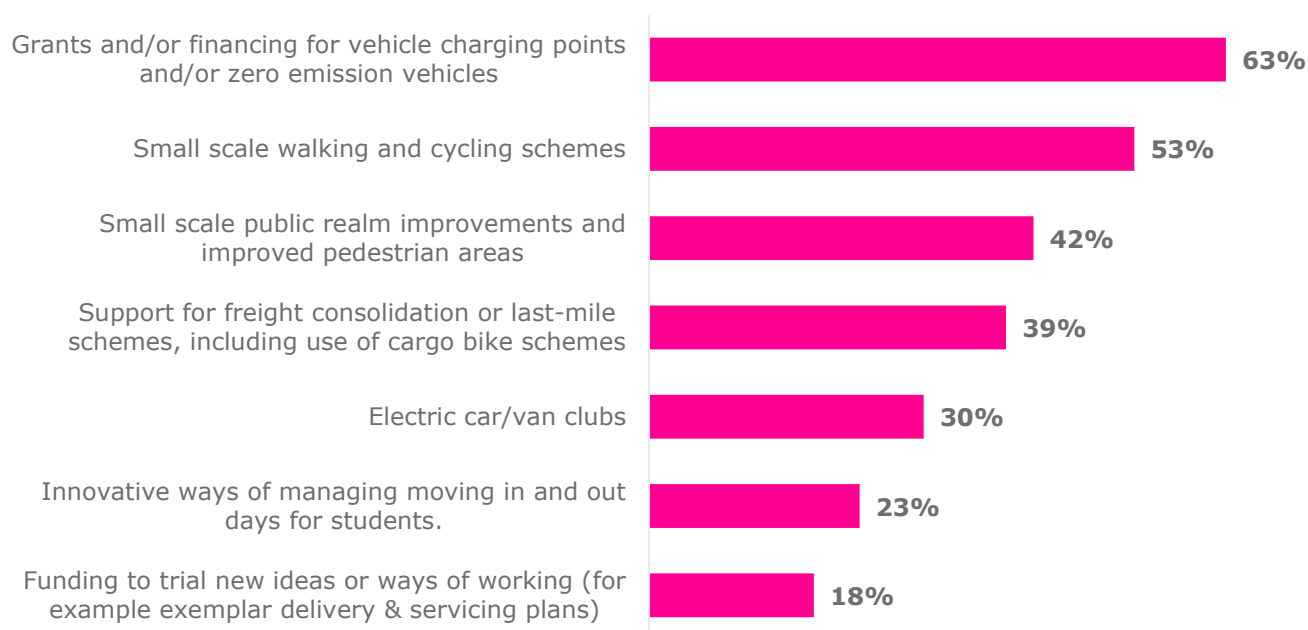


All residents and businesses responding to the survey were asked to indicate (from a list of options) up to five factors that would help them transition to zero emission travel.

Headline findings

Results for all respondents for this question are summarised in figure 15, below.

Figure 15: The councils intend to use ZEZ Pilot income to pay for schemes to help residents and businesses in the ZEZ Pilot make the transition to zero emission vehicles, and on other schemes that promote zero and low emission transport in the city such as walking and cycling. The scale and nature of supporting measures would depend on income raised by the ZEZ Pilot once implementation and running costs are covered. Which of the following would help you transition to zero emission travel? You can select up to five options (please give any additional information in the comments box)? RESULTS FOR ALL RESPONDENTS (all responses: n=766).



Overall, the most commonly-selected ways that respondents feel would help them transition to zero emission travel are 'grants and/or financing for vehicle charging points and/or zero emission vehicles' (63% selecting this), followed by 'small-scale walking and cycling schemes' (53%). The least-commonly selected ways that respondents feel would help them transition to zero emission travel are 'innovative ways of managing moving in and out days for students' (23% selecting this) and 'funding to trial new ideas or ways of working (for example, exemplar delivery & servicing plans)', with only 18% selecting this as one of their preferred options.



Results by respondent type

There are some differences in opinion between those answering the survey as a resident and those answering on behalf of a business, as table 18 below summarises – please again note the relatively low base size for businesses.

Table 18: Which of the following would help you transition to zero emission travel? You can select up to five options (please give any additional information in the comments box). ALL RESIDENT AND BUSINESS RESPONDENTS ONLY (all responses: residents n=696, businesses n=40).

Opinion	Residents		Businesses	
	No. responses	% responses	No. responses	% responses
Grants and/or financing for vehicle charging points and/or zero emission vehicles	439	63%	28	70%
Small scale walking and cycling schemes	376	54%	16	40%
Small scale public realm improvements and improved pedestrian areas	300	43%	15	38%
Support for freight consolidation or last-mile schemes, including use of cargo bike schemes	271	39%	9	23%
Electric car/van clubs	215	31%	6	15%
Innovative ways of managing moving in and out days for students	162	23%	10	25%
Funding to trial new ideas or ways of working (for example exemplar delivery & servicing plans)	123	18%	6	15%

There are no significant differences evident between the opinions of residents and business respondents, although there is some evidence to suggest that residents may be slightly more likely to find small scale walking and cycling schemes, support for freight consolidation or last mile schemes and electric car/van clubs more appealing as a way of transitioning to zero emission travel than business respondents.



Results by resident type

Residents living in Oxford itself but outside of the ZEZ Pilot area are more likely than those living outside of Oxford to think that their transition to zero emission travel could be helped by 'support for freight consolidation or last-mile schemes, including use of cargo bike schemes' (33% and 22% respectively), 'small scale public realm improvements and improved pedestrian areas' (45% vs. 35%) and 'small scale walking and cycling schemes' (57% and 38% respectively).

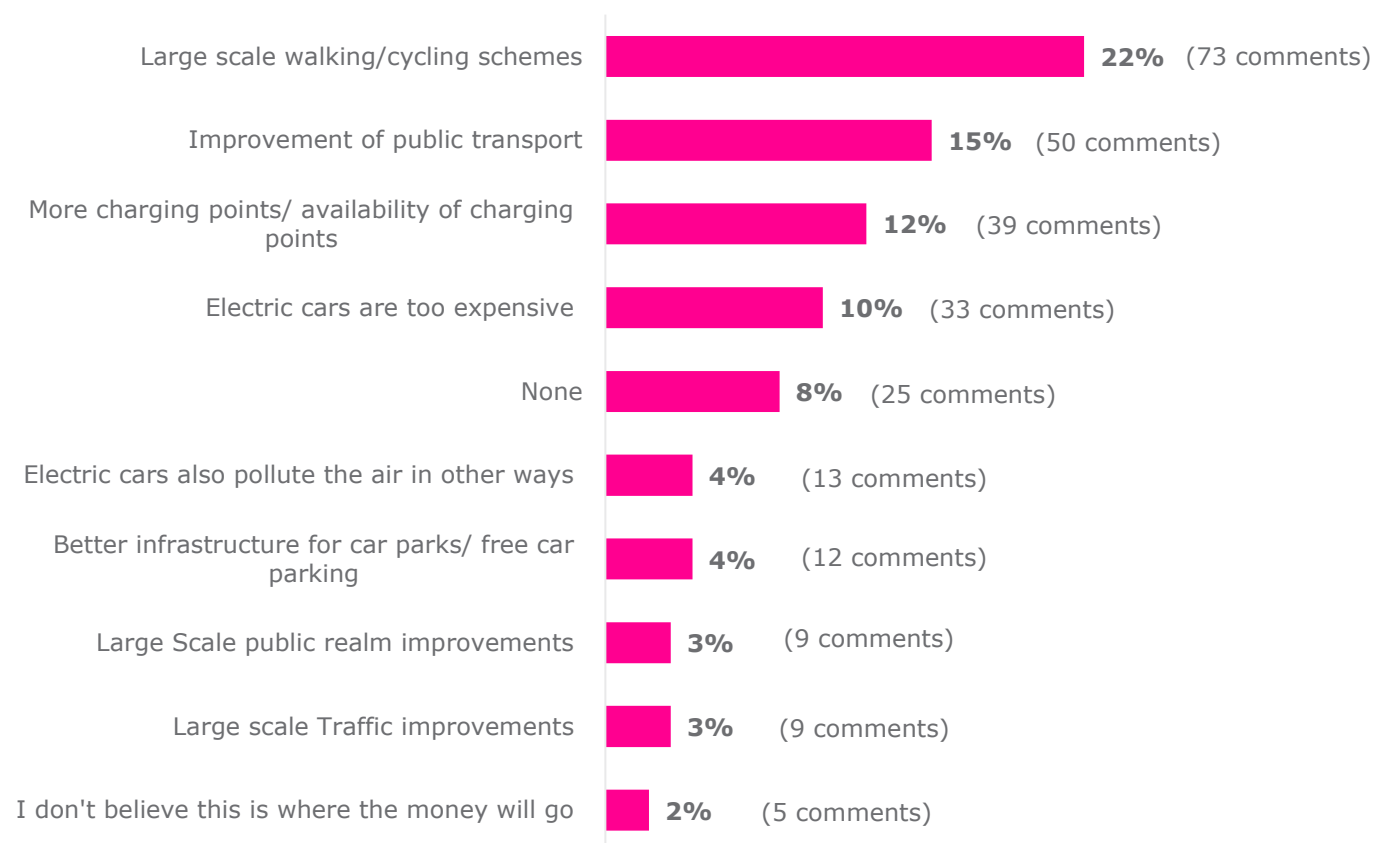
Resident results by demographic group

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors:

- Male residents are more likely than females to think their transition to zero emission travel could be helped by 'grants and/or financing for vehicle charging points and/or zero emission vehicles'; 65% of male residents selected this, compared with 58% of females.
- Residents holding a Blue Badge are less likely than non-Blue Badge holders to think their transition to zero emission travel could be helped by 'electric car/van clubs' (20% of Blue Badge holders selected this, compared with 31% of non-Blue Badge holders) and 'small scale walking and cycling schemes' (33% vs. 54%).

In total, 332 residents made an additional comment outside of the selection of the options available to them. **Example comments** illustrating some of the Resident sentiments about what could help their transition to zero emission travel are shown overleaf.

Figure 16: Which of the following would help you transition to zero emission travel? You can select up to five options (please give any additional information in the comments box). RESULTS FOR RESIDENTS ONLY (all responses: n=332).



In total, 327 respondents made a comment. **Example comments** illustrating some of the Resident sentiments about what could help them to transition to zero emission travel are provided overleaf.



Example comments (residents)

"The only way to make the city centre safe and accessible for walking and cycling is to remove all non-essential motor traffic. The only motor traffic allowed in the centre of Oxford should be public transport, freight and services that can't be shifted to cargo bike, emergency services, maintenance vehicles, and taxis for Blue Badge holders."

"This is excellent and I am glad to see it. Any financial benefit from changing to more sustainable practices should absolutely go directly to financing further mitigation and adaptation measures."

"EV buses. I already own an EV personally but would cycle or walk in the ZEZ zone anyway. The only non ZE journey I would take in it would be by bus. I support many of the suggestions though, specifically more charging points, last mile deliveries and student moving day solutions."

"I've found existing car share schemes already very useful, and most of the co-wheels fleet is already electric."

"It is bewildering that this question refers to 'small scale' improvements for walking and cycling. Private car driving should be at the bottom of the list, and only supported for those who genuinely have no alternative but to drive. Instead of offering to subsidise car owners, with ownership skewed towards the wealthy, the local authority should focus on the needs of the people at the less privileged end of the spectrum who do not have access to a car."

"Student moving days are infrequent, so I do not see a particular issue here."

"EVs still produce a lot of air pollution, just not exhaust fumes. They should not be allowed or encouraged. The city centre should be for active transport only (walking, scooting, cycling), with all motorised vehicles banned."

"Please improve cycle and pedestrian routes in the city! We cannot be environmentally friendly without these. Also the price of bikes is insanely high at the moment. Can the council or government lower taxes on these? Much needed."

"I think it's of the first importance that the councils do not short-sightedly lock in a mass transition from one type of polluting, inadvertently anti-social vehicle (i.e. cars and other large vehicles with an internal combustion engine) to another (cars and other large vehicles with electric motors), so that all the same problems of traffic congestion, pollution (remember that 50% of particulate pollution comes from tyres), and conflict over road and other public space just crop up again because now everyone is crowding into the city centre in electric cars and vans. So the councils should be very wary of giving strong incentives to people simply to switch from internal combustion to electric motors, rather than to switch to walking and cycling. For this reason I am opposed to using ZEZ funding to fund electric vehicles and infrastructure, and very much in favour of using it to subsidise e.g. cargo bikes."



Opinions of Businesses on what would help them to transition to zero emissions travel

Responses from respondents who were answering on behalf of a business who made an additional comment outside of the selection of the options available to them are shown in table 19 below. The base size for these respondents is low so these findings should be treated as indicative rather than statistically robust.

Table 19: Which of the following would help you transition to zero emission travel? You can select up to five options (please give any additional information in the comments box). BUSINESS RESPONDENTS ONLY (all responses: n=24).

Opinion	No. responses	% responses
Large scale walking/cycling schemes	5	21%
Improvements on public transport	4	17%
None	4	17%
More charging points/ availability of charging points	2	8%
Large scale traffic improvements	1	4%
I don't believe this is where the money will go	1	4%

The main 'other' comments made by business respondents related to their liking for 'large scale walking/cycling schemes', 'improvements on public transport, with 5 out of 25 and 4 out of 24 respectively mentioning these themes.

Only 3 respondents answering on behalf of a group or organisation made an additional comment in relation to this area – one mentioned 'improvement in public transport', one alluded to 'better infrastructure for car parks/free car parking' and the other said they 'don't believe this is where the money will go'.

Example comments illustrating Business sentiments about the how they could transition to zero emissions travel are shown overleaf.

Example comments (businesses)

"Serious promotion of active travel including consistent separated cycle lanes."

"Support for older vehicles in/for contractors coming in and out - i.e., a longer 'transition' period into the new system."

"Honestly, not much of this is feasible. Let people go about their business!"

"Freeze all business rates and council tax for all properties in the proposed area."

"A traffic free, pedestrianised area would be fantastic for local bars and cafes."

"None - we do not have our own vehicles, however, our suppliers, contractors, etc. do."

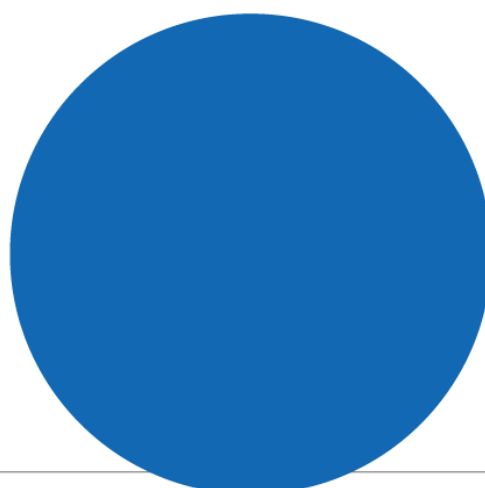
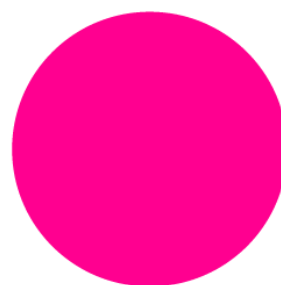
"Ongoing inclusion of non-electric vehicles."

Opinions of Groups/Organisations on what would help them to transition to zero emissions travel

Only four respondents who were answering on behalf of a group or organisation business made an additional comment outside of the selection of the options available to them. Of these, one respondent mentioned 'improvement of public transport', one made a comment related to 'better infrastructure for car parks/free car parking' and another was concerned that they 'don't believe that this is where the money will go'.



Further views on the ZEZ Pilot proposals



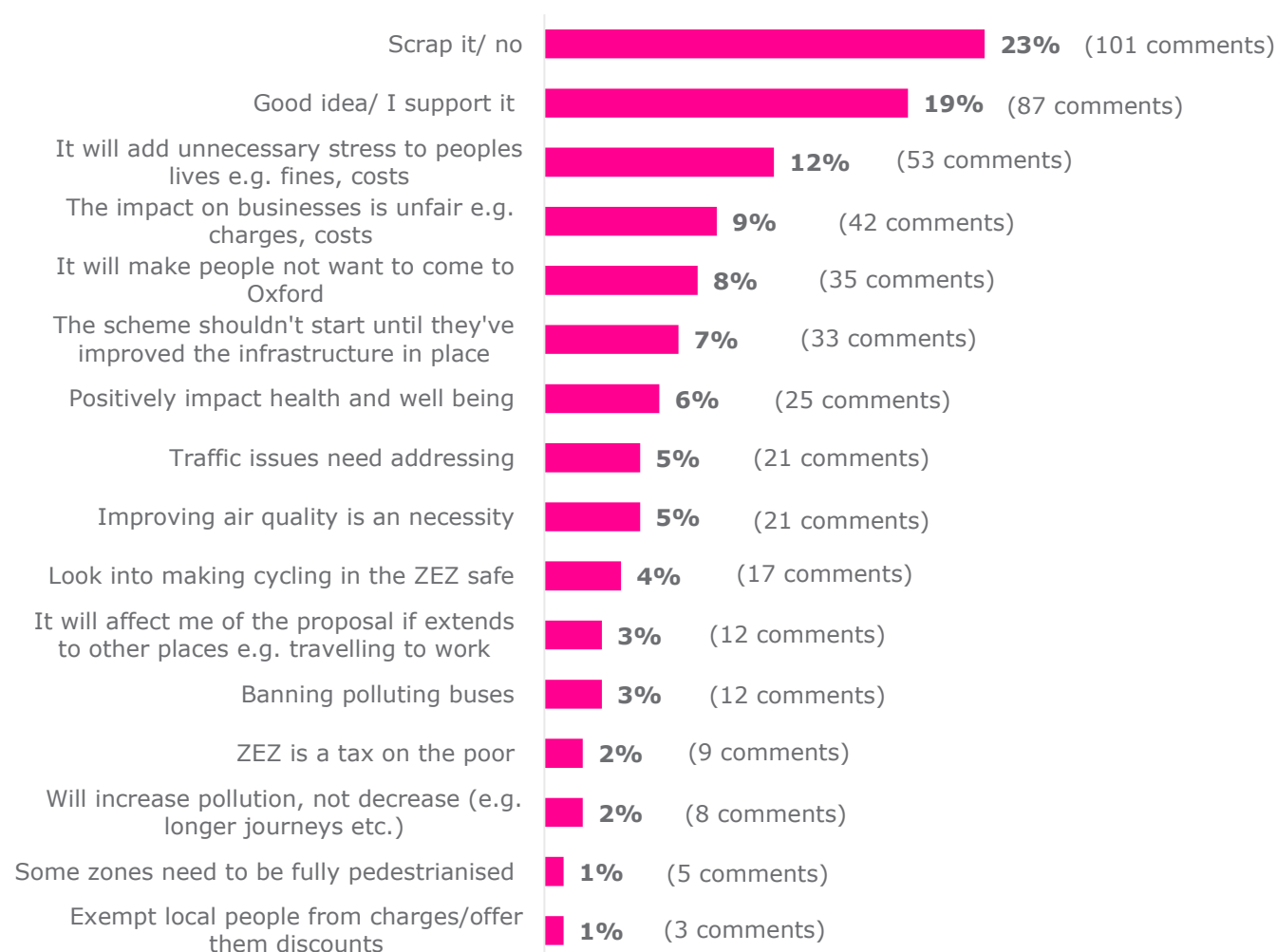


All residents and businesses responding to the survey were asked whether they had any further views on the ZEZ Pilot proposals, including how they might affect them day to day, and whether they had any suggestions for changes.

Headline findings

Results for all respondents for this question are summarised in figure 17, below.

Figure 17: Do you have any further views on the ZEZ Pilot proposals including how they might affect you day to day? If you have any suggestions for changes to the ZEZ Pilot proposals, please include them here. RESULTS FOR ALL RESPONDENTS (all responses: n=448).



Overall, comments for other suggestions or how the ZEZ Pilot would affect them day to day tend to be borne out of concerns with the ZEZ Pilot. Approaching a quarter (23%) of those commenting made comments related to the view that it



should be scrapped, 12% think that it will add unnecessary stress to people's lives (in the way of fines and costs), 9% believe that the impact on businesses is unfair and 8% feel that the ZEZ Pilot would make people not want to come into Oxford. However, there were also some positive 'other' comments about the ZEZ Pilot, with 19% feeling it was a good idea generally and 6% believing it would positively impact their health and wellbeing.

Results by respondent type

There are few significant differences evident between the opinions of residents and business respondents in terms of how the ZEZ proposals would affect them day to day, although not surprisingly businesses appear more likely than residents to think that the impact on business will be unfair (32% of businesses stated this, compared to 8% of residents).

Resident results by demographic group

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors:

- Residents aged 25-34 are more likely than other age groups to mention comments relating to their desire to scrap the ZEZ Pilot (31% mentioning this feeling).
- Residents with a disability are more likely than those without a disability to feel that the proposed ZEZ Pilot will add unnecessary stress to people's lives in the way of fines or costs; 25% of residents with a disability made comments relating to scrapping the ZEZ Pilot, compared to 8% of those who do not have a disability.
- Residents holding a Blue Badge are more likely to mention comments relating to the ZEZ Pilot potentially adding unnecessary stress to people's lives, with 22% of Blue Badge holders providing comments relating to this area compared to 11% of non-Blue Badge holders.

In total, 373 residents made a comment. **Example comments** illustrating some of the Resident comments about the ZEZ Pilot are shown overleaf.



Example comments (residents)

"I fully support these as part of measures to reduce pollution and reduce traffic. However, I emphasise that these need to be undertaken in conjunction with active travel schemes (walking and cycling) and traffic reduction methods (e.g. LTNs). Pollution caused by cars is not limited to exhaust fumes, but also particulate matter from tyres. Electric vehicles will still be polluting."

"This scheme will only work if the businesses buy into it. At the moment the businesses in New Inn Hall flout the rules all day and every day, nothing is done about it and their vans and cars block the road making passage difficult and dangerous for pedestrians and cyclists. What makes you think they would adhere to a zero emission zone?"

"I may have to give up my job and look for work outside the city if this goes ahead. I already hardly ever go in for anything else as it's so inaccessible. Might as well move somewhere cheaper too."

"It would certainly improve my day to day life, and improve income for businesses in the city centre, as has been shown by multiple studies in other cities. If you dare to listen to the evidence instead of a vocal mooring minority and the taxi lobby, you will know that the only scientifically correct course of action is to widely implement the banning of motorised vehicles in the city centre. I strongly support city wide schemes for Last 4-5 mile delivery by cargo bike companies - these should be prioritised to stop the massive influx of "Amazon Vans" polluting our wider city. Connecting Oxford Plus must be urgently introduced to stop the massive cross city through traffic, and a city wide 20mph speed limit will make active travel safer and reduce air pollution."

"Please do also consider how to enable cycling in the ZEZ - safe, segregated cycle paths that connect up all the way (many people won't cycle if there is even one tricky bit to negotiate), which can be used by children, older people, those with disabilities, not just young, fit people."

"The Zero Emission Zone pilot (red zone streets) is appropriate and will not impact most residents, Unfortunately, the Zero Emission Zone (green zone areas) will impact me and those residents who have to travel between suburbs for various reasons."

"This is just another anti-car scheme for the council to grab extra money from normal decent people who try to live and/or work in Oxford. The corruption of the council in allowing so much building work to happen is only matched by the vehement anti-car Nazism of certain green councillors who continually try to push these types of measures to ruin our lives."

"I do not have a car, nor would I drive through the City. Cycling infrastructure needs significant improvement. How will the council ensure that the measures don't just displace the problem?"

"Please address the bus traffic issues. At some time of the day, the majority of buses are 90% empty. Having two bus companies operate in the centre is a really bad idea."

"Please address the bus traffic issues. At some time of the day, the majority of buses are 90% empty. Having two bus companies operate in the centre is a really bad idea."

"I agree with this proposal. Although I know it will present financial challenges for many (including myself) or alternatively will drive (perhaps uncomfortable) behavioural change, that is absolutely necessary to progress towards net zero and climate resilience. I support financially-driven enforcement as that has proven to be the most effective incentive to create behavioural change."



Further comments and suggestions from Businesses regarding changes to ZEZ Pilot scheme

Table 20 (below) shows the responses of Business respondents. The base size for Business respondents is very low so these findings should be treated as indicative rather than statistically robust.

Table 20: Do you have any further views on the ZEZ Pilot proposals including how they might affect you day to day? If you have any suggestions for changes to the ZEZ Pilot proposals, please include them here. BUSINESS RESPONDENTS ONLY (all responses: n=28).

Opinion	No. responses	% responses
The impact on businesses is unfair	9	32%
No, scrap it	6	21%
It will add unnecessary stress to people's lives (e.g. fines, costs)	5	18%
Good idea, I support it	4	14%
Traffic issues need addressing	1	4%
Banning polluting buses	1	4%
The scheme shouldn't start until they've improved the infrastructure in place	1	4%
It will affect me if the proposal if extends to other places e.g. travelling to work	1	4%
ZEZ is a tax on the poor	1	4%
Other	8	29%

Of the business respondents leaving further comments here about the ZEZ Pilot proposals, the main comments are on the negative side, with 9 out of 28 feeling that the impact on businesses is unfair and 6 out of 28 wanted it to be scrapped altogether.

Example comments illustrating the themes of these further comments about the ZEZ Pilot proposals for businesses are shown overleaf, in addition to a couple of example comments made by the small number of groups/organisations relating to this question.



Example comments (businesses)

"I have to come into Oxford to service about 30 locations. I can't pass this cost on so it's just another tax when I can least afford it. I'm almost broke as it is."

"Councillors and council staff do not understand the needs of businesses, this will be final straw for businesses in Oxford."

"Increased costs of deliveries/contractors. More refusals of deliveries/contractors to serve the city centre. Increased traffic outside office hours."

"If we were given a business discount, we don't see that there would be a huge impact on our operations and ability to operate within Oxford. With the congestion charge in London, we have an account so that we have a monthly invoice. We would recommend Oxford putting in place a similar system, to ensure we can more efficiently process all the payments, ensure we can stay on top of all the charges, and not miss any payments and therefore incur extra charges."

"All sounds very reasonable and sensible."

"Day to Day effects: 1. Increased cost to the business. 2. Reluctance for contractors to attend site if they cannot have vehicles with tools to hand to work."

"I think the lack of individual control in the overall switch from petrol to electric vehicles (which also use considerable resources) in terms of travel, parking and commuting directly impacts the business and threatens our livelihoods."

"You must be crazy! Your rents and rates are so high, businesses can hardly afford to trade and you are adding a tax on potential customers, forcing an increase in services costs due to multiple charges on a particular project: material deliveries, labour costs, waste removal. I hope your house doesn't need painting or repair work!!"

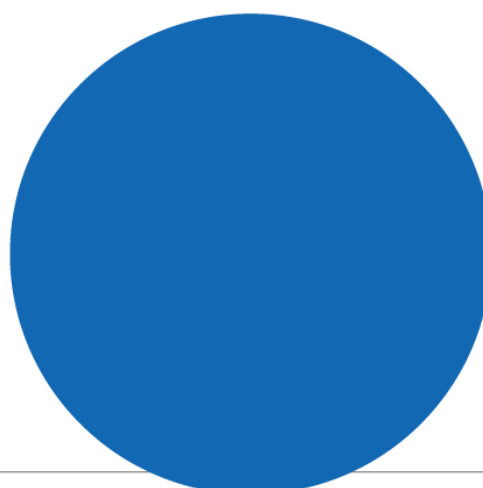
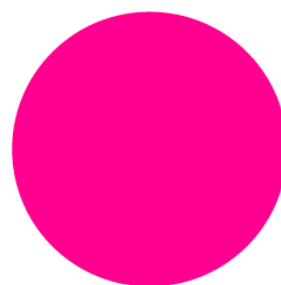
Example comments (groups/organisations)

"Please do liaise with the OxAria2 study team regarding use of low-cost sensor data to inform the proposals."

"We would like to believe the pilot scheme would result in significant improvements to the daily experience of walking and cycling in the city - re safety, space, clean air etc. but it won't. The only way to achieve any real, long-lasting benefit is to bring in a bigger scheme, with investment (politically AND financially) in closing streets to all motorised traffic, widening pavements so each is at least 2m wide, providing seating and places pleasant to linger."



Views on the proposed larger ZEZ Pilot proposals (covering most of Oxford city centre)



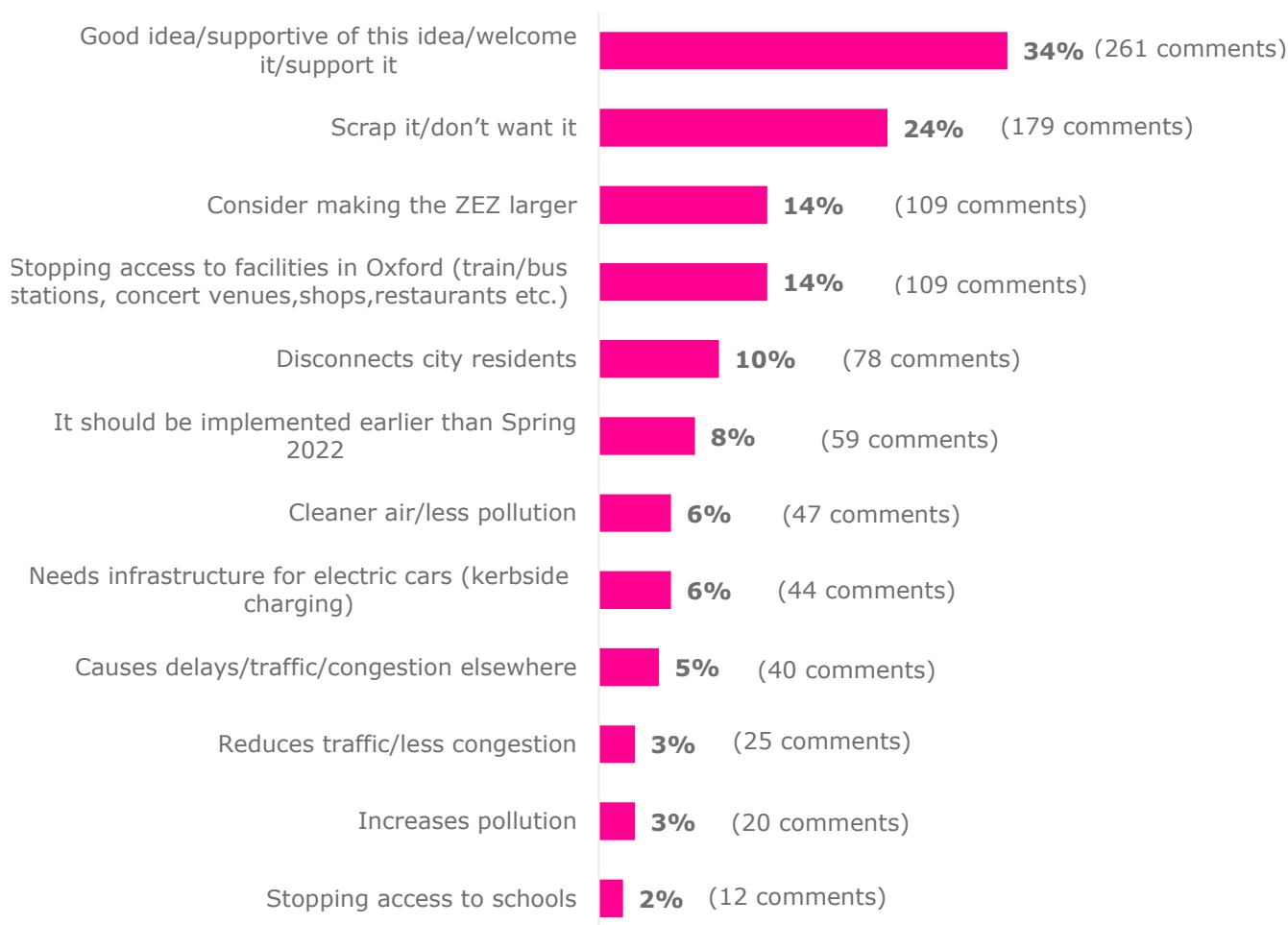


All residents and businesses responding to the survey were asked whether they had any views on the proposals for the larger ZEZ covering most of Oxford city centre, which would be introduced in Spring 2022.

Headline findings

Results for all respondents for this question are summarised in figure 18, below.

Figure 18: This question relates to proposals for a larger ZEZ covering most of Oxford city centre (see the accompanying 'Final ZEZ Pilot Proposals' document for details of the area to be covered) which would be introduced in Spring 2022. A separate public consultation on the larger ZEZ is planned for summer 2021, when more detailed information will be presented. Before this we would like your views on proposals at this early stage in its development. What are your views on the proposed larger ZEZ? RESULTS FOR ALL RESPONDENTS (all responses: n=758).





Overall, comments for the proposed larger ZEZ are roughly split between positive and negative. More than a third (34%) made comments that related to it being a good idea generally or that they supported it, with significant minorities wanting the proposed larger ZEZ to be made even larger (14%) and implemented before Spring 2022 (8%). However, some residents are less supportive of the proposed larger ZEZ, with 24% making comments related to scrapping it, a further 14% feeling it would stop access to facilities in Oxford and 10% thinking that it would disconnect Oxford city residents.

Results by respondent type

There are few significant differences evident between the opinions of residents and business respondents in terms of the proposed larger ZEZ to be introduced in Spring 2022, although residents appear slightly more likely than businesses to feel that this is a good idea and that they are supportive of it (26% of residents stated this, compared to 11% of businesses).

Resident results by demographic group

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors:

- Residents in younger age groups are more likely to be supportive of the proposed larger ZEZ compared to older age groups; 37% of the 25-34 age group made comments related to it being a good idea that they are supportive of, compared with 29% of 35-44s, 26% of 45-54s, 18% of 55-64s and 21% of 65-74s.
- Residents with a disability are slightly less likely to be to be supportive of the proposed larger ZEZ compared to residents without a disability; 19% of residents with a disability made comments relating to it being a good idea that they are supportive of, compared to 28% of those who do not have a disability. A similar finding is evident amongst residents holding a Blue Badge, with only 11% of Blue Badge holders providing comments relating to the wider ZEZ being a good idea that they are supportive of compared to 27% of non-Blue Badge holders.

In total, 664 residents made a comment in the space provided regarding the proposed wider ZEZ. **Example comments** illustrating some of the Resident comments about the wider ZEZ are shown overleaf.



Example comments (residents)

"If it is introduced in 2022, most drivers will not have been able to buy a Zero Emissions vehicle. Hardest hit will be deliveries, tradespeople, and home-visiting carers and health-workers who have to visit different parts of Oxford.

Substantial discounts (and 100% discounts for home-visiting carers and health-workers) should apply until 2030. Excluding Beaumont St, Worcester St and Hythe Bridge St would make it reasonable to end the discounts earlier. This is because the alternative route between north and west Oxford is much longer than between any other two quarters of Oxford."

"Good idea but impact on surrounding roads outside need to be carefully considered overall on how travel patterns will change."

"You will be forcing more local traffic on to the A34 - what plans do you have for increasing its capacity to take more local traffic, improving its 3 Oxford junctions and how will it be funded?"

"100% I would love you to do this, and wish it was earlier than Spring 2022!"

"If the main effect of the ZEZ is to bring about a mass transition to electric vehicles but not to reduce incentives to private car ownership, then it will basically have been a failure. So it needs to be regarded as only a temporary solution to the most acute problems associated with transport pollution, and certainly not a substitute for ambitious measures aimed more squarely at active transport and liveability."

"I would very much welcome a larger ZEZ. The traffic pollution in Oxford is dreadful. I live in East Oxford and everywhere there are cars either being driven or parked. It would be wonderful to have less noise, less congestion, less pollution and less aggression on the roads - a lot of which is caused by too much traffic trying to use the same space."

"I think it is too ambitious. As a resident within the ZEZ, the need to have approval and payment before getting into my car will be a nightmare. I think this is an undue burden for residents, and that they should be exempt from charges."

"I am not in favour for the following reasons:

1. To travel between my two houses in Oxford OX1 4LW and OX2 6TL and the changes will mean a detour via Pear Tree and ring road of 12 miles. The direct route is currently c2miles. The congestion will be terrible - mainly due to the traffic using Westgate. I suggest that this is sorted out before charging schemes are brought in that affect residents visiting family and needing to transport items between homes in the city.

2. I have a two year old hybrid vehicle and I don't want to change it before 2022. I would have bought an electric vehicle but didn't because I have nowhere convenient to charge it. A comprehensive plan with delivery dates for kerbside charging needs to be published before residents can support the scheme."

"The proposals are misguided, mis-timed and unnecessary. The unnecessary and incredibly expensive Access to Headington scheme has only encouraged more traffic through the Marston area of Oxford which has increased levels of pollution tremendously. Restricting traffic from a small central area of the city will mean that people who can no longer drive through the city centre will drive longer distances around the city instead. Longer journeys will just create more pollution, and introduce more pollution into the more densely populated residential areas."

"A fantastic idea, if properly implemented and policed, as long as sufficient additional support is included for vulnerable groups and businesses to get into and out of the city centre."



Opinions of Businesses on the proposed larger ZEZ

Table 21 (below) shows the responses of Business respondents. The base size for Business respondents is very low so these findings should be treated as indicative rather than statistically robust.

Table 21: What are your views on the proposed larger ZEZ? BUSINESS RESPONDENTS ONLY (all responses: n=38).

Opinion	No. responses	% responses
Stopping access to facilities in Oxford (train/bus stations, concert venues, shops, restaurants etc.)	15	39%
Scrap it/don't want it	10	26%
Consider making the ZEZ larger	6	16%
Cleaner air/less pollution	5	13%
Good idea/supportive of this idea	4	11%
Needs infrastructure for electric cars (kerbside charging)	3	8%
I welcome this/support it	2	5%
Disconnects city residents	2	5%
Stopping access to schools	1	3%
Reduces traffic/less congestion	1	3%
Other	13	34%

Of the business respondents who gave an answer regarding the proposed larger ZEZ, the main comments tend to be on the negative side.

Example comments illustrating the themes of these further comments about the proposed larger ZEZ for businesses are shown overleaf, in addition to a couple of example comments made by the small number of groups/organisations relating to this question.



Example comments (businesses)

"I worry it isn't large enough and in particular it will have a negative impact on South Oxford streets particularly around schools like at Ebbes."

"No views yet. Would be good to see how this goes first."

"Again, we have no objection in principle to cleaner air, especially for our students who are resident in the city centre. But there is a problem if the move to this is done so quickly that, in effect, it means that costs significantly increase for already struggling city centre businesses, and more/more contractors refuse to serve the city centre."

"This would make it almost impossible to enter the city centre from any route without incurring charges."

"You will decimate businesses, have you factored in the hardship that this will cause"

"Remain concerned about impact to SME business within city centre, particularly those reliant on collection and delivery models going forward."

"We would like Merton Street and Magpie Lane (accessed from the Eastgate Hotel end of the High) to be excluded from the larger ZEZ. They were not included at the City Council original consultations which representatives of the Old Bank Hotel/Quod attended."

Example comments (groups/organisations)

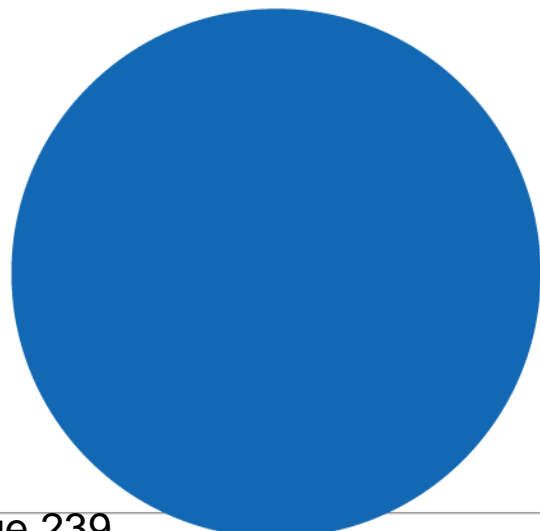
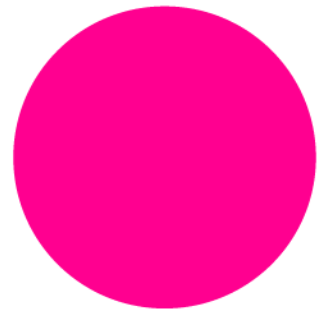
"We welcome this proposal which should be linked to the Air Quality Action Plan and to plans to limit all emissions that impact on the climate crisis."

"Important considerations for defining the scope and geographical area of this zone are PM emissions, areas of high socio-economic deprivation and urban form and layout."

"We are concerned about access routes for our residents. Please see our comments earlier in this consultation and in our three attachments, about whether we are to be included in the Green ZEZ. As mentioned in our 3rd attachment we would ask for clarification about the real objectives of the ZEZ."



Social media and correspondence analysis





In addition to analysing the survey results, we have reviewed the sentiment of social media comments and written correspondence regarding the proposed ZEZ.

There were less than one hundred relevant comments overall across all of the various Facebook and Twitter posts, with comments much more likely to raise issues or concerns rather than focusing on more positive potential effects.

Some residents feel that the proposed ZEZ Pilot gives them a feeling that an additional tax is being introduced on motorists using the Oxford area and that the proposed ZEZ Pilot is 'a money-making exercise for the council'.

There is also a perception amongst some that the proposed ZEZ Pilot will have a negative economic impact to businesses in the city centre, with some believing that the shopping mall car park is currently within the proposed ZEZ Pilot area.

Another concern raised is the potential effect that the proposed ZEZ Pilot could have on pushing or displacing city centre traffic into other surrounding areas and making those areas more congested. This is also mentioned in the context of previous initiatives in Oxford, which a couple of residents viewed as having been 'a waste of time'.

A few residents also expressed a concern about the possible effect of the proposed ZEZ Pilot on disabled access to the city centre, which they see as already being problematic and could be made worse in conjunction with the cobbled areas of the city centre which make pedestrian access more challenging for disabled residents.

A couple of residents also make a point about the older buses in use in Oxford not being 'clean' buses in terms of emissions and that this is an issue that also needs to be tackled by the council.

However, there is some support for the proposed ZEZ Pilot in relation to linking it to an expansion of the existing Park & Ride scheme, which it is hoped would make it easier generally to access the city centre without needing to drive.

Finally, a theme raised in some comments is that a few residents do not have high hopes for anything to come from the consultation survey, with some believing that the council has already made up its mind on the subject.

The Council also received 34 pieces of correspondence (26 emails and a few letters) regarding the consultation. A third of these (11) were from residents with the remainder coming from representatives of various groups/organisations (17) including transport groups and trade organisations, 2 businesses and one councillor.

Sentiment was more supportive than opposed at a general level. There were 2 groups/organisations that fully supported the proposals, a further 19 pieces of correspondence expressing support but with various reservations (consisting mostly of groups/organisations) and 11 letters/emails expressing opposition to the proposals (8 residents and 3 groups/organisations).

The main concerns raised (mentioned by 2 or more correspondents) were as follows:

- Negative effect on local businesses (1 resident, 1 business, 8 groups/organisations).
- Lack of electric vehicle infrastructure, e.g. EV charging points (4 residents, 3 groups/organisations).
- Effect of charges on low-income residents/families (1 resident, 5 groups/organisations).
- Will create congestion in other areas (2 residents, 3 groups/organisations).
- Access for deliveries (2 businesses).
- Rushed proposals without proper consultation (1 resident, 3 groups/organisations).
- Access to healthcare services, e.g. GPs, hospitals (2 residents).
- Public transport infrastructure more of a priority e.g. bus routes, bus emissions (2 groups/organisations).

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ANNEX 5: OFFICER RESPONSES & PROPOSED CHANGES

Residents and businesses within the ZEZ Pilot

For ZEZ Pilot residents' vehicles a 90% discount is proposed, and which will apply to August 2030. A 90% discount is also proposed for vehicles registered to and operating from businesses in the ZEZ Pilot, with this applying to August 2025. These are considered sufficient notice periods for residents and businesses within the ZEZ Pilot, with several schemes also to be developed to support the transition to zero emissions. These discounts apply to residents' and businesses' "own" vehicles only. The vast majority of vehicles coming into the area to service a home or business (e.g. deliveries, tradespeople etc.) will not benefit from these discounts.

Blue Badge holders

For Blue Badge holders (or international equivalents) and Disabled Tax Class vehicles, a 100% discount is proposed until August 2025, with a review of this discount to take place in consultation with affected road users and to be decided by December 2024. Any extension to this discount would require a further public consultation.

Temporary disabilities

The formal consultation sought views on broadening the Blue Badge Holder discount to cover people with disabilities who do not hold a Blue Badge or equivalent, for example, people with a disability of a temporary/transient nature, such as mental health issues or a broken leg. Whilst this was supported by some who responded to the consultation, there is currently no recognised mechanism available to facilitate this. A local scheme would therefore need to be devised, but this would likely be difficult to administer and could be open to abuse. It is therefore not proposed to change the scheme so that those with temporary disabilities have an exemption or discount. Other charging schemes such as London's Congestion Charge and ULEZ do not provide any exemptions/discounts for people with temporary disabilities.

Construction traffic

It has been suggested that discounts should be made available for construction traffic, especially for projects that are currently or soon to be underway, however, it is not proposed to give discounts for construction traffic. The ZEZ scheme will encourage construction traffic (goods and staff) to consolidate and/or use less-polluting vehicles and/or enter the zone outside of the charging hours.

Church access to parking

Some churches in the ZEZ Pilot area are concerned about the negative impact the charges will have on increasing travel costs for staff/volunteers. There may be other

organisations whose business is supported by people working in a voluntary capacity. It is however not proposed to give discounts to people driving to churches. There is not considered to be sufficient difference to other city centre businesses to justify subsidising such journeys. Other charging schemes such as London's Congestion Charge and ULEZ do not provide any exemptions/discounts for churches. Behavioural change will be encouraged by the ZEZ scheme with churches also eligible to apply for discounts for any vehicles that they have registered to their premises in the Pilot area.

People with health or care responsibilities

Concern has been raised that the ZEZ Pilot could impose unfair financial burden on those people carrying out health or caring duties for people living in the zone, whether in a professional or personal capacity. It is therefore proposed to offer a 100% discount to professional care and health workers' vehicles whilst carrying out formal duties. Exact details of this discount are to be developed ahead of scheme implementation. It is not considered feasible to extend this discount to include non-professional carers.

Private Hire Vehicles

Some Private Hire companies/drivers have invested heavily in clean vehicles in the last few years and in some cases have a large fleet of hybrid electric vehicles which despite being relatively clean, fall into the £4 'CAZ' charging band for the ZEZ. Some Private Hire operators do not feel it is fair that they will need to pay £4/day to drive in the ZEZ Pilot (and– if it is approved – the wider zone) and have asked for a 100% discount.

Officers consider that Private Hire vehicles should pay a ZEZ charge, as they contribute to city centre transport emissions and no alternative 'path' to a zero emission fleet has been agreed for these vehicles, as it has for Hackney carriages and local buses. However, officers recommend instead a transitional discount which would effectively allow certain hybrid Private Hire Vehicles to be charged as ULEVs (i.e. a lower rate) for the first five years, in recognition of (i) their relatively low emissions and (ii) their role in maintaining accessibility for people with disabilities (including non-blue badge holders with temporary or transient disabilities). It is proposed that this would only apply to hybrids emitting less than 100 grams of CO₂ per km.

Powered two-wheelers

The consultation material stated that the charging bands would apply to all vehicles including powered two-wheelers such as mopeds and motorbikes. Following consultation feedback highlighting challenges with the application of Euro standards to powered two wheelers, officers have confirmed that the data held by DVLA would be insufficient in many cases to determine a powered two-wheeler's Euro standard.

Officers consider powered two-wheelers should nevertheless pay a ZEZ charge (other cities have simply exempted them). To avoid the DVLA data problems,

officers recommend all powered two-wheelers are charged solely according to the level of CO₂ they emit, without reference to Euro standards. The number of vehicles that this will affect in the Pilot scheme will be small and the introduction and operation of the scheme will enable this aspect of the charging system to be monitored ahead of the wider scheme being developed.

Proposed discount for students arriving/leaving at the beginning and end of university term

It is proposed to grant a 100% discount to the ZEZ charge for students driving into the Pilot ZEZ area only for the purpose of delivering or collecting personal belongings at the beginning and end of each of the three university terms. This discount will only be available to students who are considered by their colleges to be suffering acute financial hardship with colleges applying to the council for the discount on behalf of the students in question.

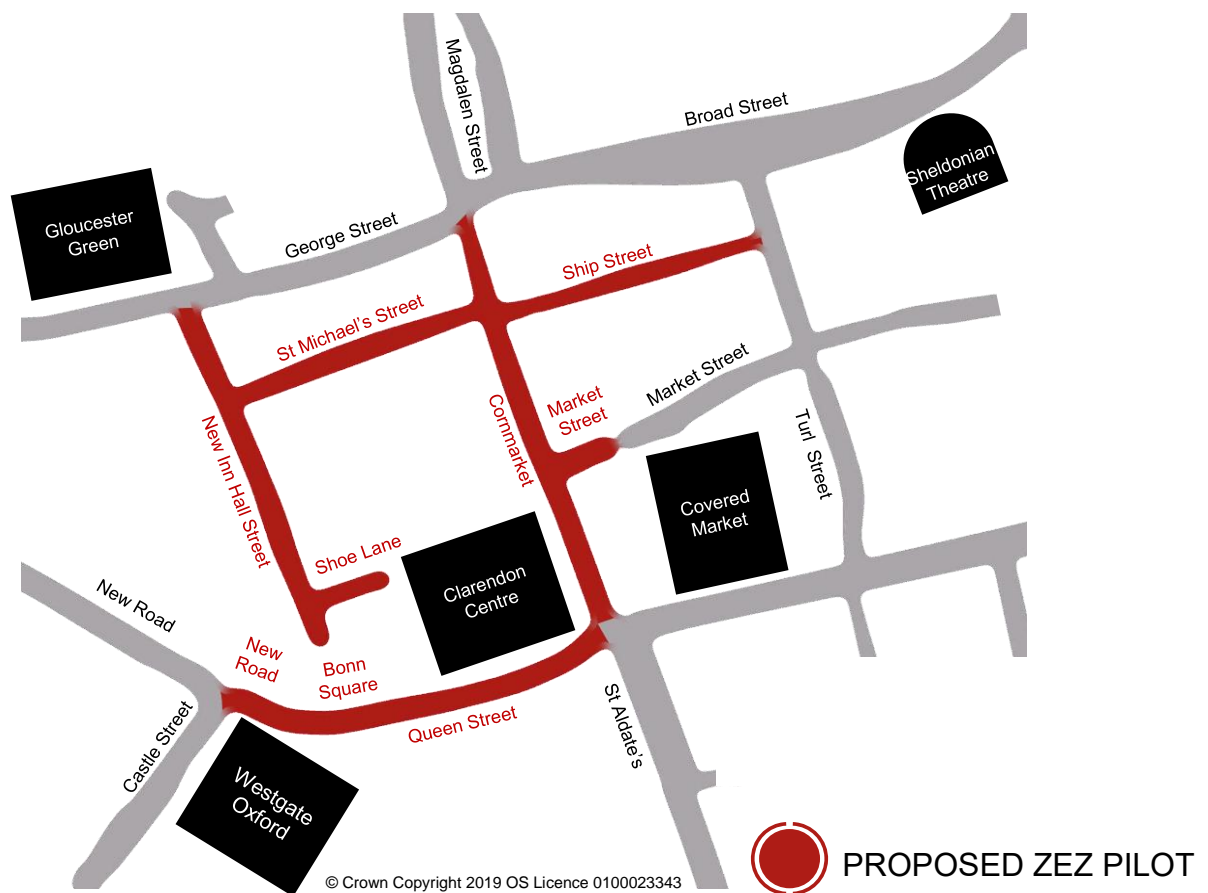
Exemptions for people forced to drive in the Pilot ZEZ as a result of planned road closures

It is proposed to grant limited temporary exemptions to deal with planned road closures where normal compliance with the scheme is not possible. Such exemptions will be granted only if there is no other route available that would allow the driver to avoid entering the Pilot ZEZ.

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ANNEX 6: FINAL ZEZ PILOT PROPOSALS

1. Map



2. Streets included in ZEZ Pilot

Street	Length
New Road	Between Bonn Square and its junction with Castle Street
Bonn Square	Whole length
Queen Street	Whole length
Cornmarket Street	Whole length
New Inn Hall Street	Whole length
Shoe Lane	Whole length
Market Street	From its junction with Cornmarket, extending east for 40 metres
Ship Street	Whole length
St Michael's Street	Whole length

3. Proposed charges for ZEZ Pilot

Charges would apply to all vehicle classes, from mopeds to HGVs. Discounts proposed for some vehicles		DAILY CHARGE (applies 7am – 7pm)	
BAND	EMISSIONS	August 2021 to July 2025	August 2025 onwards
ZEV Zero Emission Vehicle	0 g/km CO ₂	£0	£0
ULEV Ultra Low Emission Vehicle	Emits less than 75 g/km CO ₂ National Ultra Low Emission Truck standard may be adopted for HGVs when defined (subject to further consultation)	£2	£4
CAZ Clean Air Zone compliant vehicle	Vehicles with four or more wheels which meet the following standards: Euro 4 petrol Euro 6 diesel Vehicles with fewer than four wheels which emit 75 g/km CO ₂ or more.	£4	£8
Others	Any vehicle not meeting any of above standards	£10	£20

4. Proposed transitional discounts

Type	Discount	Eligibility limit*
ZEZ Pilot residents' vehicles	90% discount until August 2030, no discount thereafter	Maximum 2 vehicles per address in the ZEZ (in line with number of parking permits available for residents in the relevant CPZs)
Vehicle registered to and operating from businesses in the ZEZ Pilot, except Taxis or Private Hire Vehicles (see separate discounts for these)	90% discount until August 2025, no discount thereafter	Maximum 10 vehicles per business address in the ZEZ
Blue Badge holders (or international equivalent) and Disabled Tax Class vehicles	100% discount until August 2025 Currently it is proposed there would be no discount from August 2025 , but this is to be reviewed in consultation with affected road users and decided by December 2024. Any extension to this discount would require a further public consultation.	Maximum 2 vehicles per Blue Badge
Private Hire Vehicles Hackney carriages licensed outside Oxford	50% discount for petrol-electric hybrid vehicles emitting less than 100 g/km CO ₂ until August 2025	None

* For the ZEZ Pilot, no limit will initially be placed on the number of times vehicles registered for these discounts can be changed. A limit on the number of changes, or a charge for making changes, may need to be considered in light of operating experience.

5. Proposed permanent discounts (there are no limits of number of vehicles eligible for these discounts)

Type	Discount
Hackney carriages licensed by Oxford City Council (required to be ZEV from 2025)	100%
Vehicles operating registered local bus services	
Emergency service vehicles	
Historic tax class vehicles	
Hearses	
Military vehicles	
Agricultural and similar vehicles	
Recovery vehicles	
Special vehicles	
Community transport vehicles	
Care and health workers' vehicles	

6. Proposed discount for students arriving/leaving at the beginning and end of university term

The county council will grant a 100% discount to the ZEZ charge for students driving into the Pilot ZEZ area only for the purpose of delivering or collecting personal belongings at the beginning and end of each of the three university terms. This discount will only be available to students who are considered by their colleges to be suffering acute financial hardship. The colleges will therefore apply to the council for the discount on behalf of the students in question.

7. Proposed exemptions for people forced to drive in the Pilot ZEZ as a result of planned road closures

The county council, as charging authority, will grant limited temporary exemptions to deal with planned road closures where normal compliance with the scheme is not possible. Such exemptions will be granted only if there is no other route available that would allow the driver to avoid entering the Pilot ZEZ.



Cherwell
DISTRICT COUNCIL
NORTH OXFORDSHIRE



Cherwell District Council and Oxfordshire County Council

Equality and Climate Impact Assessment

OXFORD ZERO EMISSION ZONE PILOT

February 2021

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Section 1: Summary details

Directorate and Service Area	Communities – Planning & Place
What is being assessed (e.g. name of policy, procedure, project, service or proposed service change).	Oxford Zero Emission Zone – proposals for a local charging scheme for the ZEZ Pilot
Is this a new or existing function or policy?	The Oxford ZEZ Pilot will introduce a local charging scheme within a small area of Oxford city centre. Proposals for a ZEZ in Oxford form part of the county council's Local Transport Plan which was adopted in 2015.
Summary of assessment Briefly summarise the policy or proposed service change. Summarise possible impacts. Does the proposal bias, discriminate or unfairly disadvantage individuals or groups within the community? (following completion of the assessment).	<p>The ZEZ Pilot scheme is expected to provide positive health and environmental benefits through reduced traffic levels and emissions from transport and support a better walking and cycling environment in the city centre. These benefits are likely to disproportionately fall on those living and working in the ZEZ Pilot area, but anyone visiting the ZEZ will see some benefit. The scheme may also generate income to pay for schemes to help residents and businesses in the ZEZ Pilot make the transition to zero emission vehicles, and on other schemes that promote zero and low emission transport in the city. This will help to increase the overall accessibility of the city centre, with increased active travel also contributing to mental, physical and more general wellbeing benefits.</p> <p>The main negative impacts of the ZEZ proposals are its effect on access and affordability of access for those travelling within the zone in a non-zero emission vehicle between the proposed charging hours (7am and 7pm). However, these negative impacts are not considered to be significant as the ZEZ Pilot only covers a small area of the city centre which is already very restricted i.e. is not a through route and with public parking only available for Blue Badges holders. The area covered by the Pilot also has very limited workplace car parking and is also highly accessible by bus (including Park & Ride) and train.</p> <p>Furthermore, the scheme has been designed to overcome potential negative impacts on access and affordability of access through the proposed 100% discount for Blue Badge holders and disabled tax class vehicles until August 2025. Should the scheme be approved, it is proposed to review this in consultation with affected road users, with any extension to this discount subject to a further public consultation and decided by December 2024. Residents and businesses living or operating within the ZEZ Pilot will also receive a 90% discount until 2030 and 2025, respectively.</p>

Completed By	Stewart Wilson / Martin Kraftl
Authorised By	Eric Owens
Date of Assessment	10 February 2021

Section 2: Detail of proposal

<p>Context / Background</p> <p>Briefly summarise the background to the policy or proposed service change, including reasons for any changes from previous versions.</p>	<p>The ZEZ is part of the county's Local Transport Plan (adopted in 2015) and Oxford City Council's Local Plan (adopted in 2020).</p> <p>The councils consulted on initial proposals for a ZEZ in 2017, published updated proposals in January 2019, and consulted informally on final draft proposals (focused on the Red Zone charging scheme) in January 2020. We began a final consultation on the Red Zone in March 2020, but this was suspended due to the COVID-19 pandemic.</p> <p>Previous consultations have set out further background to the ZEZ and are available online or on request.</p> <p>A final formal consultation on the proposed ZEZ Pilot was carried out during winter 2020/21. Responses to this consultation will be reported to the councils' Cabinets in March 2021, and will inform their decisions about whether or not to proceed with the scheme.</p>
<p>Proposals</p> <p>Explain the detail of the proposals, including why this has been decided as the best course of action.</p>	<p>Oxfordshire County Council and Oxford City Council are proposing to create a Zero Emission Zone (ZEZ) in Oxford city centre starting in August 2021.</p> <p>The zone is referred to as the "ZEZ Pilot". Future phases of the ZEZ will cover different areas but these do not form part of this scheme and will be consulted on separately in future.</p> <p>Zero emission vehicles would be able to drive in the zone free of charge. Other vehicles would have to pay a charge if driven into the zone between 7am and 7pm, with the level of charge depending on the emissions of the vehicle:</p>

	<p>Ultra Low Emission Vehicle - £2 (£4 from 1 June 2025 onwards)</p> <p>Clean Air Zone compliant vehicle - £4 (£8 from 1 June 2025 onwards)</p> <p>Other vehicles - £10 (£25 from 1 June 2025 onwards)</p> <p>Discounts would be available for residents and businesses in the zone, Blue Badge Holders and some other vehicles. The ZEZ Pilot will lead to cleaner air, quieter streets, contribute to action on climate change, and allow a smaller area to be tested before being expanded to cover a larger area of the city centre in 2022.</p> <p>Income raised by the ZEZ may be used to cover the costs of implementing and running it. Any funds left over once these costs have been covered must be spent on schemes or initiatives which directly or indirectly facilitate the achievement of local transport policies. This is a requirement of the legislation that allows the scheme to be introduced. The city and county councils intend to use ZEZ income to pay for schemes to help residents and businesses in the ZEZ make the transition to zero emission vehicles, and on other schemes that promote zero and low emission transport in the city. The councils will work with residents and businesses to develop and implement supporting schemes.</p> <p>The ZEZ Pilot is just one part of the councils' plans to make the transition to zero emission transport.</p>
<p>Evidence / Intelligence</p> <p>List and explain any data, consultation outcomes, research findings, feedback from service users and stakeholders etc, that supports your proposals and can help to inform the judgements you make about potential impact on different individuals, communities or groups and our</p>	<p>The evidence base for the Local Transport Plan is summarised within the LTP itself. The January 2020 ZEZ consultation document includes the key evidence base for the ZEZ Pilot proposals. The councils have also used the experience of COVID-19 and the spring lockdown, and the feedback from the temporary bus gates survey in the summer, to make several changes to the ZEZ proposals.</p> <p>This ECIA is informed by feedback from the winter 2020 consultation. Compared to the average response, respondents with a disability/illness, from a Black, Asian and Minority Ethnic (BAME) group and/or living outside Oxford (so including more rural communities) are more likely to hold more negative views on the proposals including proposed charges (too high) and level of discounts (too small). Women tended to hold more positive views about the scheme compared to men, and a higher proportion of respondents over 65 years, compared to the average response, thought that charges were about right whilst fewer thought the discounts were about right. A detailed report on the outcomes of the ZEZ Pilot consultation is available on the county's webpage.</p>

<p>ability to deliver our climate commitments.</p>	<p>In addition to the above, there has been a review of UK and international research on transport and air pollution and previous independent professional advice on the implications of traffic restrictions for people with disabilities.</p>
<p>Alternatives considered / rejected</p> <p>Summarise any other approaches that have been considered in developing the policy or proposed service change, and the reasons why these were not adopted. This could include reasons why doing nothing is not an option.</p>	<p>Alternatives to the overall strategy set out in the OTS were considered as part of the OTS and are covered within the OTS document, published online.</p> <p>Doing nothing is not an option because the problems of local air pollution and climate change would remain and worsen if nothing is done.</p> <p>Investment in sustainable transport infrastructure is important and is a key part of our overall strategy. However, opportunities to reduce emissions purely through sustainable transport infrastructure (including bus, cycling and walking routes, and railways) are limited by the space available in a constrained city like Oxford, and by the availability of funds. The construction of large infrastructure projects of any kind also consumes resources and contributes to climate change.</p> <p>The preferred strategy is therefore to introduce direct incentives to reduce the number of polluting vehicles on the roads, whilst at the same investing in sustainable transport infrastructure.</p> <p>Alternatives to the current ZEZ proposals were covered in the January 2020 ZEZ consultation document (page 9) and in the 2017 Zero Emission Zone Feasibility Study by Ricardo.</p>

Section 3: Impact Assessment - Protected Characteristics

Protected Characteristic	No Impact	Positive	Negative	Description of Impact	Any actions or mitigation to reduce negative impacts	Action owner* (*Job Title, Organisation)	Timescale and monitoring arrangements
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Some older people may be more reliant on their car, even if they have no disability, so the introduction of an emissions based charge could have the effect of increasing the cost of car trips, or cause them to use another mode which takes longer or costs more. This may in turn exacerbate loneliness or isolation for those affected. However, this group is not expected to be negatively impacted by ZEZ Pilot proposals in terms of accessibility or affordability of travel.</p> <p>This is because the only public parking available in the ZEZ Pilot is Blue Badge holder parking. Older people without Blue Badges cannot therefore park in the ZEZ Pilot currently. For older people with Blue Badges see “Disability” section below.</p> <p>There are also public car parks close to the ZEZ Pilot which are unaffected by the charges. And the city centre is also highly accessible by bus and train.</p>	Not applicable.	Not applicable.	Not applicable.

Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>Before 2025: There is a risk that some people with disabilities will not be able to benefit from this exemption if they do not meet the criteria e.g. those with a temporary disability who are not able to apply for a Blue Badge. They may be negatively affected by the ZEZ because the cost, duration and length of car journeys may increase.</p> <p>After 2025: If charges are introduced, people with a disability that makes them more reliant on travel by private car (either as a driver or passenger) may be negatively affected by the ZEZ because the cost, duration and length of car journeys may increase.</p> <p>People suffering from respiratory illnesses such as asthma will benefit from the improved air quality that results from the scheme.</p>	<p>Air quality benefits are likely to disproportionately fall on those travelling within the ZEZ Pilot area.</p> <p>Lobby government to allow Blue Badge eligibility to cover those with a temporary disability.</p> <p>Before 2025: 100% discount from charges are already proposed.</p> <p>We will communicate with relevant stakeholder groups in advance of the scheme coming into effect to make them aware that Blue Badge holders can apply for an exemption & clearly signpost anyone who may qualify for an exemption in communication.</p> <p>Monitor closely post-implementation and liaise with groups representing people with disabilities to identify whether anyone with disabilities is not</p>	Stewart Wilson, Senior Transport Planner, Oxford Locality team	Post-implementation monitoring to include early & proactive engagement with effected groups. This will take place within 3 months of the scheme coming into effect.
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					<p>benefitting from this exemption and is being negatively affected.</p> <p>Hackney carriages licensed in Oxford will receive a 100% discount as they are subject to separate emissions requirements.</p> <p>Discount proposed for private hire vehicles to enable cheaper/free access by private hire as well as Hackney carriage.</p> <p>After 2025: Review of proposed charges to be undertaken with decision by December 2024 and which will involve groups representing people with disabilities.</p> <p>Councils to continue to work on schemes to support the transition to zero emission vehicles and transport.</p>		
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Gender Reassignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>No specific impacts identified – the only public parking available in the ZEZ Pilot is Blue Badge holder parking, so those people without Blue Badges cannot therefore currently park in the ZEZ Pilot. The area also has very limited workplace parking.</p> <p>There are public car parks close to the ZEZ Pilot which are unaffected by the charges. And the city centre is also highly accessible by bus and train.</p>	Not applicable	Not applicable.	Not applicable.
Marriage & Civil Partnership	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>No specific impacts identified – the only public parking available in the ZEZ Pilot is Blue Badge holder parking, so those people without Blue Badges cannot therefore currently park in the ZEZ Pilot. The area also has very limited workplace parking.</p> <p>There are public car parks close to the ZEZ Pilot which are unaffected by the charges. And the city centre is also highly accessible by bus and train.</p>	Not applicable	Not applicable.	Not applicable.

Pregnancy & Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>Potential impacts for pregnant women, who during their pregnancy have a temporary disability. Also, parents with very young children, using pushchairs etc, who are more reliant on travel by car.</p> <p>However, neither group is expected to be significantly impacted by proposals as parents without Blue Badges cannot park in public car parks within the ZEZ Pilot currently and because there is very little workplace parking within the zone.</p> <p>Furthermore, there are public car parks close to the ZEZ Pilot which are unaffected by the charges and the city centre is highly accessible by bus and train.</p> <p>Some studies have shown a link between air pollution and pregnancy complications, so the ZEZ should reduce these risks by reducing pollution.</p>	<p>Air quality benefits are likely to disproportionately fall on those travelling within the ZEZ Pilot area.</p> <p>90% discounts available for ZEZ Pilot residents' (until 2030) and business' vehicles (until 2025).</p> <p>Councils to continue to work on schemes to support the transition to zero emission vehicles and transport.</p> <p>Hackney carriages licensed in Oxford will receive a 100% discount as they are subject to separate emissions requirements.</p> <p>Discount for private hire vehicles to enable cheaper/free access by private hire as well as Hackney carriage.</p>	Stewart Wilson, Senior Transport Planner, Oxford Locality team	Post-implementation monitoring to include early & proactive engagement with effected groups. This will take place within 3 months of the scheme coming into effect.
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Race	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>No specific impacts identified – the only public parking available in the ZEZ Pilot is Blue Badge holder parking, so those people without Blue Badges cannot therefore currently park in the ZEZ Pilot. The area also has very limited workplace parking.</p> <p>There are public car parks close to the ZEZ Pilot which are unaffected by the charges. And the city centre is also highly accessible by bus and train.</p>	Not applicable	Not applicable.	Not applicable.
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Sex			<input checked="" type="checkbox"/>	<p>On average, women are less likely to cycle than men, and are more likely to transport young children to school, childcare or other destinations (National Travel Survey, 2018). Women may also have greater personal security concerns about using public transport.</p> <p>However, women are not expected to be significantly impacted by proposals as women without Blue Badges cannot park in public car parks within the ZEZ Pilot currently and because there is very little workplace parking within the zone.</p> <p>Furthermore, there are public car parks close to the ZEZ Pilot which are unaffected by the charges.</p>	<p>Air quality benefits are likely to disproportionately fall on those travelling within the ZEZ Pilot area.</p> <p>90% discounts available for ZEZ Pilot residents' (until 2030) and business' vehicles (until 2025).</p> <p>Councils to continue to work on schemes to support the transition to zero emission vehicles and transport.</p> <p>Hackney carriages licensed in Oxford will receive a 100% discount as they are subject to separate emissions requirements.</p> <p>Discount for private hire vehicles to enable cheaper/free access by private hire as well as Hackney carriage.</p>	Stewart Wilson, Senior Transport Planner, Oxford Locality team	Post-implementation monitoring to include early & proactive engagement with effected groups. This will take place within 3 months of the scheme coming into effect.
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Sexual Orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>No specific impacts identified – the only public parking available in the ZEZ Pilot is Blue Badge holder parking, so those people without Blue Badges cannot therefore currently park in the ZEZ Pilot. The area also has very limited workplace parking.</p> <p>There are public car parks close to the ZEZ Pilot which are unaffected by the charges. And the city centre is also highly accessible by bus and train.</p>	Not applicable	Not applicable.	Not applicable.
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Religion or Belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>There are three churches (and two colleges with chapels) believed to be directly affected by the ZEZ Pilot (we don't believe there are any other places of worship in the zone), with access potentially negatively affected because the cost OR duration and length of car journeys may increase for some people.</p> <p>The limited number of car parking spaces likely to be affected and high accessibility of the city centre by bus and train will help to reduce the scale of these potential impacts.</p> <p>Behavioural change will be encouraged by the ZEZ charges. Churches will be eligible to apply for discounts for any vehicles that they have registered to their premises in the Pilot area.</p>	<p>Air quality benefits are likely to disproportionately fall on those travelling within the ZEZ Pilot area.</p> <p>90% discounts available for ZEZ Pilot business' vehicles (until 2025).</p> <p>Councils to continue to work on schemes to support the transition to zero emission vehicles and transport including working with churches and colleges to identify solutions to help them maintain their accessibility whilst complying with the ZEZ standard.</p> <p>Hackney carriages licensed in Oxford will receive a 100% discount as they are subject to separate emissions requirements.</p> <p>Discount for private hire vehicles to enable cheaper/free access by</p>	Stewart Wilson, Senior Transport Planner, Oxford Locality team	Post-implementation monitoring to include early & proactive engagement with effected groups. This will take place within 3 months of the scheme coming into effect.
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					private hire as well as Hackney carriage.		
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Section 3: Impact Assessment - Additional Community Impacts

Additional community impacts	No Impact	Positive	Negative	Description of impact	Any actions or mitigation to reduce negative impacts	Action owner (*Job Title, Organisation)	Timescale and monitoring arrangements
Rural communities	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>People living outside Oxford are much more likely to be reliant on car travel to access destinations in Oxford.</p> <p>People living in rural communities may be negatively affected by the proposals, because they are likely to have less access to alternative modes to the car.</p> <p>However, this group is not expected to be significantly impacted by proposals as people without Blue Badges cannot park in public car parks within the ZEZ Pilot currently and because there is very little workplace parking within the zone. Furthermore, there are public car parks close to the ZEZ Pilot which are unaffected by the charges, and Oxford</p>	<p>Air quality benefits are likely to disproportionately fall on those travelling within the ZEZ Pilot area.</p> <p>90% discounts available for ZEZ Pilot business' vehicles until 2025.</p> <p>Councils to continue to work on schemes to support the transition to zero emission vehicles and transport.</p>	Stewart Wilson, Senior Transport Planner, Oxford Locality team	Post-implementation monitoring to include early & proactive engagement with effected groups. This will take place within 3 months of the scheme coming into effect.

Additional community impacts	No Impact	Positive	Negative	Description of impact	Any actions or mitigation to reduce negative impacts	Action owner (*Job Title, Organisation)	Timescale and monitoring arrangements
				city centre is well-served by bus and Park & Ride services			
Armed Forces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>No specific impacts identified – the only public parking available in the ZEZ Pilot is Blue Badge holder parking, so those people without Blue Badges cannot currently park in the ZEZ Pilot. The area also has very limited workplace parking.</p> <p>There are public car parks close to the ZEZ Pilot which are unaffected by the charges. And the city centre is also highly accessible by bus and train.</p>	Not applicable	Not applicable.	Not applicable.
Carers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The ZEZ Pilot may negatively affect carers who currently drive in the ZEZ Pilot by increasing the cost of travel.	<p>100% discounts are to be provided to those carrying out formal caring duties, covering care and health worker vehicles.</p> <p>Air quality benefits are likely to disproportionately fall on</p>	Stewart Wilson, Senior Transport Planner, Oxford Locality team	Post-implementation monitoring to include early & proactive engagement with effected groups.

Additional community impacts	No Impact	Positive	Negative	Description of impact	Any actions or mitigation to reduce negative impacts	Action owner (*Job Title, Organisation)	Timescale and monitoring arrangements
					<p>those travelling within the ZEZ Pilot area.</p> <p>90% discounts available for ZEZ Pilot residents' (until 2030) and business' vehicles (until 2025).</p> <p>Councils to continue to work on schemes to support the transition to zero emission vehicles and transport.</p>		This will take place within 3 months of the scheme coming into effect.
Areas of deprivation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>The ZEZ Pilot may negatively affect people on lower incomes who currently drive in the ZEZ Pilot.</p> <p>However, this group is not expected to be significantly impacted by proposals as people without Blue Badges cannot park in public car parks within the ZEZ Pilot currently and because there is very little workplace parking within the zone. Furthermore, there are public car parks close to the</p>	<p>Air quality benefits are likely to disproportionately fall on those travelling within the ZEZ Pilot area.</p> <p>90% discounts available for ZEZ Pilot residents' (until 2030) and business' vehicles (until 2025).</p> <p>Councils to continue to work on schemes to support the transition to zero emission vehicles and transport.</p>	Stewart Wilson, Senior Transport Planner, Oxford Locality team	Post-implementation monitoring to include early & proactive engagement with effected groups. This will take place within 3 months of the scheme coming into effect.

Additional community impacts	No Impact	Positive	Negative	Description of impact	Any actions or mitigation to reduce negative impacts	Action owner (* Job Title, Organisation)	Timescale and monitoring arrangements
				<p>ZEZ Pilot which are unaffected by the charges. The city centre also highly accessible by public transport including by bus.</p>	<p>Hackney carriages licensed in Oxford will receive a 100% discount as they are subject to separate emissions requirements.</p> <p>Discount for private hire vehicles to enable cheaper/free access by private hire as well as Hackney carriage.</p>		

Section 3: Impact Assessment - Additional Wider Impacts

Additional Wider Impacts	No Impact	Positive	Negative	Description of Impact	Any actions or mitigation to reduce negative impacts	Action owner* (*Job Title, Organisation)	Timescale and monitoring arrangements
Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No additional impacts identified for staff that are not covered by groups above. The county council does not have any premises in the ZEZ.	Not applicable.	Not applicable.	Not applicable.
Other Council Services	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Impact on council services is expected to be minimal. Certain operational vehicles (e.g. those involved in highway maintenance) will be affected. Unless they can comply with the standard or work around the charging hours, some of these will have to pay the daily charge which will increase costs to the council. The volume of vehicles affected is small.	Air quality benefits are likely to disproportionately fall on those travelling within the ZEZ Pilot area. Councils to continue to work on schemes to support the transition to zero emission vehicles and transport.	Stewart Wilson, Senior Transport Planner, Oxford Locality team	Post-implementation monitoring to include early & proactive engagement with effected groups. This will take place within 3 months of the scheme coming into effect.
Providers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Impact on council providers is expected to be minimal. Certain operational vehicles (e.g. those involved in	Air quality benefits are likely to disproportionately fall on	Stewart Wilson, Senior Transport Planner,	Post-implementation monitoring to include early &

Additional Wider Impacts	No Impact	Positive	Negative	Description of Impact	Any actions or mitigation to reduce negative impacts	Action owner* (*Job Title, Organisation)	Timescale and monitoring arrangements
				highway maintenance) will be affected. Unless they can comply with the standard or work around the charging hours, some of these will have to pay the daily charge which will increase costs to the council. The volume of vehicles affected is small.	those travelling within the ZEZ Pilot area. Councils to continue to work on schemes to support the transition to zero emission vehicles and transport.	Oxford Locality team	proactive engagement with effected groups. This will take place within 3 months of the scheme coming into effect.
Social Value ¹	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Air pollution damages public health, natural capital and economic output. A reduction in air pollution brought about by the scheme is therefore expected to have positive economic and social benefits.	Not applicable.	Not applicable.	Not applicable.

¹ If the Public Services (Social Value) Act 2012 applies to this proposal, please summarise here how you have considered how the contract might improve the economic, social, and environmental well-being of the relevant area

Section 3: Impact Assessment - Climate Change Impacts

OCC and CDC aim to be carbon neutral by 2030. How will your proposal affect our ability to reduce carbon emissions related to

Climate change impacts	No Impact	Positive	Negative	Description of impact	Any actions or mitigation to reduce negative impacts	Action owner (*Job Title, Organisation)	Timescale and monitoring arrangements
Energy use in our buildings or highways	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The county council does not have any premises in the ZEZ Pilot.	Not applicable.	Not applicable.	Not applicable.
Our fleet	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The ZEZ Pilot is not expected to impact on the council's own fleet vehicles in any significant way, but there may a small positive impact in encouraging the fleet to move towards zero and low emission vehicles.	Not applicable.	Not applicable.	Not applicable.
Staff travel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The county council does not have any premises in the ZEZ Pilot, so staff travel is not expected to be affected.	Not applicable.	Not applicable.	Not applicable.

Purchased services and products (including construction)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Certain operational vehicles (e.g. those involved in highway maintenance) will be affected, with charges providing an incentive for providers to transition to more zero emission vehicles, or where that is not possible, encourage more efficient operation/consolidation of vehicles.	Not applicable.	Not applicable.	Not applicable.
Maintained schools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The county council does not have any premises in the ZEZ Pilot including maintained schools.			

We are also committed to enable Cherwell to become carbon neutral by 2030 and Oxfordshire by 2050. How will your proposal affect our ability to:

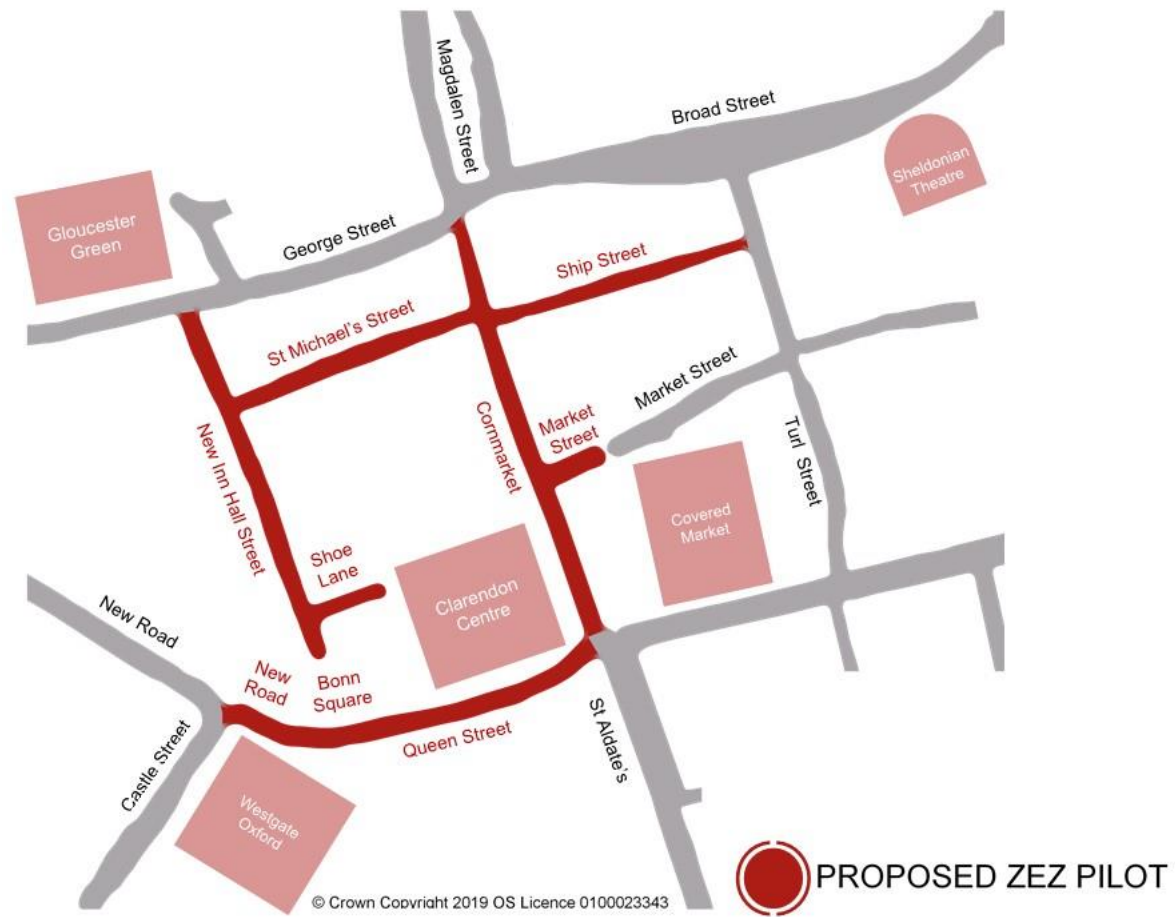
Climate change impacts	No Impact	Positive	Negative	Description of impact	Any actions or mitigation to reduce negative impacts	Action owner (*Job Title, Organisation)	Timescale and monitoring arrangements
Enable carbon emissions reduction at district/county level?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>The ZEZ Pilot aims to reduce air pollution levels, tackle the climate emergency, and improve the health of residents, workers and visitors in Oxford and beyond.</p> <p>It will allow Oxfordshire County Council and Oxford City Council to gain useful experience and information before introducing a larger ZEZ in Oxford city centre in spring 2022.</p>	Not applicable.	Not applicable.	Not applicable.

Section 4: Review

Where bias, negative impact or disadvantage is identified, the proposal and/or implementation can be adapted or changed; meaning there is a need for regular review. This review may also be needed to reflect additional data and evidence for a fuller assessment (proportionate to the decision in question). Please state the agreed review timescale for the identified impacts of the policy implementation or service change.

Review Date	29 October 2021
Person Responsible for Review	Stewart Wilson
Authorised By	Eric Owens

Annex 1 – map of the ZEZ Pilot



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Divisions Affected - All

CABINET – 16 MARCH 2021

OXFORDSHIRE ELECTRIC VEHICLE INFRASTRUCTURE STRATEGY

Report by Corporate Director Communities

RECOMMENDATION

1. **The Cabinet is RECOMMENDED to ADOPT the recommended policies and key actions for the Oxfordshire Electric Vehicle Infrastructure Strategy (2020-2025).**

Executive Summary

2. All six of Oxfordshire's councils have declared climate emergencies; Oxfordshire County Council's broader vision includes an ambition to reducing carbon emissions to tackle climate change and improve air quality. Supporting a transition to zero emission road transport is a key component in Oxfordshire's councils achieving their net zero carbon targets, reducing air pollution, and delivering key transport initiatives such as the Oxford Zero Emission Zone.
3. The government has proposed an end to the sale of petrol and diesel vehicle sales by 2030. Comprehensive, accessible and efficient charging infrastructure is essential in enabling the rapid adoption of electric vehicles. The Oxfordshire Electric Vehicle Infrastructure Strategy (OEVIS) sets out the policies and plans to realise this goal, it has been a true collaborative piece of work with City and District Councils and has been informed through the lessons learnt from various innovative EV charging projects already being delivered. It is amongst the first of its kind in the UK, the strategy will put the county in a strong position to ensure that those wishing to purchase an EV can access convenient charging and we believe the strategy will provide a benchmark for UK Transport Authorities.
4. Our vision for EV charging in Oxfordshire is:
 - *Residents, businesses and visitors in Oxfordshire will be confident they can recharge EVs conveniently, and in a manner appropriate for their needs.*
 - *Oxfordshire's EV charging provision will develop to meet the needs of users now and in the future, and in doing so support Oxfordshire's transition to decarbonising transport and improving air quality.*
5. The OEVIS provides an operational approach to enabling and deploying charging infrastructure in Oxfordshire for cars and car-based vans. In the short-term (2020-2025), our objectives are to:

- Enable and deliver public EV charging strategically across Oxfordshire
- Adopt a common approach to managing EV charging in Council car parks
- Enable residents without access to private off-road parking to access a range of options for EV charging
- Encourage new developments to install high quality EV charging infrastructure
- Set standards for the quality of public EV charging in Oxfordshire which supports development of a network which is high quality, open, accessible and future-proofed
- Work with partners to encourage other landowners to install EV charging infrastructure for businesses, residents and other users.

Exempt Information

6. No exempt information

Introduction & Background

7. All six of Oxfordshire's councils have declared climate emergencies. Supporting a transition to zero emission road transport is a key component in Oxfordshire's councils achieving their net zero carbon targets, this has been reinforced by Oxfordshire County Council's commitment to delivering the UK's first ZEZ in Oxford to reduce air pollution levels, tackle the climate emergency, and improve the health of residents, workers and visitors in Oxford and beyond. The councils are at the forefront of delivering new solutions and a sustainable model for EV charging across the county, with projects across the county delivering up to 430 charging points by 2022 in partnership with City and District Councils and the private sector.
8. Comprehensive, accessible and efficient charging infrastructure is essential in enabling the rapid adoption of electric vehicles. This strategy sets out the policies and plans to realise this goal. The OEVIS has been a true collaborative piece of work with City and District Councils and has been informed through the lessons learnt from various innovative EV charging projects already being delivered. It is amongst the first of its kind in the UK, the strategy will put the county in a strong position to ensure that those wishing to purchase an EV can access convenient charging and we believe the strategy will provide a benchmark for UK transport Authorities.
9. It is proposed that the OEVIS is adopted by all six collaborating Councils in Oxfordshire, and work is underway at each of the district and city councils to present the strategy to their own senior teams and cabinets for adoption over the coming months.

10. To support the drive to reach net zero carbon emissions by 2050, the UK government has set out its ambitions for all new cars to be electric by 2030. Socio-economic factors mean Oxfordshire is likely to have faster growth in EV sales than the national average; University of Oxford predictions indicate that by 2025 there could be over 25,000 EVs on Oxfordshire's roads, and over 44,000 by 2027 (**see annex 1**). Local measures such as the upcoming ZEZ pilot starting in August 2021 may also stimulate additional uptake of EVs, not just within the zone, but also across the county, from where journeys into the zone may originate.
11. The forecast increase in EV uptake makes the need for adequate EV charging infrastructure urgent – we need to plan now for action to be taken on EV charging within the coming 3-5 years. This is particularly acute for the 30 – 40% of households across the county with no off-road parking who are unable to install their own EV charger (**see annex 2**). Residents already contact Oxfordshire County Council and the districts on a regular basis with requests for support with EV charging and on-street EV chargers.
12. Current public EV charging provision in the county is limited and most is focussed in Oxford City. As demand increases, the Councils are each looking into deploying their own infrastructure, and a lack of coordination could result in inconsistency across the county, and loss of opportunities to collaborate to reduce resource demand on the councils and share learning.
13. Oxfordshire has not previously had any detailed operational strategy for the deployment and management of EV charging infrastructure. However, the Councils have achieved recognition, and attracted considerable investment in the delivery of pioneering EV charging projects. A shared strategic approach will ensure we meet customer needs, share learning from our projects, co-ordinate activity across Oxfordshire to ensure a complimentary offering, consistent strategy and policies, and lays the foundation for future projects.
14. The OEVIS provides an operational approach to enabling and deploying charging infrastructure in Oxfordshire in the short-term (2020-2025). The strategy covers the administrative area of Oxfordshire County Council and includes the administrative areas of each of the five District Councils. It focusses on EV charging for cars, car-based vans, and taxis (hackney carriage and private hire vehicles) for three user groups with differing needs for EV charging:
 - (a) Oxfordshire residents
 - (b) Local businesses, their employees, taxis, logistics operations and car clubs
 - (c) Visitors to Oxfordshire.

Recommended Policies

15. The following policies are proposed for the OEVIS and will supported by 'Key Actions' which can be seen in the full OEVIS document (**Annex 3**)

Policy Area	Policy
Targets for EV charging	Policy EVI 1: The Councils will seek to enable and encourage deployment of public EV chargepoints in Oxfordshire towards meeting predicted demand by 2025 in line with national and European directives
Funding public EV chargers	Policy EVI 2: The Councils will collaborate to seek funding for EV infrastructure and support the development of self-sustaining business models for EV charging in Oxfordshire which rely less heavily on continuing government support in the future
Public Charging in local authority car parks	Policy EVI 3: The Councils will aspire to reach or exceed a target of converting 7.5% of local authority managed public car park spaces, to fast or rapid EV charging by 2025.
	Policy EVI 4: The Councils will manage parking bays for EV charging in local authority car parks to encourage both destination and overnight EV charging and for all types of EV ownership, including private vehicles, shared or car club vehicles, and business vehicles where appropriate
Charging at Council sites	Policy EVI 5: The Councils will support staff and visitors to access electric vehicle charging at Council premises where appropriate
Charging without off-road parking	Policy EVI 6: Recognising that lack of off-road parking may be a significant barrier to EV take-up, Oxfordshire County Council will promote a hierarchy of solutions to EV charging for residents without access to a driveway, prioritising off-street charging hubs, and other solutions which avoid generating additional street clutter or surrounding maintenance and management challenges
Charging in New Developments	Policy EVI 7: The Councils will seek to include statements & policies supportive of EV charging infrastructure and, where appropriate, references to the Oxfordshire Electric Vehicle Infrastructure Strategy in their planning standards and guidance
	Policy EVI 8: The Councils will benchmark nationally, and between themselves, each seeking to set minimum standards for the quantity of EV charging to be provided in developments in their planning requirements.
	Policy EVI 9: The Councils will seek to provide support and guidance on EV charging provision to Town and Parish Councils, and other groups writing Neighbourhood Plans

EV Charging in Historic Areas	Policy EVI 10: In order to manage the impact of EV chargers without restricting access to EV charging, the Councils will define and communicate the design features of EV chargers which will have the most positive impact on the character of our cities towns and villages, and ensure that where there are specific heritage conservation needs, these are met by the charging equipment deployed.
Commercial car parks	Policy EVI 11: The Councils will seek opportunities to encourage organisations, businesses and other owners of commercial and public car parks to deploy public EV charging infrastructure where it is appropriate
Communal residential car parks	Policy EVI 12: The Councils will seek opportunities to encourage owners and managers of housing stock of all types of tenure to deploy public EV charging infrastructure where it is appropriate
Workplace Charging	Policy EVI 13: The Councils will explore opportunities to encourage uptake of EV charging at workplaces where it is appropriate
Rapid charging on strategic roads	Policy EVI 14: The Councils will seek to improve the availability of Rapid and Super-Rapid EV charging on and near the strategic road network and important link roads across Oxfordshire
Charging standards for Oxon	Policy EVI 15: The Councils will encourage the deployment of a high quality, reliable, open, value for money, and truly instant access EV charging network for Oxfordshire by setting high standards which seek to reach 'above and beyond' minimum legal requirements
Managing Energy Impacts	Policy EVI 16: The Councils will seek to increase the emissions reduction benefits of electric vehicles, and mitigate the impact of EV charging infrastructure on the local and national grid by encouraging and promoting the use of renewable energy for EV charging, encourage 'off-peak' use of EV chargers, and exploring technical options to manage grid demand from EV charging infrastructure.
Promoting EVs & Infrastructure	Policy EVI 17: The Councils will promote information about public EV charging in Oxfordshire, and awareness of the benefits of EVs to the public through their online and other communications channels

Governance

16. The OEVIS has been developed with cross Council governance via a Project Board of Assistant Directors, Heads of Service and other managers from each authority:

Organisation	Name	Role
Oxfordshire County Council	Paul Fermer	Assistant Director – Communities Operations
	Llewelyn Morgan	Head of IHub
Cherwell District Council	Ed Potter	Assistant Director - Environmental Services
Oxford City Council	Jo Colwell	Head of Environmental Sustainability
	Rose Dickinson	Carbon Reduction Team Manager
South Oxfordshire District Council	Michelle Wells	Policy & Insight Manager
Vale of White Horse District Council	Michelle Wells	Policy & Insight Manager
West Oxfordshire District Council	Claire Locke	Group Manager - Commissioning

17. A member steering board made up of representatives from each of the Council's has been engaged in the development of the strategy:

Organisation	Name	Council Role
Oxfordshire County Council	Cllr Yvonne Constance	Cabinet Member for Environment (including Transport)
Cherwell District Council	Cllr Dan Sames	Lead Member for Clean and Green
Oxford City Council	Cllr Tom Hayes	Cabinet Member for Zero Carbon Oxford
South Oxfordshire District Council	Cllr Caroline Newton	Climate Emergency Advisory Committee Member
Vale of White Horse District Council	Cllr Catherine Webber	Cabinet Member for the Climate Emergency and the Environment
West Oxfordshire District Council	Cllr David Harvey	Cabinet Member for Climate Change

18. Proposed adoption dates at participating Councils are shown below. Adoption dates at Oxford City Council are yet to be confirmed due to Purdah affecting cabinet meeting dates.

Organisation	Cabinet/Executive Board
Oxfordshire County Council	16/03/2021
Cherwell District Council	06/04/2021
Oxford City Council	TBC
South Oxfordshire District Council	08/04/2021
Vale of White Horse District Council	09/04/2021
West Oxfordshire District Council	24/03/2021

19. Where adoption timelines must be extended at individual districts for local adoption processes, due to Purdah or other events, implementation will not be impacted for Councils where the strategy has been adopted.
20. The OEVIS is an important document for OCC in its own right as Highways Authority. The roll out of OCC's existing pipeline of projects will continue through ongoing collaborative work with the District and City Councils to deliver these, alongside the adoption of this strategy in each Authority.

Corporate Policies and Priorities

21. All six of Oxfordshire's councils have declared climate emergencies; Oxfordshire County Council's broader vision includes an ambition to reducing carbon emissions to tackle climate change and improve air quality. Supporting a transition to zero emission road transport is a key component in Oxfordshire's councils achieving their net zero carbon targets, reducing air pollution, and delivering key transport initiatives such as the Oxford Zero Emission Zone.
22. The OEVIS strategy will act as a supporting strategy for the emerging Connecting Oxfordshire Local Transport and Connectivity Plan (LTCP), and aims to compliment and support the LTCP vision, by:
 - (a) reducing emissions from shared transport through promoting EV infrastructure for shared transport
 - (b) reducing emission from private road transport where active and public transport is not an option.
23. The strategy has strong ties with the Oxfordshire Energy Strategy, the Oxfordshire 2050 Plan, each of the collaborating Councils' Climate Emergency declarations and net zero carbon targets, and Oxfordshire County Council's Climate Action Framework (CAF). The OEVIS will act as a supporting strategy to the CAF to facilitate delivery of recommended actions and support the drive to meet local and national emissions reductions targets.
24. Oxfordshire County Council and Oxford City Council are proposing to create a Zero Emission Zone (ZEZ) pilot in Oxford city centre, starting in August 2021, and based on a road user charging scheme. This pilot, and any future implementation and expansion, may generate additional need and demand for EV charging for road user groups travelling through or located in the ZEZ.

Financial Implications

25. Oxfordshire's Councils will use their best endeavours to deliver on the commitments made in the strategy, using existing project funding, future Government funding opportunities and partnerships with the private sector which deliver an EV charging network for Oxfordshire with minimal impact on existing Council budgets.
26. Policy EVI 2 sets out the Councils' ambitions to seek external grant funding from government, along with private investment to deliver EV charging infrastructure projects and the ongoing management of EV charging. The policy also sets out our ambition to continue our current exploration of self-sustaining business models for EV infrastructure.
27. Project funding for public EV charging from central government is available through two main routes:
 - (a) The Office for Zero Emission Vehicles (OZEV) On-street Residential Charging Scheme
 - (b) Innovate UK (IUK) EV infrastructure schemes
28. Oxfordshire County Council has had considerable success in winning government funding and attracting private investment for EV infrastructure projects over the last 5 years:

Project Name	Charging Type	Grant Funding	Private Investment
Go Ultra Low Oxford – On Street Project <i>(Led by Oxford City Council)</i>	3-7kW and 7-22kW roadside charging technologies	OZEV grant: £ 816k (Funding to Oxford City Council: 816k)	Concession resourcing
Go Ultra Low Taxi <i>(Led by Oxford City Council)</i>	Rapid EV charging infrastructure for Taxis	OZEV grant: £473k (Funding to Oxford City Council: £473k)	Concession resourcing
Park and Charge Oxfordshire	7-22kW EV hubs for residents with no off-road charging access	IUK grant: £3.4m (Funding to OCC: £759k)	£1.8m Concession resourcing
Virgin Park and Charge	7-22kW Using Virgin Media data network to supply energy <i>(installations in Oxon unlikely)</i>	IUK grant: £4M (Funding to OCC: £104.5k)	£5.6m Concession resourcing

29. Charge Point Operators frequently offer investment via a concession model, whereby local authorities can 'host' chargers operated and managed by the CPO at little or no cost to the local authority, while revenue from charging is retained by the operator or shared with the host.

30. Oxford City Council have also engaged with the private sector to bring in funding for EV infrastructure and charger operation in several projects via similar models in addition to government grant funding.
31. Management of a licensing scheme for on-street EV charging will have budgetary implications which are yet undefined. Our objective in developing the future licensing scheme is to charge a licensing fee to cover the costs of resourcing.
32. EV charging spaces may generate less income for Councils than ICE spaces in the short term. A financial model for EV charging in Council car parks has been generated and demonstrates that over 5 years the Councils will expect to see usage of spaces and income levels increase. The target for EV charging spaces in Council car parks has been consulted on with parking teams and the risk of loss of potential income, and potential for minor additional resourcing requirements in regard to enforcement was considered acceptable at this level.

Comments checked by:

Rob Finlayson - Finance Business Partner (Communities and C,OD & CDAI)
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Legal Implications

33. This report is not considered to raise any legal implications. A copy of the full OEVIS document was sent for review to both the Environment and Contracts legal teams.

Comments checked by:

Nicole Olavesen - Solicitor (Environment Team)
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Christian Smith - Principal Solicitor (Contracts)
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Staff Implications

34. Delivery of the actions recommended in the OEVIS will require some staff resourcing which is as yet undefined until detailed project plans are drawn up. As discussed above in Financial Implications, Policy EVI 2 sets out the Councils' ambitions to seek external grant funding from government, along with private investment to fund the delivery EV charging infrastructure projects and the ongoing management of EV charging. The policy also sets out our ambition to continue our current exploration of self-sustaining business models for EV infrastructure – this exploration includes investigating options for the funding of staff resource.

35. A key component which will require staff resourcing within Oxfordshire County Council is the management of a licensing scheme for on-street EV charging, the requirements of which are yet undefined. Our objective in developing the future licensing scheme is to charge a licensing fee to cover the costs of resourcing.

Equality & Inclusion Implications

36. While many areas of Oxfordshire are affluent, and likely to be among the first to see early mass adoption of EVs, there are significant areas of Oxfordshire where income is low. Lower income households are often disproportionately affected by poor air quality, and also the sector of society least able to adopt EVs early. There may be a perception of unfairness in access to EV charging if chargers are only installed in wealthy areas where people have been able to afford brand new technology.
37. While the Councils are limited in the action they can take to support low income households with the purchase of EVs, the second hand EV market is growing, providing more people with access to electric vehicles. The strategy enables the councils to take a strategic approach to delivering EV charging based on likely future need, rather than consumer demand from more affluent early adopters of EVs. This will allow steps to be taken to ensure equitable access to EV charging. Car club vehicles may also provide a more affordable alternative to private EV ownership, with the potential to give wider access to clean vehicles, and support reductions in private vehicle ownership in line with the aims of Connecting Oxfordshire. Electric car clubs and the chargers needed to power them are therefore included as a valuable measure to improve social inclusion in Oxfordshire's EV ready future.
38. The installation of EV chargers on the public highway, if not carefully managed, may create negative impacts for road users; in particular, pedestrians and those with disabilities, potentially compromising the Council's commitment to inclusive mobility.
39. The strategy sets out the Councils approach to supporting drivers without off-street parking, while prioritising those solutions which avoid installing infrastructure on the pedestrian footway, and where that is not possible selecting options which avoid or minimise obstructions for pedestrians and consider inclusive mobility.

Sustainability Implications

40. Environmental Impacts: The OEVIS strategy has strong links with the emerging Connecting Oxfordshire Local Transport and Connectivity Plan, and aims to compliment and support the LTCP vision. The strategy also has strong ties with the Oxfordshire Energy Strategy, the Oxfordshire 2050 Plan, each of the

collaborating Councils' Climate Emergency Responses, and Oxfordshire County Council's Climate Action Framework. The OEVIS will act as a supporting strategy for the LTCP and CAF to support the drive to meet emissions reductions targets.

41. Key areas of positive impact are:

(a) *Energy use in our buildings or highways*

The OEVIS has a positive impact on Carbon and Air Quality emissions reduction of road traffic on Oxfordshire Highways by supporting transition to ultra-low and zero emissions vehicles on our highways.

(b) *Our fleet*

EV charging equipment in local authority owned car parks will enable longer pool vehicle and grey fleet journeys, in Oxfordshire to be made in ultra-low and zero emission vehicles.

(c) *Staff travel*

Improved access to EV charging will enable more staff to choose ultra-low or zero emission vehicles for their commute.

(d) *Purchased services and products (including construction)*

Encouraging the use of renewable energy, on-site renewable generation, and battery storage options to power electric vehicles will reduce upstream emissions for powering electrified vehicles.

(e) *Enable carbon emissions reduction at district/county level?*

Provision of EV charging infrastructure to drivers, in particular those who cannot charge an electric vehicle at home, will enable greater numbers of Oxfordshire residents and businesses to switch to cleaner low and zero emission vehicles for private, shared and business use

Risk Management

42. Risks associated with the adoption and delivery of the strategy have been considered throughout its development. Key risks are summarised as:

Risk	Mitigation
Financial or resourcing constraints mean actions are delayed or not delivered.	<ul style="list-style-type: none"> Discussed under heading 'Financial and Staff Implications'
Ongoing licensing, management and maintenance of EV charging infrastructure generates additional revenue burdens.	<ul style="list-style-type: none"> Discussed under heading 'Financial and Staff Implications'

Parking spaces for EV charging generate less income than ICE spaces in the short term	<ul style="list-style-type: none"> Discussed under heading 'Financial and Staff Implications' para 30.
Councils are liable for incidents involving EV infrastructure	<ul style="list-style-type: none"> Oxfordshire EV Standards will require owners and operators of EV infrastructure to have appropriate public liability and other insurances
Over supply of EV infrastructure, or installation in the wrong places means chargers are not well utilised	<ul style="list-style-type: none"> Analysis of likely demand across Oxfordshire has demonstrated key hotspots where need for support with EV charging and likely early mass uptake intersect and where deployment should be targeted. Ongoing monitoring of demand is recommended during the delivery of EV strategy projects to reduce the risk of over supply
EV chargers do not meet the right standards or are unreliable	<ul style="list-style-type: none"> Oxfordshire EV Standards and the proposed on-street EV charging policy will require all EV infrastructure installed or licensed to; Meet relevant national and international standards, and the higher Oxfordshire Standards designed to ensure reliability and quality. Be operated and maintained appropriately by a competent ChargePoint operator to best practice SLAs.
EV chargers are not 'future-proofed' for advances in technology, assets become obsolete	<ul style="list-style-type: none"> Councils can avoid investing in technology which is likely to be rapidly replaced by and focussing on enabling market led provision of EV charging. Strategy promotes concessions and licensing options which leave the charger asset the responsibility and property of the CPO and avoid adoption or ownership of EV charger assets by councils. The Oxfordshire EV charging standards set out a requirement for CPOs to demonstrate a renewal plan for assets at the end of their useful life.
The high technical and operational standards proposed in the strategy put the industry off investing.	<ul style="list-style-type: none"> Engagement with the EV charging industry during development has indicated no major challenges arising from the technical and operational standards proposed for EV charging infrastructure in Oxfordshire.

43. Opportunities and Benefits to the Council are summarised as:

Opportunities and Benefits
<ul style="list-style-type: none"> Encouraging drivers to switch from petrol/diesel to EV will benefit local air quality through reduced exhaust emissions of NO_x and help decarbonise transport as energy generation progresses from fossil fuels to renewable sources.

<ul style="list-style-type: none"> • Strategic analysis allows the Councils to focus delivery on areas where need for EV charging will be greatest, in particular where other policies and strategies such as the upcoming ZEZ pilot may stimulate increased uptake.
<ul style="list-style-type: none"> • Demand for chargers in Oxfordshire is likely to be higher than other regions
<ul style="list-style-type: none"> • Providing chargers may attract EV users to an area and stimulate nearby shops and the local economy
<ul style="list-style-type: none"> • District Councils car parks are often located close to businesses and residential properties without off road parking –opportunities to support these with EV charging.
<ul style="list-style-type: none"> • Charge Point Operators (CPOs) offer concession contracts for chargers operated and maintained by the operator at little or no cost to local authorities and may provide a revenue opportunity in the future.
<ul style="list-style-type: none"> • A co-ordinated strategy will enable Councils to take better advantage of government funding opportunities for EV charging infrastructure
<ul style="list-style-type: none"> • Increased EV usage will stimulate the EV technology sector in Oxfordshire which has a rich science and engineering base, and strong links with the vehicle industry.

Consultations

44. The public has not been consulted on the EV Infrastructure Strategy – this decision was made by the project board on the basis that the strategy is a technical and operational document, and that broader issues on reducing transport emissions will be consulted on through the LTCP.
45. The strategy has been developed collaboratively with significant subject matter expert input from each of Oxfordshire’s five District and City Councils. External stakeholder groups including Parish and Town Councils have been engaged, as have the EV charging industry.

JASON RUSSELL
Corporate Director, Communities

Annex 1: Predicted Electric Vehicle (EV) Uptake in Oxfordshire
Annex 2: Spatial Analysis of Residential Properties in Oxfordshire with Low Probability of a Driveway
Annex 3: The Oxfordshire EV Infrastructure Strategy

Background papers: Nil.

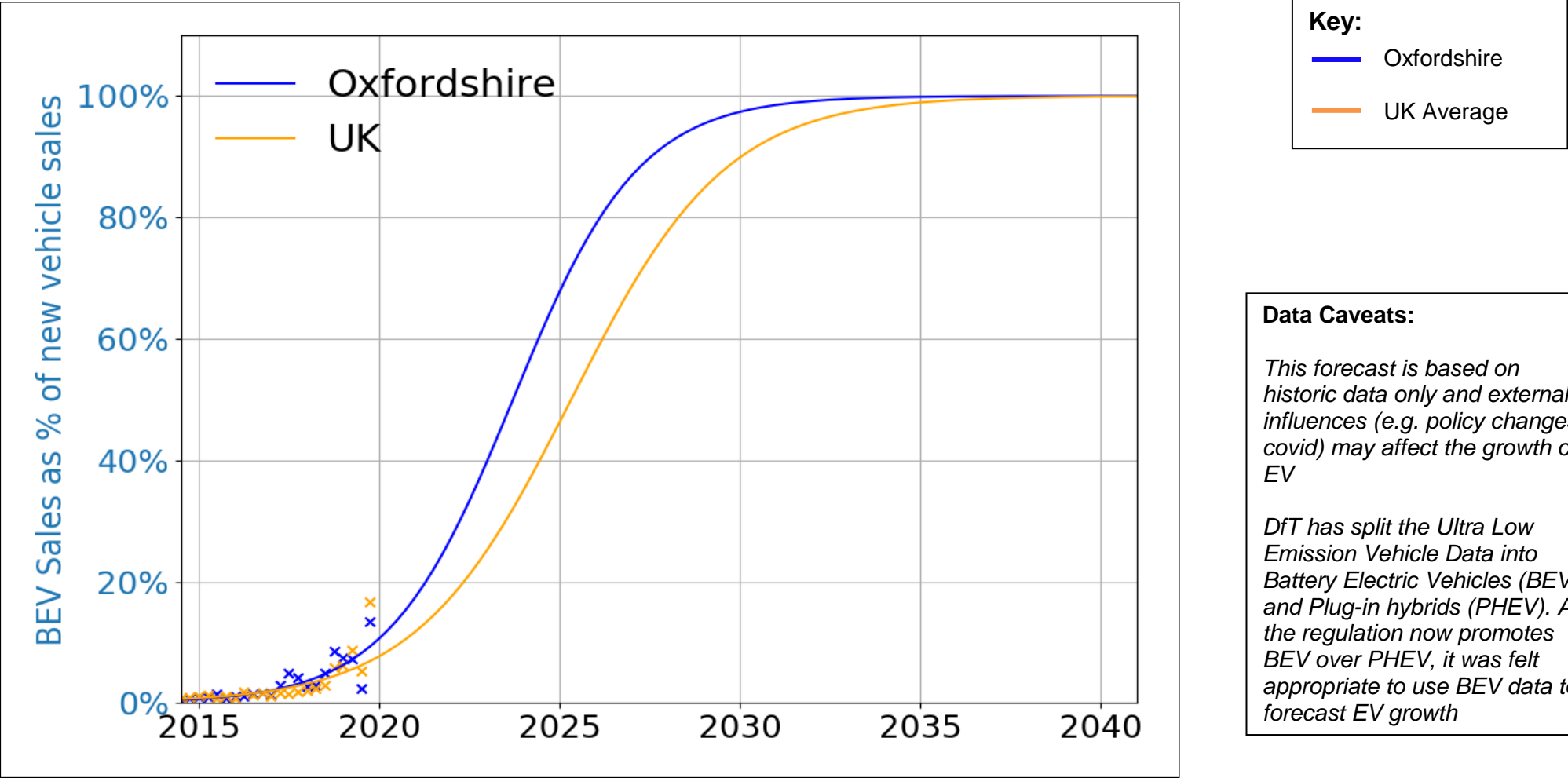
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February 2021

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Annex 1. Predicted Electric Vehicle (EV) Uptake in Oxfordshire

Figure 1 - Predicted Growth of EVs as a percentage of new vehicle sales in Oxfordshire. Based on DfT vehicle licensing data from Q4 2011- Q3 2020. The image is licensed under Creative Commons ShareAlike International license 4.0. It is attributed to Sivapriya M. Bhagavathy, Constance Crozier and Malcolm McCulloch, University of Oxford and was developed for an internal report of the Park and Charge project.



Annex 2. Spatial Analysis of Residential Properties in Oxfordshire with Low Probability of a Driveway

Figure 1 - Oxfordshire hotspots for properties with low probability of a driveway. Source: Energeo 2020 & EMU 2018. Higher colour intensity indicates higher density of occurrence. Figure 6 illustrates hotspots for on-street parking in Oxfordshire indicated by the number of properties with low probability of a driveway on which a vehicle can be parked. Properties with low probability of a driveway were defined as those with less than or equal to 3 metres distance between the front elevation of the property and the nearest edge of the public

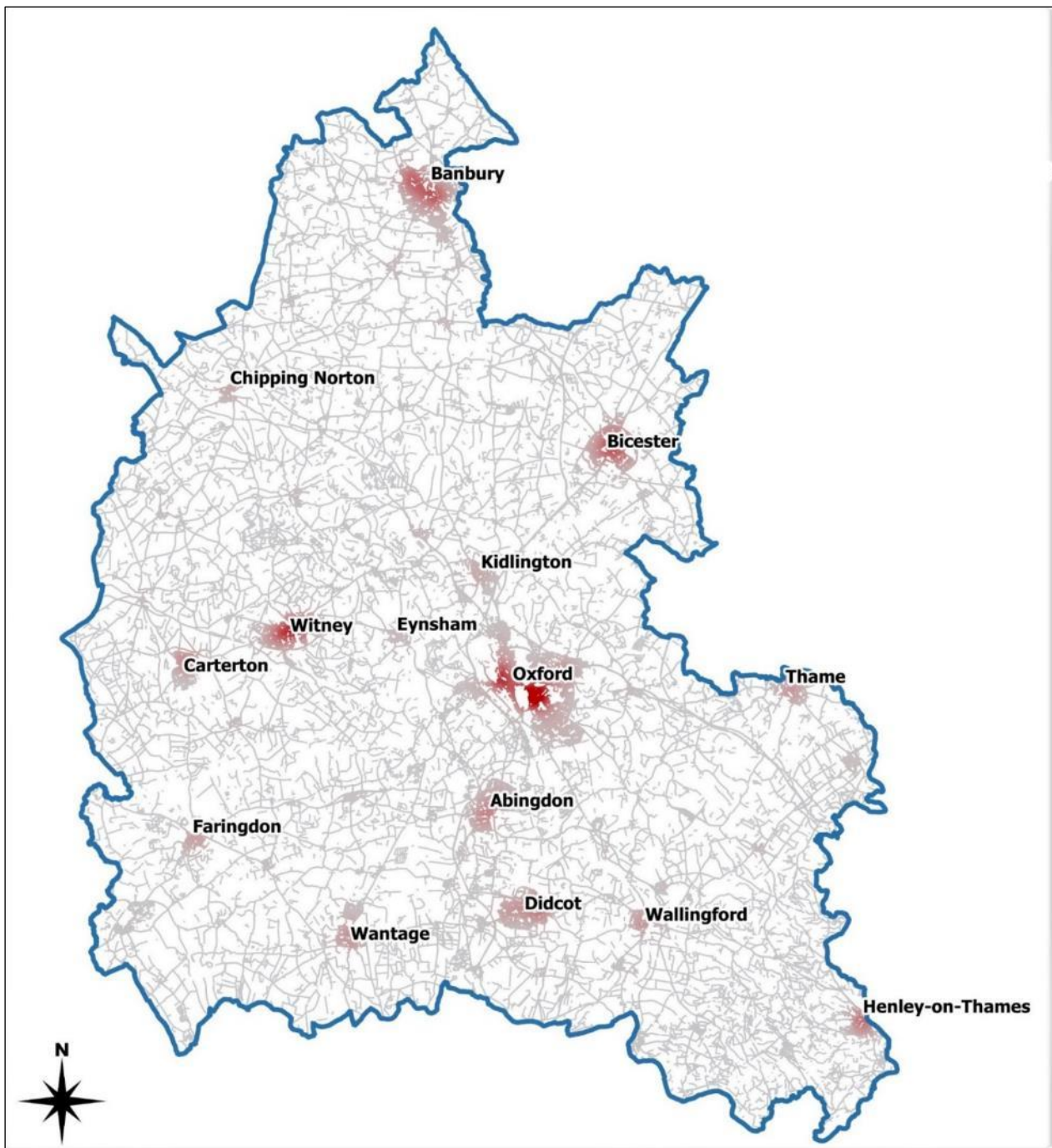


Figure 1 - Oxfordshire hotspots for properties with low probability of a driveway. Source: Energeo 2020 & EMU 2018. Higher colour intensity indicates higher density of occurrence

highway, inclusive of the pedestrian footway where this is present.

Figure 2 - Cherwell District hotspots for properties with low probability of a driveway. Higher colour intensity indicates higher density of occurrence.

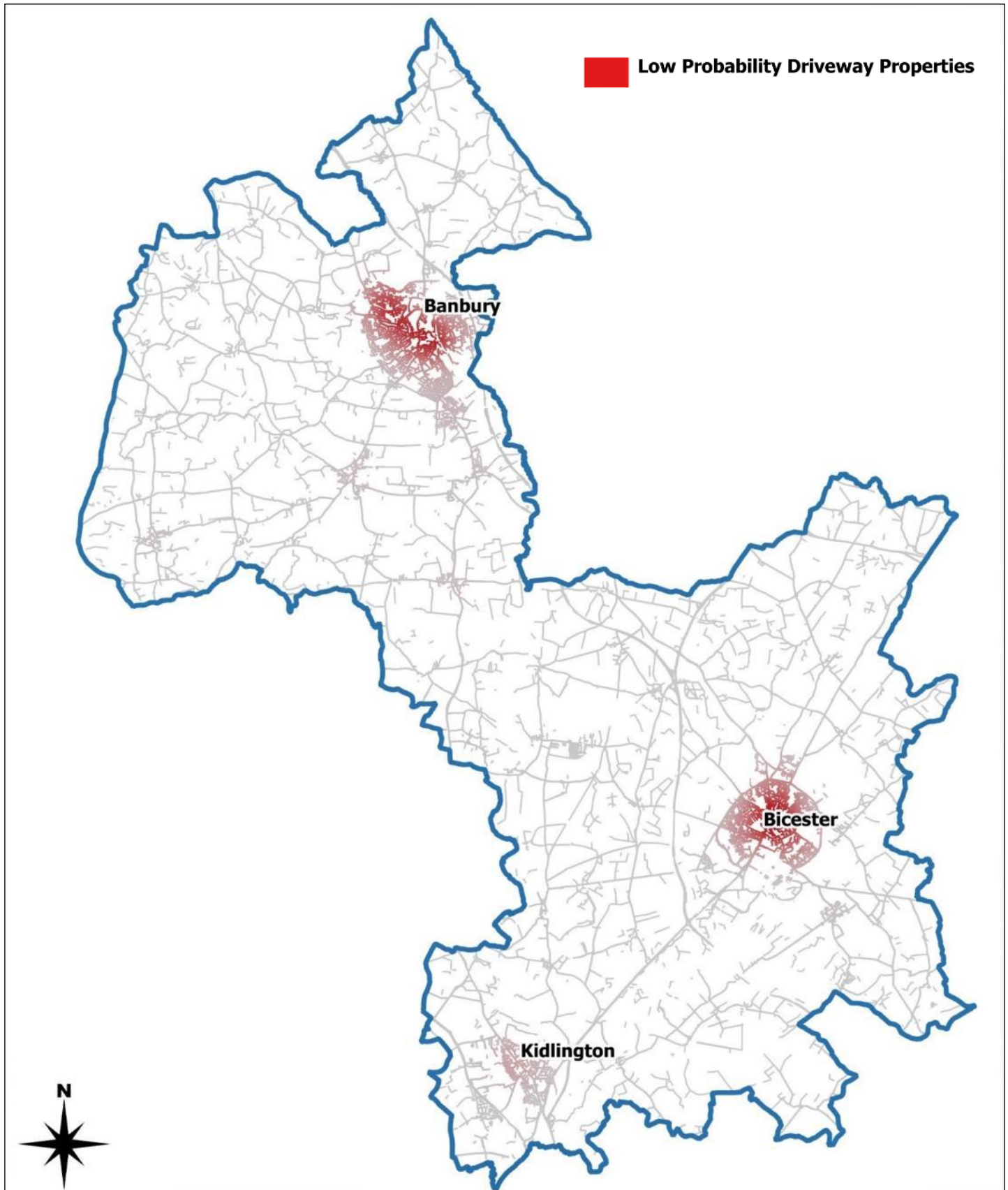


Figure 3 - Oxford City hotspots for properties with low probability of a driveway. Higher colour intensity indicates higher density of occurrence.

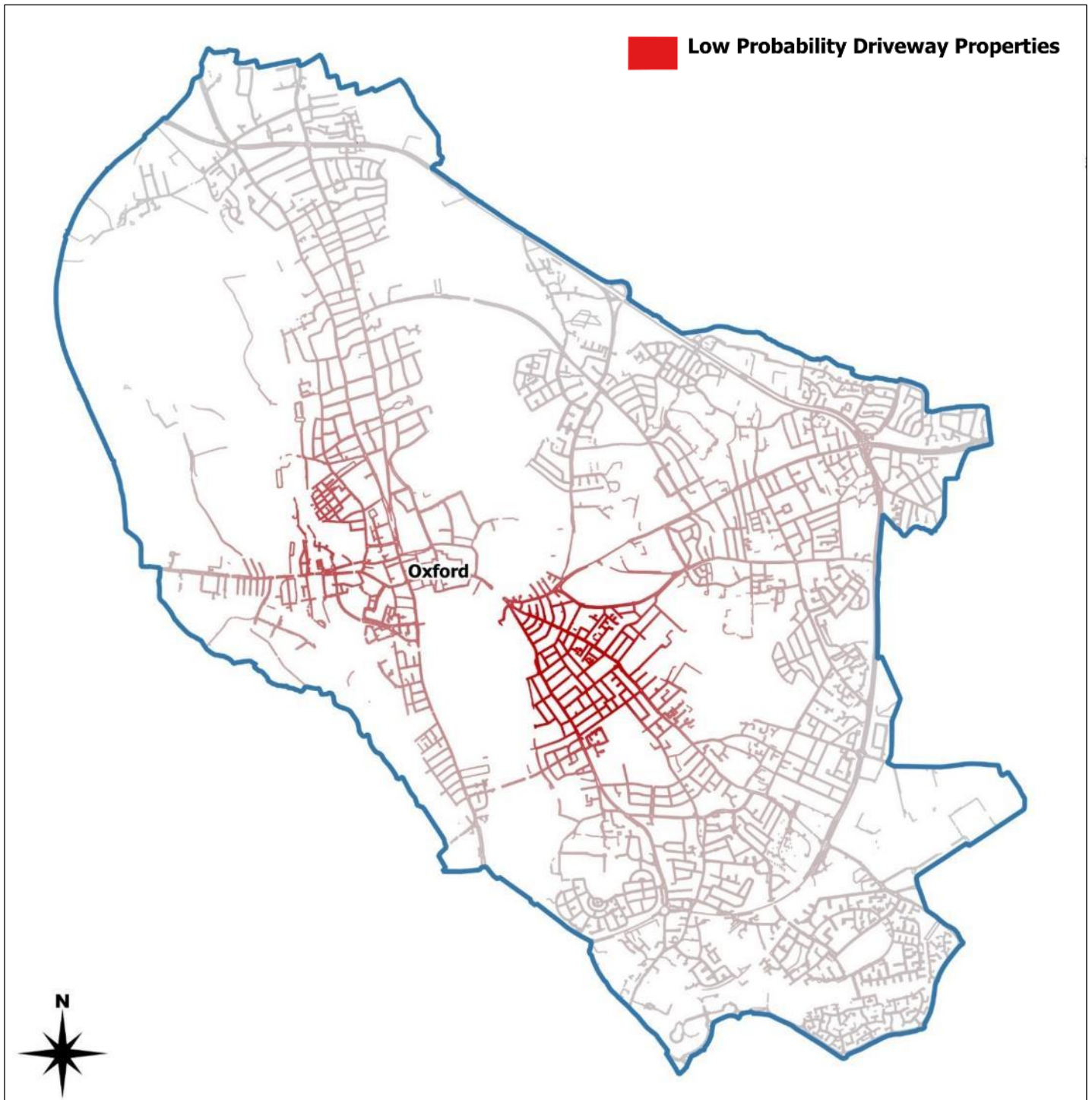


Figure 4 - South Oxfordshire hotspots for properties with low probability of a driveway. Higher colour intensity indicates higher density of occurrence.

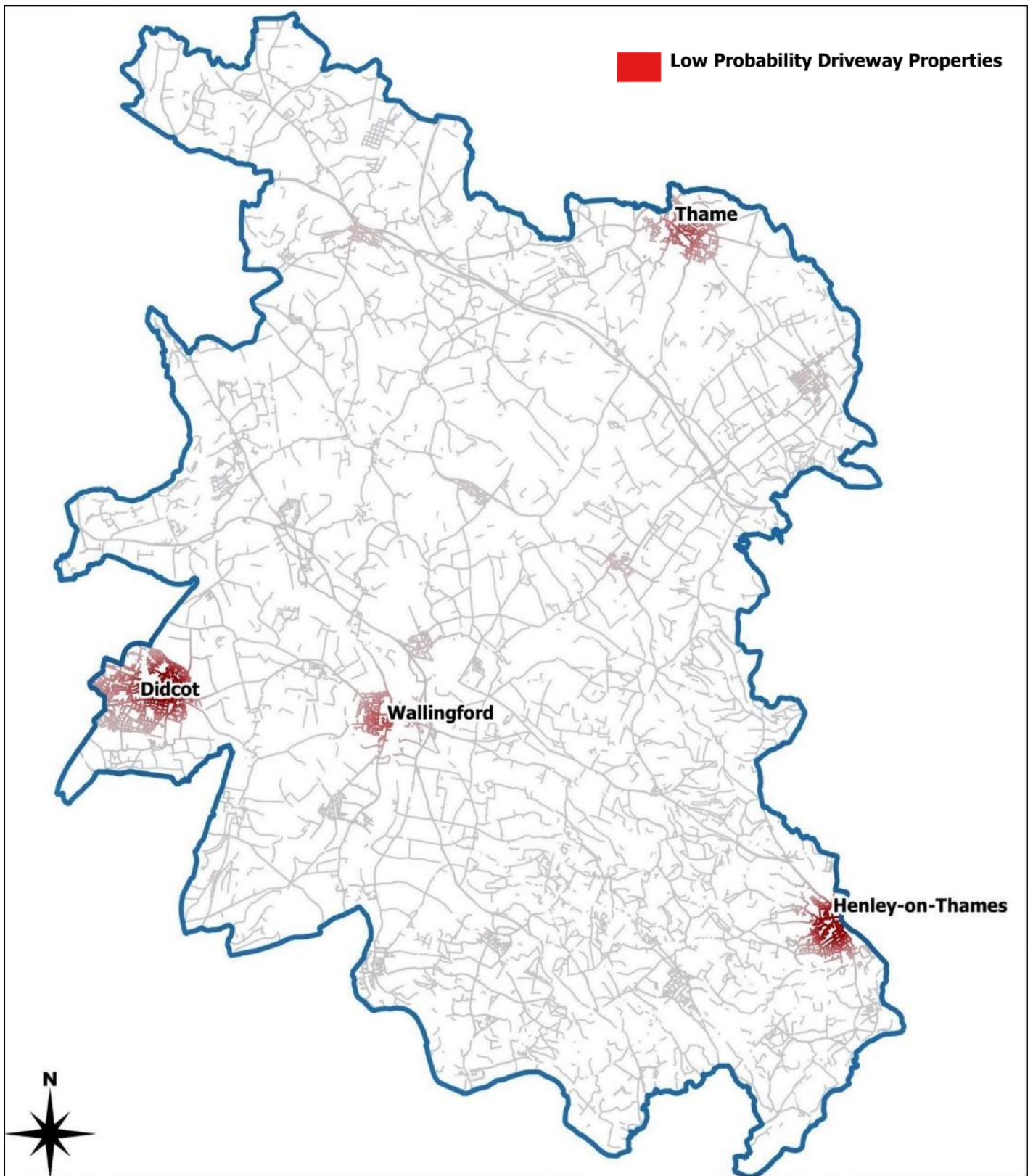


Figure 5 - Vale of White Horse hotspots for properties with low probability of a driveway. Higher colour intensity indicates higher density of occurrence

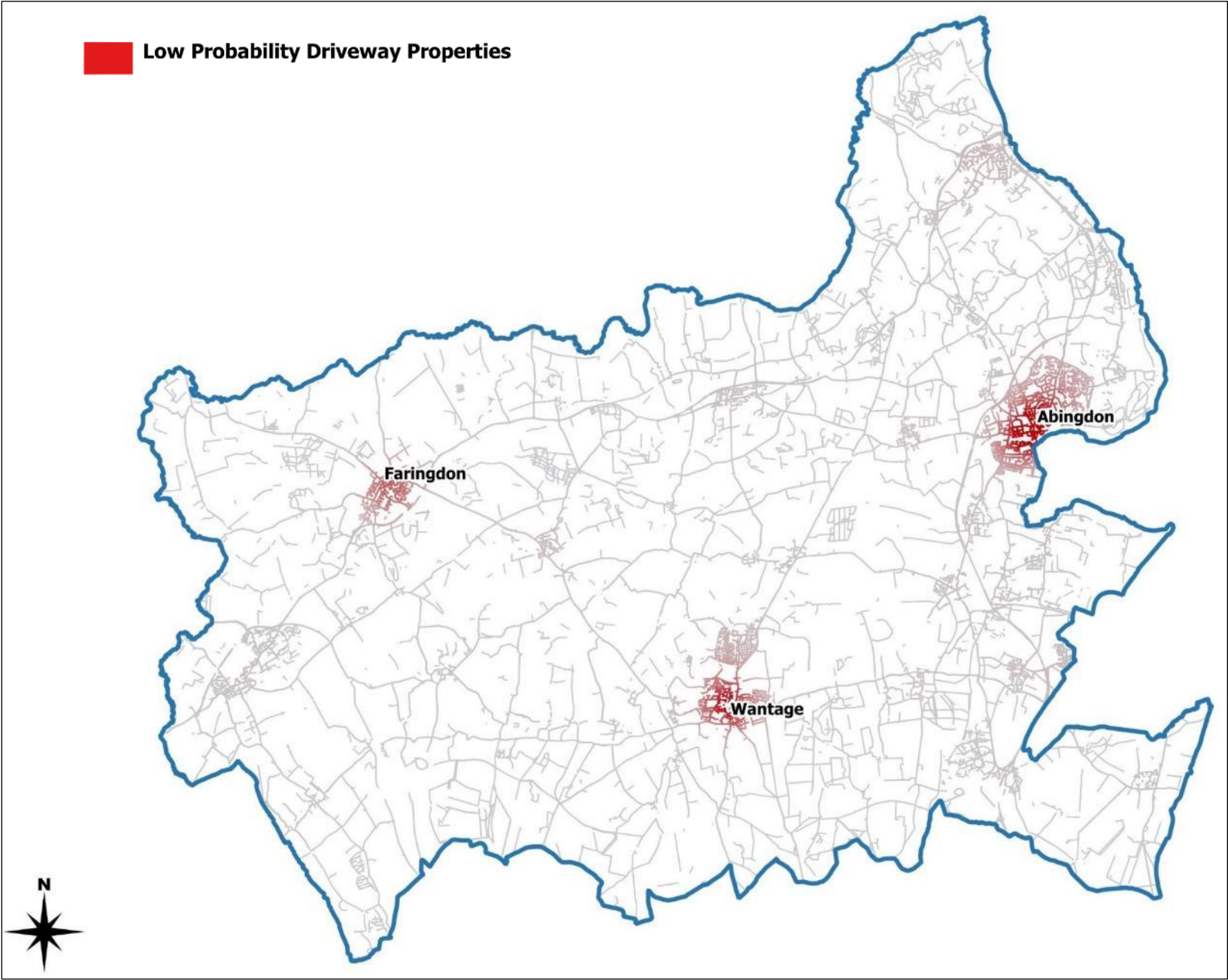
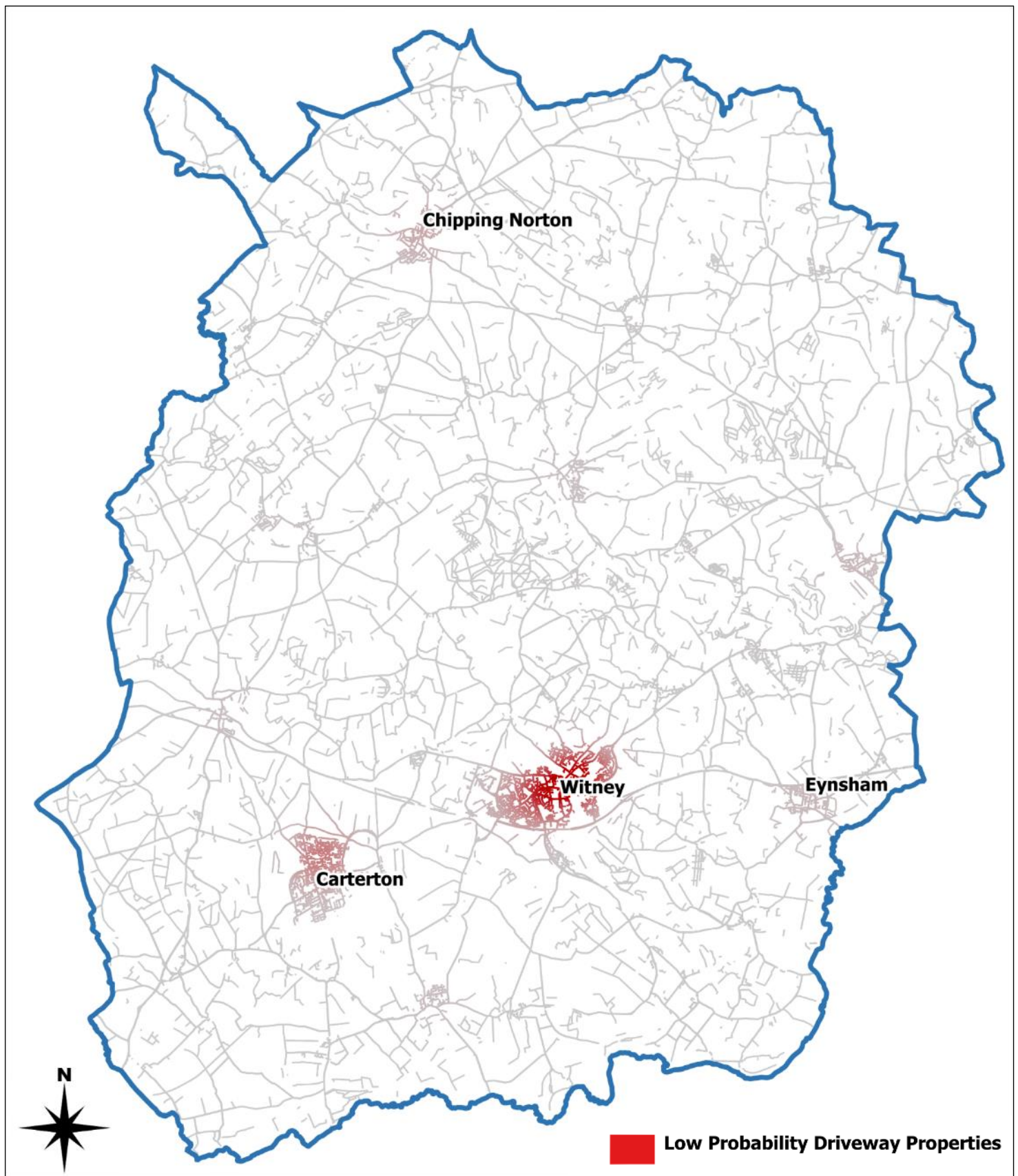


Figure 6 - West Oxfordshire hotspots for properties with low probability of a driveway. Higher colour intensity indicates higher density of occurrence



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Oxfordshire Electric Vehicle Infrastructure Strategy

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1. Executive summary

All six of Oxfordshire's councils have declared climate emergencies. Supporting a transition to zero emission road transport is a key component in Oxfordshire's councils achieving their net zero carbon targets, and this has been reinforced by Oxfordshire County Council and Oxford City Councils' commitment to delivering the UK's first ZEZ in Oxford to reduce air pollution levels, tackle the climate emergency, and improve the health of residents, workers and visitors in Oxford and beyond.

Comprehensive, accessible and efficient charging infrastructure is essential in enabling the rapid adoption of electric vehicles, accelerated by the 2030 date for the end of petrol and diesel car sales in the UK.

In keeping with Oxfordshire's status as a centre of innovation, the Councils are at the forefront of delivering new solutions and sustainable models for EV charging across the county. Drawing on partnerships with Oxford's academic institutions and technology firms Oxfordshire is delivering projects at the cutting edge of zero emissions mobilities. The Energy Superhub Oxford project will see large scale battery storage technology supporting a super-rapid EV charging hub in Oxford, while Local Energy Oxfordshire is exploring how local renewable energy generation can support decentralisation of the grid, and how EVs can play a part in new energy systems. Oxfordshire's V2GO project has examined the potential for EV fleets to support the grid through acting as energy storage units, and the ongoing Go Ultra Low Oxford and Park and Charge projects are examining new technologies and models to support EV drivers without access to off-road parking and charging.

This pipeline of projects across the county already is delivering up to 432 charging points by June 2022 in partnership with Government and the private sector.

The Oxfordshire Electric Vehicle Infrastructure Strategy (OEVIS) sets out the policies and plans to realise our vision for EV charging in Oxfordshire, whereby:

- *Residents, businesses and visitors in Oxfordshire will be confident they can recharge EVs conveniently, and in a manner appropriate for their needs.*
- *Oxfordshire's EV charging provision will develop to meet the needs of users now and in the future, and in doing so support Oxfordshire's transition to decarbonising transport and improving air quality.*

It has been a true collaborative piece of work between the County, City and District Councils and has been informed through the lessons learnt from the innovative EV charging projects already being delivered.

The Oxfordshire Electric Vehicle Infrastructure strategy will put Oxfordshire's councils in a strong position to ensure that those wishing to purchase an EV can access convenient charging; providing an operational approach to enabling and deploying charging infrastructure in Oxfordshire, and laying the foundations for future projects.

1.1. Policies at a glance:

Policy Area	Policy
Targets for EV charging	Policy EVI 1: The Councils will collaborate to enable and encourage deployment of public EV chargepoints in Oxfordshire towards meeting predicted demand by 2025 in line with national targets and with reference to European directives
Funding public EV chargers	Policy EVI 2: The Councils will collaborate to seek funding for EV infrastructure and support the development of a self-sustaining EV charging network for Oxfordshire which relies less heavily on continuing public finance support in the future and minimises the impact on existing and future Council budgets
Public Charging in local authority car parks	Policy EVI 3: The Councils will aspire to reach or exceed a target of converting 7.5% of local authority managed public car park spaces, to fast or rapid EV charging by 2025.
	Policy EVI 4: The Councils will manage parking bays for EV charging in local authority car parks to encourage both destination and overnight EV charging and for all types of EV ownership, including private vehicles, shared or car club vehicles, and business vehicles where appropriate
Charging at Council sites	Policy EVI 5: The Councils will support staff and visitors to access electric vehicle charging at Council premises where appropriate
Charging without off-road parking	Policy EVI 6: Recognising that lack of off-road parking may be a significant barrier to EV take-up, Oxfordshire County Council will promote a hierarchy of solutions to EV charging for residents, businesses and shared vehicles without access to off-road parking, which prioritises off-street charging hubs, and other solutions which avoid generating additional street clutter or surrounding maintenance and management challenges
Charging in New Developments	Policy EVI 7: The Councils will seek to include statements and policies supportive of EV charging infrastructure and, where appropriate, references to the Oxfordshire Electric Vehicle Infrastructure Strategy in their planning standards and guidance
	Policy EVI 8: The Councils will benchmark nationally, and between themselves, each seeking to set minimum standards for the quantity of EV charging to be provided in developments in their planning requirements
	Policy EVI 9: The Councils will seek to provide support and guidance on EV charging provision to Town and Parish Councils, and other groups writing Neighbourhood Plans

EV Charging in Historic Areas	Policy EVI 10: In order to manage the impact of EV chargers without restricting access to EV charging, the Councils will define and communicate the design features of EV chargers which will have the most positive impact on the character of our cities towns and villages, and ensure that where there are specific heritage conservation needs, these are met by the charging equipment deployed
Commercial car parks	Policy EVI 11: The Councils will seek opportunities to encourage organisations, businesses and other owners of commercial public and customer car parks to deploy public EV charging infrastructure where it is appropriate
Communal residential car parks	Policy EVI 12: The Councils will explore opportunities to encourage owners and managers of housing stock of all types of tenure to deploy EV charging infrastructure for residents where it is appropriate
Workplace Charging	Policy EVI 13: The Councils will explore opportunities to encourage uptake of EV charging at workplaces and business premises where it is appropriate
Rapid charging on strategic roads	Policy EVI 14: The Councils will seek to improve the availability of rapid and ultra-rapid EV charging on and near the strategic road network and important link roads across Oxfordshire
Charging standards for Oxon	Policy EVI 15: The Councils will encourage the deployment of a high quality, reliable, open, value for money, future-proofed and truly instant access EV charging network for Oxfordshire by setting high standards which seek to reach 'above and beyond' minimum legal requirements
Managing Energy Impacts	Policy EVI 16: The Councils will seek to increase the emissions reduction benefits of electric vehicles, and mitigate the impact of EV charging infrastructure on the local and national grid by encouraging and promoting the use of renewable energy for EV charging, encourage 'off-peak' use of EV chargers, and exploring technical options to manage grid demand from EV charging infrastructure
Promoting EVs & Infrastructure	Policy EVI 17: The Councils will promote information about public EV charging in Oxfordshire, and awareness of the benefits of EVs to the public through their online and other communications channels

2. Introduction and context

2.1. Introduction

- 2.1.1. Fossil fuels are the principal source of carbon emissions driving the anthropogenic climate change that will create devastating impacts for our living world. Recognising the critical importance of keeping global warming to 1.5 degrees C in line with the 2015 Paris Climate Agreement, all of Oxfordshire's Councils have recognised the climate emergency. Supporting a transition to zero emission road transport is a key component in Oxfordshire's Councils achieving their net zero carbon targets. Comprehensive, accessible and efficient charging infrastructure is essential in enabling the rapid adoption of electric vehicles. This strategy sets out the policies and plans to realise this goal.
- 2.1.2. Oxfordshire is a place of real innovation – the county is home to Europe's largest concentration of multi-million-pound science research facilities, underpinning our leading position in advanced engineering and manufacturing, energy systems, and vehicle and mobility technologies. Oxfordshire is also growing. The Oxfordshire Growth Board, through the emerging Joint Statutory Spatial Plan (JSSP), is planning for 100,000 new homes to be built in our county by 2031. An expected 86,500 new jobs are also being created. The Local Industrial Strategy for Oxfordshire sets out Oxfordshire's ambitions to be a pioneer for clean and sustainable growth driven by our science and innovation.ⁱ
- 2.1.3. Oxfordshire is home to the University of Oxford, the global number one ranked university and Oxford Brookes University, one of the UK's leading modern universities. Oxford University's School of Geography and the Environment and Department of Engineering Science host research centres with world-leading expertise in EV and battery production, energy and future mobilities systems. The Energy and Power Group are experts in the impact of EVs on the grid. The Transport Studies Unit (TSU) has expertise in understanding EV driving and charging patterns. Oxford Brookes' Sustainable Vehicle Engineering Centre is training next generation EV engineers, with strong links to the county's motorsports and vehicle industries.
- 2.1.4. Williams Advanced Engineering, based in Oxfordshire, create high-performance batteries in the Formula E programme, at the cutting edge of battery performance and management. Oxford is home to the BMW mini plant, where the all-electric MINI is built for the UK and European market. The Faraday Institution on the Harwell Campus is the independent institute for electrochemical energy storage science, research and technology. The institute and Oxford University are leading projects which could revolutionise the way EV batteries are manufactured.
- 2.1.5. Drawing on partnerships with Oxford's academic institutions and technology firms Oxfordshire is delivering projects at the cutting edge of zero emissions mobilities, hosting world-firsts for battery storage for EV charging, and EV infrastructure delivery. The Energy Superhub Oxford project will see large scale

battery storage technology supporting a super-rapid EV charging hub in Oxford, while Local Energy Oxfordshire is exploring how local renewable energy generation can support decentralisation of the grid, and how EVs can play a part in new energy systems. Oxfordshire's V2GO project examines the potential for EV fleets to support the grid through acting as energy storage units. The ongoing Go Ultra Low Oxford and Park and Charge projects are examining in depth the technologies available to support EV drivers without access to off-road parking and charging.

2.1.6. Oxfordshire is also leading the country in policy making to reduce urban transport emissions; in the pipeline is the UK's first Zero Emission Zone in Oxford from 2021, championed by Oxfordshire County Council and Oxford City Council.

2.1.7. The Oxfordshire Electric Vehicle Infrastructure strategy has been a true collaborative piece of work between the County, City and District Councils. It has taken the lessons learnt from all these, and other, innovative EV charging projects, to provide an operational approach to enabling and deploying charging infrastructure in Oxfordshire, and lay the foundations for future projects.

2.2. What is the Oxfordshire EV Infrastructure Strategy about?

2.2.1. Clean Growth is at the heart of the UK Industrial strategy, and the government sees growth in the EV industry as essential to the UK's clean industrial future and National Infrastructure Strategyⁱⁱ. The Road to Zero strategy sets out the governments ambitions to end the sales of internal combustion engine (ICE) vehicles, which has recently been brought forward by 10 years to 2030, and its ambitions for a world-class EV charging network for the UK.

Figure 1 - EV Charging in national policy

The Road to Zero Strategy (2018)

The Government's Road to Zero Strategy outlines how the government will support the transition to zero emission road transport and reduce emissions from conventional vehicles during the transition. The document includes a target to end the sale of new conventional petrol and diesel vehicles by 2040. The UK government has since brought this date forward to 2030.

A key part of the Road to Zero Strategy focusses on measures to support the development of world class EV charging infrastructure network through;

- The Automated and Electric Vehicles Act (2018) which provide a legislative basis for provision of, and standards in EV charging infrastructure.
- Ensuring that new developments are EV ready, and that all new homes, where appropriate, should have a charging point available, through changes to Buildings Regulations, and the now revised National Planning Policy Framework (NPPF) (revised February 2019) to support local authorities in writing local planning policies which incorporate facilities for charging EVs

2.2.2. In this document we use the term EV to refer to all ‘plug-in’ vehicles including pure Battery Electric Vehicles (BEVs), Plug-in Hybrid Electric Vehicles, and Extended Range Electric Vehicles (REEVs) as all require charging to travel using their zero emissions capabilities.

2.2.3. Car use in Oxfordshire is high; over 4 billion miles were travelled by car or taxi in Oxfordshire in 2019ⁱⁱⁱ. Road transport emissions contribute around 33% of carbon emissions nationally^{iv} and generate significant issues for air quality; in 2019, 68% of NO_x emissions in Oxford were caused by road traffic^v and 22 places in Oxfordshire found to be breaching air pollution limits.

2.2.4. The current Connecting Oxfordshire^{vi} Local Transport Plan 4 shapes our transport policy and sets out Oxfordshire County Council's policy and strategy for developing the transport system in Oxfordshire to 2031. It 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;*
- *To improve public health, air quality, safety and individual wellbeing.*

2.2.5. The Oxfordshire Electric Vehicle Infrastructure Strategy (OEVIS) has strong ties with the Oxfordshire Energy Strategy^{vii} which seeks to integrate EVs into a smart and zero carbon energy infrastructure, and the Oxfordshire 2050 Plan to promote future-proofed development in the planned growth across Oxfordshire. The strategy also links closely with each of the collaborating Councils' Climate Emergency declarations and net zero carbon targets, and Oxfordshire County Council's Climate Action Framework, where it will act as a supporting strategy to facilitate delivery of recommended actions, and support the drive to meet local and national emissions reductions targets.

2.2.6. The OEVIS has further strong links with the development of the emerging Connecting Oxfordshire Local Transport and Connectivity Plan, which sets out a vision for a net-zero Oxfordshire transport system that enables the county to thrive as one of the world's leading innovation economies, whilst supporting clean growth, protecting our rich and varied natural and historic environment and being better for health and well-being, social inclusivity and education. This EV Infrastructure Strategy aims to compliment and support this vision, by reducing emissions from shared transport through promoting EV infrastructure for shared transport, and reducing emission from private road transport where active and public transport is not an option.

2.2.7. Oxfordshire's Councils have an opportunity to encourage uptake of EVs by working together to enable the development of a high quality EV charging network. The Oxfordshire EV Infrastructure Strategy draws on significant expertise

and experience across Oxfordshire to further enable reduction in transport emissions through enabling quality EV charging provision.

2.2.8. Through our Oxfordshire Electric Vehicle Infrastructure Strategy, we identify:

- *The opportunities and challenges for the EV charging network in Oxfordshire*
- *The likely uptake of EVs across Oxfordshire and the centres of demand for EV charging in Oxfordshire*
- *How we will contribute to and accelerate local deployment of EV charging infrastructure to ensure high quality EV charging is accessible in our county*
- *A framework of EV charging options for residents without access to private off-road parking*
- *Opportunities to work with landowners and businesses to further increase EV charging provision*
- *Opportunities to further support the decarbonisation of road transport and manage the impact of EV charging on the grid.*
- *How we will increase awareness of public EV charging infrastructure and promote uptake of EVs*

2.2.9. The strategy will inform our operational policies and processes, to ensure that EV charging is accessible and convenient in Oxfordshire. It will set a foundation for project development, establish a consistent approach to delivering and enabling EV charging across Oxfordshire, and support the developing EV market, and local businesses in the EV sector.

2.3. Our vision and objectives

2.3.1. Our vision for EV charging in Oxfordshire is:

- *Residents, businesses and visitors in Oxfordshire will be confident they can recharge EVs conveniently, and in a manner appropriate for their needs.*
- *Oxfordshire's EV charging provision will develop to meet the needs of users now and in the future, and in doing so support Oxfordshire's transition to decarbonising transport and improving air quality.*

2.3.2. The OEVIS will provide an operational approach to enabling and deploying charging infrastructure in Oxfordshire. In the short-term (2020-2025), our objectives are to:

- *Enable and deliver public EV charging across Oxfordshire*
- *Adopt a common approach to managing EV charging in Council car parks*
- *Enable residents without access to private off-road parking to access a range of options for EV charging*

- *Encourage new developments to include high quality EV charging infrastructure*
- *Set standards for the quality of public EV charging in Oxfordshire which supports development of a network which is high quality, open and accessible*

2.4. The development of the Oxfordshire EV Infrastructure Strategy

2.4.1. This strategy has been developed collaboratively with significant subject matter expert input from each of Oxfordshire's five District and City Councils, and a steering board of members from each. We have also engaged with external stakeholder groups including Parish and Town Councils and the EV charging industry. A full list of our steering group and workshop attendees can be found in [Annex 1: Stakeholders](#).

2.5. The scope of the Oxfordshire EV Infrastructure Strategy

2.5.1. This strategy covers the administrative area of Oxfordshire County Council and includes the administrative areas of each of the five District Councils. It focusses on EV charging for cars, car-based vans, and taxis (hackney carriage and private hire vehicles) for three user groups with differing needs for EV charging:

- *Oxfordshire residents*
- *Local businesses, their employees, taxis, logistics operations and car clubs*
- *Visitors to Oxfordshire*

2.5.2. The strategy does not cover EV charging for buses or large goods and service vehicles. Large EVs such as buses and medium/large trucks are still in development, and charging requirements are currently uncertain. At the time of writing, Oxford's expression of interest in becoming Britain's first All-Electric Bus Town has been shortlisted by the Department for Transport and we anticipate that EV Bus charging infrastructure will be further developed as part of this project, if funded. As uptake of these vehicle types is likely to be low in the short term, they are not deemed a priority for this strategy. At this time charging for e-bikes and other micro-mobility solutions are not included in this strategy but like trucks and buses may form the basis for future consideration.

2.6. Delivering the strategy

2.6.1. This strategy includes many measures which will require dedicated resourcing, funding and the collaboration of external partners to complete delivery. Key actions for delivery are outlined under each policy. While budgets are constrained and future budgets are uncertain, especially in light of the Covid-19 pandemic, and our targets and commitments must be considered aspirational, Oxfordshire's Councils will use their best endeavours to deliver on the commitments made in this document, using existing project funding, future

Government funding opportunities and partnerships with the private sector which deliver an EV charging network for Oxfordshire with minimal impact on existing Council budgets.

3. EV charging background

3.1. Types of EV charging infrastructure

3.1.1. EV charging infrastructure can be broadly split into 4 types: slow, fast, rapid and ultra-rapid, based on power output and speed of charging. Each have factors which make them suitable for different charging settings and use cases; home, workplace, on-street, destination and en-route.

- **Slow:** up to 3kW AC – between 6-12 hours to fully charge a battery EV, less for a plug-in hybrid
- **Fast:** 7 to 22kW AC power outputs, and typically fully charge a battery EV in 3-4 hours. Frequently these are ‘smart’ chargers; able to communicate with a CPMS or back office to manage time and rate of charging^{viii}
- **Rapid:** Typically, rapid AC chargers are rated at 43kW, while rapid DC are typically 50kW. Will typically charge a BEV to 80% in around 30-40 minutes.
- **Ultra-rapid:** Superchargers and high-powered charging at 100-350kW DC are becoming increasingly relevant for battery EV drivers, though current EV models may be limited in the charging power they can accept. Will typically charge an EV to 80% in 15 to 25 minutes dependent on power output.

3.1.2. Further details on types of EV charging and where they are most suitably deployed can be found in annex 3.

Chargers and Chargepoints

3.1.3. In this document we refer to an EV charging unit as an EV charger. EV chargers may have one or more sockets which allow connection to an EV to charge. These sockets are referred to in this document as EV chargepoints.

3.2. Challenges and opportunities for EV charging

3.2.1. In general, EVs and the charging infrastructure needed to support them present a series of challenges and opportunities to EV drivers and landowners. As local authorities, the County and District Councils can work together to support EV growth.

3.2.2. [Table 1](#) summarises factors which were considered in developing our county-wide EV Infrastructure Strategy.

Table 1 - Opportunities and challenges for developing a public EV charging network

General	
Opportunities	Challenges
<ul style="list-style-type: none"> • Encouraging drivers to switch from petrol/diesel to EV will benefit local air quality, and decarbonise transport as energy generation progresses from fossil fuels to renewable sources. • Demand for chargers in Oxfordshire is likely to be higher than other regions • Chargers may attract EV users to an area and stimulate nearby shops and the local economy • Increased EV usage will stimulate the EV technology sector in Oxfordshire. • Charge Point Operators (CPOs) offer concession contracts for chargers at little or no cost to local authorities and which may provide a revenue opportunity in the future. • District Councils own car parks located in urban centres close to both businesses and residential properties which have limited off road parking. 	<ul style="list-style-type: none"> • Available power capacity on the electricity network varies across the county and is limited in some areas. • Costs of upgrading the local electricity network for charging capacity are often high. • Some charger sites can be constrained by planning/heritage restrictions. • Access to working public EV charging is a key concern for EV drivers. • Instant access to EV charging networks often requires use of apps, roaming across charger networks is limited. • Owning and operating chargers generates costs for local authorities at a time when funding is constrained. • Management of EV charger contracts can be an additional resource burden for councils. • The business case for CPOs remains challenging whilst demand for EVs is still growing.
On the Highway	
Opportunities	Challenges
<ul style="list-style-type: none"> • Oxfordshire County Council has control of highways land assets on major roads which could provide opportunities for rapid charging stops. • On-street charging infrastructure at appropriate locations may offer locations for users to charge where there is no off-road alternative. 	<ul style="list-style-type: none"> • Over 30% of households in Oxfordshire have limited or no access to home EV charging as they park on the street. • On-street chargers require space on the public highway. Some locations may present an obstruction to pedestrians. • Some operators are reluctant to offer concessions in on-street settings where usage is low, and cost of maintenance is high. • On-street parking bays are limited in certain areas. Reserving bays for EV users may increase pressure on parking and require resources for the traffic order.

4. This is Oxfordshire

4.1. EV uptake in Oxfordshire

4.1.1. To support the drive to reach net zero carbon emissions by 2050, the UK government has set out its ambitions to end the sale of new petrol and diesel cars by 2030, bringing the end date forward by 10 years from that proposed in the Road to Zero.

4.1.2. At the end of August 2020, there were 4,381 ultra-low emissions vehicles (ULEVs)¹ in Oxfordshire^{ix}, 2,200 of which were BEVs. Socio-economic factors mean Oxfordshire is likely to have faster growth in EV sales than the national average; research from the University of Oxford indicates that EV sales are likely to reach approximately 70% of new vehicle sales by 2025 (Figure 2). In absolute numbers, the university's predictions mean that by 2025 there could be over 25,000 EVs on Oxfordshire's roads, and over 44,000 by 2027.

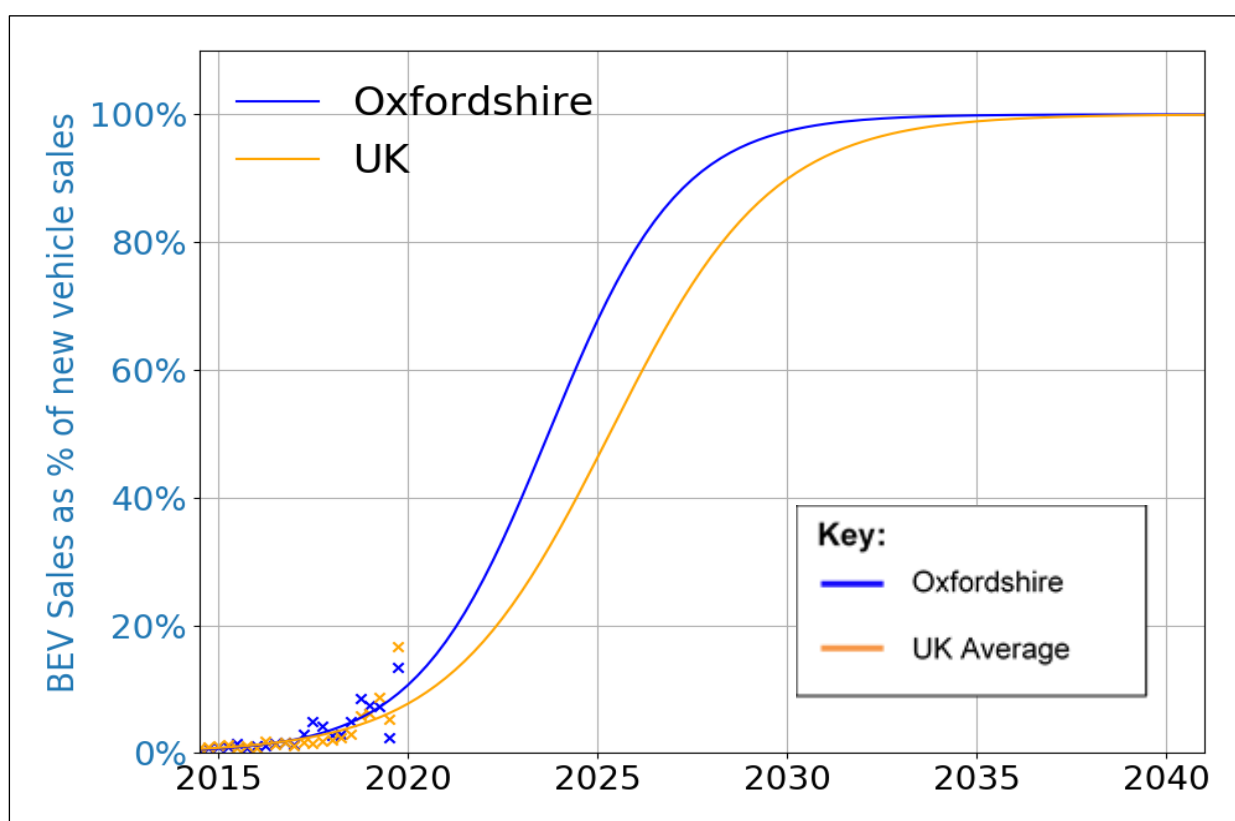


Figure 2 - Predicted Growth of EVs as a percentage of new vehicle sales in Oxfordshire. Based on DfT vehicle licensing data from Q4 2011- Q3 2020^x. *Qualifications: Based on historic data; external influences & policy changes may affect growth. DfT has split the Ultra Low Emission Vehicle Data into Battery Electric Vehicles (BEV) and Plug-in hybrids (PHEV). As regulation now promotes BEV over PHEV, it was felt appropriate to use BEV data to forecast EV growth.*

¹ ULEVs emit less than 75g of carbon dioxide (CO₂) from the tailpipe per km travelled; typically refers to battery electric, plug-in hybrid electric and fuel cell EVs

4.2. Current EV charging provision

4.2.1. Public EV charging infrastructure in Oxfordshire is currently limited and patchy, with most centred in urban areas and little provision in smaller market towns or more rural areas. While the network across the UK is growing rapidly, Oxfordshire is in danger of falling behind in infrastructure provision which could inhibit the forecast speed of transition.

4.2.2. The county has 448 public EV chargepoints, distributed over 123 charging sites. Numbers of chargers at sites range from a single chargepoint to over 40, and sites may contain chargepoints of different speeds.

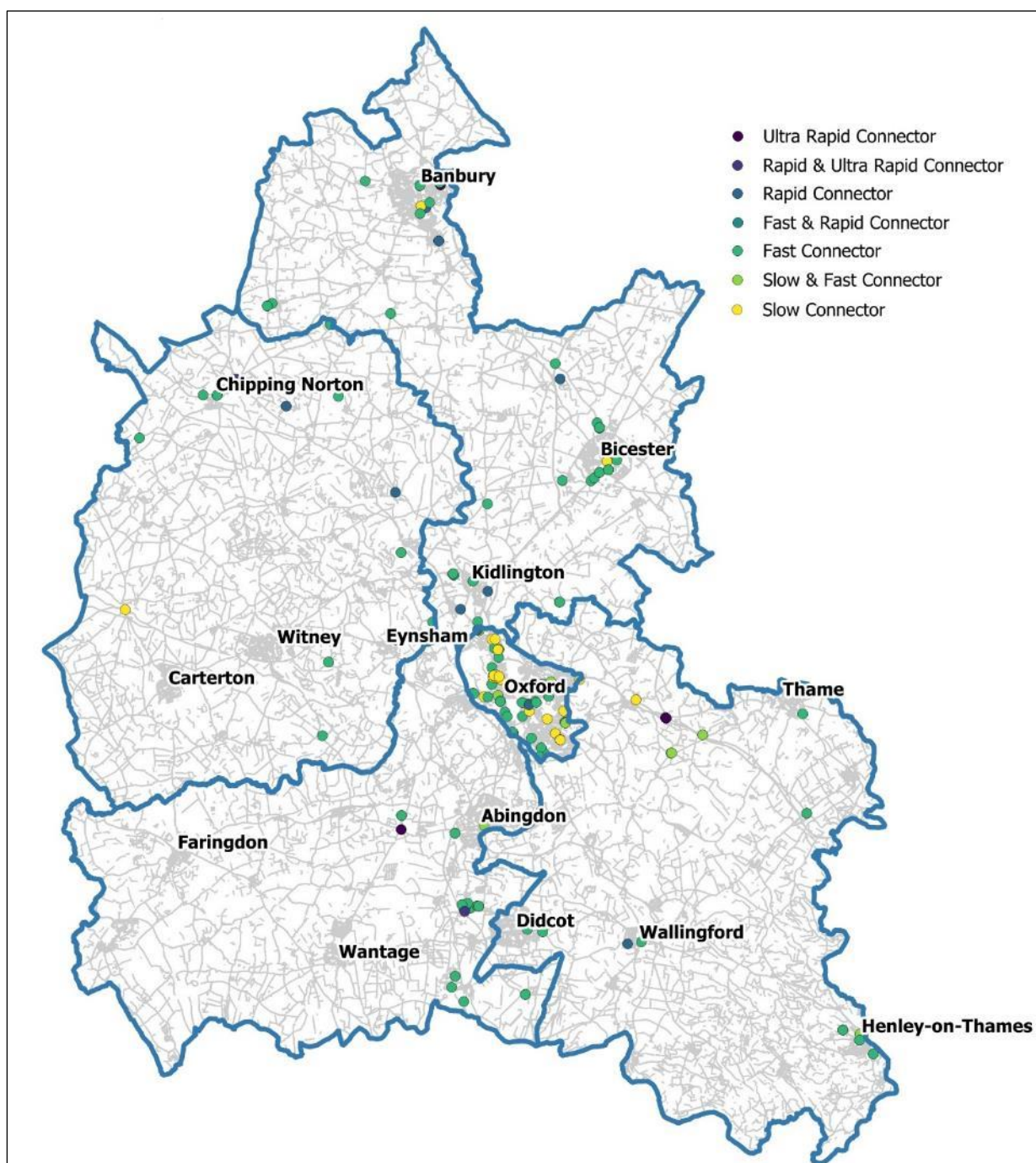


Figure 3 - EV Charging infrastructure in Oxfordshire. Source: Zap-Map (2020).

4.2.3. Large areas of the county have little or no public EV charging provision. Oxford City Council's administrative area is the most densely covered, reflecting the work Oxford City Council undertook, in partnership with Oxfordshire County Council, on the Go Ultra Low Oxford On-street Project. The project installed over 30 fast on-street EV chargers in a trial of charging solutions for residents without access to off-road parking.

4.2.4. There are EV chargers in only 8 of Oxfordshire's 98 local authority owned and managed public car parks, with the remaining chargers hosted by commercial entities; including supermarkets and retail parks, hotels and car dealerships.

4.2.5. Public rapid charging is dispersed around the county, with four charging sites at service stations adjacent strategic road network, and the remaining rapid charging sites again found at hotels and car dealerships. Ultra-Rapid charging is limited to 5 sites, the largest of which is the Tesla Charging hub at the Milton interchange, which hosts 32 ultra-rapid chargepoints available only to Tesla Drivers.

Chargepoint speed	Number of sites	Number of chargepoints
Ultra-Rapid	5	55
Rapid	20	60
Fast	85	281
Slow	35	52
Total	N/A	448

Table 2 - Public EV chargers in Oxfordshire by speed

4.3. The Oxford Zero Emission Zone

4.3.1. Oxfordshire County Council and Oxford City Council are proposing to create a Zero Emission Zone (ZEZ) pilot in Oxford city centre, starting in August 2021, and based on a road user charging scheme. This pilot, and any future implementation and expansion, may generate additional need and demand for EV charging for road user groups, not just within the zone, but also across the county, from where journeys into the zone may originate.

4.4. Taxis: Hackney Carriage and Private Hire Vehicles

4.4.1. In addition to the requirements for vehicles travelling in Oxford's Zero Emission Zone, from 2022 all newly licensed Hackney Carriage Vehicles licenced by Oxford City Council must be Ultra Low Emissions Taxis (ULEVs) meeting the UK government's definition which typically refers to battery electric, plug-in hybrid electric and fuel cell EVs. Across the county EVs are already starting to enter the Hackney Carriage and Private Hire Vehicle fleet. The usage patterns of both forms of taxi mean that access to Rapid and Ultra-Rapid charging are important in allowing drivers to maximise their productive work time, and that charging infrastructure at company premises, and close to popular routes or ranks are beneficial to supporting the EV taxi business case. While it is not within the scope of this strategy to define specific locations for charging for electric taxis, the strategy aims to ensure that public EV charging is available to all user types, including taxis.

4.5. Social inclusion

4.5.1. While many areas of Oxfordshire are affluent, and likely to be among the first to see early mass adoption of EVs, there are significant areas of Oxfordshire where income is low. Lower income households are often disproportionately affected by poor air quality, and also the sector of society least able to adopt EVs early.

4.5.2. While the Councils are limited in the actions they can take to support low income households with the purchase of EVs, action can be taken to ensure equitable access to EV charging. Car club vehicles may also provide a more affordable alternative to private EV ownership, with the potential to give wider access to clean vehicles, and support reductions in private vehicle ownership in line with the aims of Connecting Oxfordshire. Electric car clubs and the chargers needed to power them are therefore included as a valuable measure to improve social inclusion in Oxfordshire's EV ready future.

4.6. On-street parking

4.6.1. Over 34% of households in Oxfordshire are unlikely to have private off-road parking, and as such have limited or no access to home charging. Not everyone without off-road parking has a vehicle, but there are indications that around 25% of all cars nationally are parked on streets overnight^{xi}. Most on-street parking in Oxfordshire can be seen in the city of Oxford and other urban centres, where terraced properties and high-density housing are key features of the urban landscape, and where air quality concerns are most acute. However, this situation is also seen in many more rural areas such as historic market towns ([Figure 4](#)).

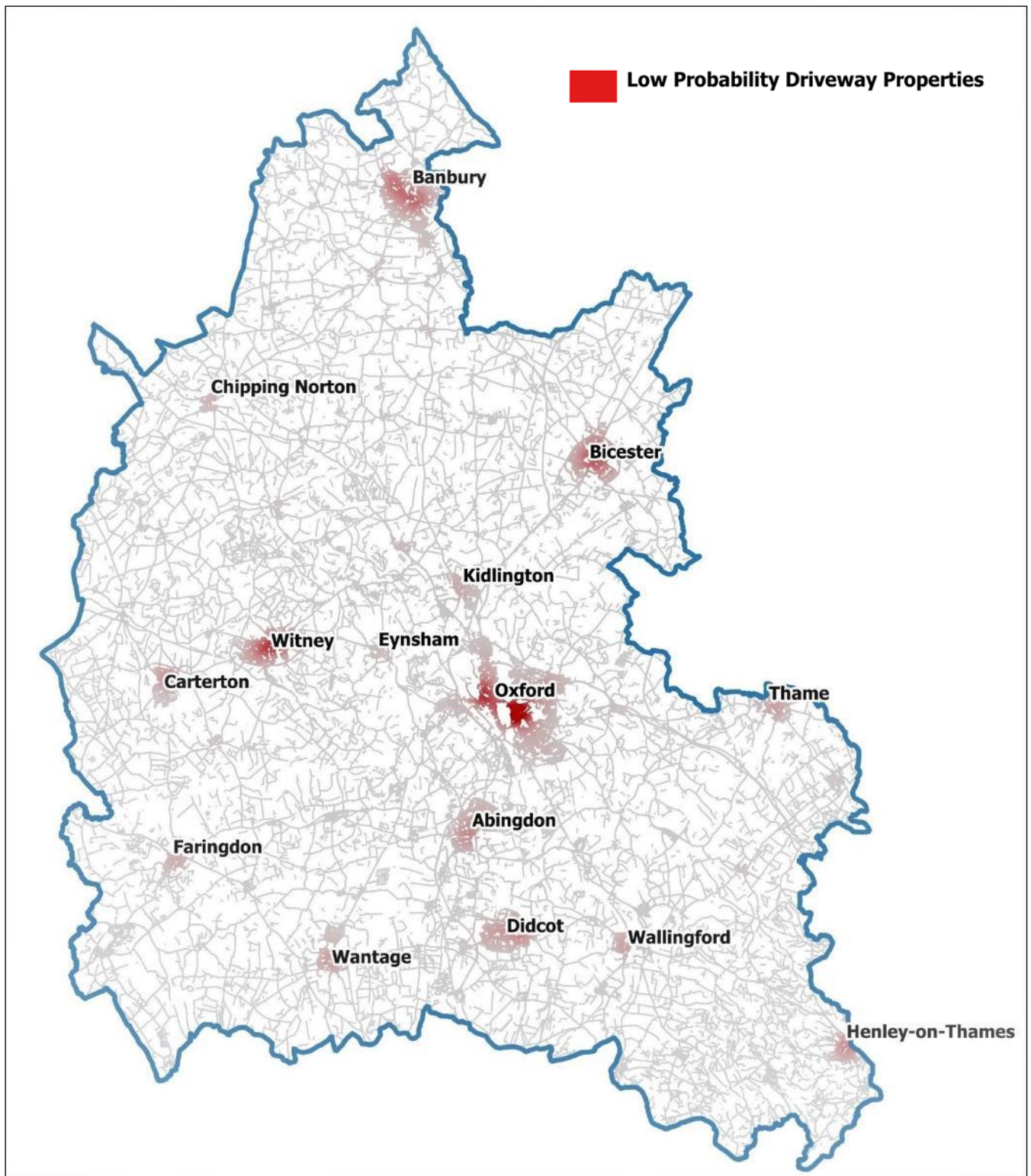


Figure 4 - Oxfordshire hotspots for properties with low probability of a driveway. Source: Energeo 2020 & EMU 2018. *Higher colour intensity indicates higher density of occurrence. Properties with low probability of a driveway are defined as those with less than or equal to 3 metres distance between the front elevation of the property and the nearest edge of the public highway, inclusive of the pedestrian footway where this is present.*

5. Where are chargers needed first?

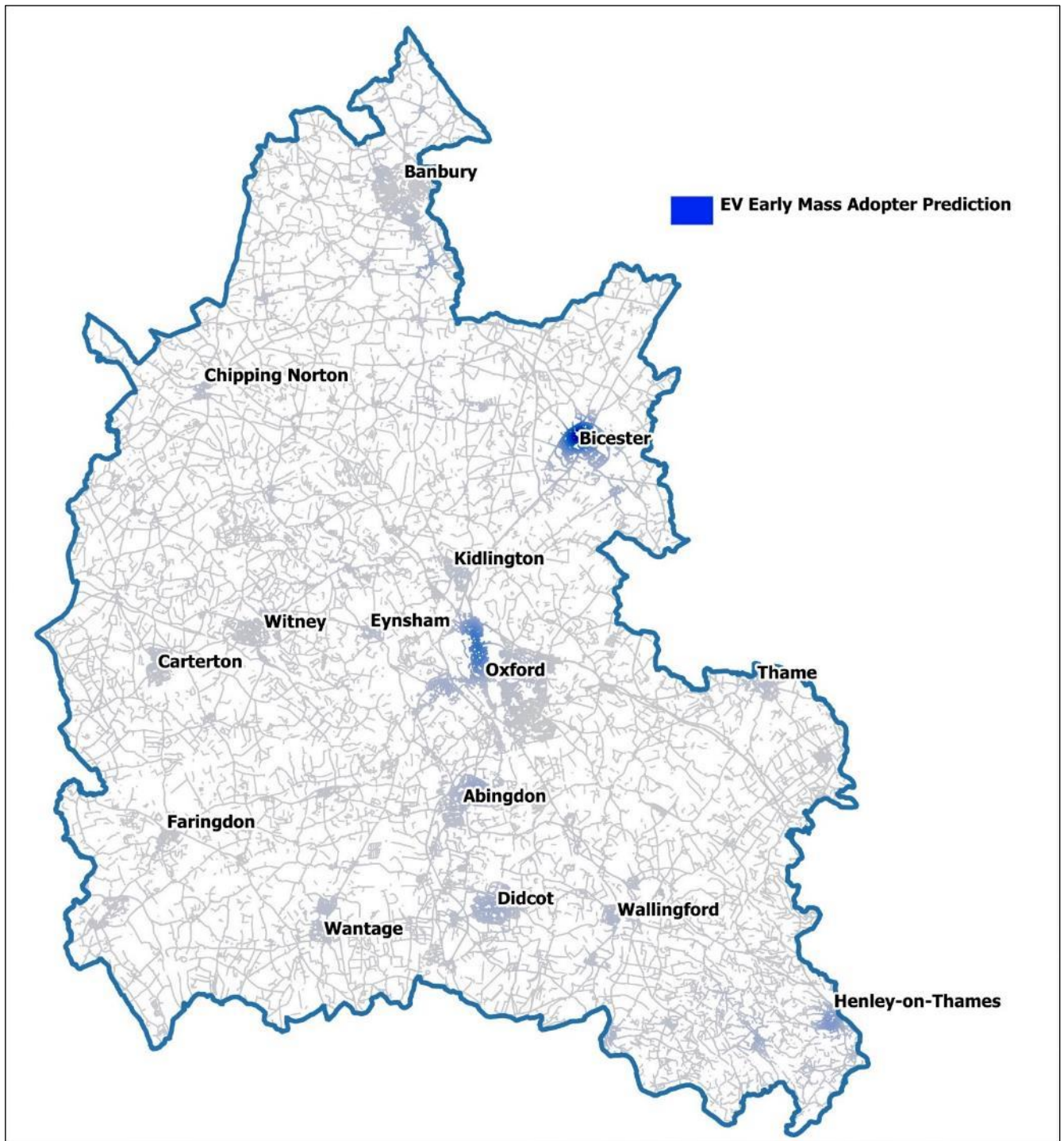


Figure 5 - Oxfordshire hotspots for predicted early mass EV adoption. Sources: Energeo 2020, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence. Households likely to be early mass adopters were defined as households in categories 1-10,15-16,18,22-24,26&29, located proximate to an existing ULEV registration.

5.1. Analysing demand

- 5.1.1. While most EV charging is done at home (around 80%)^{xii}, a network of public chargers is essential for drivers who do high mileage, travel long distances and/or have no access to chargers at home or work. The UK is home to around 19,500 public chargepoints and has one of the largest, and most comprehensive rapid networks in Europe, but more is needed to meet demand.
- 5.1.2. Chargers must be located in areas which are convenient to drivers, and have the space, energy and network connections to make installations feasible. In this section we examine where demand is likely to grow fastest, and where support is needed to help residents on lower incomes adopt cleaner vehicles.
- 5.1.3. Analysis of likely centres of EV adoption as uptake in Oxfordshire moves from 'early adoption' to 'early mass adoption' has been carried out using demographic characterisations of people likely to be in these groups across Oxfordshire, and combined with data on existing electric vehicle registrations, which are used as a predictor of 'neighbourhood influence' to give a picture of the hotspots for likely uptake over the coming 5 years ([Figure 5](#)).
- 5.1.4. The outputs show dense areas of likely uptake in Bicester, the North and West of Oxford, and larger market towns such as Abingdon, Didcot and Henley. Likely uptake in and around Banbury is more diffuse, and further investigation may be required to understand the likely cause of slower uptake.
- 5.1.5. When EV uptake hotspots are overlaid with areas of high on-street parking, the councils can begin to identify key areas for early action on EV charging infrastructure ([Figure 6](#)).
- 5.1.6. More detailed heatmaps of EV uptake hotspots for each of the districts and key towns can be seen in [Annex 4: Geospatial Analysis](#).

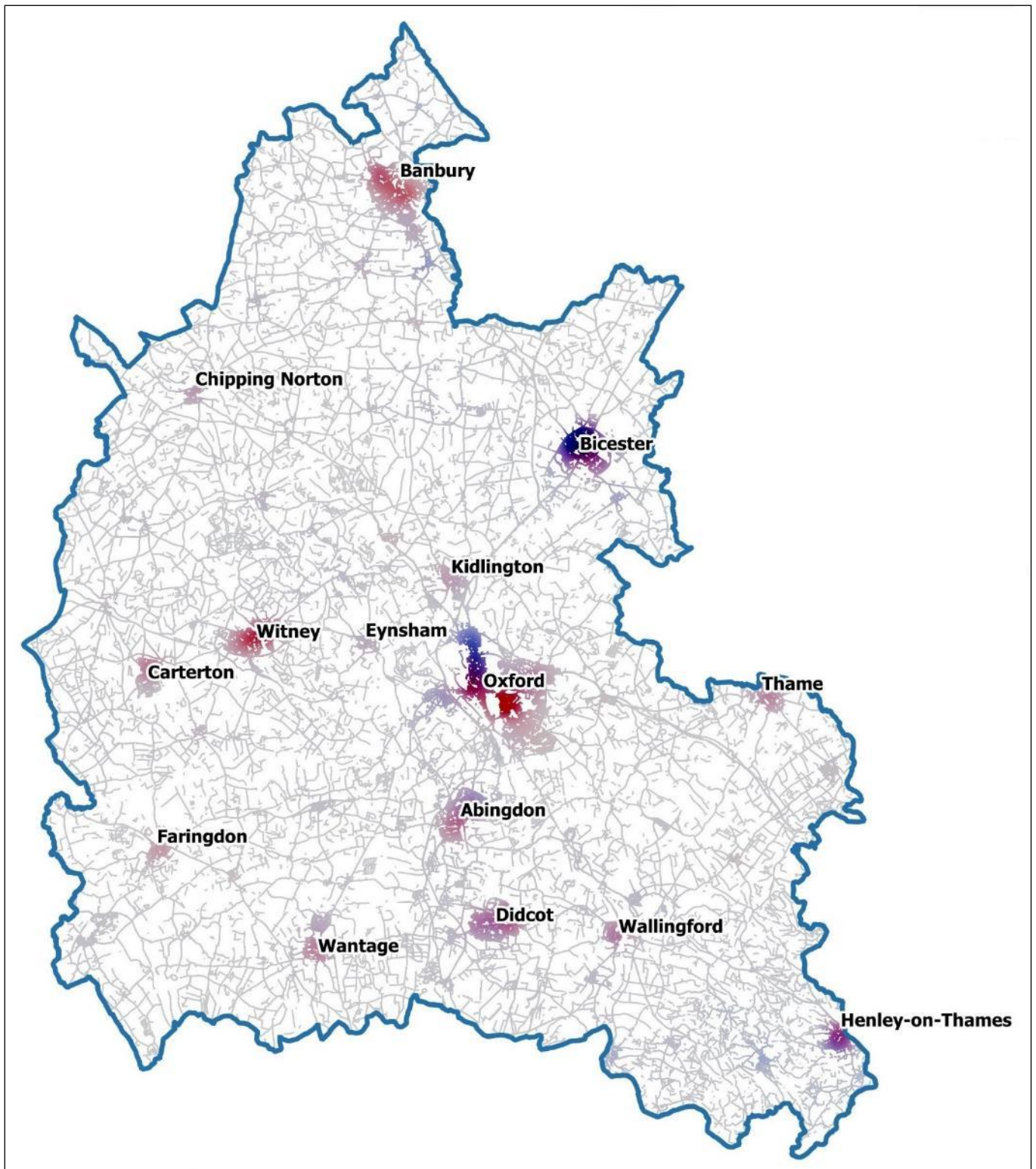


Figure 6 - Oxfordshire hotspots for predicted early mass EV adoption & low driveway probability. Sources: Energeo 2020, EMU 2018, ACORN 2020, DfT 2020. *Higher colour intensity indicates higher density of occurrence.*

5.2. The Councils' influence (where can we act?)

5.2.1. The Oxfordshire Electric Vehicle Infrastructure Strategy will focus on the measures and policies the Councils can either carry out directly or influence:

- **Direct control** – measures to improve EV infrastructure provision on the Council's own estate defined as the Council's own operational buildings or at Council owned or managed public parking, and through the procurement or licensing of EV charging infrastructure.

5.2.2. The Councils also have extensive direct and indirect spheres of influence:

- **Direct influence** – measures that will have a direct impact on the EV infrastructure provided by others through planning and infrastructure policies;
- **Wider influence** – through partnerships, advice, lobbying and leadership.

5.2.3. Viewing the challenges for EV charging infrastructure through these three lenses gives us an indication of what actions the Councils can take, how they can be prioritised, and what impact they are likely to have on the development of EV charging infrastructure over the coming five years.

6. Quantity of EV charging

6.1. Targets for EV charging in Oxfordshire

6.1.1. Predicting the absolute number of EV chargers that will be needed in the future is highly complex; rapidly changing vehicle and charging technologies, economic factors and dependence on public behaviour change means there is a great deal of uncertainty.

6.1.2. A European directive^{xiii} on the deployment of alternative fuels infrastructure recommended in 2014 that “the appropriate average number of recharging points should be equivalent to at least one recharging point per 10 cars”. This ratio applies to public chargers and does not include home chargers. Using this ratio, we would need at least 2,500 to 3,000 public charge points across the county in order to meet the charging need for the 25,000 to 30,000 EVs on Oxfordshire roads by 2025 predicted by the University of Oxford^{xiv}.

6.1.3. This simple metric does not differentiate between the different speeds of chargers, or how accessible they are. A rapid 50kW charger may serve 4 to 5 times the number of EVs in a day that a standard 3-7kW charger can, and a charger which is open to the public for 12 hours of the day, can notionally serve half as many vehicles as one which is available 24/7. However, the higher costs of rapid and ultra-rapid EV charger installation can often be passed on to the end user in higher tariffs, and so this must be taken into consideration when designing a strategy for EV Infrastructure which promotes value for money. The assumptions upon which the original metric was based may no longer be relevant; the number of chargers needed may not require the same level of increase in line

with projected increases in EV uptake, given longer battery ranges, new charging technologies and a greater proportion of EVs able to use faster rapid charging technologies^{xv}. For these reasons, campaign groups are calling for the metric to be reviewed as part of the review of the Alternative Fuels Infrastructure directive in 2020. It is recommended that when establishing the number of new chargers required in Oxfordshire to meet future demand, the Councils' approach follows the weighting method proposed by T&E.

Figure 7 - The Transport & Environment Charger Weighting Metric

Transport & Environment (T&E), a European clean transport campaign group, has designed a new metric. Instead of simply counting each charger as one, this metric weighs the energy they can provide to the EV fleet and how available they are to the public. The T&E ratio model proposed gives each different charging speed a weighting:

- 1 for single phase 3-7 kW Slow Charger
- 2 for tri-phase 7-22 kW Fast Charger
- 4 for 43 kW AC Rapid Charger
- 5 for 50 kW DC Rapid Charger
- 10 for 150 kW and above Ultra-rapid Charger

If we accept the EU's recommended ratio of 1 charger per 10 cars as a base line for 3-7kW chargers, then higher power chargers can be weighed against the target according to the equivalent number of 3-7kW chargers they represent. For example, if Oxfordshire were to rely solely on rapid charging at 50kW per hour, the equivalent of the recommended EU ratio could be met by 800 rapid charge points.

6.1.4. With the current public EV charging provision providing the equivalent of approximately 1,464 3-7kW chargepoints, and the pipeline of the Council's EV charging projects planned over the next two years providing the equivalent of over 900 3-7kW chargepoints, the equivalent of **1,636** further 3-7kW public chargepoints could be required to meet potential demand.

Table 3 – Oxfordshire's planned pipeline of EV charger installations

Project	Number of chargepoints	Chargepoint Speed	T&E Weighting	3-7kW chargepoint equivalents
Park and Charge	280	7-22kW	2	560
Go Ultra Low Oxford: On-street	100+	Up to 7kW	1	100
Energy Superhub Oxford	18	150kW+	10	180
	4	50kW	5	20
	20	22kW	2	40
West Oxfordshire EV Charger project	10	7kW	1	10
Total	432	N/A	N/A	910

Policy EVI 1: *The Councils will collaborate to enable and encourage deployment of public EV chargepoints in Oxfordshire towards meeting predicted demand by 2025 in line with national targets and with reference to European directives.*

Key actions:

- ✓ The Councils will use their best endeavours to enable a geographically and socially inclusive EV charging network which promotes equal access to EV charging for those in rural and remote locations and areas of deprivation based on available evidence of EV charging need.
- ✓ The Councils will collaborate to share project learnings, access to charging demand and charger locations data and tools amongst themselves where legally permitted to do so with each other.
- ✓ New data agreements will be developed to allow data sharing and tools access between the two tiers in regard to charging demand and locations data.
- ✓ The Councils will continue the collaborative approach used in the development of the Oxfordshire EV Infrastructure Strategy through regular meetings of a Working Group of officers involved in EV infrastructure and other EV related projects.

6.2. Funding public EV chargers

6.2.1. EV charging is a developing market, and business models for successful operation of charging networks are evolving rapidly.

6.2.2. The costs of installing and operating EV charging equipment require both upfront capital and ongoing revenue funding. The bulk of capital funding is spent in the connection of the EV charger to the energy network, and remains fairly static, while chargers themselves have significantly reduced in cost as technology has developed and demand increased. Ongoing and essential inspection and maintenance of chargers represent the bulk of revenue costs, with back-office and data connection fees taking a smaller part.

6.2.3. Local authorities have taken various approaches to the funding and ownership of EV charging infrastructure. During the first wave of infrastructure deployment, several authorities, including Bristol City Council and Transport for London, invested in procuring EV chargers which were owned and operated by the authorities, who received revenue from the chargers, and committed ongoing funding to support the contract management, maintenance and operation of the charging network. This approach saw local authorities acting as Charge Point Operators (CPOs) and required significant resourcing to manage the network.

6.2.4. A financial model developed for the Councils, based on owning and operating EV charging in house, demonstrates that in car parks Councils could reach

breakeven on operating costs for fast chargers after 4 years (including potential loss of income from parking fees, where they apply) if charger utilisation is high at 6 charging events per day. However, if utilisation drops below this point to levels more usually indicated by market engagement, the ongoing revenue losses will be considerable, leaving the Councils with significant ongoing funding commitments for several years.

6.2.5. The high cost of installing and managing EV charging equipment in house means that it is unlikely that Councils will be able to fund this without ongoing government funding and private investment.

6.2.6. CPOs frequently offer investment via a concession model, whereby local authorities can 'host' chargers operated and managed by the CPO at little or no cost to the local authority, while revenue from charging is retained by the operator or shared with the host. The larger scale of the networks operated by commercial businesses allow them to benefit from savings in operating costs which are not readily accessible to Councils running smaller networks in-house. This model has been successfully used around the country, including Oxfordshire, in areas where usage and turnover are high, such as in car parks or charging hubs, where the investment can be recouped relatively quickly.

6.2.7. In instances where usage and turnover of EV chargers are low, particularly on-street EV charging in residential areas, the business case for operators is more challenging. The government's On-Street Residential Chargepoint Scheme (ORCS) provides capital match funding for local authorities up to £6,500 per charger, but as it does not provide revenue funding for the ongoing operation and maintenance of the chargers. Therefore, the business case for operators may still be less attractive where return on investment is uncertain.

6.2.8. This may lead to challenges for Councils in encouraging CPOs to install in less economically viable areas without funding aspects of operation and maintenance, or entering into very long agreements, which limits their ability to request charger upgrades or seek new providers if the incumbent is under-performing.

6.2.9. The economics for on-street residential charging will continue to be challenging until the tipping point for EV adoption is closer, and analysis of and improvements in deployment costs, commercial models and actual asset utilisation can be assessed and addressed more fully. This may continue to require government grant funding to help de-risk EV charger deployment. Government has committed funding to support the development of new business models for 'on-street' residential EV charging; Oxfordshire's Councils are involved in three projects which explore new business models for delivering EV charging access by lowering costs, avoiding the higher costs of charging at the roadside, developing new models of asset ownership and opportunities for alternative funding streams.

6.2.10. In order to facilitate deployment of a high quality EV charger network for Oxfordshire, we need to continue to be at the forefront of working with the private sector and exploring funding models for EV charging while the market is still evolving.

Policy EVI 2: *The Councils will collaborate to seek funding for EV infrastructure and support the development of a self-sustaining EV charging network for Oxfordshire which relies less heavily on continuing public finance support in the future and minimises the impact on existing and future Council budgets.*

Key Actions:

- ✓ The Councils will collaborate to seek government and other funding for, and private investment in, Oxfordshire's public EV charging network
- ✓ Oxfordshire County Council's EV Integration team, working in partnership with industry and the District & City Councils where appropriate, will continue to seek project or other funding to explore sustainable business models for EV charging

7. Delivering EV charging

7.1. Public charging in local authority car parks

Setting targets for EV charging spaces

7.1.1. Oxfordshire's local authorities have direct control of over 90 off-road car parks and 'Park and Ride' sites located across the county, in addition to other car parking at leisure and community centres. The County Council also manages larger areas of on-street parking laid out in car park style at Broad Street and St. Giles in Oxford, which for the purposes of target setting in this document we will include under the definition of car parks.

7.1.2. Car parks controlled by the six local authorities provide over 14,000 car parking spaces to local residents, businesses, visitors and travellers in Oxfordshire. As discussed in section 6.1, to meet destination charging demand from the expected number of EVs on Oxfordshire's roads by 2025, the recommended number of 3-7kW equivalent chargepoints calculated using the T&E metric is 2,500 – 3,000.

7.1.3. Charging in public car parks and park and ride sites can be a valuable resource for users charging their vehicles while visiting other amenities in the local area – known as destination charging - but can also have great value for local residents without access to a private driveway or garage where they can charge from their home power supply. This dual use helps to maximise usage of the chargers and supports the business case for charger deployment as discussed in section 6.2.

7.1.4. Oxfordshire's local authorities therefore have an opportunity to make a large contribution to the public EV charging network by introducing EV charging into their own public car parks and park and ride sites.

7.1.5. If 7.5% of Oxfordshire's local authority-controlled car park spaces were provided with EV charging, this would total over 1100 spaces dedicated to EV charging. If the chargers provided were all 7-22kW 'fast' chargers or greater, this would meet all of Oxfordshire's likely destination charging needs for 2025 and over 70% of the predicted need up to the end of 2027. If carefully located, these chargers can also be used to support residents without off-road parking.

7.1.6. Oxfordshire's Councils are already actively deploying EV charging in their car parks across the county. Here we show how many charging spaces will be made available. The Councils' two major car park based EV charging projects will enable the Councils to reach over 40% of the 710-space target by June 2022.

Project	EV charging spaces	Expected completion
Park and Charge	280	March 2022
Energy Superhub Oxford	42	June 2022
Total	312	

Policy EVI 3: *The Councils will aspire to reach or exceed a target of converting 7.5% of local authority managed public car park spaces, to fast or rapid EV charging by 2025.*

This target will apply across each Council's entire parking estate to allow for challenges in very small or isolated car parks, and include some of Oxfordshire County Council's 'car park style' on-road public car parking where appropriate.

Key Actions:

- ✓ The Park and Charge project will be completed by March 2022 and will deliver up to 280 charging spaces
- ✓ The Energy Superhub Oxford Project will be completed by June 2022 and will deliver up to 42 charging spaces
- ✓ The Councils will collaborate to deliver further EV charging projects to reach or exceed the target by end of 2025
- ✓ The Councils will continue to monitor plug-in vehicle uptake in Oxfordshire and usage of the Councils' EV charger network annually to assess if the 7.5% chargepoint target is appropriate. The target will be formally reviewed in 2023

Managing EV charging in our car parks

7.1.7. In order to ensure that EV drivers have a consistent and positive experience of using EV chargers, the Councils also have the opportunity to align policies for the management and deployment of EV charging at their sites.

7.1.8. EV drivers frequently report that EV chargers are blocked by petrol or diesel cars inappropriately using EV charging bays (known as ICE-ing). Drivers also report frustration at finding EV charging bays blocked by EVs which have finished charging, but which have not been moved. Reservation of bays adjacent to EV chargers, setting maximum stay times which are appropriate to the speed of charging and use of the car park, and appropriate and regular enforcement of the car park rules can all help to improve the customer experience and increase usage of charging points.

Policy EVI 4: *The Councils will manage parking bays for EV charging in local authority car parks to encourage both destination and overnight EV charging and for all types of EV ownership, including private vehicles, shared or car club vehicles, and business vehicles where appropriate*

Key Actions:

- ✓ The Councils will use enforceable Parking Orders to reserve parking bays with EV chargers for charging EVs or specific car club vehicles only in order to prevent and enforce against their misuse
- ✓ The Councils will embed charging time limits for EV charging bays during peak hours in enforceable parking orders to maximise user access to chargers. These will be appropriate to the type of charging and usage of the car park. To encourage overnight use of EV chargers for drivers without home charging access these charging time limits will not apply during night-time or off-peak hours
- ✓ The Councils will ensure that where these requirements are implemented, enforcement officers will be well briefed on how EV bays are to be enforced, and where appropriate the Councils will consider the use of technical options to support enforcement i.e. bay sensors, cameras or ANPR cameras
- ✓ To encourage overnight use of EV chargers for drivers without home charging access, those Councils which charge an over-night parking fee will seek ways to remove or reduce parking fees for those unable to charge at home. Parking fees at other times of day will continue to apply (where appropriate) when vehicles are charging
- ✓ To ensure customers are confident in using EV charging bays across Oxfordshire the Councils may seek to agree consistent EV charging bay markings in line with UK government and industry standards

7.2. Visitor and workplace charging at Council sites

7.2.1. The Councils have direct control over the provision of EV charging at their own premises, including workplace parking at Council offices. This section addresses the Councils' approach to providing workplace charging for visitors and staff. This strategy will not seek to set out the Councils' approach to fleet vehicle charging as this is covered by Council fleet managers within the different organisations.

7.2.2. Commuter traffic contributes significantly to carbon and NO_x emissions in Oxfordshire, as well as generating significant issues of congestion around major centres of employment. A key aim for the Oxfordshire Local Transport and Connectivity Plan 5: Connecting Oxfordshire, is to reduce harmful emissions from commuter traffic by supporting sustainable alternatives such as public and active transport.

7.2.3. The Councils are each encouraging the reduction of workplace parking and actively promoting the use of public and active transport for staff and visitors. Parking is limited at many Council sites, in particular those in Oxford. Where public and active transport are not an option, the Councils have an opportunity to set an example to businesses around the county by providing EV charging for staff and visitors, where parking is already provided.

7.2.4. The Government's Workplace Charging Scheme provides a grant to support charging infrastructure at workplaces of 75% of the purchase and installation costs of a charger capped at a maximum of £350 per socket (a maximum of 40 sockets per organisation), which hundreds of companies across the UK have used to install EV chargers for their employees and fleets. The government has also legislated so that no benefit in kind liability arises for employees who charge their own electric and plug-in hybrid vehicles at work.

7.2.5. Where feasible, workplace charging installed at Council premises could also act as EV charging hubs if accessible to the public overnight – this is being considered at WODCs Council premises as part of the Park and Charge project. In this case, it may also be possible to attract investment from CPOs into concession contracts.

Policy EVI 5: *The Councils will support staff and visitors to access electric vehicle charging at Council premises where appropriate*

Key Actions:

- ✓ Where visitor parking is provided at Council sites, the Councils will explore options to license or deploy EV charging
- ✓ The Councils will monitor demand for staff and contractor EV charging and seek options to provide access where necessary

7.3. Charging without off-road parking

7.3.1. As shown in section 4.6, many households in Oxfordshire have no access to private off-road parking, and subsequently have limited or no access to home charging. This is a significant barrier to EV uptake for many households.

7.3.2. Without support, some drivers may attempt their own fixes; we have seen examples of EV drivers trailing cables across the public footway to charge vehicles from their homes. This presents a significant trip hazard, is detrimental to inclusive mobility and may contravene the Highways Act (1980).

7.3.3. Providing safe alternative access to EV charging for people who must park their car on the street is therefore critical to the UK's transition to EVs, and the protection of inclusive mobility for road users with additional needs.

7.3.4. Oxfordshire County Council, as the local highways authority, recognises the need to enable safe access to EV charging for residents who must park their car on the public highway, and will seek to enable the market to provide charging access to these users in a safe and responsible manner.

7.3.5. Oxford and Oxfordshire have led the UK in attempting to address this challenge; the Go Ultra Low Oxford Project led by Oxford City Council in partnership with Oxfordshire County Council was a world first, piloting technical solutions to the challenges of on-street EV charging. The Park and Charge Project (Figure 9) has enabled Oxfordshire County Council and several of Oxfordshire's District Councils to explore an alternative to roadside EV charging; the use of public car parks in residential areas to provide access to EV charging for local people without a home EV charger.

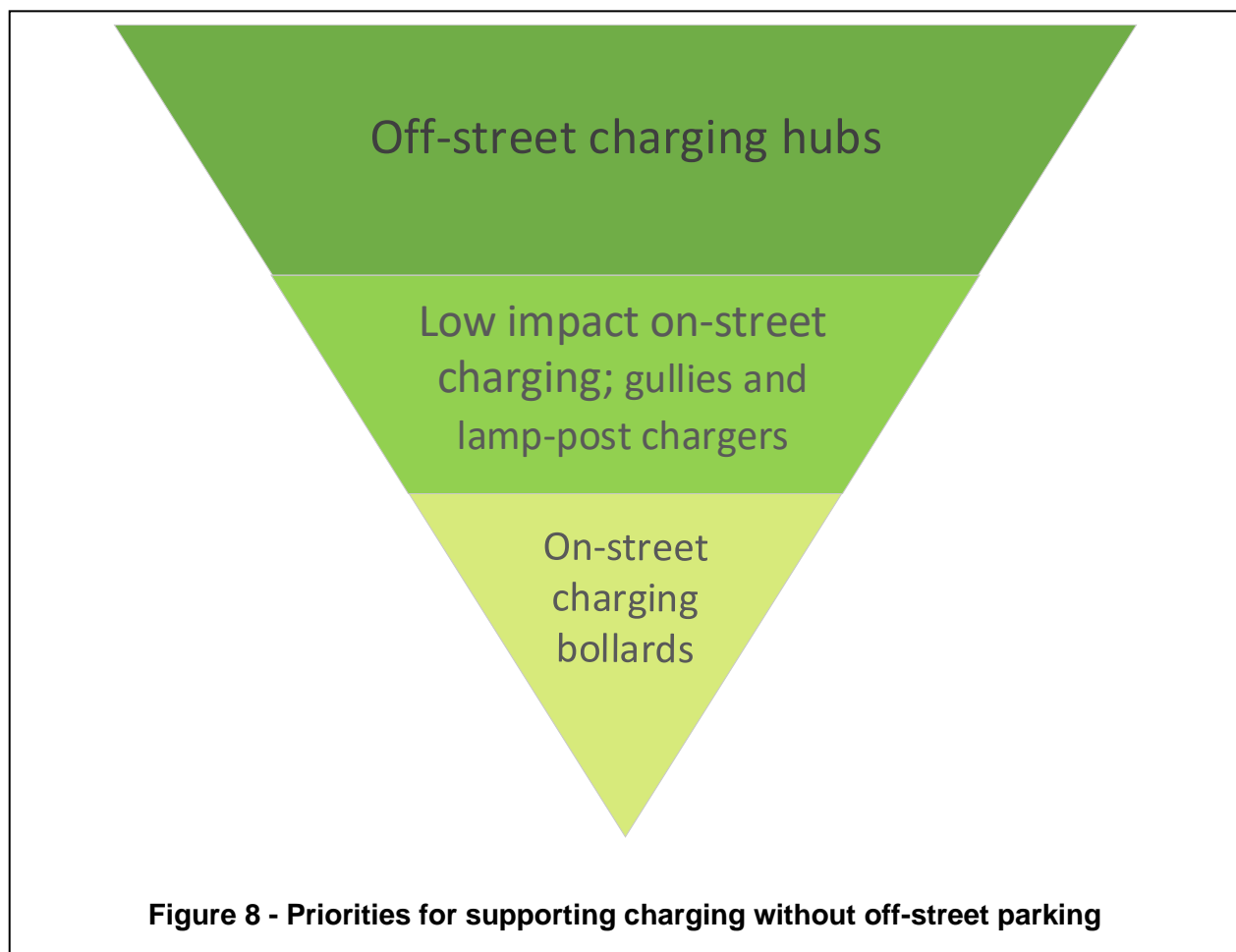
Table 4 – Feasibility of EV charging options for residents without off-road parking

Option	Impact on streetscape & mobility	Complexity & cost	Commercial Sustainability	Scalability
Off-road fast charging hubs	Nil	Medium	High	High
Cable Gullies	Low	Low	High	High
Off-road rapid & super-rapid hubs	Nil	High	Medium	Low
Street-light charging	Low	Medium	Medium	Medium
Free-standing on-street chargers	High	High	Low	Low
Rising bollards	Medium	High	Low	Low

7.3.6. Experience from these and other Oxfordshire projects provides valuable learning, which has been instrumental in designing the approach described in this strategy. [Table 4](#) summarises performance of different charging options for those who park on the street against four key feasibility factors.

7.3.7. Key learnings from the Go Ultra Low Oxford On-street (O-GULO) project demonstrate that installing electrical on-street EV charging infrastructure is complex, time consuming and costly to install and manage. Costly electrical/data connections and maintenance create a challenging business case for investment and limited choice for local authorities and consumers, as discussed in section [6.2](#). The installation of EV chargers on the public highway, if not carefully managed, may also generate street clutter and create negative impacts for road users; in particular, pedestrians and those with disabilities, potentially compromising the Council's commitment to inclusive mobility.

7.3.8. Our learnings give a strong indication that where it is possible to avoid on-street electrical infrastructure by creating off-road fast charging hubs, this is desirable, and can support better use of infrastructure and a stronger case to attract private investment. The potential to provide safe access to charge an EV with a home charger using a 'cable gully' as piloted in the O-GULO project may help us to support on-street EV charging at mass scale, simply and cost effectively.



7.3.10. The Councils therefore consider that in the framework of options for supporting drivers without off-street parking, these opportunities are key priorities for deployment (Figure 8). The Councils also recognise that in some cases, there may be no alternative to providing on-street EV charger installations, and will continue to support these installations where necessary due to;

- Lack of suitable land for off-road EV charging hubs in the local area
- Disability status which would preclude an individual user from accessing an off-road charging hub.

7.3.11. A recent study by specialists in geo-spatial mapping indicates that where on-street EV charging is deployed, appropriate siting in areas of high need can reduce the number of on-street EV chargers required^{xvi}. Funding for the Ox Gul-e project (Figure 10), which is investigating the feasibility of cable gullies, will enable Oxfordshire County Council to develop tailored site analysis tools to support staff making decisions on appropriate locations for on-street EV charging.

Policy EVI 6: *Recognising that lack of off-road parking may be a significant barrier to EV take-up, Oxfordshire County Council will promote a hierarchy of solutions to EV charging for residents, businesses and shared vehicles without access to off-road parking, which prioritises off-street charging hubs, and other solutions which avoid generating additional street clutter or surrounding maintenance and management challenges.*

Key actions:

- ✓ Develop and publish detailed policy for the deployment of safe, convenient and accessible chargepoints on the public highway for residents, businesses, and shared vehicles where there is no option to avoid on-street chargepoints, while considering inclusive mobility and the needs of pedestrians and other road users.
- ✓ Develop a scheme to license the deployment of on-street EV charging infrastructure and its ongoing management, maintenance and future-proofing, which meets the requirements of this policy by appropriate and competent organisations
- ✓ Develop a customer service process for the management of requests for on street EV charging, and implement a centralised database of requests to inform future deployment of EV charging hubs and on-street EV charging
- ✓ Work with partners to fund and deliver specific projects exploring new technologies, business models and opportunities to enable access to EV charging for residents and businesses without access to private off-road parking, for example Park and Charge, Ox Gul-e, Go Ultra Low Oxford On-street and other future opportunities

Figure 9 - Park & Charge Oxfordshire

The Park and Charge Project is an Innovate UK funded partnership involving SSE Utilities, Zeta Group and others, designed to explore a new model of providing EV charging for those without off-street parking at local 'over-night charging hubs.'

This project aims to demonstrate the potential for the over-night hub model with a pilot to install up to 280 chargepoints in Council car parks in areas where demand for on-street charging is likely to be high.

Local people will be able to use the over-night hubs at a discounted rate, before moving their car the following day, freeing up the charger for use by other drivers.

The Electric Vehicle Supply Equipment (EVSE) used will be 'fast' 7-22kWh chargers enabling them to be used at higher power during peak hours if the necessary power is available.

The model has the advantage of reducing the need for local authorities to install more chargers on the public highway, and the greater risk, cost and complexity associated with this approach.

Figure 10 - Spotlight on Ox Gul-e

Ox Gul-e is a £160,000 Innovate UK funded industrial research and feasibility project which will enable Oxfordshire County Council and Oxford Direct Services to build on the cable gully concept originally piloted in Oxford as part of the Go Ultra Low Oxford Project led by Oxford City Council and Oxfordshire County Council.

Current on-street EV charging infrastructure is complex, costly to install and manage. Visually unappealing, current charging points tend to clutter streets and costly electrical and data connections coupled with constant maintenance creates a weak business case for investment. This has led to limited choice for local authorities and consumers.

The project will deliver a prototype design for a purpose-built cable gully, explore how new EV charging solutions can be funded sustainably in the future, and develop the processes and policies to roll the new solution out across Oxfordshire and further afield.

8. Using the planning system

8.1. EV charging in new developments

8.1.1. Local planning policies in England are guided by the National Planning Policy Framework (NPPF)^{xvii} which plays an important role in future proofing new developments. The planning system should help to shape places in ways that contribute to radical reductions in greenhouse gas emissions, and infrastructure to mitigate climate impacts and support renewable and low carbon energy and infrastructure. The NPPF states in paragraph 105.e that:

“If setting local parking standards for residential and non-residential development, policies should take into account: a) the accessibility of the development; b) the type, mix and use of development; c) the availability of and opportunities for public transport; d) local car ownership levels; and e) the need to ensure an adequate provision of spaces for charging plug-in and other ultra-low emission vehicles.”

8.1.2. And in 110.e that applications for development should:

“be designed to enable charging of plug-in and other ultra-low emission vehicles in safe, accessible and convenient locations”

8.1.3. Through the planning system, the Councils have the opportunity to use their direct influence on developments to improve provision of EV charging via strategic infrastructure and transport planning, local plans, guidance and conditions.

8.1.4. The Oxfordshire District Councils currently have a variety of planning policy requirements covering climate change, air quality and zero and ultra-low emission transport. All the District Councils include statements supportive of sustainable transport and some specifically encourage improved EV charging provision. Oxford City Council's recently adopted Oxford Local Plan 2016-2036 and the emerging Area Action Plan for the Salt Cross development in West Oxfordshire also set out planning conditions for the quantity of EV chargers to be provide in new developments. These standards are set out in [Policy EVI 8](#): below.

8.1.5. South Oxfordshire District Council's recently adopted Local Plan 2035 (Policy Trans 5) requires proposals for all types of development to be designed to enable the charging of plug-in and low emission vehicles and to provide facilities to support the take up of electric and/or low emission vehicles. Further guidance will be provided in the District's forthcoming Design Guide (Supplementary Planning Document). The Cherwell District Council Local Plan and Vale of White Horse District Council Local Plan are due for or in the process of review and the Councils are currently considering options.

8.1.6. The government has consulted on proposed changes to the English Building Regulations regarding EV charging provision in new developments, which it is believed will serve as the national minimum acceptable standard. Further details of the proposed changes can be seen in [Figure 11](#).

Figure 11 - The Governments Proposed Changes to Buildings Regulations

In July 2019 the government launched a consultation on its proposals to set minimum requirements for EV charging infrastructure in new and existing residential and non-residential buildings. The consultation proposed the creation of a new part to the English Building Regulations requiring EV charging infrastructure in new buildings and buildings undergoing material change of use and major renovation.

Policy position: Residential Buildings

The government proposes requiring every new residential building or residential building undergoing major renovation with more than 10 car parking spaces to have cable routes for EV chargers in every car parking space.

Policy position: Non-Residential Buildings

The government proposes every new non-residential building and every non-residential building undergoing a major renovation with more than 10 car parking spaces to have one charger and cable routes for an EV charger for one in five spaces. The government proposes a requirement of at least one charger in existing non-residential buildings with more than 20 car parking spaces from 2025.

8.1.7. The quantity of EV charging proposed by the government fall below those set locally by Oxford City Council and other local authorities in the UK in their local plans. The Councils have a desire to stretch beyond these base standards to ensure new developments are future proofed for the predicted rapid uptake of EVs in Oxfordshire.

8.1.8. The Councils recognise that the quality of EV charging for residents and businesses in Oxfordshire is also critically important for EV charging infrastructure to function as desired. In section we set out the Councils' ambitions for a high quality EV charging network for Oxfordshire, and the standards we will set to enable this.

8.1.9. In some cases, developers may lack the resourcing or expertise to understand how EV charging could be implemented or funded in communal car parks. The problem may be particularly acute for registered social landlords, where budgets are constrained.

8.1.10. In order to ensure that new developments also reach these standards consistently across Oxfordshire, it is vital to provide developers and planning

officers and developers with clear and concise information on best practice and the quality standards we expect for EV charging across the county. In addition, it is important to signpost to national and local organisations which can provide guidance on low or zero capex options for EV charging deployment and provide low cost access to clean electric vehicles through electric car clubs.

8.1.11. The policies below set out the Councils' ambitions to stretch beyond the Governments proposed changes to the English Buildings Regulations, align planning policy requirements for EV charging infrastructure in local plans, and support the local planning system through development of clear guidelines on EV charging for both developers and planning officers.

Policy EVI 7: The Councils will seek to include statements and policies supportive of EV charging infrastructure and, where appropriate, references to the Oxfordshire Electric Vehicle Infrastructure Strategy in their planning standards and guidance.

Key Actions:

- ✓ Oxfordshire County Council will include statements and policies supportive of EV charging infrastructure in:
 - The Oxfordshire Plan 2050
 - Connecting Oxfordshire: Local Transport and Connectivity Plan
 - Highways Asset Management Plan and Network Management Plan
 - Other relevant planning documents
- ✓ The Councils will collaborate to develop a Technical Advice Note for developers and planning officers which will;
- ✓ Share knowledge of best practise and promote the Oxfordshire Standards for EV charging deployment, on-going management, and maintenance, and future-proofing
- ✓ Signpost to organisations who can provide guidance on funding and delivering EV charging
- ✓ Promote electric car clubs in new developments

Policy EVI 8: *The Councils will benchmark nationally, and between themselves, each seeking to set minimum standards for the quantity of EV charging to be provided in developments in their planning requirements.*

The standards set will seek to meet or exceed those set in the Oxford City Council Local Plan (2016-2036) which state that;

- *Where parking is to be provided, planning permission will only be granted for developments if:*
 - *Provision is made for EV charging points for each residential unit with an allocated parking space; and*
 - *Non-allocated spaces are provided with at least 25% (with a minimum of 2) having electric charging points installed.*
- *Planning permission will only be granted for non-residential development that includes parking spaces if a minimum of 25% of the spaces are provided with electric charging points.*

Key Actions:

- ✓ Oxfordshire County Council will include minimum standards on the quantity of EV charging points to be provided in new developments in the Oxfordshire County Council Street Design Guide and Oxfordshire Parking Standards.
- ✓ The District and City Councils will include minimum standards on the quantity of EV charging points to be provided in Local Plans when these are reviewed; and Supplementary Planning Documents and Air Quality Action Plans if appropriate to provide additional detail.

Policy EVI 9: *The Councils will seek to provide support and guidance on EV charging provision to Town and Parish Councils, and other groups writing Neighbourhood Plans*

Key Actions:

- ✓ Oxfordshire County Council will include guidance on EV charging and links to the OEVIS and on-street EV charging policy in the Oxfordshire County Council Neighbourhood Planning Guide
- ✓ The Councils will respond to queries from those preparing Neighbourhood Plans in order to share knowledge of best practice for EV charging infrastructure.

8.2. EV charging in historic areas

8.2.1. Installing an EV charger at an existing private property or in car parks, is generally classed as permitted development under the General Permitted Development Order^{xviii}. For on-street parking, the General Permitted Development Order grants planning permission to development by local authorities including EV charging^{xix}.

8.2.2. These permitted development rights can be suspended in designated conservation areas by means of an Article 4 Direction, and do not apply in the curtilage of a listed building or Scheduled Monument. Those wishing to install an EV charger at a listed building or in a designated conservation area may need to apply for listed building consent. If restrictive Article 4 directions were introduced in Oxfordshire, this could impact significant areas of the county (see [Table 5](#) below) potentially creating significant challenges for:

- Residents wishing to install home EV chargers
- The deployment of on-street EV charging infrastructure, and EV charging in public car parks.

Table 5 - Listed buildings and conservation areas in Oxfordshire

Local Authority Area	Listed Buildings	Conservation Areas
Cherwell	2300	60
Oxford	1500	18
South Oxfordshire	3500	72
Vale of White Horse	2000	52
West Oxfordshire	3254	51
Oxfordshire Total	12554	253

8.2.3. There are no current Article 4 directions specific to EV chargers in conservation areas in Oxfordshire. However, management of street furniture is noted as an important factor in several of Oxfordshire's conservation areas. As charger infrastructure becomes more common, there may be a need or desire to manage EV charging in historic areas in order to protect their appearance and character. In response to the needs of local authorities, the market is developing more varied and elegant designs, some specifically tailored to blend in with a historic environment; in Oxford the GULO project piloted a charging socket installed into a heritage style bollard^{xx}.

Policy EVI 10: *In order to manage the impact of EV chargers without restricting access to EV charging, the Councils will define and communicate the design features of EV chargers which will have the most positive impact on the character of our cities towns and villages, and ensure that where there are specific heritage conservation needs, these are met by the charging equipment deployed.*

Key Actions:

- ✓ The Councils will collaborate to develop an information sheet for officers and the public giving examples of EV charging equipment used around the UK in conservation areas and on or near listed buildings, and signposting to guidance from organisations such as Historic England.
- ✓ Where there are any local heritage concerns for the Councils, the proposals for the EV Infrastructure will be carefully assessed in relation to its immediate setting and surroundings and its impact on streetscape quality. Any harm will be weighed against public benefit in accordance with local planning policies and the NPPF
- ✓ Where Article 4 directions in conservation areas are introduced to manage EV charger installation, Oxfordshire County Council will require all EV charging infrastructure deployed on the public highway to meet local planning requirements for heritage conservation.

9. Influencing others

9.1. Commercial car parks

9.1.1. As identified in section 7.1, the have a pipeline of planned EV charging projects, and will commit to convert 7.5% of the county's 14,000 local authority owned/managed off-road car park spaces to EV charging spaces with 7-22kW chargers. This will make a significant contribution towards providing for Oxfordshire's EV charging needs, but will still leave more EV charging point equivalents required to future-proof for the demand predicted in section 6.1.

9.1.2. Using the EU recommended ratio of chargers as a benchmark, we can see that to meet the predicted demand for over owners and managers of other car parks also need to deliver EV charging.

9.1.3. Public car parking at large retailers, supermarkets, shopping centres and transport hubs such as railway stations present an opportunity to provide EV charging for users of these amenities, and like car parks owned by local authorities, could provide vital support with EV charging for those unable to charge an EV at home or off-road at business premises. Across the UK, commercial organisations are installing rapid and fast charging at many of their

sites^{xxi}, including a large scale EV charging hub with 50 fast EV chargers at the Westgate Centre in Oxford. A review of EV charging at UK supermarkets from 2017 indicated that on-site EV charger deployment was increasing amongst supermarket retailers^{xxii}, since then several large companies have announced plans to boost EV charging at their stores across the country in the last 3 years^{xxiii}. Other commercial organisations such as pub and restaurant chains and hotels are also beginning to offer EV charging to customers^{xxiv}. However, many smaller, locally based companies are equally well located to provide EV charging, but lack the resourcing or funds to take up the opportunity.

- 9.1.4. The Councils also have established relationships with organisations such as OXLEP, the Low Carbon Hub and Oxfordshire Greentech, which could be leveraged to encourage workplace EV charging in Oxford and more widely across Oxfordshire. The latter two organisations already work with commercial organisations across Oxfordshire to deliver low carbon infrastructure and renewables projects and have established relationships with many organisations keen to support EV charging.
- 9.1.5. Funding opportunities from the government may enable future projects to take place in partnership with businesses and landowners which could support resourcing at the Councils to deliver this engagement and the potential projects.
- 9.1.6. EV charging provided by commercial organisations for their customers is a useful step towards supporting those drivers who already have access to a charger at home, but significantly greater benefits could be realised if those charger assets were made available to local people without access to off-road EV charging at home.
- 9.1.7. As discussed in section 7, the Park and Charge project is piloting the dual use of EV charging hubs in car parks for both destination charging and as overnight EV charging hubs, providing evidence which could help to influence owners or managers of private car parks to provide more public EV charging, and to open it up to local users outside of regular customer hours.

Policy EVI 11: The Councils will seek opportunities to encourage organisations, businesses and other owners of commercial public and customer car parks to deploy public EV charging infrastructure where it is appropriate

Key Actions:

- ✓ The Councils will seek opportunities to signpost commercial organisations and businesses to local and national partner organisations to promote the deployment of EV charging in commercially owned car parks.
- ✓ The Councils will seek funding opportunities to support resourcing of engagement with commercial organisations to encourage EV charging in privately owned car parks.
- ✓ Oxfordshire County Council will disseminate learning from the Park and Charge project to encourage the suitable development of overnight EV charging hubs in commercially owned car parks.
- ✓ EV charging infrastructure in commercial car parking at new developments will be required through the development planning process as per Policy EVI 8

9.2. Communal residential car parks

9.2.1. Existing high-density housing developments often have communal parking areas for residents. These are usually separated from individual households, preventing residents installing home EV chargers or accessing the governments home charging grant. Residents who have contacted the Councils for support with EV charging indicate that in some cases housing management companies or landowners may lack the resourcing or expertise to understand how EV charging could be implemented or funded in communal car parks. The problem may be particularly acute for registered social landlords, where budgets are constrained.

9.2.2. As described in section 4.5, car clubs offer an opportunity to give wider access to clean vehicles, and reduce private car ownership in residential areas, which applies equally to both new and existing development.

9.2.3. Through our established relationships with OXLEP, the Low Carbon Hub, Oxfordshire Greentech and others, the Councils could encourage and signpost owners and managers of housing stock to available and affordable options to support tenants and leaseholders with EV charging and affordable access to clean vehicles in Oxfordshire.

9.2.4. Funding opportunities from the government may also enable future projects to take place in partnership with owners and managers of housing stock which could support resourcing at the Councils to deliver this engagement and potential future projects.

Policy EVI 12: The Councils will explore opportunities to encourage owners and managers of housing stock of all types of tenure to deploy EV charging infrastructure for residents where it is appropriate

Key Actions:

- ✓ The Councils will seek opportunities to signpost owners and managers of housing stock to our existing partner organisations to promote the deployment of EV charging and electric car clubs in communal residential car parks across all types of tenure.
- ✓ The Councils will seek funding opportunities to support resourcing of engagement with owners and managers of housing stock to encourage EV charging in privately owned car parks and electric car clubs in communal residential car parks across all types of tenure.
- ✓ EV charging infrastructure in residential car parking at new developments will be required through the development planning process as per Policy EVI 8

9.3. Workplace & business charging

9.3.1. As discussed in section 7.2, workplace EV charging, provided where public and active transport is not an option, can support commuters to switch to EVs. Workplace charging can also support businesses to switch their fleets to EVs.

9.3.2. The Councils have committed to take steps to support EV charging for visitors and staff at their own sites, but as some Councils provide very limited parking for staff, other employers across Oxfordshire must act on commuter emissions.

9.3.3. In order to further support reduction in commuter transport emissions, the Councils can act to encourage employers across Oxfordshire who provide workplace parking to offer EV charging for their staff and visitors; Workplace charging can support drivers without off-street parking at home, and can enable plug-in hybrid and range extender drivers to travel further within the electric zero emissions capability of their vehicle.

9.3.4. Oxford is the largest employment centre in Oxfordshire, attracting 45,000 private cars to the morning rush hour daily^{xxv}. As part of Connecting Oxfordshire, Oxfordshire County Council and Oxford City Council are working together to develop and implement Connecting Oxford, a plan to transform public transport, walking and cycling in Oxford, including better connectivity to places of work. This will be achieved by reducing traffic levels in Oxford, prioritising bus movements and investing in new services, and freeing up more road space for pedestrians and cyclists. Less traffic and more people using public transport and active travel modes will also have air quality benefits. Included in this is improved air quality, by reducing the number of cars travelling into and around the city and encouraging more people to travel by public transport, and active transport. The proposals

include traffic filters across the city and a workplace parking levy (WPL) in the city's Eastern Arc - an area outside the city centre that links parts of north Oxford, Marston, Headington and Cowley. Those affected by the proposed WPL, including employers and their employees, could directly benefit from investment in new bus services, grants for onsite sustainable travel improvements, parking management, discounts on bus fares, park & ride buses and parking.

9.3.5. The Oxfordshire County and Oxford City Councils are currently developing a business case required to assess the full impacts of the proposals. Extensive public and stakeholder engagement and consultation is also planned to help develop and refine the Connecting Oxford proposals, with implementation currently programmed from 2023. have endorsed a full feasibility study for the introduction of the Connecting Oxford transport proposals. This feasibility study and the proposals of Connecting Oxfordshire presents direct opportunities to engage employers and encourage more workplace EV charging infrastructure in the city.

9.3.6. As described above in section 9.1, the Councils also have relationships with organisations such who are well equipped to encourage and provide support for businesses wishing to install EV charging for staff and visitors.

Policy EVI 13: *The Councils will explore opportunities to encourage uptake of EV charging at workplaces and business premises where it is appropriate*

Key Actions:

- ✓ Oxfordshire County Council will explore opportunities to encourage uptake of EV charging at workplaces through the developing transport plans for Oxfordshire, including through engagement with employers on the Connecting Oxford plan.
- ✓ The Councils will seek opportunities to signpost commercial organisations and businesses to our existing partner organisations engage to promote the deployment of EV charging in workplace car parks.
- ✓ The Councils will seek funding opportunities to support resourcing of engagement with commercial organisations to encourage EV charging in workplace and business premises car parks.
- ✓ EV charging infrastructure in workplace car parking at new developments will be required through the development planning process as per Policy EVI 8

9.4. Rapid charging on the strategic road network

- 9.4.1. The UK has one of the largest, and most comprehensive rapid networks in Europe including more than 3,500 rapid chargers ^{xxvi,xxvii}. The government wants to encourage and leverage private sector investment to build and operate a self-sustaining public network including rapid charging. To meet long-distance, en-route rapid charging requirements, and maximise carbon emission reductions, the number of rapid chargers located near the major roads network needs to expand to 1,170 by 2030^{xxviii}.
- 9.4.2. Highways England are the responsible authority for managing the deployment of rapid EV charging at sites on the strategic road network, including Oxfordshire's strategic road network such as the A34 and M40. The organisation has recently been awarded funding from the government and announced its commitment to ensure 95% of its motorways and major 'A' roads are within 20 miles of a charge point by the end of 2020.
- 9.4.3. However, there are still few public rapid or ultra-rapid chargers at sites on the strategic road network in Oxfordshire: as shown in section 4.2, only 8 are located at service or fuel stations close to major roads in the county.
- 9.4.4. Oxford City Council are developing a rapid and ultra-rapid charging hub at the Redbridge Park and Ride site, close to the A34 in Oxford, which will significantly boost access to high-speed EV charging for users in the county travelling via Oxford. Further rapid charging close to major roads is still required to support more rural communities and travellers in other parts of the county (see [Figure 12](#)).
- 9.4.5. Oxfordshire County Council has an established relationship with Highways England as the highway authority for the A34 and M40 in Oxfordshire, and with the Office for Low Emission Vehicles, and may be able to make the case for encourage deployment of rapid and ultra-rapid EV charging funded by Highways England at sites in Oxfordshire.
- 9.4.6. As the Highway authority for Oxfordshire, Oxfordshire County Council also has responsibility for highways land assets, including important link roads across the county and their associated lay-bys. Some of these lay-bys are large and underutilised, giving them potential for use as rapid charging stops where grid connections and space allow.

Policy EVI 14: *The Councils will seek to improve the availability of rapid and ultra-rapid EV charging on and near the strategic road network and important link roads across Oxfordshire*

Key Actions:

- ✓ The Oxford City Council ESO project will be delivered to meet the need for rapid and super-rapid charging for residents, businesses and travellers in and around Oxford.
- ✓ The Councils will engage with HM Government departments and agencies responsible for the roll out of EV charging infrastructure on the strategic road network.
- ✓ Oxfordshire County Council will explore options to engage the market in assessing the potential use of large laybys and other highways land assets such as Park & Ride sites for rapid and ultra-rapid EV charging across Oxfordshire.

Figure 12 - Spotlight on Energy Superhub Oxford

Oxford City Council is part of **Energy Superhub Oxford (ESO)** a £41m project to trial the world's largest hybrid battery technology in the city to support rapid and ultra-rapid EV charging, and low-carbon heat networking.

The project will see the trialling of the 50MW hybrid battery system, connected to the Cowley substation in Oxford, and will both store and re-supply electricity directly back to the grid. The battery will store and deliver power to electricity suppliers and will help to balance the local requirements for National Grid by storing electricity at times of low demand and re-supplying at peak demand. The technology will be able to shift the demand to periods of low prices, minimise bills and overcome local network constraints.

The project will enable the use of spare capacity energy to power an EV 'superhub' at the Redbridge Park and Ride site, helping to minimise the impact of large scale rapid and ultra-rapid charging on the grid. Technology from the battery will optimise time-of-day charging, with capabilities for overnight charging.

Public chargers to be installed under the project include:

- Over 20 rapid and ultra-rapid EV chargers
- At least 10 fast (22kW) chargers at the Redbridge site and another 10 at Seacourt Park and Ride.

The funding will also support the Council to work with a partner offering a 'Trial before you Buy' programme for Hackney Carriage Vehicle drivers in Oxford, and support the council in converting its fleet to electric.

10. Securing open, accessible and reliable EV charging

10.1. National legislation, standards and quality challenges

- 10.1.1. National and European standards give minimum quality and safety standards for EV chargers, their installation and the interface with customers.
- 10.1.2. The standards are set out in European and UK legislation, regulations and standards, and are adhered to by professional manufacturers, installers and operators of EV charging infrastructure. [Table 6](#) gives a high-level description of some of the key standards, and a comprehensive review can be seen in Annex 3.
- 10.1.3. Any chargers funded by OLEV On-street Residential Charging Scheme (ORCS), or Workplace Charging Scheme must also meet further specific requirements.^{xxix,xxx}
- 10.1.4. These are the minimum baselines which all EV charging must meet. However, reliability, ease of use and access, and the customer experience continue to be a concern for users.

10.2. Reliability

- 10.2.1. Reliability of EV charging has improved since the first wave of EV infrastructure funding saw first-generation chargers installed under the governments plugged-in places schemes, but consumers still rate reliability as their overriding consideration^{xxxi}, and 21% of public EV charging network users have had negative experiences when using the charging network^{xxxii}.
- 10.2.2. Technical standards for equipment which reach above and beyond those set at the European or national minimum levels can help to increase the reliability of EV charging equipment. Chargers which enable remote fixes to technical failures reduce the need for engineer callouts and thus 'downtime' for EV chargers, and modular design which allows a section of the charger unit to be replaced, rather than a small component or the entire unit, can speed up repairs when an engineer is needed.
- 10.2.3. Reliability of EV chargers is also strongly linked to their operation and maintenance. To ensure that chargers function as desired, they must be operated and regularly maintained by a competent contractor. Experience from GULO projects show that where this is not the case, incidence of charger failure and safety breaches are high.
- 10.2.4. Well-designed and thorough contractual arrangements for maintenance and operation of charging points by a competent contractor are necessary to meet customer needs and avoid poor reliability of charging networks. Resources for the management of contracts or licences to operate EV charging equipment are also essential to ensure that operators meet their obligations^{xxxiii}.

10.2.5. A plan for the renewal of assets at the end of their lifetime is also critical to ensuring the reliability of the network continues as technology changes and improves.

Table 6 - Key Regulations & Standards

Legislation, regulation standard	High-Level Description
<u>The Alternative Fuels Infrastructure Regulations 2017</u>	Key requirements which are not already captured in other standards: <ul style="list-style-type: none"> • Infrastructure operators must provide to any person ad-hoc access to charge • Equipment must incorporate an intelligent metering system
<u>Autonomous and Electric Vehicles Act 2018</u>	Gives the government powers to impose regulations on: <ul style="list-style-type: none"> • Public charging or refuelling points: access, standards and connection • Provision of specific information for users of public charging or refuelling points • Transmission of data relating to charge points
<u>OCPP Open Charge Alliance Open Charge Point Protocol</u>	Open industry standard that enables charger sellers and network operators to “mix and match” interoperable hardware and software: <ul style="list-style-type: none"> • Compliant hardware can be used across a range of different cloud based back end software. • All chargers should be OCPP 1.6+ compliant.
<u>Electricity Safety, Quality and Continuity Regulations (ESQCR)</u>	Statutory legislation that governs the supply of electricity to users: <ul style="list-style-type: none"> • All installations must comply. • Relevant elements for the EV charger installer are interpreted into BS7671.
<u>BS7671:2018 (+A1:2020) Electrical Installations (IET Wiring Regulations)</u>	The UK standard to which all electrical installations must conform. <ul style="list-style-type: none"> • The 18th Edition IET Wiring Regulations contains important new information for all electrical installers and engineers. • Section 722 relates specifically to the installation of EV supply equipment.
<u>IET Code of Practice for EV Charging Equipment Installation 4th Edition</u>	An overview of EV charging equipment installation considerations on: <ul style="list-style-type: none"> • Physical installation requirements • Relevant electrical installation requirements of the updated BS 7671:2020 • Specific requirements when installing EV chargers in locations such as dwellings, on-street, commercial and industrial premises.
<u>BS 8300: 2018 Design of an accessible and inclusive built environment.</u>	Standards for accommodating users with the widest range of characteristics and capabilities: <ul style="list-style-type: none"> • Defines the height from the ground of the socket outlet (also stated in BS7671 & IET CoP) • Includes clearances for wheelchairs around street furniture.

10.3. Instant access

10.3.1. The early development of the UK public EV charging market led to the creation of 'closed' EV charging networks, where access to charge was limited to subscribers or members. In the United Kingdom, EV drivers carry on average 3.19 charging network cards. Open access to roam across networks with a single card is seen as an important point for future improvements to the EV charging network by consumers^{xxxiv}.

10.3.2. The government has taken steps to increase access to EV charging on an 'ad hoc' basis via the Alternative Fuels Directive which demands that infrastructure operators provide to any person ad-hoc access to charge without need for a membership. The easiest interpretation of this is to allow credit/debit card payments, and some operators are now enabling contactless or NFC payment (Apple Pay, Google Pay etc.), but many other charging networks are slow to deploy these technologies unless they are specifically requested. Some operators have made the case that if their App can be downloaded at any time and a driver can then immediately access the charger once they have setup up the App, then this can be considered ad-hoc access. However, this requires access to a smart phone and makes ad hoc charging more time consuming and complex than many consumers prefer.

10.4. Charging standards for Oxfordshire

10.4.1. Oxfordshire's ambitions for an EV charging network include creating a truly open network, which ensures easy, consistent access to anyone wishing to use a charge-point across Oxfordshire. To achieve the high quality EV charging network we are striving for, the Councils have collaborated to develop a set of minimum standards for EV charging equipment deployed on-street and in local authority car parks, which will also form the basis of advice for advice on EV charging in new developments.

Policy EVI 15: *The Councils will encourage the deployment of a high quality, reliable, open, value for money, future-proofed and truly instant access EV charging network for Oxfordshire by setting high standards which seek to reach 'above and beyond' minimum legal requirements*

Key Actions:

- ✓ Procure, license or otherwise deploy only EV charging which meets or exceeds the national standards and the Oxfordshire EV Charging Standards detailed in Annex 3: EV Charging Standards
- ✓ Review the Oxfordshire EV Charging Standards on a regular basis and as technologies and business models develop.
- ✓ Seek the best value for users by using the procurement and licensing processes to encourage CPOs to offer opportunities to benefit target groups, such as those

who must park on the street, taxi drivers and operators, or other businesses through different rates for EV charging over-night and during daytime hours, or other measures which incentivise take up amongst target groups.

- ✓ Encourage developers, and other stakeholders to meet or exceed the same standards when deploying EV charging infrastructure through planning guidance and wider engagement.

11. Powering EV charging for the future: Managing energy impacts

11.1. Impacts on the grid

11.1.1. EV charging relies on energy supply through connection to networks or lighting circuits, generating challenges in connecting EV chargers and providing sufficient power to operate.

11.1.2. Rapid charging hubs and ultra-rapid charging take huge amounts of energy out of the grid at busy times, which can lead to expensive upgrading of the local electrical grid, including new substations or transformers. Neither rapid or ultra-rapid charging can be considered truly 'smart'; the chargers are controlled by and communicate with a back office, but due to their nature of delivering large amounts of energy very quickly there is limited opportunity to manage the delivery of energy across off-peak hours in order to protect the grid. Even fast charger installations can require upgrades or reinforcement of networks in areas where the local network can only support small increases. The cost of these works can be prohibitive.

11.1.3. The My Electric Avenue report for SSE concluded that without managed charging, EVs could cost £2.2 billion in UK grid infrastructure^{xxxv}. Traditionally, these findings would mean the replacement of underground cables in the public highway.

11.1.4. However, the government has recognised that the previous system of centralised generation of electricity transported through to the end user is changing to a more decentralised system^{xxxvi} with increasing levels of low carbon and renewable generation, often connected at the local distribution network and behind the meter.

11.1.5. EVs necessarily reduce CO₂ and other harmful emissions from the tailpipe, positively benefitting the drive to reduce transport emissions. These environmental benefits can be increased if upstream carbon emissions are also tackled when EVs are charged from renewable sources.

11.1.6. To enable these changes in generation and minimise the need for conventional network reinforcement, the system is adapting to become more flexible and smarter in order to better manage the new flows in power. The

Oxfordshire Energy Strategy^{xxxvii}, developed by OxLEP in partnership with all local Councils, University of Oxford, Low Carbon Hub, the Distribution Network Operator and other stakeholders, and endorsed by the Growth Board in November 2018, sets objectives to:

- secure a smart, modern, clean energy infrastructure which will support planned housing, industrial and commercial growth.
- Lead nationally and internationally to reduce countywide emissions by 50% by 2030, on 2008 levels, and set a pathway to achieve zero carbon growth by 2050

11.1.7. EVs could offer new opportunities for the power system as part of this smarter, cleaner and more flexible energy system for Oxfordshire system. Projects such as the Energy Superhub Oxford, Local Energy Oxfordshire and Vehicle to Grid Oxfordshire are already examining the part EVs could play in Oxfordshire. The EV Infrastructure Strategy has a role in ensuring that our EV infrastructure supports the aims of the Energy Strategy, minimises negative impacts on the electrical grid and is ready to respond to the learning generated in the county.

11.2. Smart EV charging

11.2.1. Smart charging, during off-peak periods and when demand and network congestion is otherwise low, means consumers can potentially benefit from cheaper pricing when charging, avoid triggering future network reinforcement, use their EVs to power their homes or businesses or sell energy back to the grid ^{xxxviii}.

11.2.2. Since 2019 all government funded charger installations must have smart functionality. The Automated and Electric Vehicles Act (2018) also gave government the powers to ensure that all chargers sold or installed in the UK will have smart functionality.

11.2.3. In deploying or licensing privately funded EV charging infrastructure in Oxfordshire, the Councils have opportunities to require charger operators to meet the same standards set by government for smart charging. The Councils also have the opportunity to guide developers deploying EV charging to opt for smart chargers through planning advice and the proposed technical advice note to be developed.

11.3. Renewable energy, on-site renewable generation and storage

11.3.1. As the UK energy network continues to decarbonise, and charge point operators increasingly commit to buying energy from renewable sources, these upstream carbon emissions will naturally reduce. The ESO project demonstrates the potential for large scale storage to support the grid, but other projects across the UK have also made use of smaller scale battery storage, stand-alone or combined with on-site photo-voltaic generation to support EV charging.

11.3.2. The Councils could increase the use of renewables in the EV charging network, and mitigate against challenges in energy supply, by promoting the installation of on-site renewable generation and storage where EV chargers are deployed in significant numbers.

11.3.3. Designing developments with sufficient and appropriately located lower power EV charging equipment from the outset, with sufficient energy capacity to meet predicted future demand, will help to manage grid impact, meeting the EV charging infrastructure needs of residents and businesses now and in the future, efficiently and cost effectively.

11.3.4. Where properties have access only to unallocated parking on the public highway, the government wishes to encourage the use of integrated street-lighting and EV charging to avoid street clutter. Historically, street lighting circuit designs and power capacity have not been required to take into account the need for additional load from EV charging. New developments using traditional processes to design street lighting without consideration of EV charging will require costly and complex retrofitting to meet the energy demand of EV charging. This can be avoided by designing in and ensuring adequate power capacity for EV charging from the outset. Exemptions to the above requirements may be made for specific sites where planning restrictions apply.

Policy EVI 16: *The Councils will seek to increase the emissions reduction benefits of electric vehicles, and mitigate the impact of EV charging infrastructure on the local and national grid by encouraging and promoting the use of renewable energy for EV charging, encourage ‘off-peak’ use of EV chargers, and exploring technical options to manage grid demand from EV charging infrastructure.*

Key Actions:

- ✓ The Oxfordshire Standards set by the Councils for EV charger quality will include requirements for EV chargers to have smart functionality in line with government funding standards.
- ✓ Where it is feasible, the Councils will explore technical options to support grid management and greater reductions in transport emissions such as on-site renewable generation and energy storage.
- ✓ The Councils will encourage developers to consider the use of on-site generation and storage to support EV charging through the jointly developed Technical Advice note on EV charging in new developments.
- ✓ The Councils will set parking policies which encourage use of EV charging infrastructure in Council car parks and on the highway over-night and at other ‘off-peak’ times as per Policy EVI 4:

12. Promoting EVs and infrastructure

- 12.1.1. Given that EVs are still a relatively new phenomenon, a broader challenge beyond public charger infrastructure is the level of information and general understanding that people have regarding EVs. The Councils recognise that they are able to contribute towards information provision to help overcome this.
- 12.1.2. Increasing knowledge, understanding and experience of EVs can help break down the barriers to EV ownership, challenge perceptions, and give people the encouragement and reassurance they need to make the shift to a cleaner vehicle^{xxxix}. Awareness of available EV charging infrastructure is also a factor in driving EV adoption^{xl}. The Councils have opportunities to use their existing online presence to signpost current and potential EV drivers toward existing sources of information on chargers, and to use resources from our projects to promote EVs and a cleaner transport choice.
- 12.1.3. As part of the Park and Charge project, Oxfordshire County Council is spending £150,000 on a county-wide communications and education package to engage Oxfordshire residents as well as visitors and commuters to the area. This communications campaign will go beyond simply promoting the Park and Charge project and charging hubs, and will communicate much more widely about Oxfordshire's transition to EVs as a lower-carbon and cleaner way to travel. Oxfordshire County Council will work very closely with the district councils, as well as with other local initiatives such as Energy Super Hub Oxford, EV car clubs, car dealerships and local community action groups to promote the local initiatives and resources that are combining to make EVs more accessible within Oxfordshire.
- 12.1.4. In October 2020, Oxfordshire County Council launched an online survey to gain a greater understanding of local people's knowledge, experiences, attitudes and intentions around the use of electric vehicles and charging facilities in the area. This has provided essential insights to help effectively target communications and create the impactful messaging needed to unlock barriers and successfully steer people towards choosing electric vehicles in Oxfordshire. The survey will be repeated in late 2021 to evaluate success of the Park and Charge communications activities and inform future messaging to maintain/gather momentum in the future.

Policy EVI 17: *The Councils will promote information about public EV charging in Oxfordshire, and awareness of the benefits of EVs to the public through their online and other communications channels*

Key Actions:

- ✓ The Councils will promote EVs and awareness of EV infrastructure in Oxfordshire through the Park and Charge project public communications and engagement campaign, ensuring communications regarding other current EV infrastructure projects are closely linked.
- ✓ The Councils will seek to provide the public with information on public EV charging in Oxfordshire via their online communications channels, signposting to national sources of information where relevant (i.e. zap-map and government information sources).
- ✓ The Councils will seek opportunities to promote their activities around EVs and EV charging infrastructure where appropriate through project communications and other appropriate channels.

13. Annex 1: Stakeholders

13.1. The Oxfordshire Energy Strategy Steering Group Members

A member steering board made up of representatives from each of the Council's has been engaged in the development of this strategy:

Name	Council Role
Cllr Yvonne Constance	Oxfordshire County Council Cabinet Member for Environment (including Transport)
Cllr Dan Sames	Cherwell District Council Lead Member for Clean and Green
Cllr Tom Hayes	Oxford City Council Cabinet Member for Zero Carbon Oxford
Cllr Caroline Newton	South Oxfordshire District Council Climate Emergency Advisory Committee Member
Cllr Catherine Webber	Vale of White Horse District Council Cabinet Member for the Climate Emergency and the Environment
Cllr David Harvey	West Oxfordshire District Council Cabinet Member for Climate Change

13.2. External organisations represented at workshops

Town Councils, Parish Councils and Community Groups		
Adderbury Parish Council	Eynsham Parish Council	Souldern Parish Council
Bampton Parish Council	Faringdon Town Council	South Oxford Community Association
Banbury Town Council	Garsington Parish Council	Thame Green Living
Bicester Town Council	Henley-on Thames Town Council	Thame Town Council
Charlbury Town Council	Kennington Parish Council	Wallingford Town Council
Deddington Parish Council	Kidlington Parish Council	Witney Town Council
Didcot Town Council	Little Coxwell Parish Council	

Charging Industry Stakeholders
EB Charging
EZ Charge
JojuSolar
Urban Electric

14. Annex 2: Evaluation of charging options for residents without private off-road parking

Option	Streetscape & Mobility Impact	Complexity & cost of deployment	Commercial Sustainability	Scalability
Off-road fast charging hubs	Nil <ul style="list-style-type: none"> Avoids street clutter 	Medium <ul style="list-style-type: none"> High density installations enable efficiencies Reduced interaction with utilities and parking regulations: deployment less complex 	High <ul style="list-style-type: none"> Multiple charger installations enable cost savings ORCS funding can be accessed Use by residents and car park visitors generates higher usage and income Opportunities for private investment and concession agreements 	High <ul style="list-style-type: none"> Opportunities to deploy in publicly or privately owned car parks
Cable Gullies	Low <ul style="list-style-type: none"> Integrates well into existing streetscape 	Low <ul style="list-style-type: none"> Low tech and simple: reduces costs of installation significantly 	High <ul style="list-style-type: none"> Potential for self-funding by residents Low maintenance requirements mean very low ongoing costs 	High <ul style="list-style-type: none"> Very few limitations on where cable gullies can be deployed
Off-road rapid and super-rapid charging hubs	Nil <ul style="list-style-type: none"> Avoids street clutter entirely 	High <ul style="list-style-type: none"> Multiple charger installations can enable efficiencies in deployment Reduced interaction with utilities and parking regulations makes deployment process less complex High power needs of rapid and super-rapid charging can create complexities and significant costs in securing power supply 	Medium <ul style="list-style-type: none"> Higher usage across groups generates greater income for operator This is balanced by significant upfront costs for installation Opportunities for private investment and concession or hosting agreements with landowners 	Low <ul style="list-style-type: none"> Suitable sites with appropriate power supplies are challenging to secure High numbers of rapid and super-rapid chargers generate significant challenges for local and national electrical grid

Street-light integrated charging	Low <ul style="list-style-type: none"> Integrates well into existing streetscape 	Medium <ul style="list-style-type: none"> Relatively simple installation ORCS funding can be accessed. 	Medium <ul style="list-style-type: none"> Low cost of technology and installation CPOs moving away from concession models including maintenance 	Medium <ul style="list-style-type: none"> Deployment limited to areas where street-light position is at leading edge of footway Deployment limited by lighting network capacity
Free-standing on-street charger bollards	High <ul style="list-style-type: none"> Generates street clutter from charger pillar and electrical supply cabinet 	High <ul style="list-style-type: none"> Dedicated electrical supply is required Low density installations: cost savings cannot be realised ORCS funding can be accessed 	Low <ul style="list-style-type: none"> Higher costs of installation and low utilisation mean that residential on-street locations are less commercially viable in the near term (5-10 years) CPOs moving away from concession models including maintenance 	Low <ul style="list-style-type: none"> Deployment limited by grid capacity and pavement width Lack of commercial sustainability means operators by be reluctant to install in areas likely to see low usage without subsidy
Rising bollards	Medium <ul style="list-style-type: none"> Stored below pavement surface when not in use. Some clutter impact when in use 	High <ul style="list-style-type: none"> Deep excavation required, generating complexity with existing utilities and archaeological sites Dedicated electrical supply is required Costs are higher for installation. ORCS funding can be accessed 	Low <ul style="list-style-type: none"> Higher costs of installation and low utilisation mean that residential on-street locations are less commercially viable in the near term (5-10 years) Charger operators moving away from concession models including maintenance 	Low <ul style="list-style-type: none"> Deployment limited by grid capacity, pavement width and underground utilities Lack of commercial sustainability means operators by be reluctant to install in areas likely to see low usage without subsidy

15. Annex 3: EV charging standards

15.1. EV charger types

Slow charging at 2.4-3kW AC is most useful in home or workplace settings, where the user can charge over a longer period, and can be carried out with a standard 3-pin plug. However, it is not recommended for regular use as the UK domestic plug and socket connection was not designed for continuous loads of 10-13 amps as used by an electric car. Charger sockets of up to 5kW can also be integrated into existing electrical assets on the street, such as lighting columns.

Fast charging can range from 7.4 kW to 22kW AC is the most common type of EV charging, suitable for home, workplace, destination and on-street EV charging. Most public EV charging infrastructure is 7.4 kW though more modern chargers may be able to achieve 22kW. It should be noted that domestic household chargers are only able to deliver the lower end of this range as higher rates require 3-phase energy supply. Fast chargers can be wall or floor mounted, and most are 'smart'; able to communicate with a charger management system or 'back office' and manage the time and rate of charging to minimise the impact of EV charging on the electrical grid^{xli}.

Rapid charging occurs at 43kW and 50kW, and typically provides an 80% charge in 30 to 60 minutes. Units can usually supply AC (43kW) or DC (50kW) energy but not always both at the same time. Rapid charger units are most often floor mounted, larger than fast chargers and have tethered cables for each of the three vehicle input sockets used for rapid charging EVs. Rapid charging is most suitable for en-route charging and workplace charging where rapid delivery of energy is required to complete a journey or enable continued use of commercial vehicles such as delivery vans or taxis. It can also provide a useful back up for domestic users when EV charging at a slower speed is not available or feasible. Rapid charging is often seen at motorway service stations.

Ultra-Rapid charging occurs at rates above 50kW, and is only provided via DC. Ultra-rapid charging is limited by the small number of EVs in the UK which can accept charging at this level of power, however it is likely that in the future, ultra-rapid charging will replace rapid charging as the most suitable for en-route and business needs. Tesla provided the first ultra-rapid charging in the UK and others are now providing chargers which can supply energy at up to 350kW though the range of 100-150kW is more typical. Most manufacturers use one of two standard input sockets; CCS or CHAdeMO.

Table 7 gives details of EV charging types, connection types and site suitability (adapted from UK EVSE Procurement Guide, UK EVSE 2019)

Table 7- EV charging types, connection types and site suitability (adapted from UK EVSE Procurement Guide, UK EVSE 2019)

Charging Type	Power Output (Kw)	Approximate time to full charge*	Miles of range per 20 minutes of charging**	Charger Socket Type	Suitable Locations
Slow	2.4-3.4 kW AC	16 Hours	2.4-3	Standard Three Pin Plug	Home*** and workplace (adhoc/emergency use)
	3.7-5 Kw AC	13.5 hours	2.7-7	Seven Pin 'Type 2' Plug	Specialist lamp column charging – on street
Fast	7-11Kw AC	5-7.5 hours	3.7-11	Seven Pin 'Type 2' Plug or tethered lead with Five Pin 'Type 1/J1772' Plug or Seven Pin 'Type 2' Plug	Home***, workplace, on street, public car parks
	11-22 Kw AC	2.5-4.5 hours	11-22		
Rapid	43Kw AC	45 minutes (to 80%)	43	Tethered lead with Seven Pin "Type 2" Plug	Workplace, en-route at motorway service stations, charging hubs, public car parks, on-street for specific use cases.
	50 Kw DC	35 minutes (80%)	20-50	Tethered lead with Heavy Duty 'JEVS G105' Plug or Heavy Duty 'Combo 2 CCS' Plug	
Ultra-Rapid	120-147 Kw DC	25 minutes (to 80%)	120-147	Tethered lead with Tesla adapted 'Type2' Plug	En-route at motorway service stations, charging hubs, public car parks
	150 Kw DC	25 minutes (to 80%)	150	Tethered lead with Heavy Duty 'JEVS G105' Plug or Heavy Duty 'Combo 2 CCS' Plug	
	350 Kw DC	15 minutes (to 80%)	350	Tethered lead with Heavy Duty 'Combo 2 CCS' Plug	

* Based on a typical EV with a 50kWh battery

**Range added per 20 minutes of charging calculated assuming a 3 mile/kWh vehicle efficiency.

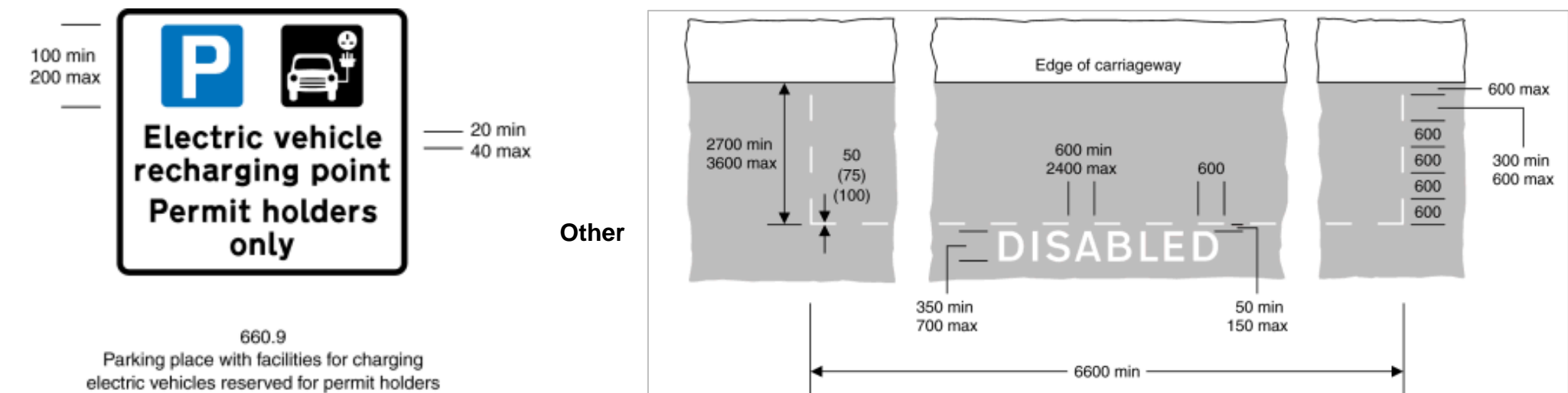
*** Up to 7kW single phase only at 32 Amps AC output from a typical household single phase AC energy supply

15.2. Standards, regulations and best practice

Relevant regulations: Overall deployment (2020)

Standard or Requirement	Formal Description	Commentary	Review Date
The Alternative Fuels Infrastructure Regulations 2017	<p>Regulates alternative fuels (electricity and hydrogen) to ensure the way they are supplied to vehicles is consistent across the EU. This will reduce dependence on oil and the environmental impact of transport, while contributing to a low carbon economy.</p> <p>Specific standards will be mandatory for electrical vehicle recharging points. In effect, this will provide electrical and hydrogen vehicle users the ability to connect and recharge throughout Europe.</p>	<ul style="list-style-type: none"> All equipment installed must meet these high-level requirements which form a pan EU policy. Key requirements not already captured in other standards: Equipment must incorporate an intelligent metering system – in general this is interpreted as the inclusion of a MID compliant revenue grade meter and a data collection system (Cellular/Wi-Fi/Ethernet) to send meter data to back end software for billing and presentation to the driver, generally via a smart phone App. Infrastructure operators must provide to any person ad-hoc access – easiest interpretation of this is to allow credit/debit card payments. Many operators are now enabling contactless or NFC (Apple Pay, Google Pay). However, some operators have made the case that if their App can be downloaded and any time and a driver can then immediately access the charger once they have setup up the App then this can be considered ad-hoc access. Generally, drivers don't see this as an ideal solution. 	2022
Electricity Safety, Quality and Continuity Regulations (ESQCR)	<p>Regulates quality and supply continuity as well as specifying safety standards. Compliance to ESQCR is a statutory requirement for distribution network operators (DNO's).</p>	<ul style="list-style-type: none"> This is the statutory legislation that governs the supply of electricity to users in the UK. All installations must to comply. In practice, relevant elements for the installer are interpreted into BS7671. 	N/A
Traffic Signs Regulations and General Directions 2016-2018	<p>Prescribes the designs and conditions of use for traffic signs to be lawfully placed on or near roads in England, Scotland and Wales.</p>	<p>Where there are designated EV charging bays, signage may be required:</p> <ul style="list-style-type: none"> Bays should be marked with TSRGD sign 660.9 with the permitted variant "Electric vehicle recharging point only" Bays should also be marked, taking account of TSRGD sign 1028.3/ 1028.4/ 1032 with permitted variations "ELECTRIC VEHICLES", "ELECTRIC VEHS ONLY" or "ELECTRIC VEHS" for on road bays. Bays in car parks should be painted green, where appropriate. 	TBC

Relevant regulations: Overall deployment



Relevant standards & legislation

Standard or Requirement	Formal Description	Commentary	Review Date
Local Planning Requirements	Specific regulation varies from one regional planning authority to next and so would need to be considered at a regional level across the UK.	<ul style="list-style-type: none">Experience of deployment by local authorities is that planning issues associated with conservation / heritage areas are often encountered.This may result in special solutions to suit local area, e.g. all the charging equipment being coloured black.	N/A
Autonomous and Electric Vehicles Act 2018	The purpose of this legislation is both to amend the existing compulsory third party insurance framework by extending it to cover the use of automated vehicles and deal with electric and hydrogen powered vehicle charging infrastructure	<ul style="list-style-type: none">The act gives the government powers to impose regulations on the following relevant topics:<ul style="list-style-type: none">Public charging or refuelling points: access, standards and connectionLarge fuel retailers etc: to require provision of public charging or refuelling pointProvision of specific information for users of public charging or refuelling pointsTransmission of data relating to charge points	N/A

Relevant standards & best practice: EV charging equipment technical standards (2020)

Standard or Requirement	Formal Description	Commentary	Review Date
IEC/EN 61851-1:2017 Electric vehicle conductive charging system - Part 1: General requirements* *EV charging equipment must be CE marked, meeting IEC/EN 61851 can be used to demonstrate this	<p>Applies to EV supply equipment for charging electric road vehicles, with a rated supply voltage up to 1000V AC. The aspects covered in this standard include:</p> <ul style="list-style-type: none"> characteristics and operating conditions of the EV supply equipment; specification of the connection between the EV supply equipment and the EV requirements for electrical safety for the EV supply equipment. <p>All requirements from IEC 61851-22 have been moved to this standard.</p>	<ul style="list-style-type: none"> EV supply equipment manufacturers typically claim compliance with these standards in their product literature. Ideally products should be third party certified, but is not widespread; it's likely that many don't fully comply. Products that show compliance with BS EN 60335-1 for Household and similar electrical appliances, rather than IEC/EN 61851, have debatable compliance. This BS does not cover all aspects of the equipment for EV charging. Certification would include product safety (LVD) and EMC compliance to support CE marking. The standard also defines the basic communication protocol between the vehicle and charging equipment. 	2021
IEC/EN 62196-1:2014 Plugs, socket-outlets, vehicle connectors and vehicle inlets - Conductive charging of EVs	<p>Applicable to plugs, socket-outlets, vehicle connectors, vehicle inlets and cable assemblies for EVs intended for use in conductive charging systems which incorporate control means, with a rated operating voltage not over 690V AC 50 Hz to 60 Hz, at a rated current not exceeding 250A.</p>	<ul style="list-style-type: none"> All Type 1 and Type 2 EV plugs and sockets used in EV supply equipment, cables and accessories should show compliance with this standard. EV supply equipment products will not achieve certification to IEC/EN 61851-1:2017 if the plug/socket used does not meet this standard. 	2020

Relevant standards & best practice: EV charging equipment technical standards (2020)

Standard or Requirement	Formal Description	Commentary	Review Date
ISO 15118-1:2019 Road vehicles — Vehicle to grid communication interface — Part 1: General information and use-case definition	<p>This document replaces ISO/EN 15118-1:2013 Road vehicles - Vehicle to grid communication interface</p> <p>The document specifies terms and definitions, general requirements and use cases as the basis for the other parts of ISO 15118</p> <p>Specifies the communication between EVs, including Battery EVs and Plug-In Hybrid EVs, and the Electric Vehicle Supply Equipment (EVSE).</p> <p>Describes the communication between the EV Communication Controller (EVCC) and the Supply Equipment Communication Controller (SECC).</p>	<ul style="list-style-type: none"> • This relates to future Plug and Charge and AC V2G features. • This standard defines the high-level powerline communication protocol used for Plug and Charge and V2G applications. It operates alongside the basic communication protocol used to manage the charging session. • Plug and Charge removes the need for driver authentication (RFID, QR codes etc). • The Basic IEC/EN 61851-1 protocol can operate on its own but the high-level ISO/EN 15118-1 protocol requires both protocols to be in operation. • The main changes from the previous document are: <ul style="list-style-type: none"> • New use cases and requirements for wireless communication, wireless power transfer, automatic connection devices and bidirectional power transfer have been added; and • As usage of private data and cyber security are becoming an important concern for users, requirements for more traceability and data privacy have also been added • Car communicates with charger using ISO15118-1 protocol to identify itself and handle driver billing automatically – functionality that is not possible with the basic protocol. Mercedes, BMW and VW already support this technology. • Links to specific standard documents in the series which form requirements of part 1: <ul style="list-style-type: none"> • ISO 15118-2:201: Network & application protocol requirements • ISO 15118-3:2015- Physical and data link layer requirements • ISO 15118-8:2018 - Physical layer and data link layer requirements for wireless communication • ISO 15118-20: 2nd generation network and application protocol requirements 	2024

<u>OCPP Open Charge Alliance Open Charge Point Protocol – OCPP 1.6 or higher</u>	<p>Freely available open standard that enables component vendors and network operators to “mix and match” interoperable hardware and software. New versions of OCPP are collaboratively defined within an open industry alliance to ensure that the protocol continues to meet evolving market requirements. Charging network operators and service providers in more than 50 countries rely on OCPP to manage more than 10,000 charging stations.</p>	<ul style="list-style-type: none"> • All hardware should be OCPP 1.6+ compliant. • This is the industry agreed standard API that allows flexibility for hardware to be used across a range of different cloud based back end software. Both hardware and back end need to be OCPP compliant. • OCPP handles all the control, driver authentication and billing processes between the charging equipment and the back end. It can also handle some advanced features for load management and V2G. 	TBC
<u>ISO/IEC 14443-1:2018 Cards and security devices for personal identification - Contactless proximity objects - Part 1: Physical characteristics</u>	<p>Defines the physical characteristics of proximity cards and is intended to be used in conjunction with other parts of ISO/IEC 14443.</p>	<ul style="list-style-type: none"> • General standard that defines RFID and NFC applications. 	2023

Relevant standards & best practice: Overall installation (2020)

Standard or Requirement	Formal Description	Commentary	Review Date
<u>BS 7671:2018 (+A1:2020) Requirements for Electrical Installations (IET Wiring Regulations)</u>	<p>The national standard to which all UK electrical installations should conform. The 18th Edition IET Wiring Regulations contains important new information for all electrical installers and engineers. The international standard, IEC 60364 forms the basis of this UK regulation.</p> <p>Section 722 relates specifically to the installation of EV supply equipment.</p>	<ul style="list-style-type: none"> Installations will be required to meet all general requirements of BS7671 & the IET CoP. The 2020 amendment to section 722 modifies the general requirements for protection against electric shock and includes specific requirements for PME systems socket outlets and connectors, external influences, isolation and switching and RCD protection. BS7671 Section 722 states special requirements that will need to be noted, specifically: Earthing arrangements – Regulation 722.411.4.1 concerning the use of protective multiple earthing (PME) supply has been changed to increase the ability for an installer to use PME on EV charging equipment installations. Does not allow PME to be used to supply an EV charging point unless one of the methods described in the regulation is used. Equipment should include 6mA DC leakage protection allowing installations to use a lower cost Type A RCD. Without this a costly dedicated Type B RCD will be required for <u>every</u> outlet. To reliably charge all vehicles, high immunity RCDs should be used that are tolerant to the harmonics in some vehicle types. Installers must ensure adequacy of supply - without load management no diversity can be applied. This means that the site supply must always be able to supply 100% of the load, irrespective of all the socket outlets being in use or otherwise. Using load management will overcome this concern by varying the charge rates based on usage. For 3-phase installations, consideration should be made to ensure load balancing to maintain neutral current at close to zero. Phase rotation of charging outlets should be employed at 3-phase outlets. 	TBC
<u>IET Code of Practice for Electric Vehicle Charging Equipment Installation 4th Edition</u>	<p>Provides an overview of EV charging equipment, considerations needed prior to installation. This includes physical installation requirements, relevant electrical installation requirements of the updated BS 7671:2020 and specific requirements when installing EV charging equipment in locations such as dwellings, on-street locations, commercial and industrial premises.</p>		

Relevant standards & best practice: Overall installation (2020)

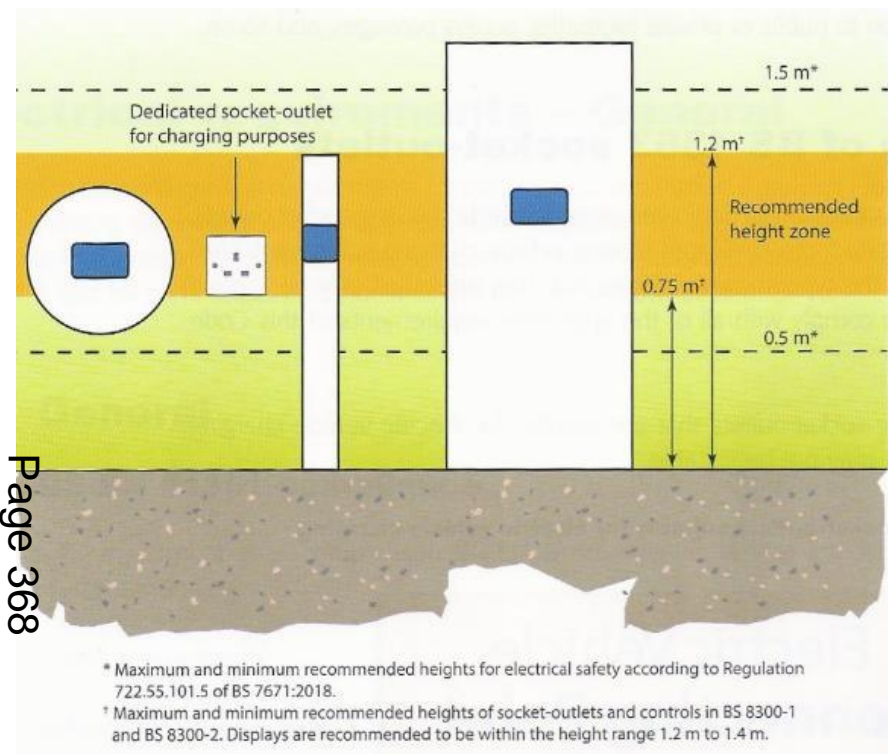


Figure 1: Recommended Heights for Socket Outlets, Payment Terminals and Displays

Source: IET Code of Practice

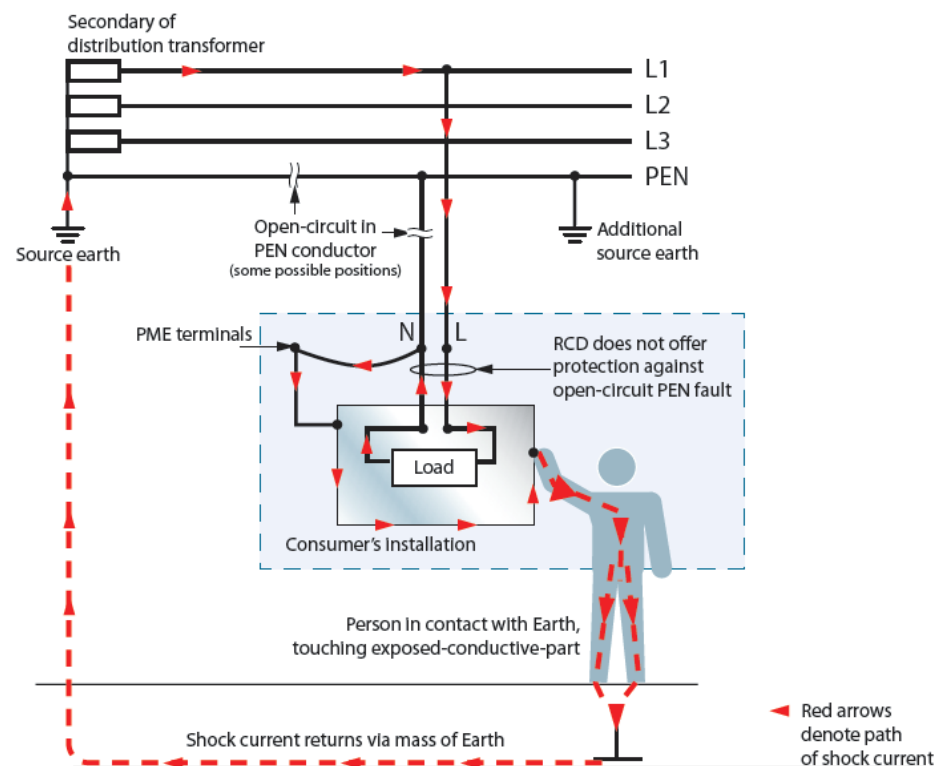


Figure 2: Electric Shock Risk Due to Open Circuit Fault in the Supply Neutral PEN Conductor

Source: [NICEIC](#)

Relevant standards & best practice: Overall installation (2020)

Standard or Requirement	Formal Description	Commentary	Review Date
IEC 62955:2018 Residual direct current detecting device (RDC-DD) to be used for mode 3 charging of EVs	Applies to residual direct current detecting devices (RDC-DD) for permanently connected AC EV charging stations referred to as RDC-MD (residual direct current monitoring device) or RDC-PD (residual direct current protective device), for rated voltages not exceeding 440 V AC with rated frequencies of 50 Hz, 60 Hz or 50/60 Hz and rated currents not exceeding 125 A.	<ul style="list-style-type: none"> Defines the device requirements for the 6mA DC leakage protection feature needed to meet the requirements of BS7671 installation requirements where a Type A RCD can be used. 	2020
IEC 61008-1:2010+AMD1:2012+AMD2:2013 CSV - Consolidated version Residual current operated circuit-breakers without integral overcurrent protection for household and similar uses (RCCBs) -Part1: General rules	<p>Applies to residual current operated circuit-breakers functionally independent of, or functionally dependent on, line voltage, for household and similar uses, not incorporating overcurrent protection (hereafter referred to as RCCBs), for rated voltages not exceeding 440V AC. with rated frequencies of 50 Hz, 60 Hz or 50/60 Hz and rated currents not exceeding 125 A, intended principally for protection against shock hazard.</p> <p>This consolidated version consists of the third edition (2010), its amendment 1 (2012), its amendment 2 (2013) and the corrigendum of January 2014.</p>	<ul style="list-style-type: none"> Includes definitions, requirements and tests, covering all types of RCCBs. For the applicability to a specific type this part applies in conjunction with the relevant part, as follows: Part 2-1: Applicability of the general rules to RCCBs functionally independent of line voltage. Part 2-2: Applicability of the general rules to RCCBs functionally dependent online voltage. Defines the device requirements for the Type A or Type B RCD earth leakage protection needed to meet BS7671 installation requirements. 	2020

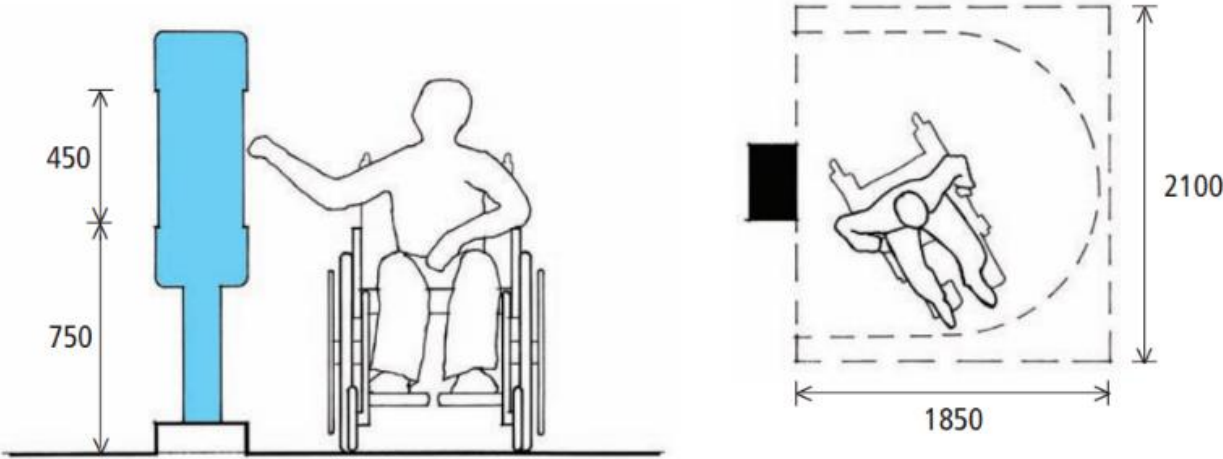
Relevant standards & best practice: Overall installation (2020)

Standard or Requirement	Formal Description	Commentary	Review Date
BS EN 61009-1:2012+A12:2016 Residual current operated circuit-breakers with integral overcurrent protection (RCBOs).	<p>Applies to residual current operated circuit breakers with integral overcurrent protection functionally independent of, or functionally dependent on, line voltage for household and similar uses (RCBOs), for rated voltages not exceeding 440 V AC with rated frequencies of 50 Hz, 60 Hz or 50/60 Hz and rated currents not exceeding 125 A and rated short circuit capacities not exceeding 25 000 A for operation at 50 Hz or 60 Hz.</p>	<ul style="list-style-type: none"> Defines the device requirements for the Type A or Type B RCBO earth leakage protection combined with over current protection suitable to meet BS7671 installation requirements. 	TBC
EN 50518:2011 Requirements for the Application of Protective Multiple Earthing to Low Voltage Networks	<p>Sets out the requirements to be adopted when Protective Multiple Earthing (PME) is applied to DNO overhead and underground low voltage distribution systems and to other public distribution systems connected to those systems under the Distribution Code. These requirements may be supplemented by each Company's own PME code of practice in respect of the detailed engineering and technical requirements of PME application. The document also considers situations where PME should not normally be used.</p>	<ul style="list-style-type: none"> Specifically, section 6.2.15. Defines UK DNO recommendations for connecting to the low voltage network and includes specific requirements for EV charging. Note that some DNOs have their own specific guidance that should be referenced (WPD, UKPN). Largely these documents duplicate BS7671 in content but clearly set out areas of concern for DNOs with regard to EV charging. 	TBC

Relevant standards & best practice: Overall Installation (2020)

Standard or Requirement	Formal Description	Commentary	Review Date
BS 8300: 2018 Design of an accessible and inclusive built environment. External environment.	<p>Recommendations on designing buildings to accommodate users with the widest range of characteristics and capabilities. It applies to:</p> <ul style="list-style-type: none">• External features of a building or group of buildings, such as entrances, outward opening doors and windows, where they affect external access routes, and• Interiors of buildings such as entrances and reception facilities, horizontal and vertical movement, and facilities in the building	<ul style="list-style-type: none">• Defines the height from the ground of the socket outlet (also stated in BS7671 & IET CoP)• Includes clearances for wheelchairs around street furniture - should be considered for physical layout of equipment on the footway and for wheelchair access to the socket outlets for disabled drivers.• See below for diagrams	TBC

Accessible ticket-dispensing machines



15.3. EV charging standards for Oxfordshire

Standard area	Background	National regulations and standards	Oxfordshire 'above and beyond' standard
Technical standards for charger hardware	<ul style="list-style-type: none"> There are minimum standards set out in legislation by central govt on charger hardware. National and European standards give minimum quality and safety standards for EV chargers Any chargers funded by OLEV On-street Residential Charging Scheme (ORCS), or Workplace Charging Scheme must meet more detailed standards. 	<p>Charger hardware should meet all relevant regulations and standards;</p> <ul style="list-style-type: none"> The Alternative Fuels Infrastructure Regulations 2017, Automated and Electric vehicles Act (2018), IEC/EN 61851-1:2017, IEC/EN 62196-1:2014; OCPP Open Charge Alliance Open Charge Point Protocol – OCPP 1.6 or higher; ISO/IEC 14443-1:2018 	<ul style="list-style-type: none"> Free-standing charging equipment should allow full servicing and replacement without disturbance of the pavement or hardstanding surface; no civil work should be required Charger units should be modular in design: in the event of equipment failure the design should allow a module or section to be replaced, rather than a discrete component or the entire unit. Charger design should make the most efficient use of available space per installation: where feasible all free-standing chargers should be double units capable of charging two vehicles simultaneously to their full rated power output. Equipment with an independent power supply should be fitted with auto-resetting RCDs: Standard RCDs will need to be manually reset in the cabinet, should any vehicle cause a trip. Auto resetting RCDs could reduce maintenance visits just to reset RCDs. Exemptions to the above standards may be made for specific sites where planning restrictions apply.
Technical Standards for Installation	<ul style="list-style-type: none"> National and European standards give minimum quality and safety standards for EV charger installations. Evidence from local and national projects indicates that where chargers are installed, additional cable 	<p>Installations of chargers and related electrical supply equipment must meet all relevant regulations and standards for installation;</p> <ul style="list-style-type: none"> BS 7671:2018 (+A1:2020) Requirements for Electrical Installations (IET Wiring Regulations); IET Code of Practice for Electric Vehicle 	<ul style="list-style-type: none"> Installation of chargers should be designed to minimise the requirement for disruption should additional chargers be required in the future. Where chargers with a dedicated power supply are installed, cable routes to supply support future installations should be considered to future-proof installations for additional chargers as demand increases.

	ducting to support further EV chargers is useful in reducing disruption caused by additional future installations.	Charging Equipment Installation 4th Edition; <ul style="list-style-type: none"> • IEC 62955:2018; • IEC 61008-1:2010+AMD1:2012+AMD2:2013 CSV, • BS EN 61009-1:2012+A12:2016, • EN 50418-1:2011 ; • BS 8300: 2018 Design of an accessible and inclusive built environment. 	<ul style="list-style-type: none"> • Exemptions to the above standards may be made for specific sites where planning restrictions apply.
Technical Standards for Back Office and User interface <div>Page 373</div>	<ul style="list-style-type: none"> • National law demands open access to all public chargers without need for subscription. • Research shows that users find multiple subscriptions to EV charger networks, with multiple RFID cards and apps unappealing. • Some CPOs claim to meet open access using apps which can be downloaded; however, this is unappealing to customers – Roaming across multiple networks or credit/debit card access is preferred • Roaming access currently limited in UK, although Automated and Electric vehicles act gives govt. powers to require this if market does not develop. 	<p>All chargers must be operated a Charge Point Management System or 'back office' which meets all national relevant regulations and standards;</p> <ul style="list-style-type: none"> • The Alternative Fuels Infrastructure Regulations 2017, • Automated and Electric vehicles Act (2018) • OCPP Open Charge Alliance Open Charge Point Protocol – OCPP 1.6 or higher; 	<p>Payment options for customers should include:</p> <ul style="list-style-type: none"> • Provides users with instant access via credit/debit card payment • Permits users to 'roam' across charger networks
Management & Maintenance of	<ul style="list-style-type: none"> • There are no current national standards for the 	All EVCPs and associated electrical supply equipment must be subject to an ongoing routine	<ul style="list-style-type: none"> • All chargers must be operated and maintained by a competent contractor. A competent

EV charging Networks	<p>overall management of EV charging networks</p> <ul style="list-style-type: none"> National standards for the maintenance and inspection of electrical equipment, including EV chargers are detailed in the British Standards and the IET wiring regulations (18th edition) 	<p>and responsive maintenance plan which meets all relevant standards & regulations. This must include periodic electrical safety inspection</p> <ul style="list-style-type: none"> Under BS:7671 'condition reporting', electrical equipment must be tested periodically. The period of inspections is subject to review of the previous inspection and test results to determine the rate of degradation, if any, of the electrical equipment, Testing of EV charging must be carried out in accordance with the IET wiring regulations (18th edition) and at least annually for untethered chargers and 6-monthly for tethered chargers. All operatives carrying out maintenance and testing of on-street EVCPs and associated electrical or other equipment must be competent to carry out works in the highway and hold relevant training and certification, including NRWSA training certification, HERS registration and with an Electrotechnical Certification Card (ECS). 	<p>contractor should hold as a minimum:</p> <ul style="list-style-type: none"> Proof of membership of an Electricians' Association. Proof of public liability insurance. Proof that staff are trained to install and maintain electric vehicle chargers. Proof that the contractor is approved to install and maintain the chargers by the manufacturer. Proof that the contractor holds the relevant licences to operate the charger CPMS or back-office. The routine and responsive maintenance plan must include an emergency response plan with appropriate response times and action procedures to remove risk to life, person or property. The routine and responsive maintenance plan must include SLAs which define a minimum of 3 levels of fault severity, with appropriate response and fault rectification times for each (see Table 8 for best practice routine and responsive maintenance SLAs). The CPO must have appropriate measures in place for asset renewal or removal at the end of the life of the EVCP.
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Table 8 - Recommended Best Practice Maintenance SLAs

Service	Action	Response and Remedy Time
Annual/Biannual inspection	Including physical inspection of the charger unit, feeder pillar, their wiring, weather seals, circuit protection devices and earth continuity to British Standard BS7671. Visual check for sticker and signage issues. Report from inspection to include description of the units checked including serial number, full address, date of installation and last test and pass or fail status with itemised fail list if the unit has failed.	Annual, within 15 Working Days of anniversary.
Remote monitoring	Remote monitoring service for identification of faults to be linked with ticketing system for equipment faults and error reporting.	Seven (7) days per week, fifty-two (52) weeks a year, twenty-four (24) hour remote monitoring is essential.
Remote reboot and restart facilities	Remote reboot and restart facilities to be used where appropriate for issues reported by the remote monitoring system, charger engineers, the Council or Customers.	Seven (7) days per week, fifty-two (52) weeks a year, twenty-four (24) hour availability is essential.
Attend equipment & resolve severity one incident. <i>Definition: Requires emergency isolation to prevent risk to life, person, or property.</i>	Investigate, call the emergency services and make safe. Carry out emergency isolation and rectification works.	Call emergency services immediately after identification of severity one incident. Attend and complete isolation within one (1) hour from notification. Once isolated and made safe, incident is moved to Severity Two
Attend equipment & resolve severity two incident. <i>Definition: Requires action to make the charger/s operational: i.e. component failure</i>	Investigate and carry out operational rectification works.	Incident rectified and charger/s operational within twenty-four (24) hours from notification.
Attend equipment & resolve severity three incident. <i>Definition: Requires cosmetic action: i.e. graffiti, soiling etc.</i>	Carry out cosmetic rectification works.	Incident rectified within five (5) days from notification.
Customer and Council issue telephone and/or app-based helpline. <i>Definition: First line response for customer issues whilst customer is at Charger</i>	Answer calls from the customer and guide them through possible remedies that do not require an engineer at site (e.g. trapped plug or other error). Includes remote reboot and restart facilities.	Seven (7) days per week, fifty-two weeks a year, twenty-four (24) hour helpline is essential

16. Annex 4: Geospatial Analysis

16.1. Spatial analysis of residential properties in Oxfordshire with low probability of a driveway

Figure 13 - Oxfordshire hotspots for properties with low probability of a driveway. Source: Energeo 2020 & EMU 2018. Higher colour intensity indicates higher density of occurrence. Figure 18 illustrates hotspots for on-street parking in Oxfordshire indicated by the number of properties with low probability of a driveway on which a vehicle can be parked. Properties with low probability of a driveway were defined as those with less than or equal to 3 metres distance between the front elevation of the property and the nearest edge of the public highway, inclusive of the pedestrian footway where this is present.



Figure 13 - Oxfordshire hotspots for properties with low probability of a driveway. Source: Energeo 2020 & EMU 2018. Higher colour intensity indicates higher density of occurrence

Figure 14 - Cherwell District hotspots for properties with low probability of a driveway. Higher colour intensity indicates higher density of occurrence.

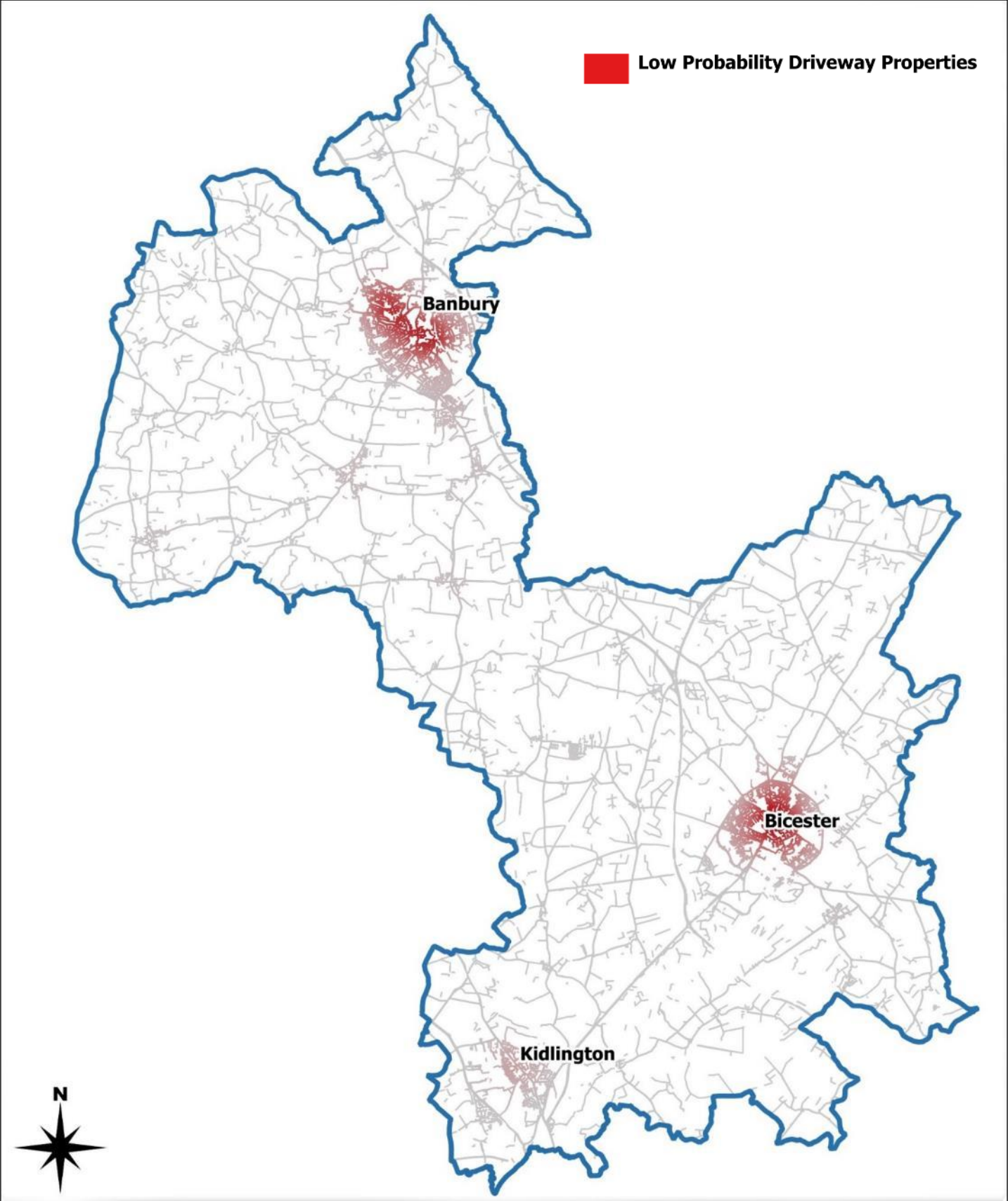


Figure 15 - Oxford City hotspots for properties with low probability of a driveway. Higher colour intensity indicates higher density of occurrence.

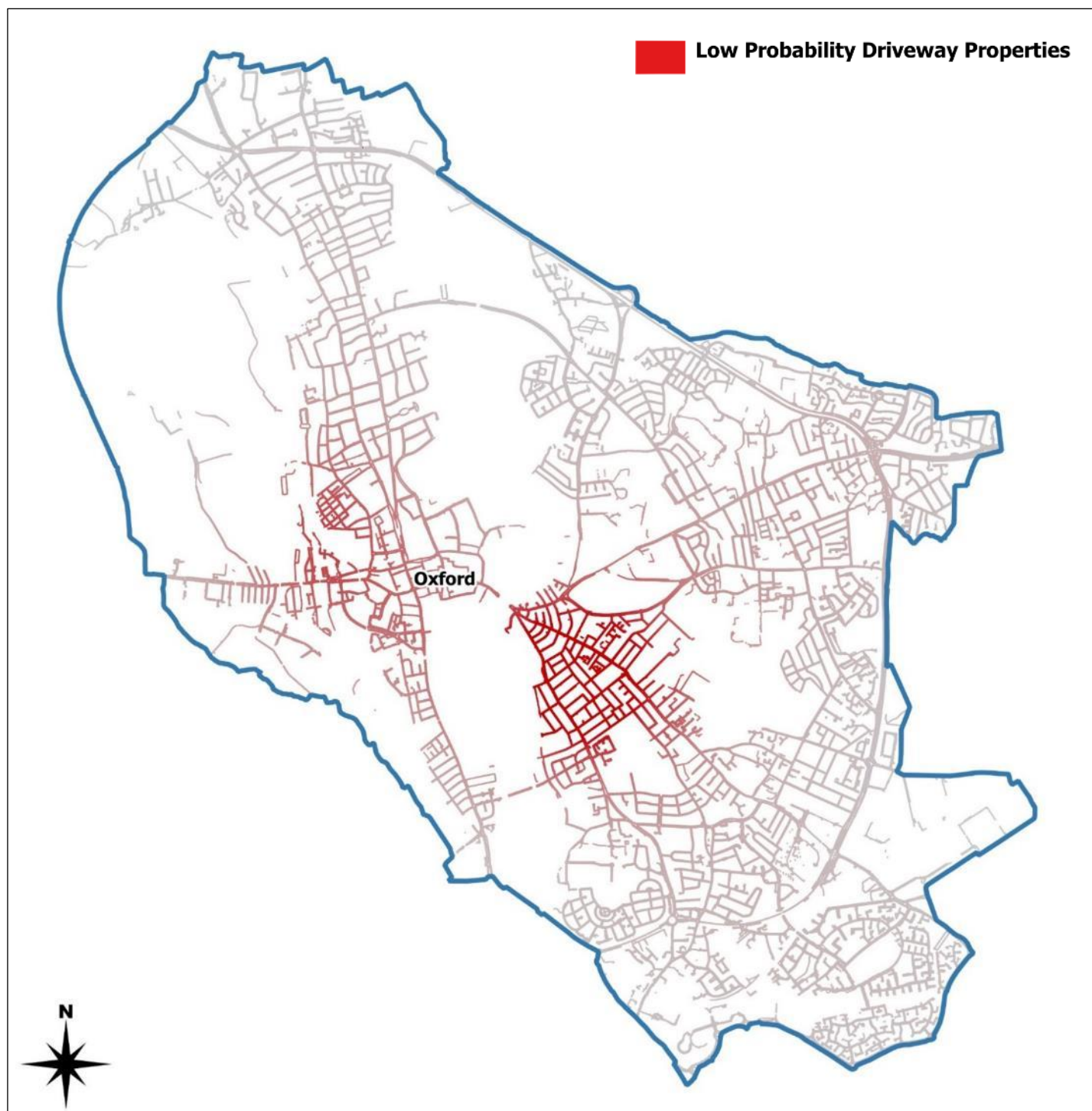


Figure 16 - South Oxfordshire hotspots for properties with low probability of a driveway. Higher colour intensity indicates higher density of occurrence.

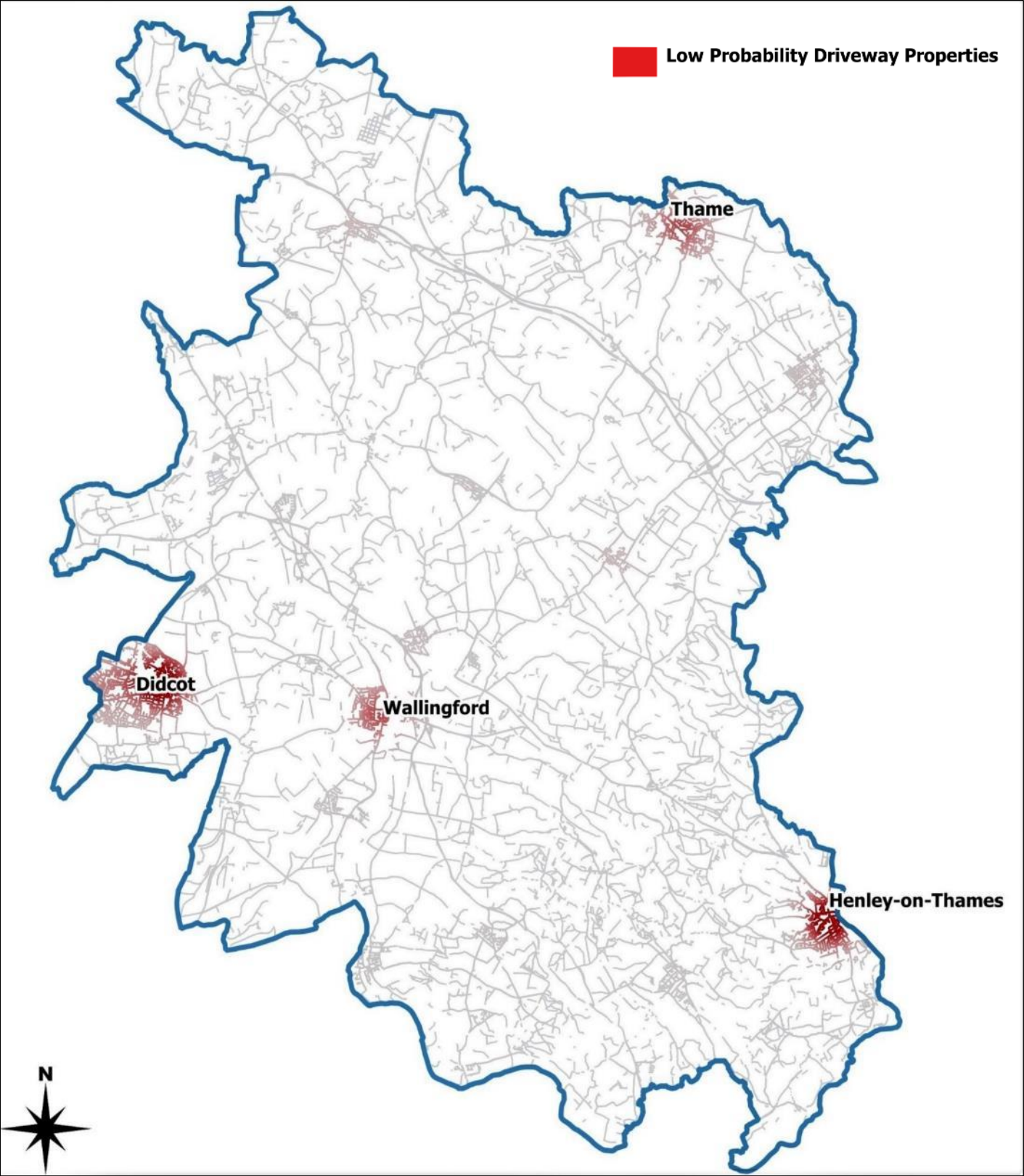


Figure 17 - Vale of White Horse hotspots for properties with low probability of a driveway. Higher colour intensity indicates higher density of occurrence

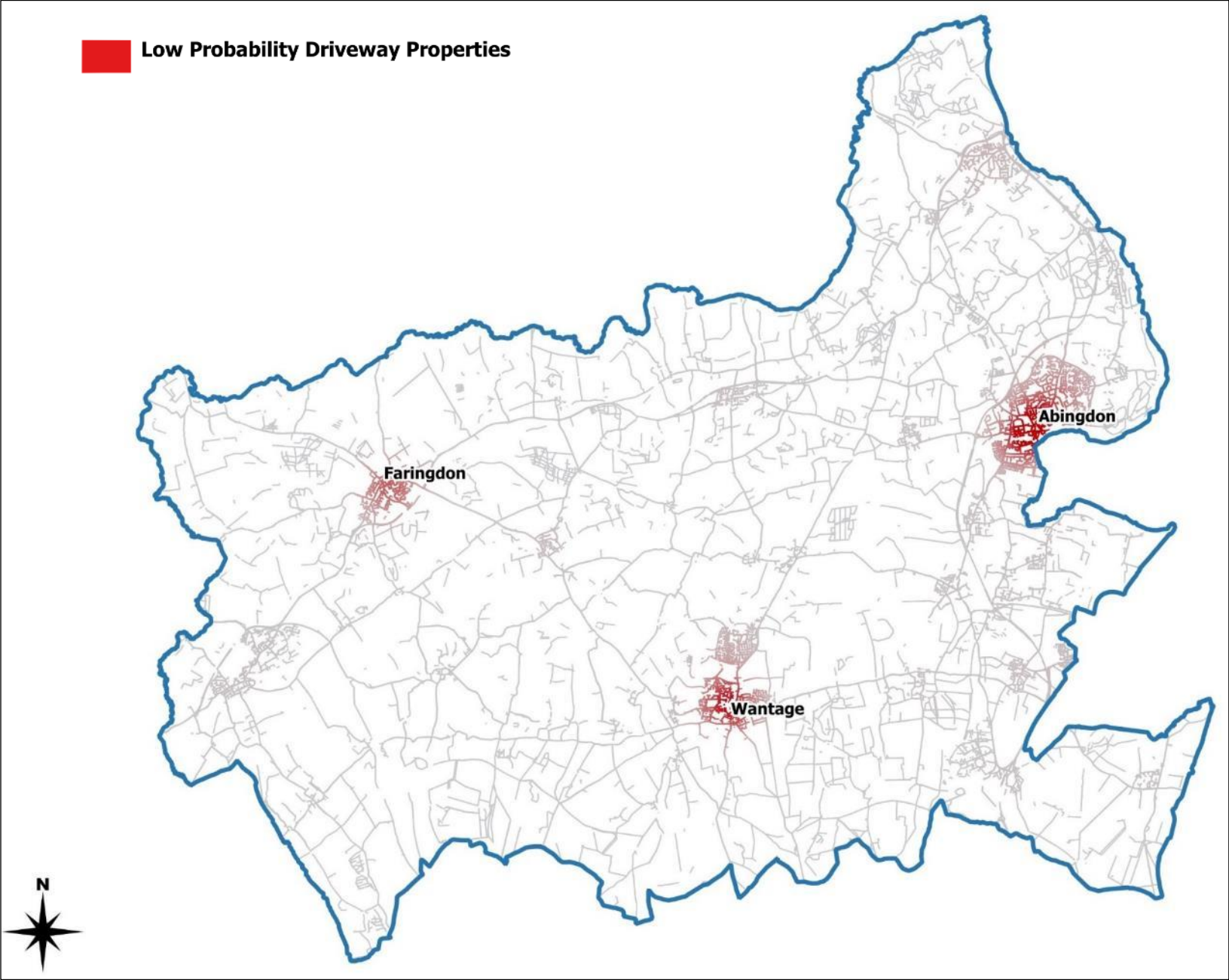
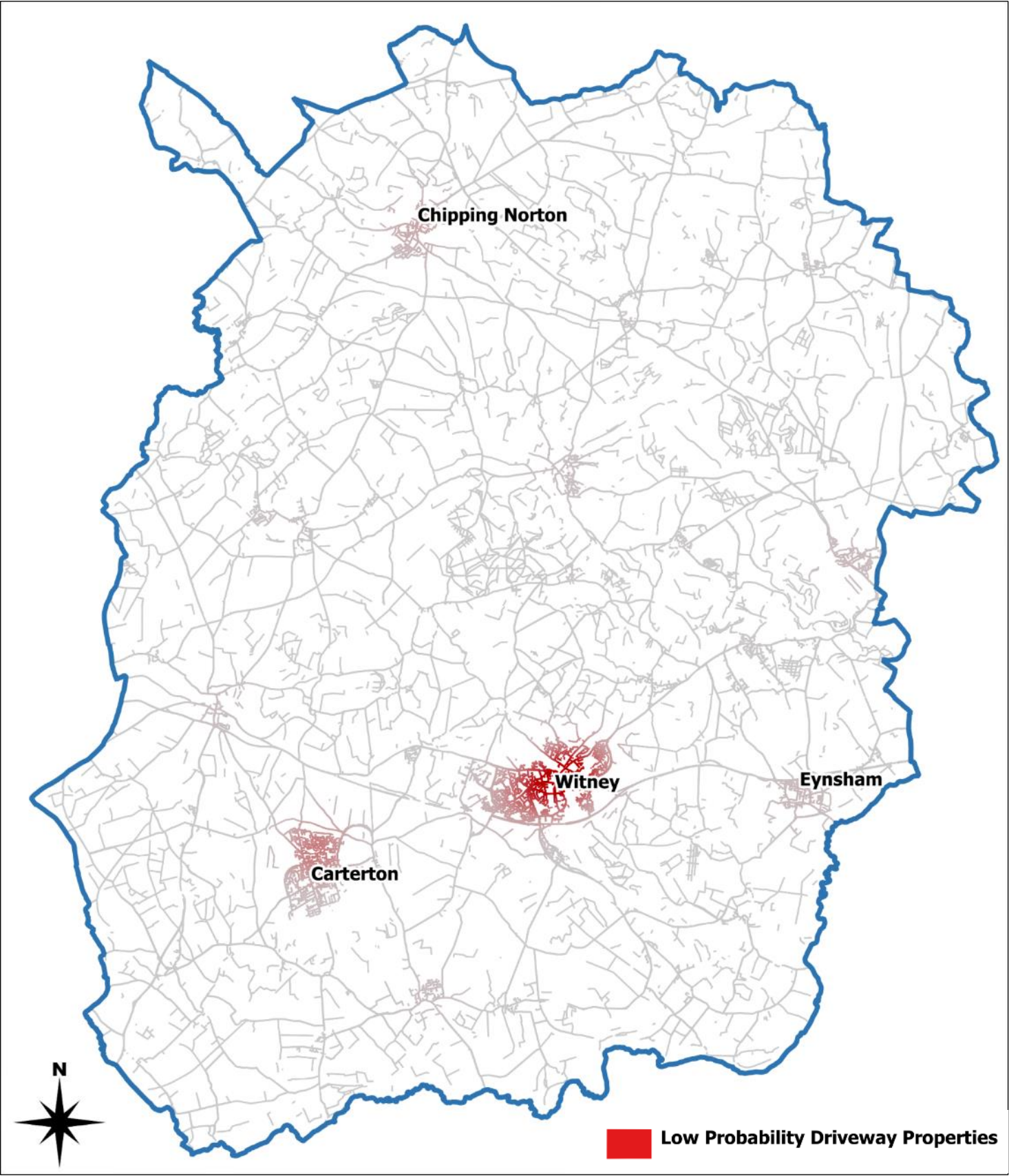


Figure 18 - West Oxfordshire hotspots for properties with low probability of a driveway. Higher colour intensity indicates higher density of occurrence



16.2. Spatial analysis of predicted early mass EV adoption in Oxfordshire

Figure 19 to Figure 24 illustrate hotspots for early mass adoption of EVs in Oxfordshire. Households likely to be early mass adopters were defined as households in categories 1-10,15-16,18,22-24,26&29, located proximate to an existing ULEV registration.

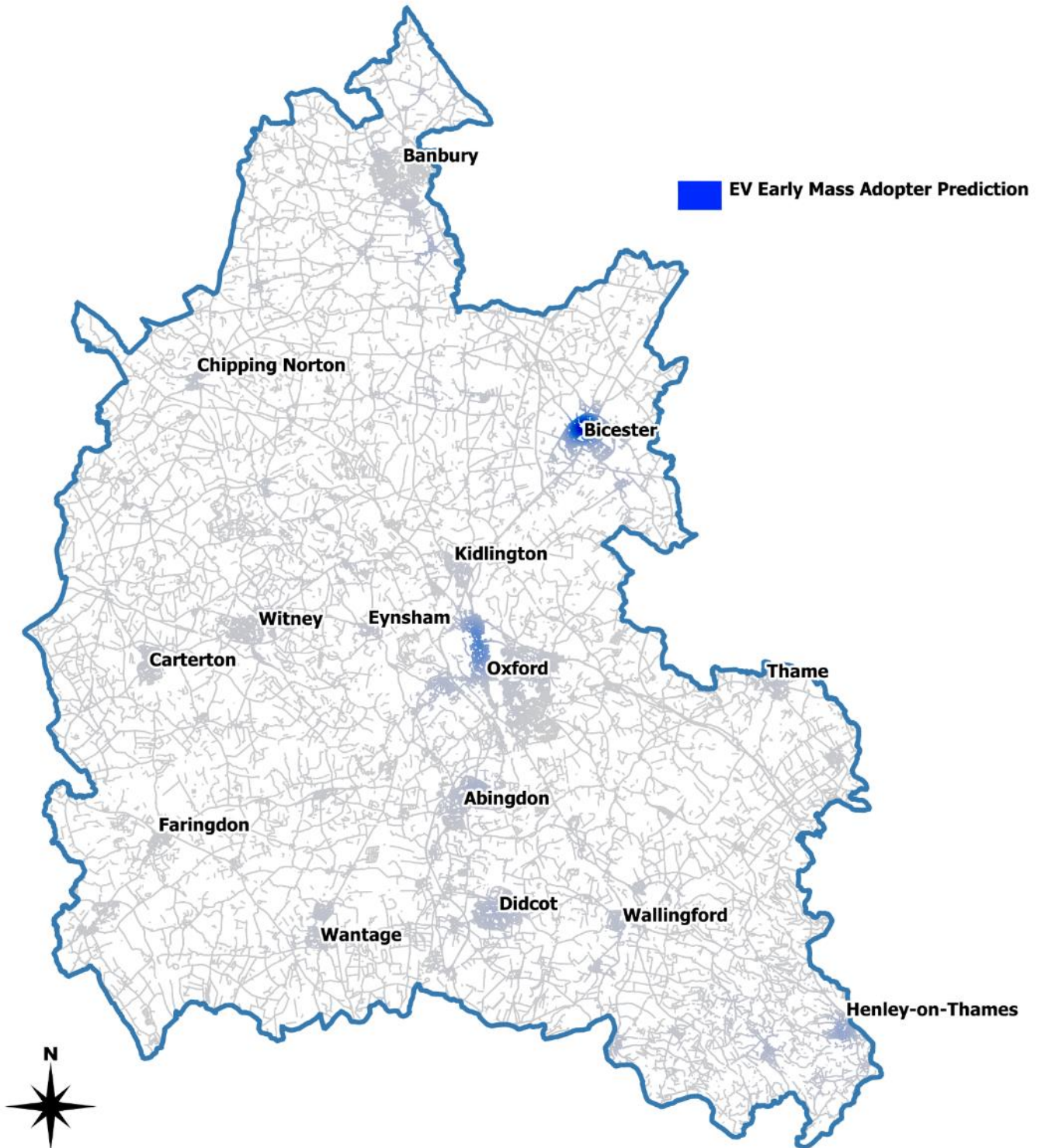


Figure 19 - Oxfordshire hotspots for predicted early mass EV adoption. Sources: Energeo 2020, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.

Figure 20 - Cherwell hotspots for predicted early mass EV adoption. Sources: Energeo 2020, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.

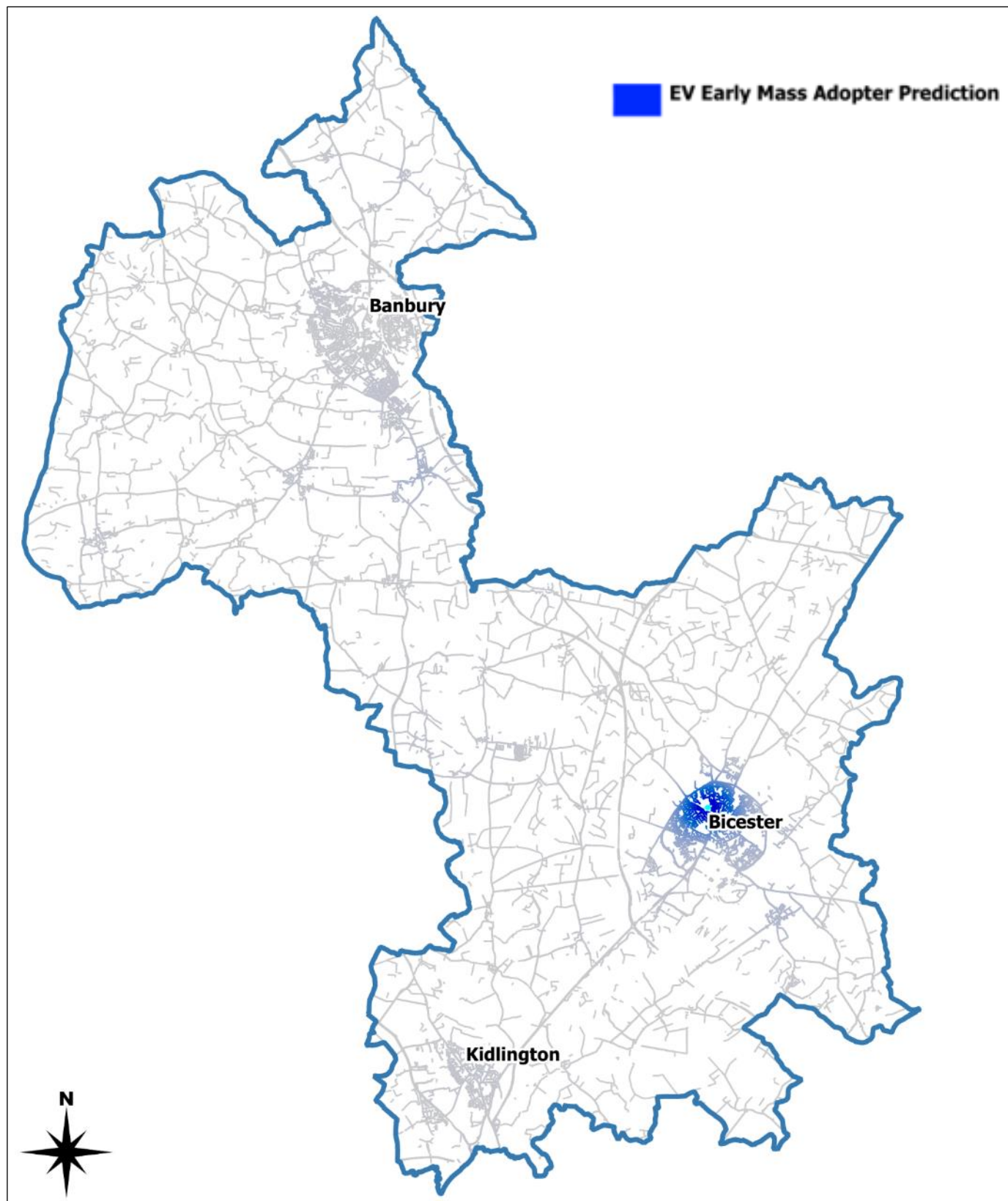


Figure 21 - Oxford hotspots for predicted early mass EV adoption. Sources: Energeo 2020, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.

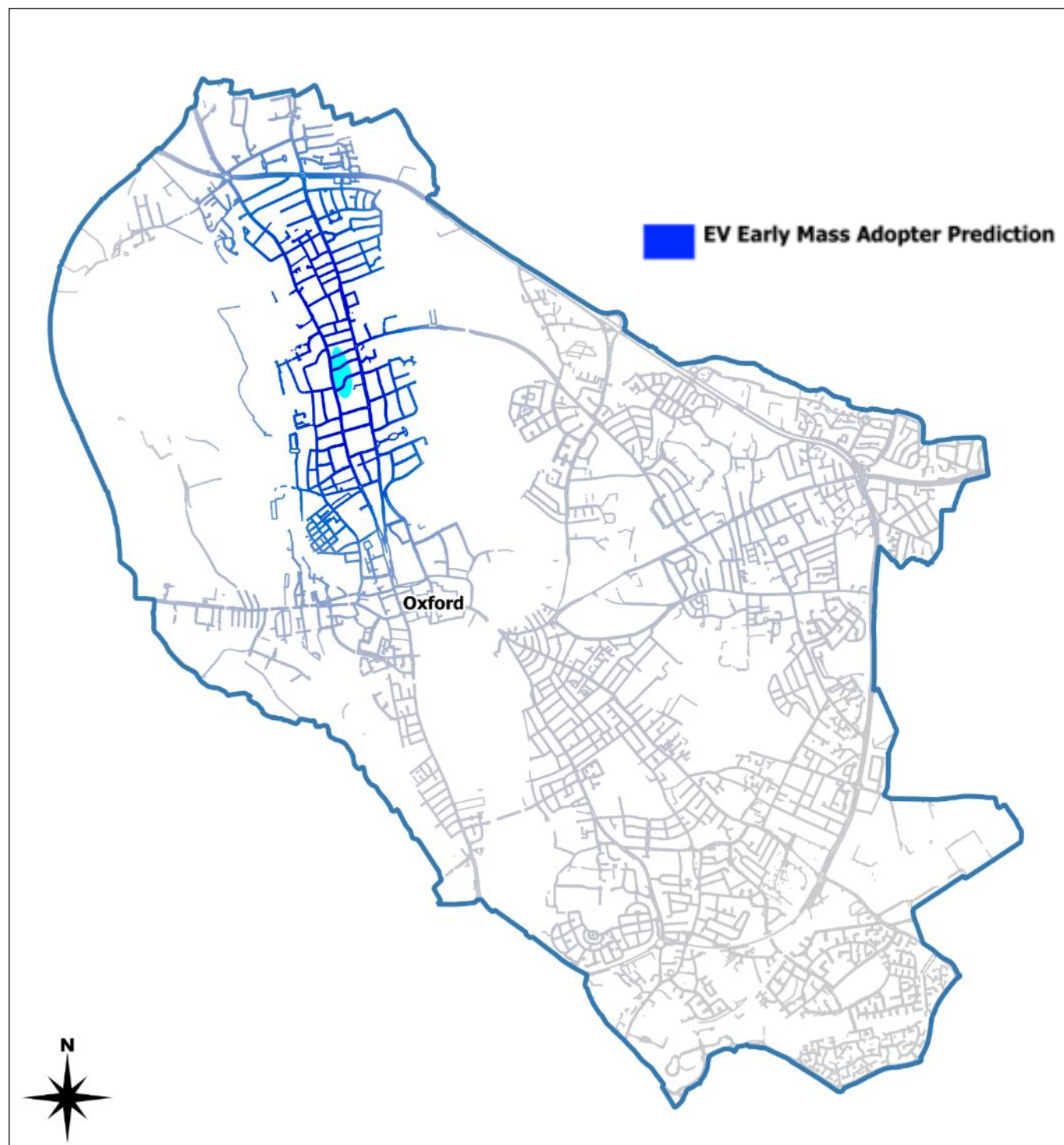


Figure 22 - South Oxfordshire hotspots for predicted early mass EV adoption. Sources: Energeo 2020, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.

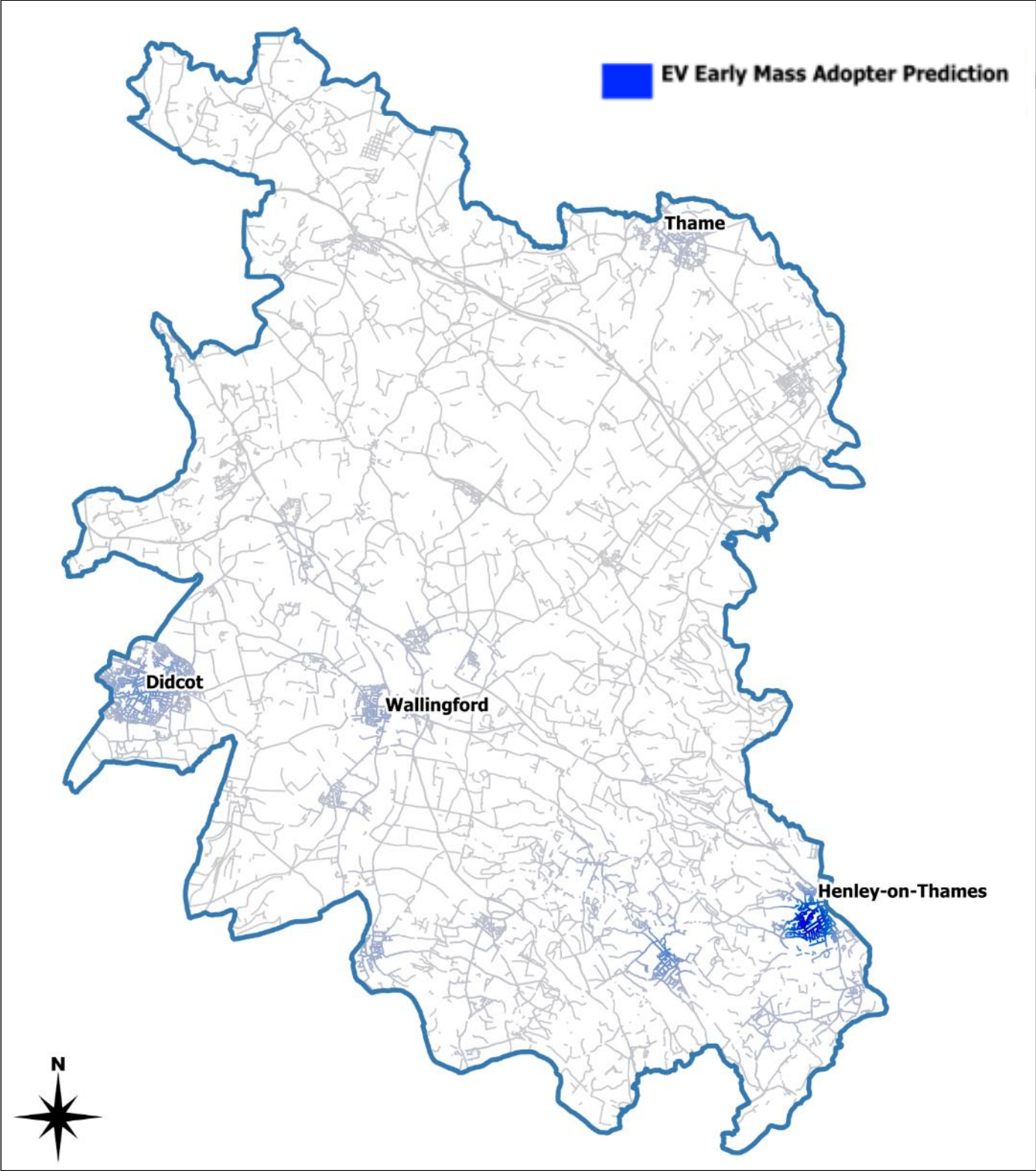


Figure 23 - Vale of White Horse hotspots for predicted early mass EV adoption. Sources: Energeo 220, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.

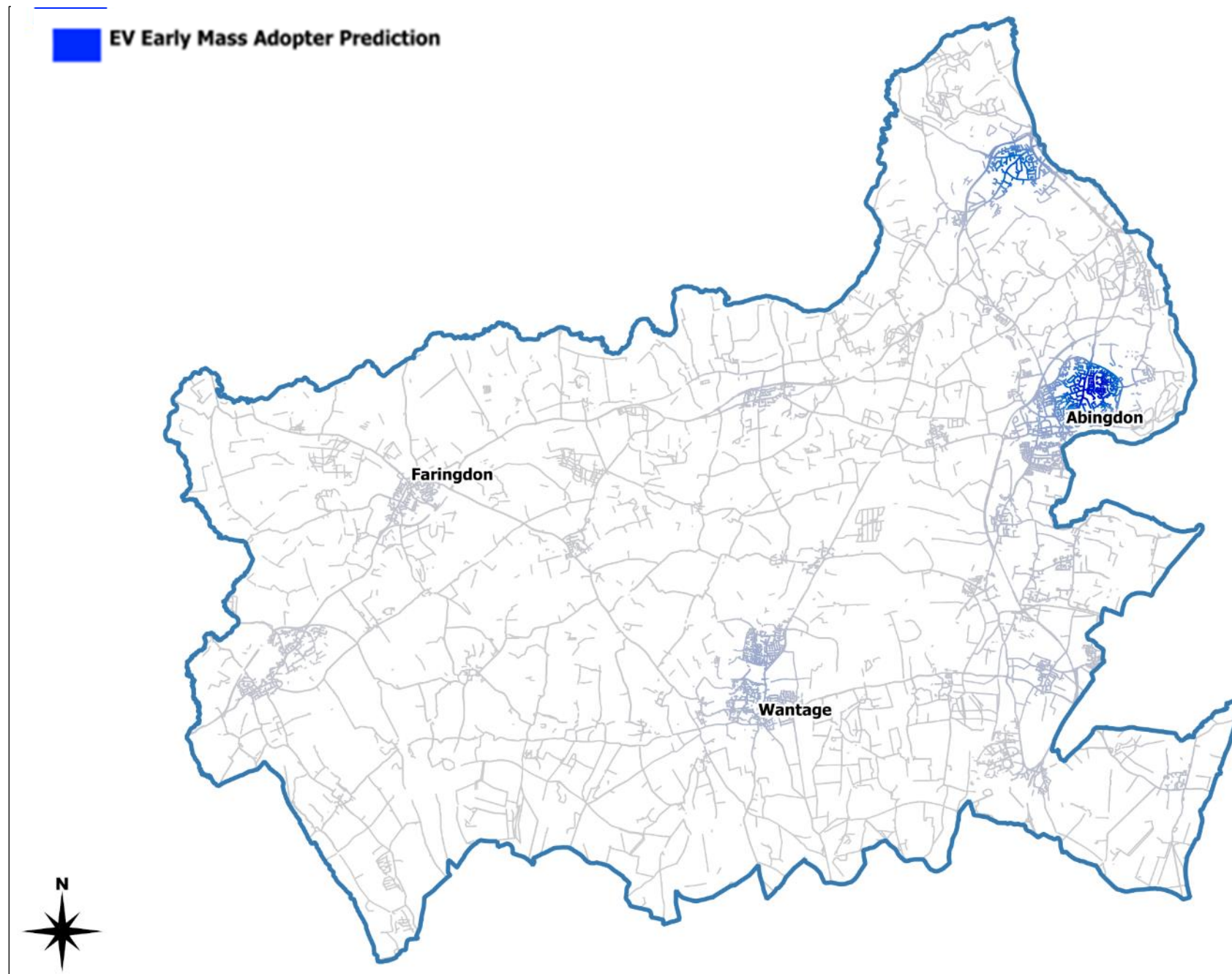
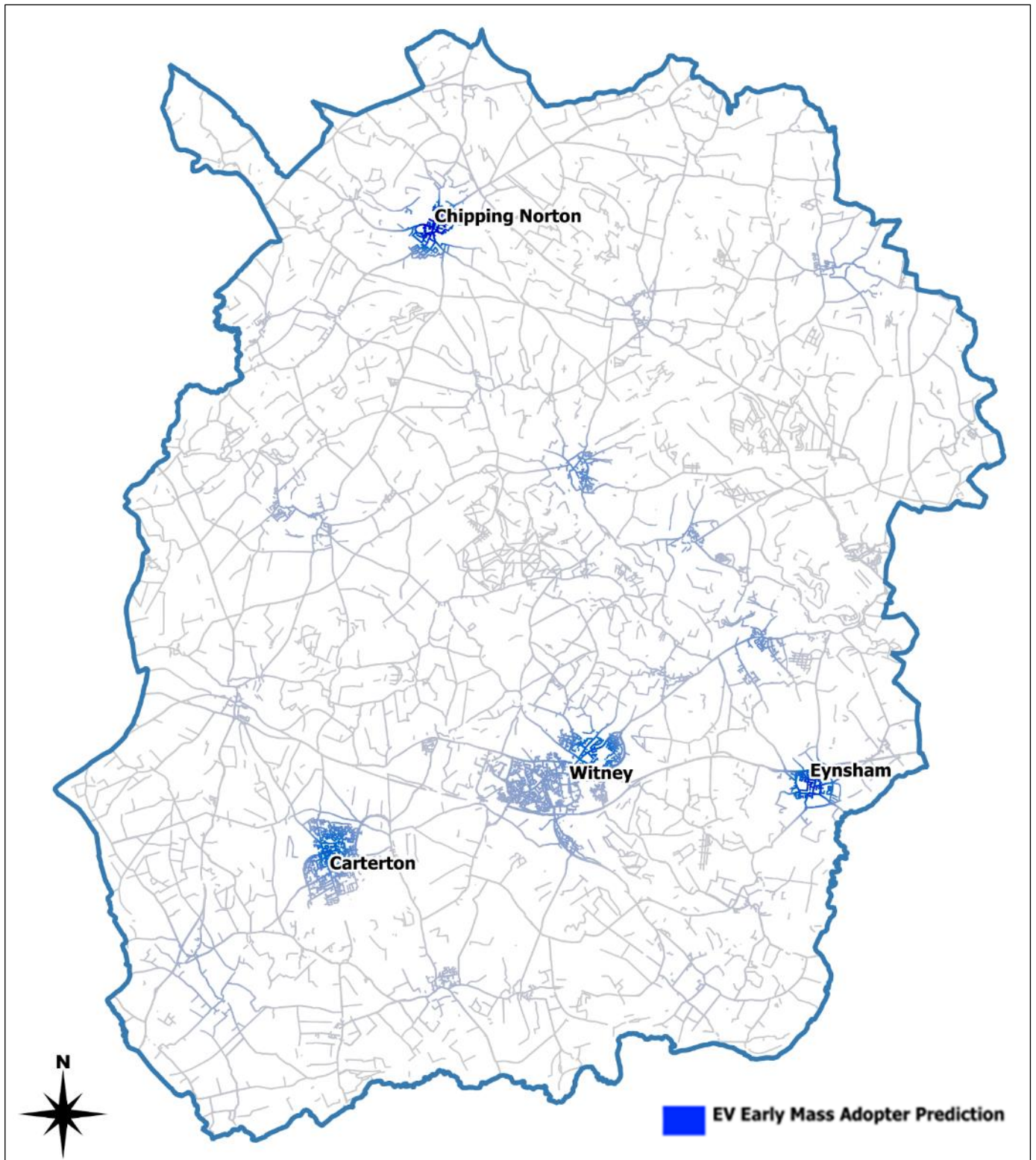


Figure 24 - West Oxfordshire hotspots for predicted early mass EV adoption. Sources: Energeo 2020, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.



16.3. Co-incidence of low driveway probability households with early mass adoption

Figure 25 to Figure 30 illustrate the co-incidence of hotspots for low driveway probability households and early mass adoption predictions of EVs in Oxfordshire. Where the two types of hotspot overlap the colour purple in the figures indicates areas for early action to support potential EV drivers without access to home charging.

Figure 25 - Oxfordshire hotspots for predicted early mass EV adoption & low driveway probability. Sources: Energeo 2020, EMU 2018, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.

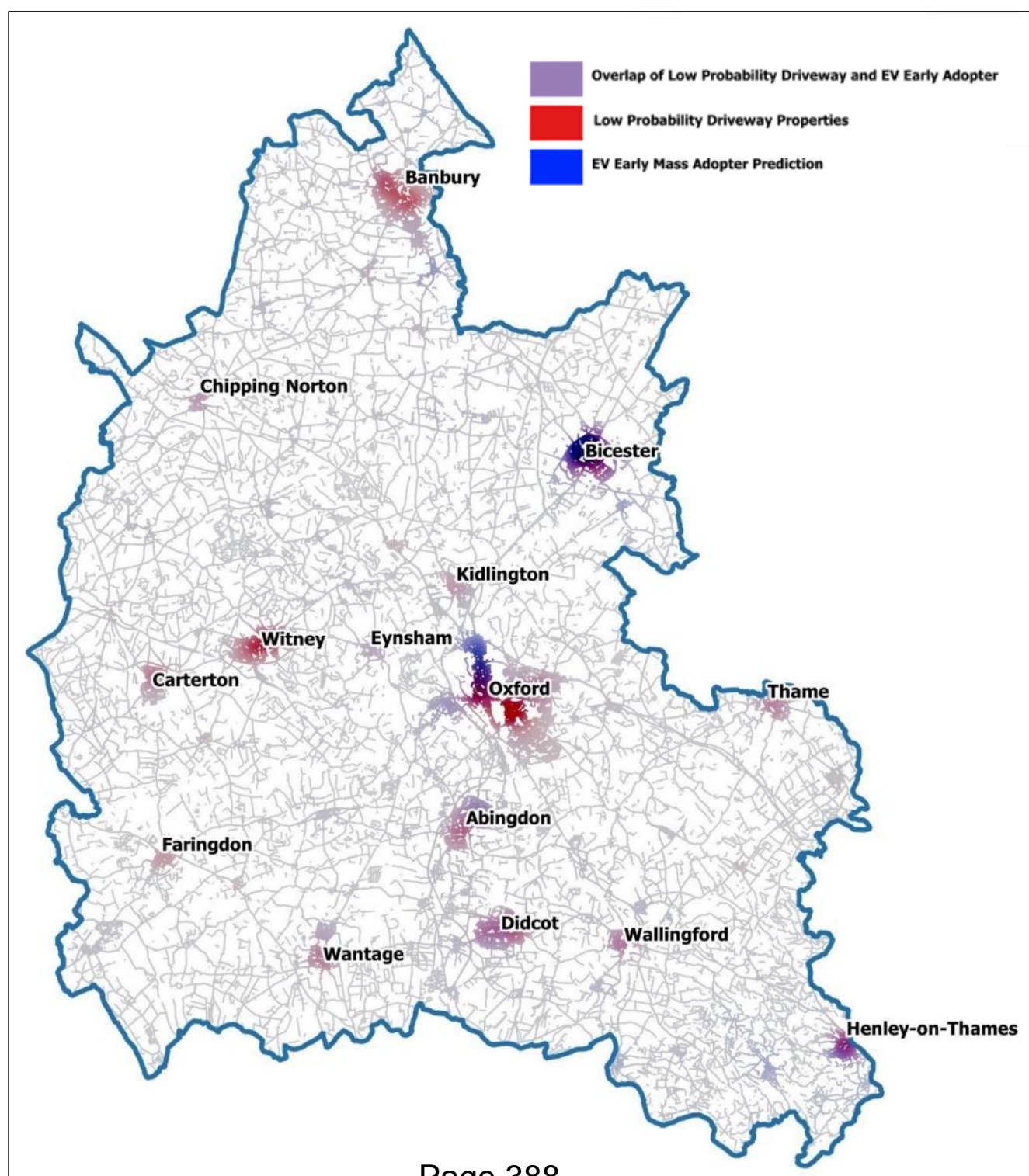


Figure 26 - Cherwell hotspots for predicted early mass EV adoption & low driveway probability. Sources: Energeo 2020, EMU 2018, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.

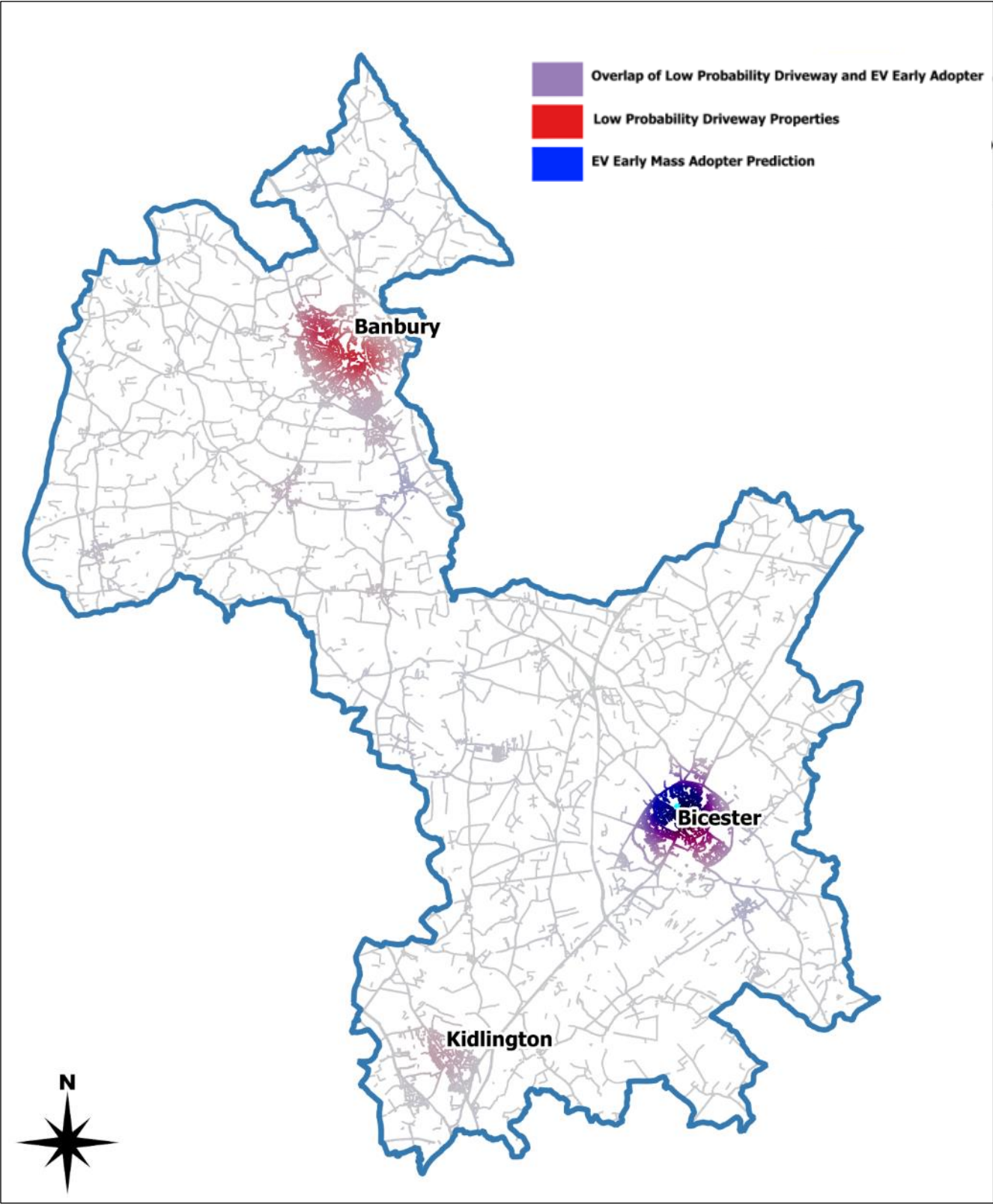


Figure 27 – Oxford hotspots for predicted early mass EV adoption & low driveway probability.
Sources: Energeo 2020, EMU 2018, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.

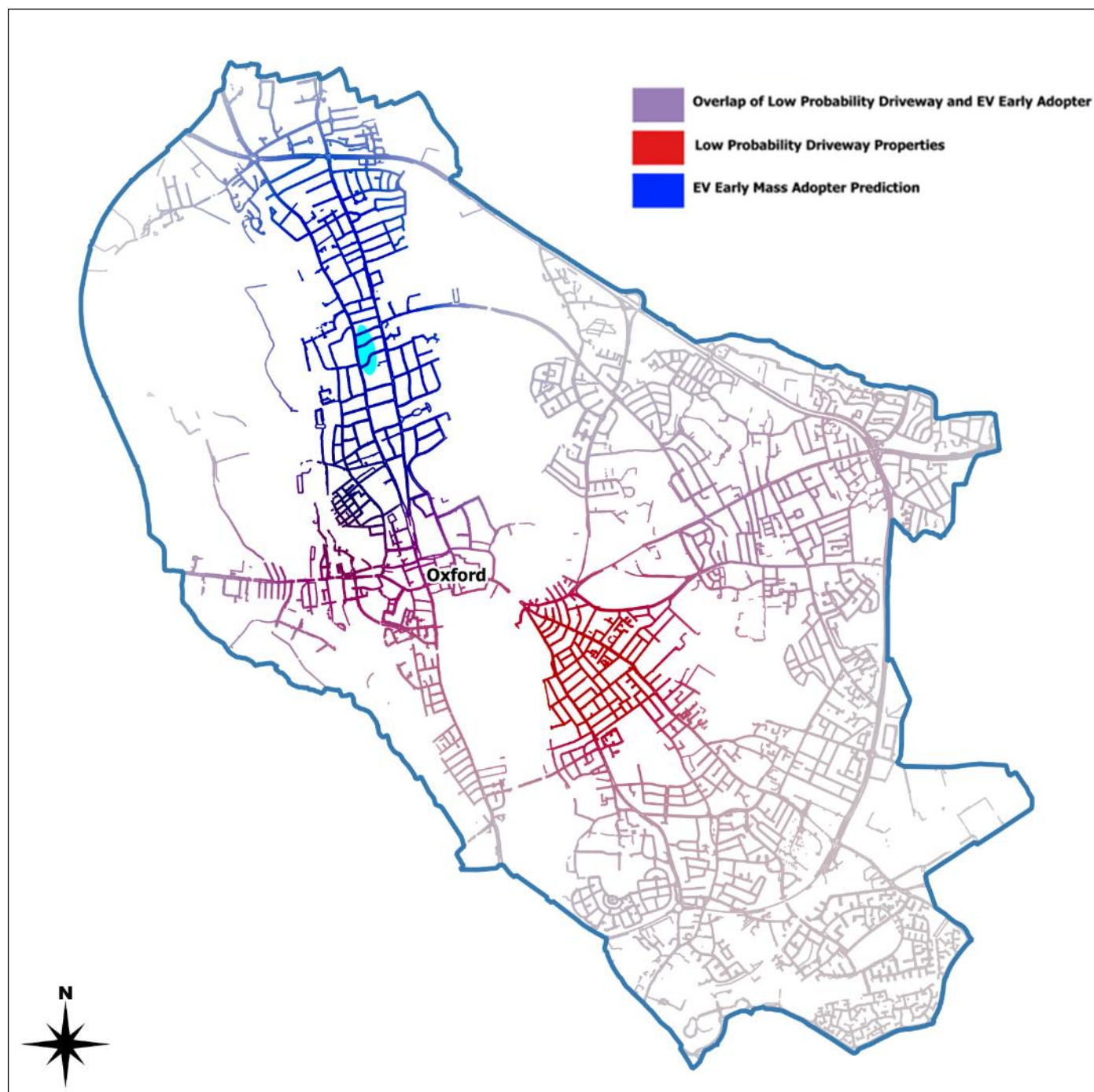


Figure 28 - South Oxfordshire hotspots for predicted early mass EV adoption & low driveway probability. Sources: Energeo 2020, EMU 2018, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.

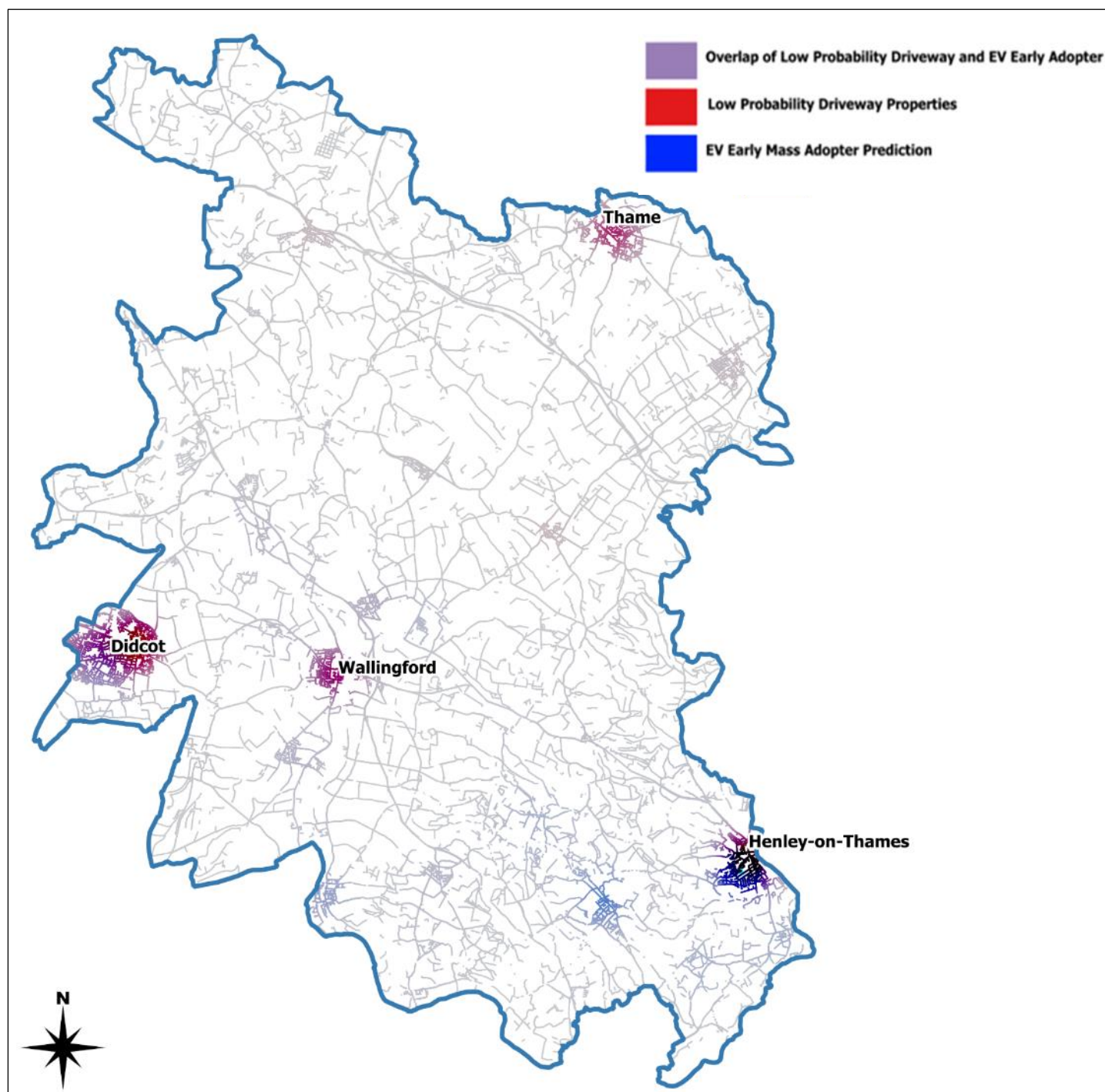


Figure 29 - Vale of White Horse hotspots for predicted early mass EV adoption & low driveway probability. Sources: Energeo 2020, EMU 2018, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.

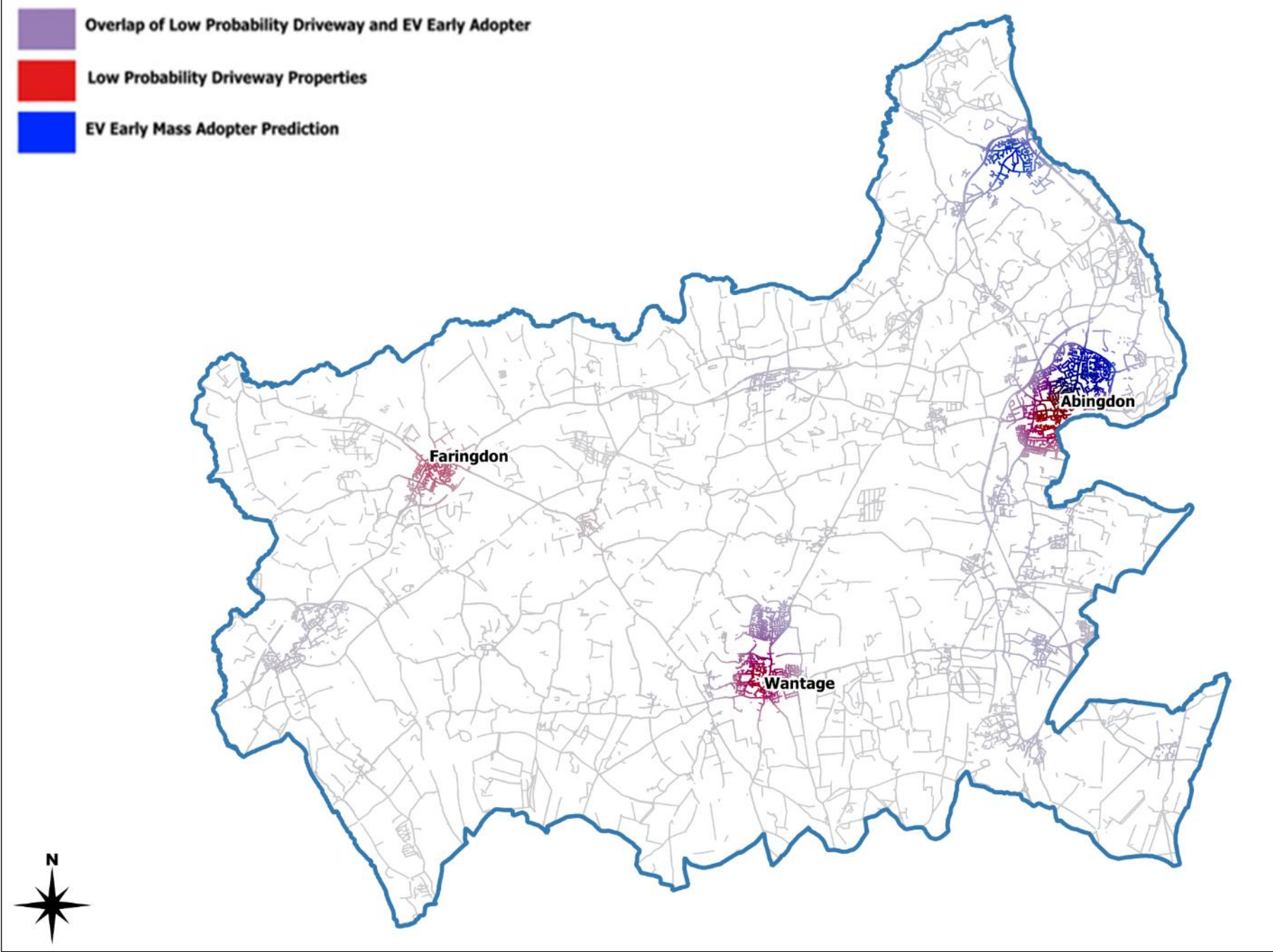
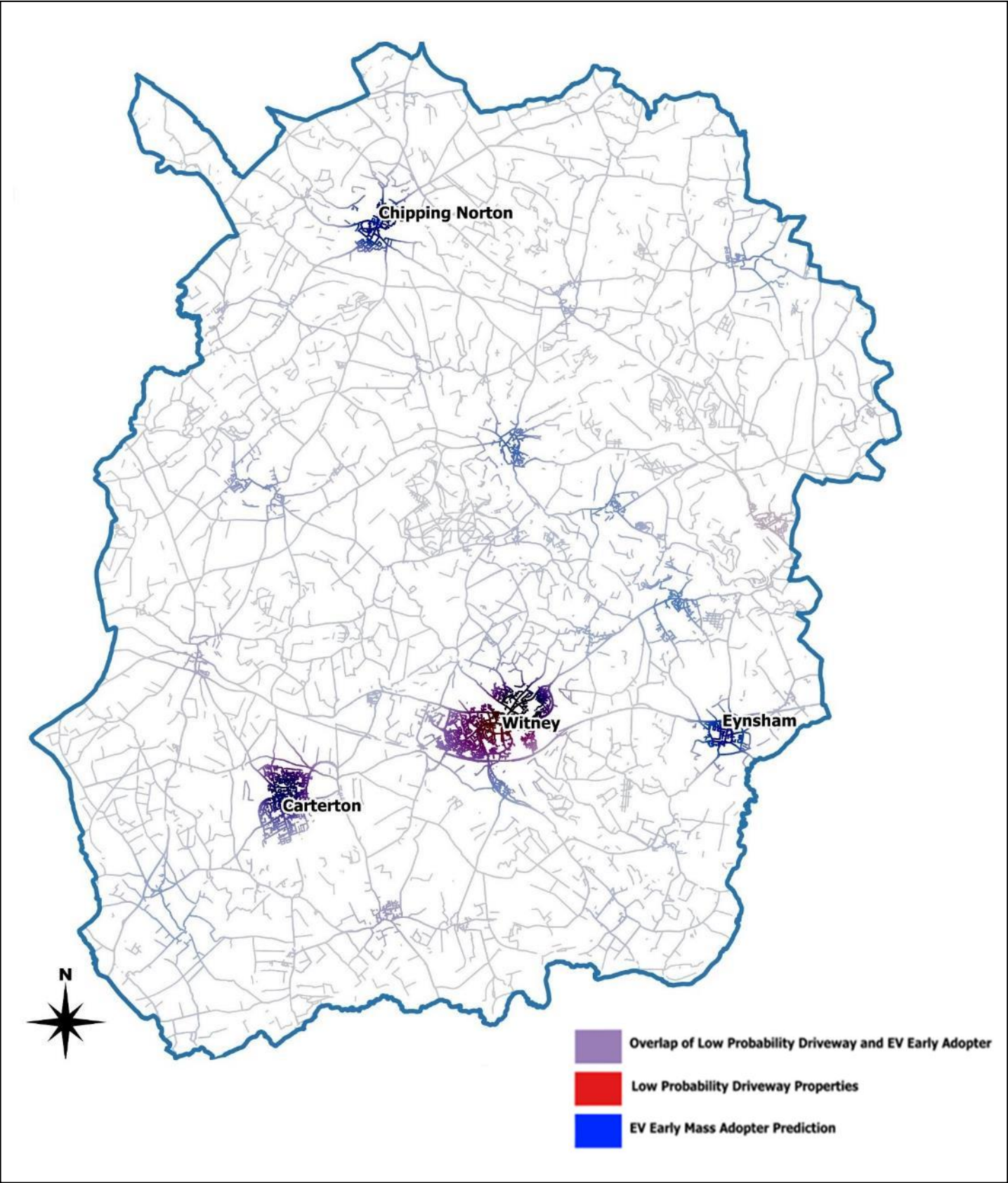


Figure 30 - West Oxfordshire hotspots for predicted early mass EV adoption & low driveway probability. Sources: Energeo 2020, EMU 2018, ACORN 2020, DfT 2020. Higher colour intensity indicates higher density of occurrence.



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- xxxiv https://assets.ctfassets.net/ulfvrpf1itxm/3gNS3F5NPiiU2W7tA62QqH/f6269e4852bb147bc7e29709e2383989/EV_d_river_survey_report_2020_EN.pdf
- xxxv [My Electric Avenue](#)
- xxxvi [Upgrading our Energy system: Smart Systems and Flexibility Plan](#) (July 2017), BEIS
- xxxvii [Oxfordshire Energy Strategy](#) (Nov 2018) OxLEP
- xxxviii [Part 3, Road to Zero Strategy \(2018\), DfT](#)
- xxxix [Electric Nation, Transport Scotland, 2018](#)
- xl [Driving and accelerating the adoption of electric vehicles in the UK, DfT, 2020](#)
- xli [Part 3, Road to Zero Strategy \(2018\), DfT](#)

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Divisions Affected – All

CABINET - 16 MARCH 2021

Tenant Fees Act 2019 (and Associated Legislation) - Financial Penalty Enforcement Policy

Report by Director for Community Safety and Chief Fire Officer

RECOMMENDATION

1. **The Cabinet is RECOMMENDED to approve a new mechanism for the Trading Standards Service to take action against property agents for breaches of relevant housing legislation by means of civil financial penalties, as outlined in the supporting Enforcement Policy (adopted from the model implemented nationally by the National Trading Standards Estate and Lettings Agency Team).**

Relevant housing legislation means the Tenant Fees Act 2019 (which prohibits certain fees charged by property agents), the Consumer Rights Act 2015 (which requires the display by property agents of fees, together with details of memberships of redress and client money protection schemes) and the Housing and Planning Act 2016 (under which Regulations mandate membership of a client money protection scheme).

Executive Summary

2. Legislation governing the activities of lettings agents and other businesses in the property sector provides for financial penalties as the main formal means of dealing with non-compliance. The issuing of financial penalty notices to non-complaint traders in Oxfordshire is therefore the most appropriate response to the legislation, where informal advice has not resolved the non-compliance. National guidance would be adopted to ensure that penalties are proportionate, evidence-based and consistent. Adopting this national guidance as a local policy requires a cabinet decision.

Financial penalties will be levied only at the end of a graduated enforcement process which includes providing initial written advice, conducting an on-site audit and issuing trader guidance for potential breaches. There is an established appeals mechanism to ensure that natural justice is achieved for those subject to controls.

Background information

3. The number of households in the private rental sector in the UK rose from 2.8 million in 2007 to 4.5 million in 2017, an increase of 63%. Lettings issues have been identified as a priority in the national trading standards strategic assessment, just below mass marketing scams and above doorstep crime and cold-calling. The tenancy controls legislative landscape itself is a mix of criminal and civil sanctions.
4. Bristol City Council, in its statutory role as the National Trading Standards lead authority for lettings legislation, has adopted an enforcement policy, on which the annexed *Oxfordshire County Council policy for determining civil penalties under the Tenant's Fees Act 2019 and other private housing sector legislation* is based. Bristol City Council has recommended the policy to other Weights and Measures Authorities (who have a duty to enforce the Tenant Fees Act 2019) in order to promote a uniformity of approach. The policy is designed to give guidance on establishing the level of penalty to be applied for non-compliance, broadly based on the severity of any breach, the receptiveness of the business to advice and the impact of the breach on competitors and consumers who are potential or actual victims.
5. The proposed civil penalties framework would operate alongside the existing criminal regime. The Consumer Protection from Unfair Trading Regulations 2008 and Business Protection from Unfair Marketing Regulations 2008 apply to letting agents and to landlords, as does the Fraud Act 2006. The Tenant Fees Act 2019 is itself hybrid legislation as, although civil penalties up to £5,000 will be levied in the first instance, if a further breach is committed within five years, this may be treated as a criminal offence, as an alternative to the prosecuting authority imposing a further financial penalty of up to £30,000. The way this legislation works means that investigations will need to be conducted to a criminal standard from the outset.
6. The Tenant Fees Act requires any penalties to be ring-fenced for housing enforcement purposes. If the proposed policy is adopted, businesses will be enabled to remit any penalty direct to the Trading Standards Service's account by BACS. This will allow the penalties to be re-invested in the activity at the discretion of the Trading Standards Service, with further resources being committed to this area of work, if developing intelligence warrants it.
7. There is a complex (and sometimes overlapping) division of responsibilities in two-tier authority areas in enforcing legislation in the private renting sector. It is therefore necessary to look beyond traditional models of separation of powers to get to the optimum outcome. Initial discussions have taken place with Cherwell District Council about their possible enforcement of the Tenant Fees Act (a discretionary power), and it is anticipated that they would adopt any enforcement policy we put in place to achieve a coherent approach. Identifying a lead officer for this area of work, has already seen an increase in the sharing of knowledge between all authorities in Oxfordshire and opportunities for more closer working.

8. Within the county council, there is the potential for a cross-team approach. Inspections of letting agents are a valuable opportunity to disseminate information about fire safety risk assessments and discuss with letting agents what steps they take to check the diligence of landlords in providing housing which complies with health and safety requirements.

Corporate Policies and Priorities

9. The County Council's corporate plan includes a vision of a thriving Oxfordshire, based on the key foundation elements of thriving people, thriving communities and a thriving economy. Good regulation that is appropriately and proportionately enforced supports all of these ambitions. Ensuring a high level of compliance with consumer protection legislation in an area leads to well informed and confident consumers, who are more likely to spend within their community – whilst also avoiding consumer harm and detriment. Equally, the ability to deal with any non-complaint businesses efficiently, promotes a level playing field for businesses to compete within and allows honest businesses to thrive.

Financial Implications

10. There are no new or additional implications. A Principal Trading Standards Officer has been tasked with the day to day delivery of this workstream. In addition, the expenditure was offset in 2020/21 by the securing of national funding. Operational costs of implementing the policy are anticipated to be recoverable, via the financial penalties being retained by the Trading Standards Service.

Legal Implications

11. Internal policies and working instructions are being developed to guide officers on the issuing of financial penalties, in relation to breaches of relevant housing legislation. These documents will deal with the process by which notices are issued, appeals handled and penalties collected and enforced if unpaid. It also provides a scheme of delegation to allow the Head of Trading Standards to take the appropriate decisions in relation to the statutory appeals process. The Trading Standards Service receives appropriate Legal advice and support via Legal Services

Staff Implications

12. There are no new or additional implications. A Principal Trading Standards Officer (0.6FTE) has been tasked with the day to day delivery of this workstream and has been in post since December 2019. It is anticipated that most of the operational work in this area will remain with that officer, with

support from other officers, managers and support staff as part of normal day to day work allocation.

Equality & Inclusion Implications

13. A separate assessment has been carried out. No groups are expected to be disadvantaged. The changes in enforcement policy and processes necessitated are purely administrative from a consumer / renter's point of view and will therefore not impact on service delivery. The outcomes should be to the advantage of groups currently disproportionately affected by poor trading practice in the lettings market.

Risk Management

14. The main risk is that traders (who would ordinarily have been exposed to the threat of criminal prosecution) might perceive the move to a civil sanctions regime as a softening of approach. However, in providing guidance and advice, it will be made clear that where financial penalties fail to bring about compliance improvements, recourse to criminal action remains. This message will be reinforced in communications with the public.
15. There are risks that an unfamiliar route to achieving compliance will provide challenges to enforcement staff in terms of training, and to staff in Legal in terms of the burden of calculating penalties, issuing Notices and engaging with businesses to secure payment. These risks have been minimised (learning from other authorities' experiences) by delegating responsibility to one officer initially who will then cascade down lessons learned. All Trading Standards Officers are members of the Chartered Trading Standards Institute's Continuous Professional Development Scheme and must maintain a level of training and development each year. For relevant officers, this includes this area of work.

ROB MACDOUGALL

Director for Community Safety and Chief Fire Officer

Annex: Oxfordshire County Council policy for determining civil penalties under the Tenant's Fees Act 2019 and other private housing sector legislation

Contact Officer: Jody Kerman, Head of Trading Standards (07909 905514)

March 2021

ANNEX: Oxfordshire County Council policy for determining civil penalties under the Tenant's Fees Act 2019 and other private housing sector legislation

As the Lead Enforcement Authority under the Tenant Fees Act 2019 ("TFA"), Bristol City Council has issued an enforcement policy for enforcement authorities, who are in turn expected to develop and document their own policy on determining the level of penalty or when to prosecute and when to issue a civil penalty in relation to breaches of the TFA and other relevant housing legislation. Trading Standards recommends that Oxfordshire County Council should fully adopt the Bristol City Council policy, except in those matters for which county councils do not have enforcement responsibility¹

The policy (reproduced "re-badged" for Oxfordshire below, for ease of reference) can also be found by following this link:

<https://www.bristol.gov.uk/documents/3368713/3492947/Tenant+Fees+Act+Penalty+Notice+Policy.pdf/789145a2-0b15-5542-2851-63d3bc47d57b>

Oxfordshire County Council ("the Council") has adopted this policy on deciding financial penalties and the appropriateness of prosecution as an alternative to imposing financial penalties under the relevant letting agency legislation.

It applies in relation to any decision made by the Council in its capacity as Enforcement Authority and Lead Enforcement Authority under Section's 7 and 24 of the Tenants Fees Act 2019 respectively.

For clarity, "relevant letting agency legislation" means:-

1. The Tenant Fees Act 2019, "the TFA 2019"
2. Part 3, Chapter 3 of the Consumer Rights Act 2015
3. Sections 133 – 135 of the Housing and Planning Act

1. Legal Reference

1.1 The TFA prohibits the charging of fees in respect of a tenancy other than those which are specifically permitted and amends other relevant letting agency legislation as follows:

- a. in respect of the duty of letting agents to publicise fees etc under Section 87 of the Consumer Rights Act 2015.
- b. in relation to the meaning of 'Lead Enforcement Authority'; under Section 135 of the (enforcement of client money protection scheme regulations) of the Housing and Planning Act 2016.

2. TFA Sanctions

2.1. The TFA provides that enforcement authorities may impose financial penalties of up to £30,000 depending on the breach as follows:

¹ Currently this relates only to Section 83(1) and 84(1) of the Enterprise and Regulatory Reform Act which mandates membership of a redress scheme. This measure is enforced by unitary authorities, and in two-tier authorities at district council level.

- a. In respect of Prohibited Payments under sections 1 and 2 of the TFA a financial penalty not exceeding £5,000 for a first breach.
- b. Under section 12 of the TFA a second or subsequent breach within 5 years of the previous breach provides for a financial penalty not exceeding £30,000 and there is power to prosecute in the Magistrates Court where an unlimited fine may be imposed.

The Council will determine what is the most appropriate and effective sanction, whether it is appropriate to impose a financial penalty or prosecute in any relevant case having due regard to this Enforcement Policy.

2.2. In appropriate circumstances, consideration will be given to informal action such as warning letters or advice, in an effort to secure compliance, and will be done so in accordance with the relevant Enforcement Policy.

3. Consequential Amendments brought about by the TFA

3.1 Additionally the TFA amends the legislation referred to in paragraph 1 above and which separately provide that penalties may be imposed as follows:

- a. In respect of a failure of Letting Agents to publicise their fees as required by s83(3) of the CRA 2015 a financial penalty not exceeding £5,000.
- b. In respect of a failure by a property agent who holds client money to belong to an approved or designated Client Money Protection ("CMP") Scheme as required by Regulation 3 of the Client Money Protection Schemes for Property Agents (Requirement to Belong to a Scheme etc.) Regulations 2019, a financial penalty not exceeding £30,000.
- c. In respect of a failure to obtain a certificate confirming membership or display that certificate as required or publish a copy of that certificate on the relevant website (where one exists) or produce a copy of the certificate free of charge to any person reasonably requiring it as required by Regulation 4(1) of the Client Money Protection Schemes for Property Agents (Requirement to Belong to a Scheme etc.) Regulations 2019 a financial penalty not exceeding £5,000.
- d. In respect of a failure by a property agent to notify any client within 14 days of a change in the details of an underwriter to the CMP scheme or that the membership of the CMP scheme has been revoked as required by Regulation 4(2) of the Client Money Protection Schemes for Property Agents (Requirement to Belong to a Scheme etc.) Regulations 2019 a financial penalty not exceeding £5,000.

4. Statutory Guidance

4.1. The Ministry of Housing, Communities & Local Government has published statutory guidance² to which enforcement authorities must have regard. It recommends certain factors that an enforcement authority should take into account when deciding on the level of financial penalties under the TFA and further recommends that enforcement authorities develop and document their own Policy on determining the appropriate level

² <https://www.gov.uk/government/publications/tenant-fees-act-2019-guidance>

of financial penalty in a particular case.

5. Determining the level of the financial penalty

5.1 In accordance with the provisions of the TFA the level of financial penalties is to be determined by the Council. Although the statutory guidance recommends factors which may be taken into account it does not go into any significant level of detail in this regard. Each of those factors will be considered as a part of the Council's decision making process and they are:

- a. The history of compliance levels.
- b. The severity of the breach.
- c. Any deliberate concealment.
- d. Supplying false evidence.
- e. The intent of the landlord/agent.
- f. The attitude of the landlord/agent.
- g. The deterrent effect of a prosecution on the landlord/agent and others.
- h. The extent of financial gain as a result of the breach.

5.2 Although the Council has therefore a wide discretion in determining the appropriate level of financial penalty in any particular case, regard has been given to the statutory guidance when making this policy.

5.3 Appendix 1 of this policy contains the processes that the Council will use in order to determine the level of financial penalty under the TFA. All stages subsequent to the issue of a Notice of Intent are subject to statutory time limits and the impact off the exercise by the Landlord or Agent of the Appeal process.

Appendix 1 – The Council’s process for determining the level of penalty to set:

STEP ONE – Determining the offence category

The Council will determine the breach category using only the culpability and category of harm factors below. Where an offence does not fall squarely into a category, individual factors may require a degree of weighting to make an overall assessment. The Council may also apply a discretionary factor in order to reflect consistency across England and may consider decisions in other UK jurisdictions where they contain some relevant and persuasive content.

Culpability

Very high: Where the Landlord or Agent intentionally breached, or flagrantly disregarded, the law or has/had a high public profile (which may include any significant role in a trade or business representative organisation) and knew their actions were unlawful.

High: Actual foresight of, or wilful blindness to, risk of a breach but risk nevertheless taken.

Medium: Breach committed through act or omission which a person exercising reasonable care would not commit.

Low: Breach committed with little fault, for example, because:

- significant, if unsuccessful, efforts were made to address the risk.
- there was no warning/circumstance indicating a risk.
- failings were minor and occurred as an isolated incident.

Harm

The following factors relate to both actual harm and risk of harm. Dealing with a risk of harm involves consideration of both the likelihood of harm occurring and the extent of it if it does.

Category 1 – High Likelihood of Harm

- serious adverse effect(s) on individual(s) and/or having a widespread impact due to the nature and/or scale of the Landlord’s or Agent’s business.
- high risk of an adverse effect on individual(s) – including where persons are vulnerable³.

Category 2 – Medium Likelihood of Harm

- adverse effect on individual(s) (not amounting to Category 1).

³ Indicative list of vulnerability: Young adults and children, students and the financially inexperienced, older people, those with disability or sensory impairment, people on a low income, persons with a drug or alcohol addiction, victims of domestic abuse, children in care, people with complex health conditions, people for whom English is not their first language, victims of trafficking or sexual exploitation, refugees and asylum seekers, people at risk of harassment or eviction, people at risk of homelessness.

- medium risk of an adverse effect on individual(s) or low risk of serious adverse effect.
- tenants and/or legitimate landlords or agents substantially undermined by the conduct.
- the Council's work as a regulator is inhibited.
- the tenant or prospective tenant is misled or deceived.

Category 3- Low Likelihood of Harm

- low risk of an adverse effect on actual or prospective tenants.
- wider public misled but little or no risk of actual adverse effect on individuals.

We will define harm widely and victims may suffer financial loss, damage to health or psychological distress (especially vulnerable cases). There are gradations of harm within each of these categories.

The nature of harm will depend on personal characteristics and circumstances of the victim and the assessment of harm will be an effective and important way of taking into consideration the impact of a particular crime on the victim.

In some cases no actual harm may have resulted and enforcement authority will be concerned with assessing the relative dangerousness of the offender's conduct; it will consider the likelihood of harm occurring and the gravity of the harm that could have resulted.

Some offences cause harm to the community at large (instead of or as well as to an individual victim) and may include economic loss, harm to public health, reputational damage to public or private institutions or interference with the administration of justice.

STEP TWO - Starting point and category range

Having determined the category that the breach falls into, the Council will refer to the following starting points to reach an appropriate level of civil penalty within the category range. The Council will then consider further adjustment within the category range for aggravating and mitigating features.

Obtaining financial information

The statutory guidance advises that local authorities should use their powers under Schedule 5 to the CRA 2015 to, as far as possible, make an assessment of a Landlord's or Agent's assets and any income (not just rental or fee income) they receive when determining an appropriate penalty. The Council will use such lawful means as are at its disposal to identify where assets might be found.

In setting a financial penalty, the Council may conclude that the Landlord or Agent is able to pay any financial penalty imposed unless the Council has obtained, or the Landlord or Agent has supplied, any financial information to the contrary. The subject of a Final Notice, or a Notice of Intent where the subject does not challenge it, will be expected to disclose to the Council such data relevant to his/her financial position to facilitate an

assessment of what that person can reasonably afford to pay. Where the Council is not satisfied that it has been given sufficient reliable information, the Council will be entitled to draw reasonable inferences as to the person's means from evidence it has received, or obtained through its own enquiries, and from all the circumstances of the case which may include the inference that the person can pay any financial penalty.

Starting points and ranges

Tables 1 - 7 below give the starting points, minimum and maximum financial penalties for each harm category and level of culpability for each type of breach .

- Table 1 First breach in respect of a Prohibited Payment.
- Table 2 Second and subsequent breach in respect of a Prohibited Payment.
- Table 3 Breach of Publication of Fees requirements.
- Table 4 Breach in respect of membership of Client Money Protection Scheme.
- Table 5 Breach in respect of certificates for Client Money Protection Scheme.
- Table 6 Breach of transparency requirements for CMP Scheme.

Context

Below is a list of some, but not all factual elements that provide the context of the breach and factors relating to the Landlord or Agent. The Council will identify whether any combination of these, or other relevant factors, should result in an upward or downward adjustment from the starting point. In particular, relevant recent convictions are likely to result in a substantial upward adjustment. In some cases, having considered these factors, it may be appropriate to move outside the identified category range which will not exceed the statutory maximum permitted in any case.

Factors increasing seriousness

Aggravating factors:

1. Previous breaches of the TFA.
2. Previous convictions, having regard to the nature of the offence to which the conviction relates, its relevance to the current breach; and the time that has elapsed since the conviction. For an indicative list of relevant convictions, see Appendix 2.
3. Conduct motivated by financial gain.
4. Deliberate concealment of illegal nature of activity
5. Established evidence of wider/community impact
6. Obstruction of the investigation
7. Record of poor compliance including refusal of advice or training or to become a member of an accreditation scheme.

Factors reducing seriousness

Mitigating factors

1. No previous or no relevant/recent breaches.
2. No previous convictions or no relevant/recent convictions.
3. Steps voluntarily taken to remedy problem.
4. High level of co-operation with the investigation, beyond that expected.
5. Good record of relationship with tenants.
6. Self-reporting, co-operation and acceptance of responsibility.
7. Good character and/or exemplary conduct.
8. Mental disorder or learning disability, where linked to the commission of the breach.
9. Serious medical conditions requiring urgent, intensive or long-term treatment.

STEP THREE - General principles to consider in setting a penalty

The Council will finalise the appropriate level of penalty so that it reflects the seriousness of the offence and the Council must take into account the financial circumstances of the Landlord or Agent if representations are made by the Landlord or Agent following the issue of a Notice of Intent.

The level of financial penalty should reflect the extent to which the conduct fell below the required standard. The financial penalty should meet, in a fair and proportionate way, the objectives of punishment, deterrence and the removal of gain derived through the commission of the breach; it should not be cheaper to breach than to take the appropriate precautions and a fundamental principle involved is that there should be no financial gain to the perpetrator from the commission of the breaches.

If issuing a financial penalty for more than one breach, or where the offender has already been issued with a financial penalty, The Council will consider whether the total penalties are just and proportionate to the offending behaviour and will have regard to the factors in STEP EIGHT below.

STEP FOUR- Issue Notice of Intent

The Council will issue a Notice of Intent within 6 months of the enforcement authority having sufficient evidence that the Landlord or Agent has breached the TFA. If the breach is ongoing the 6-month deadline continues until the breach ceases. A Notice of Intent can be served spontaneously.

While there are slight variations in the Statutory requirements according to which breach is being addressed a Notice of Intent will typically contain the date of the Notice,

the amount of the proposed penalty, the reason for imposing the penalty and how the recipient can make representations concerning the penalty.

STEP FIVE – Consideration of representations and review of financial penalty

The Council should review the penalty and, if necessary adjust the initial amount reached at STEP FOUR, and represented in the Notice of Intent, to ensure that it fulfils the general principles set out below.

Any quantifiable economic benefit(s) derived from the breach, including through avoided costs or operating savings, should normally be added to the total financial penalty arrived at in step two. Where this is not readily available, the Council may draw on information available from enforcing authorities and others about the general costs of operating within the law. Whether the penalty will have the effect of putting the offender out of business will be relevant but in some serious cases this might be an acceptable outcome.

STEP SIX – Reductions

The Council will consider any factors which indicate that a reduction in the penalty is appropriate and in so doing will have regard to the following factors relating to the wider impacts of the financial penalty on innocent third parties; such as (but not limited to):

- the impact on the business's ability to comply with the law or make restitution.
- the impact on employment, service users, customers and the local economy.

The following factors will be considered in setting the level of reduction.

- the stage in the investigation when the offender accepted liability.
- the circumstances in which they admitted liability.
- the degree of co-operation with the investigation.

The maximum level of reduction in a penalty for an admission of liability will be **one-third**. In some circumstances there will be a reduced level of discount, or none. This may occur for example where the evidence of the breach is overwhelming or there is a pattern of breaches.

Any reduction should not result in a penalty which is less than the gain from the commission of the breach itself.

STEP SEVEN - Additional actions

In all cases the Council must consider whether to take additional action. These may include further enforcement action itself or reference to other organisations where appropriate.

STEP EIGHT – Totality of breaching conduct

Where the offender is issued with more than one financial penalty, the Council should consider the following guidance from the definitive guideline on Offences Taken into Consideration and Totality which appears to the Council to be an appropriate reference and guide.

As the total financial penalty is inevitably cumulative, the Council should determine the financial penalty for each individual breach based on the seriousness of the breach and taking into account the circumstances of the case including the financial circumstances of the Landlord or Agent so far as they are known, or appear, to the Council.

The Council should add up the financial penalties for each offence and consider if they are just and proportionate. If the aggregate total is not just and proportionate the Council should consider how to reach a just and proportionate total financial penalty. There are a number of ways in which this can be achieved.

For example: Where a Landlord or Agent is to be penalised for two or more breaches or where there are multiple breaches of a repetitive kind, especially when committed against the same person, it will often be appropriate to impose for the most serious breach a financial penalty which reflects the totality of the conduct where this can be achieved within the maximum penalty for that breach. No separate penalty should be imposed for the other breaches. Where a Landlord or Agent is to be penalised for two or more breaches that arose out of different incidents, it will often be appropriate to impose separate financial penalties for each breach. The Council should add up the financial penalties for each breach and consider if they are just and proportionate. If the aggregate amount is not just and proportionate the Council should consider whether all of the financial penalties can be proportionately reduced. Separate financial penalties should then be imposed.

Where separate financial penalties are passed, the Council must take care to ensure that there is no double-counting.

STEP NINE – Recording the decision

The officer making a decision about a financial penalty will record their decision giving reasons for coming to the amount of financial penalty that will be imposed.

Appendix 2 – Non exhaustive list of relevant offences /breaches

Housing law or landlord and tenant related offences:

- The Public Health Acts of 1936 and 1961.
- The Building Act 1984.
- The Environmental Protection Act 1990.
- The Town and Country Planning Act 1990.
- The Prevention of Damage by Pests Act 1949.
- The Protection from Eviction Act 1977.
- The Local Government (Miscellaneous Provisions) Acts of 1982 and 1976.
- The Housing Grants, Construction and Regeneration Act 1996.
- The Local Government and Housing Act 1989.
- The Housing Act 2004

Offences involving fraud:

- theft, burglary.
- fraud, including benefit fraud (particularly where tenants receive Housing Benefit).
- conspiracy to defraud.
- obtaining money or property by deception.
- people trafficking, money laundering or terrorist financing.
- being disqualified as a company director.

Offences involving violence to people or property:

- actual or grievous bodily harm, murder or manslaughter.
- arson.
- malicious wounding.
- robbery.
- criminal damage where the intent was to intimidate or was racially aggravated.
- common assault, including where racially aggravated.
- possession of an offensive weapon including a firearm.

Offences involving drugs⁴:

Offences involving sexual offences:

- an offence contained in schedule 3 of the Sexual Offences Act 2003.

Unlawful discrimination:

- unlawful discrimination can include findings of a tribunal on unlawful employment practice such as discrimination under the Disability Discrimination Act.

Other relevant offences:

- modern slavery/ human trafficking.
- offences involving the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control of another person, for the purpose of exploitation is likely to attach a lower level of culpability.

⁴ Consideration should be given to the nature of the offence and what bearing it could have on the Landlord or Agent's business. The nature, quantity, purity and class of drugs should be taken into account. In addition where an offence of possession with intent to supply is involved, regard should be had to the role of the subject in the supply chain

TABLE 1 – Financial Penalty for first breach of Prohibited Payments⁵.

		Range	
	Starting point (£)	Min (£)	Max (£)
Low culpability			
Harm category 3	1250	250	2250
Harm category 2	1500	500	2500
Harm category 1	1750	750	2750
Medium culpability			
Harm category 3	2000	1000	3000
Harm category 2	2250	1250	3250
Harm category 1	2500	1500	3500
High culpability			
Harm category 3	2750	1750	3750
Harm category 2	3000	2000	4000
Harm category 1	3250	2250	4250
Very high culpability			
Harm category 3	3500	2500	4500
Harm category 2	3750	2750	4750
Harm category 1	4000	3000	5000

TABLE 2 – Financial Penalty for second or subsequent breach of Prohibited Payments (within 5 years of initial breach).

		Range	
	Starting point (£)	Min (£)	Max (£)
Low culpability			
Harm category 3	3500	2000	8000
Harm category 2	6500	4000	10000
Harm category 1	8500	4500	15000
Medium culpability			
Harm category 3	6500	4750	17000
Harm category 2	10500	5000	20000
Harm category 1	12500	5500	22000
High culpability			
Harm category 3	10500	5500	20000
Harm Category 2	15000	6250	24000
Harm Category 1	18000	7000	26000
Very high culpability			
Harm category 3	15000	7000	24000
Harm Category 2	17500	7250	28000
Harm Category 1	20000	7500	30000

⁵ In all tables, in exceptional circumstances the Council may reduce the minimum penalties further but may not increase them above the statutory maximum.

TABLE 3 – Financial Penalty for breach of Publication of Fees.

		Range	
	Starting point (£)	Min (£)	Max (£)
Low culpability			
Harm category 3	1250	250	2250
Harm category 2	1500	500	2500
Harm category 1	1750	750	2750
Medium culpability			
Harm category 3	2000	1000	3000
Harm Category 2	2250	1250	3250
Harm Category 1	2500	1500	3500
High culpability			
Harm category 3	2750	1750	3750
Harm Category 2	3000	2000	4000
Harm Category 1	3250	2250	4250
Very high culpability			
Harm category 3	3500	2500	4500
Harm Category 2	3750	2750	4750
Harm Category 1	4000	3000	5000

TABLE 4 – Financial Penalty for failure or inability to obtain membership of a Client Money Protection Scheme

		Range	
	Starting point (£)	Min (£)	Max (£)
Low culpability			
Harm category 3	3500	2000	8000
Harm Category 2	6500	4000	10000
Harm Category 1	8500	4500	15000
Medium culpability			
Harm category 3	6500	4750	17000
Harm Category 2	10500	5000	20000
Harm Category 1	12500	5500	22000
High culpability			
Harm category 3	10500	5500	20000
Harm Category 2	15000	6250	24000
Harm Category 1	18000	7000	26000
Very high culpability			
Harm category 3	15000	7000	24000
Harm Category 2	17500	7250	28000
Harm Category 1	20000	7500	30000

TABLE 5 – Financial Penalty for issues relating to certificates of Membership of a Client Money Protection Scheme.

		Range	
		Starting point (£)	Max (£)
Low culpability			
Harm category 3	1250	250	2250
Harm Category 2	1500	500	2500
Harm Category 1	1750	750	2750
Medium culpability			
Harm category 3	2000	1000	3000
Harm Category 2	2250	1250	3250
Harm Category 1	2500	1500	3500
High culpability			
Harm category 3	2750	1750	3750
Harm Category 2	3000	2000	4000
Harm Category 1	3250	2250	4250
Very high culpability			
Harm category 3	3500	2500	4500
Harm Category 2	3750	2750	4750
Harm Category 1	4000	3000	5000

TABLE 6 – Financial Penalty for breach of transparency issues relating to Membership of a Client Money Protection Scheme.

		Range	
Starting point (£)		Min (£)	Max (£)
Low culpability			
Harm category 3	1250	250	2250
Harm Category 2	1500	500	2500
Harm Category 1	1750	750	2750
Medium culpability			
Harm category 3	2000	1000	3000
Harm Category 2	2250	1250	3250
Harm Category 1	2500	1500	3500
High culpability			
Harm category 3	2750	1750	3750
Harm Category 2	3000	2000	4000
Harm Category 1	3250	2250	4250
Very high culpability			
Harm category 3	3500	2500	4500
Harm Category 2	3750	2750	4750
Harm Category 1	4000	3000	5000

Division(s): N/A

CABINET – 16 MARCH 2021

FORWARD PLAN AND FUTURE BUSINESS

Items identified from the Forward Plan for Forthcoming Decision

Topic/Decision

Portfolio/Ref

Cabinet, 20 April 2021

<p>▪ Delegated Powers - April 2020 To report on a quarterly basis any executive decisions taken under the specific powers and functions delegated under the terms of Part 7.1 (Scheme of Delegation to Officers) of the Council's Constitution – Paragraph 6.3(c)(i). It is not for Scrutiny call-in.</p>	Cabinet, Leader of the Council 2020/156
<p>▪ Business Management & Monitoring Report - February 2021 To note and seek agreement of the report. Joint Responsibility: Deputy Leader of the Council and Cabinet Member for Finance.</p>	Cabinet, Deputy Leader of the Council/Finance 2020/155
<p>▪ Strategic Vision for Oxfordshire To seek endorsement of the Vision.</p>	Cabinet, Environment 2021/030
<p>▪ Highway Maintenance Contract Extension To seek approval as to whether to extend the contract by two years from end March 2023 to end March 2025.</p>	Cabinet, Highways Delivery & Operations 2021/02

Deputy Leader of the Council, 20 April 2021

<p>▪ Oxfordshire Fire & Rescue Service's Community Risk Management Plan 2021/2022 To seek approval of the CRMP document and the Projects prescribed within as the activities being undertaken for the subsequent 12 month period.</p>	Deputy Leader of the Council, 2020/128
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Cabinet Member for Environment, 29 April 2021

Topic/Decision

Portfolio/Ref

<ul style="list-style-type: none"> ▪ Oxford: Jericho/ Walton Manor Areas - Proposed Low Traffic Neighbourhoods and Existing ETRO Measures <p>1. To determine on the permanent retention or removal of the ETRO currently in place at Walton Street;</p> <p>2. To determine on proposals to be consulted on for the introduction of traffic management measures in the Jericho and Walton Manor areas in Oxford to create Low Traffic Neighbourhoods, including the introduction of Experimental Traffic Regulation Orders giving effect to the proposed modal filters within the LTNs, and associated waiting restrictions.</p>	Cabinet Member for Environment, 2021/019
<ul style="list-style-type: none"> ▪ Chinnor: Greenwood Avenue - Proposed No Waiting Restrictions <p>To seek approval of the proposals.</p>	Cabinet Member for Environment, 2021/025
<ul style="list-style-type: none"> ▪ Eynsham and Witney: Proposed Bus Stop Build Outs <p>To seek approval of the proposals.</p>	Cabinet Member for Environment, 2021/026
<ul style="list-style-type: none"> ▪ Longcot, Shrivenham and Watchfield - Proposed 30mph, 40mph and 50mph Speed Limits <p>To seek approval of the proposals.</p>	Cabinet Member for Environment, 2021/027
<ul style="list-style-type: none"> ▪ North Leigh: A4095 - Proposed Extension of 40mph Speed Limit and Turning Restrictions <p>To seek approval of the proposals.</p>	Cabinet Member for Environment, 2021/028