GREENER

FAIRER

HEALTHIER

2022 - 2023

ANNUAL REPORT

Working in partnership to make Oxfordshire a greener, fairer and healthier county.

OXFORDSHIRE COUNTY COUNCIL

Foreword

Welcome to Oxfordshire County Council's annual report, providing an overview of our performance and key achievements from April 2022 to March 2023.

Our vision is to make Oxfordshire a greener, fairer and healthier county, and this is centred around strong local communities, healthy places to live and a zero-carbon economy that benefits everyone.

Including everyone lies at the heart of our vision. This means providing inclusive services with equal access for all; working with communities to tackle disadvantage, inequality, public health and care issues; and providing an inclusive workplace with equality of opportunity. We want to enable people across the county to be happy, healthy, safe and successful, from getting the best start in life to ageing well and remaining as independent as possible for as long as possible.

We also want to ensure that our decision-making process is inclusive and open to scrutiny. We are making it easier for communities to make their views known on the issues that matter to them so that as many voices as possible are heard.

Tackling climate change underpins all we do. The climate emergency is the biggest challenge the planet faces and we are committed not only to reaching our own net zero target as a council by 2030 but to enabling Oxfordshire to be carbon neutral by 2050 at the latest.

Our strategic plan 2022 - 2025 sets out our nine cross-cutting priorities (see page 5) and details how we will deliver our vision and commitments. Our organisational values – always learning; be kind and care; equality and integrity in all we do; taking responsibility; and daring to do it differently – help us deliver these priorities.

Our budget, set in February 2023, also supports the continued delivery of our plan, which is reviewed annually, and allows us to both invest in our priorities and meet our demand pressures for the year ahead. With our ambitious plans and a rapidly changing external environment, our priorities may change in the future in line with our principles and the needs of our residents.

As your council, it is our job to provide services such as social care for adults and children – which accounts for around half our spend – fire and rescue, highway maintenance, libraries, registration (births, deaths, and marriages), education and trading standards. Our annual report highlights examples of this important work and progress against our priorities, including the support we have provided to residents during the cost of living crisis and to refugee and asylum-seeking guests.

Thank you for taking the time to read this report. As we look forward to 2023 - 24, we will continue to ensure that we provide the greatest opportunities possible for every resident to live their best life.

Councillor Liz Leffman
Leader of Oxfordshire County Council

Our nine priorities

Our vision:

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

CLIMATE ACTION
Oxfordshire County Council
Carbon neutral by 2030

1. Put action to address the climate emergency at the heart of our work

2. Tackle inequalities in Oxfordshire

3. Prioritise the health and wellbeing of residents

4. Support carers and the social care system

5. Invest in an inclusive, integrated and sustainable transport network

6. Preserve and improve access to nature and green spaces

7. Create opportunities for children and young people to reach their full potential

8. Play our part in a vibrant and participatory local democracy

9. Work with local businesses and partners for environmental, economic and social benefit

The climate emergency

Our strategic priority Put action to address the climate emergency at the heart of our work

- We helped residents recycle and compost 58.2 per cent of our waste, making us the **top county in England for the ninth year in a row** (figures for 2021-22).

- We were among 21 local and regional authorities to sign a letter pledging to go further than the UK government to **tackle the air pollution crisis**.

- We **modified 141 homes** for those in fuel poverty to make their homes more energy efficient.

- We delivered **£1.8m in funding to 74 businesses** across Oxfordshire to help them decarbonise.

- We secured £856,000 of funding to **improve insulation and decarbonisation measures** at six locations, including five schools.

- We deployed a **portable rapid electric vehicle charger** to help operate greener vehicles across council services.

- We took part in a feasibility study which demonstrated that hydrogen fuel in conjunction with battery energy storage can **power a zero-emission fire engine**.

- We transformed Broad Street in Oxford into a **welcoming public space** in the heart of the city, with a wider pedestrian area, seating and seasonal planting. The changes will remain in place until spring 2024.


The climate emergency

Our strategic priority Put action to address the climate emergency at the heart of our work

- We launched **Action on Carbon Energy in Schools** - our support service to help schools take action on energy use and carbon emissions by offering a range of information and advisory services to maintained schools and academies, at no cost to the school.

- Our carbon management plan to drive down the council's corporate carbon emissions was approved in May 2022. The plan aims to almost **halve our emissions by 2024-25**.

- Together with local authority partners and the Oxfordshire Local Enterprise Partnership, we launched **climateactionoxfordshire.org.uk**, a website providing ideas and advice about how individuals, families and businesses can reduce carbon and save money.

- We hosted a **water summit** in November 2022 to identify issues and solutions for water supply and demand in Oxfordshire and the south east.

- We rolled out a **carbon literacy training programme** for our staff and councillors to identify actions in the workplace to reduce our carbon footprint.
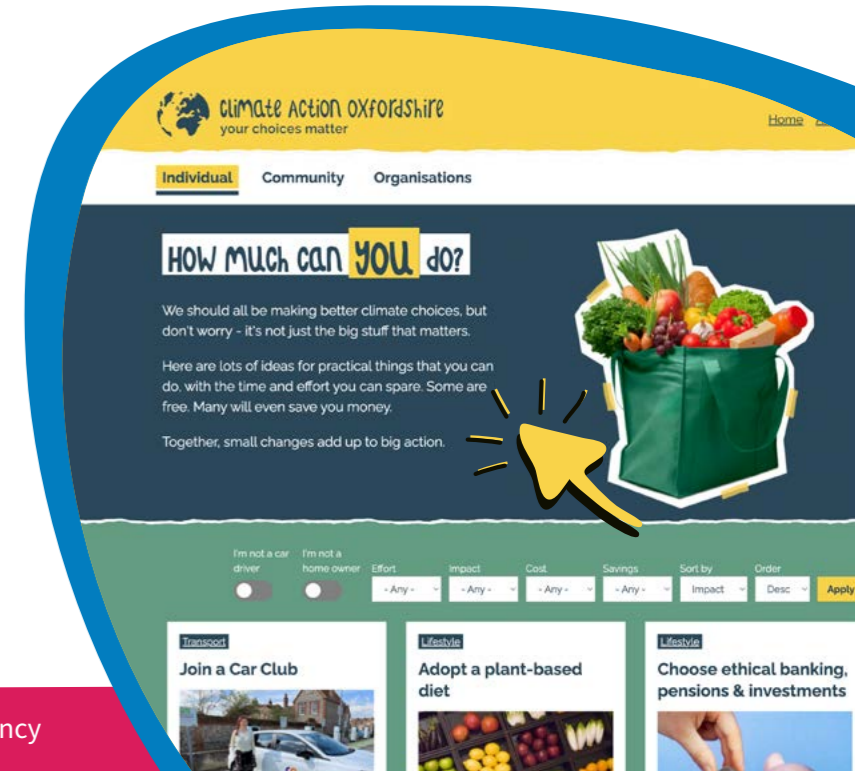
Oxfordshire County Council
Climate Action
Carbon neutral by 2030

Transient

Our strategic priority Invest in an inclusive, integrated and sustainable transport network

- We delivered **20mph schemes** in 41 villages and towns across the county to make our roads safer.

- We supported the introduction of **159 battery electric buses** to make public transport more accessible and reduce emissions.

- We introduced the **bus enhanced partnership** with bus operators to help make bus services faster, more reliable and easier to access.

- We launched our **Vision Zero programme** to eliminate all deaths and serious injuries from road traffic collisions in Oxfordshire by 2050.

- The trial of **six traffic filters** in Oxford was approved by cabinet to help reduce bus journey times by at least 10 per cent and make walking and cycling safer.

- We secured £10.4 million in government funding to **improve walking and cycling infrastructure** in Oxfordshire, and £520,415 from the government's Active Travel Capability Fund to **improve access to active travel options**.

- We completed a range of major **infrastructure programmes** and **active travel schemes**, including road safety improvements to the A361, Science Vale cycling, and Bicester and Witney active travel.

- The **Central Oxfordshire Travel Plan** was approved by cabinet, which sets out a range of ambitious targets, including reducing 1 in 4 car trips by 2030 and delivering a net-zero transport network by 2040.

Transient

Our strategic priority Invest in an inclusive, integrated and sustainable transport network

- Work began on **Eynsham Park & Ride** to provide 850 new parking spaces for commuters and visitors. The site will include 24-hour security, cycle storage and electric vehicle parking bays.

- We completed the rollout of hundreds of **electric vehicle charging points** in council-owned car parks in Oxfordshire. Since May 2021 a total of 250 charging points have been installed across the county.

- We implemented **parking standards for new developments** to help determine the level of parking at new housing and employment developments and promote active and sustainable transport.

- We adopted and are employing the **Implementing 'Decide & Provide': Requirements for Transport Assessments** document, which requires developers to refocus mitigation strategies away from providing more capacity for private cars in favour of more investment in public transport and active travel improvements.

- We submitted responses to over **700 planning applications** on a range of transport, environmental, education and infrastructure issues to help ensure the best development outcomes across the county are achieved.

- Our **trading standards officers** investigated hundreds of reports regarding HGVs inappropriately using weight-restricted roads and bridges, leading to over 60 prosecutions.

Nature and green spaces

Our strategic priority Preserve and improve access to nature and green spaces

- The council's cabinet endorsed the **environmental policies statement**, which underlines our commitment to supporting climate action, adapting to the challenges created by climate change, and the importance of nature and the natural environment.

- We ran a **community project with teenage girls** in East Oxford to understand how we can improve the design and management of parks and green spaces to make them more accessible and attractive.

- We replaced **90 bridges**, and **repaired 41**, on the public rights of way network.

- We **cleared 329km of vegetation** to improve the county's public rights of way network.

- We recorded over **8,000 hours of volunteer work** on the county's 4,200km public rights of way network. This included installing gates and stiles, clearing vegetation, and repairing bridges and waymark paths.

- We adopted a **verge and vegetation policy**, which commits to keeping footpaths and cycle paths clear of vegetation while preserving biodiversity.

- We were allocated £150,000 in funding from the government's **Woodland Creation Accelerator Fund** to kickstart tree planting activity by creating new green jobs that identify opportunities to deliver tree planting.

Nature and green spaces

- We **planted 450 trees** along highways across the county — the first time in over 10 years that tree planting has been delivered by the county council.

- As part of the Queen's Green Canopy initiative **559 trees were presented to new citizens** and 1,335 trees were donated on their behalf and will be planted in Oxfordshire.

- We used £70,000 from developments in north Oxfordshire to resurface a footpath at Adderbury Lakes, reconnect a historic bridleway in Upper Heyford, and complete the first phase of a bridleway 'greenway' route to Bicester.

- We marked all 49 of our **roadside verge nature reserves** to help conserve habitats and existing species and protect biodiversity within the Oxfordshire landscape.

- We supported the Oxfordshire Wildlife Sites Project to undertake wildlife surveys of 40 **local wildlife sites** and provide conservation management advice to owners of 44 sites.

Inequalities

Our strategic priority Tackle inequalities in Oxfordshire

- We unveiled our **digital inclusion strategy** – developed with partners across the public, business and voluntary sectors – to ensure that people from all ages and backgrounds have access to digital services.

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- We donated 300 refurbished laptops to Getting Oxfordshire Online to **help vulnerable people get online**.

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- Together with local authority partners, community groups, farmers and businesses, we launched a **countywide food strategy** to make Oxfordshire's food system more sustainable, affordable and resilient. 40 organisations across the county have committed to address food poverty and insecurity.

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- We worked with eight local communities to carry out research to better **understand health inequalities** and create action plans to influence health outcomes.

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- Together with NHS partners, we commenced the rollout of **Oliver McGowan Training** to train professionals in supporting and communicating with people with a learning disability or autism.

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- Our **home library service volunteers** provided a vital service to over 800 house-bound residents, who described it as 'an invaluable support' and 'a lifeline'.

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- We set up two groups for **young singers** in areas of disadvantage, which were free for young people to access.

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- In partnership with the NHS, we delivered home monitoring blood pressure kits to support people in the **10 most deprived wards** across Oxfordshire.

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Inequalities

Our strategic priority Tackle inequalities in Oxfordshire

- We identified and addressed challenges facing **Oxfordshire's armed forces community**, including supporting the education of 3000+ service pupils, improving people's access to government benefits, and helping families access NHS services.

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- We held a series of drag queen story hours for children in our libraries. The event in the Westgate Library in Oxford was the highest-attended event in the country, demonstrating the **power of stories and diversity**.

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- Our fire and rescue service delivered 2,849 **safe and well visits**, reducing the risk of a fire at home for our most vulnerable residents.

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- 18 people attended the fire and rescue service's '**have a go' days**, encouraging people to consider a role in the service. Women now represent over 10 per cent of the service's operational workforce.

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- Oxfordshire's on-street parking civil enforcement officers became the first in the country to participate in the '**Ask for Angela**' campaign to help vulnerable members of the public in dangerous or uncomfortable situations.

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- **Oxfordshire Employment** supported 51 people with long-term health issues or a disability to gain and maintain employment.

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- Our libraries helped residents who were **unable to access services digitally** by handling 6,456 phone enquiries and holding 4,890 face-to-face appointments.

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Local democracy

Our strategic priority Play our part in a vibrant and participatory local democracy

- We hosted three **Oxfordshire Conversations Q&A events**, with 122 attendees, enabling residents to quiz cabinet members about the issues that matter most to them.

- We held two **sounding boards** with children and young people so they could share their views and take part in hands-on activities. The full-day events – one on music and libraries, and the other on the future of travel and transport – provided a deep dive into the topic.

- We partnered with Oxford University on a **Citizens' Jury**. The event brought together 16 people, who were broadly representative of the Oxford population, to explore how can we travel in ways that are good for health and the climate.

- We delivered **refreshed consultation and engagement guidance** to help make our consultation and engagement activity more accessible for young people and those without digital access.


Local democracy

Our strategic priority Play our part in a vibrant and participatory local democracy

- The Buckinghamshire, Oxfordshire and Berkshire West **Health Overview Scrutiny Committee** was launched to provide a closer link between the concerns of residents and the healthcare they are provided.

- We enabled people of all ages to **address our council and cabinet meetings**, welcoming 140 public speakers, 13 public questions and 12 petitions.
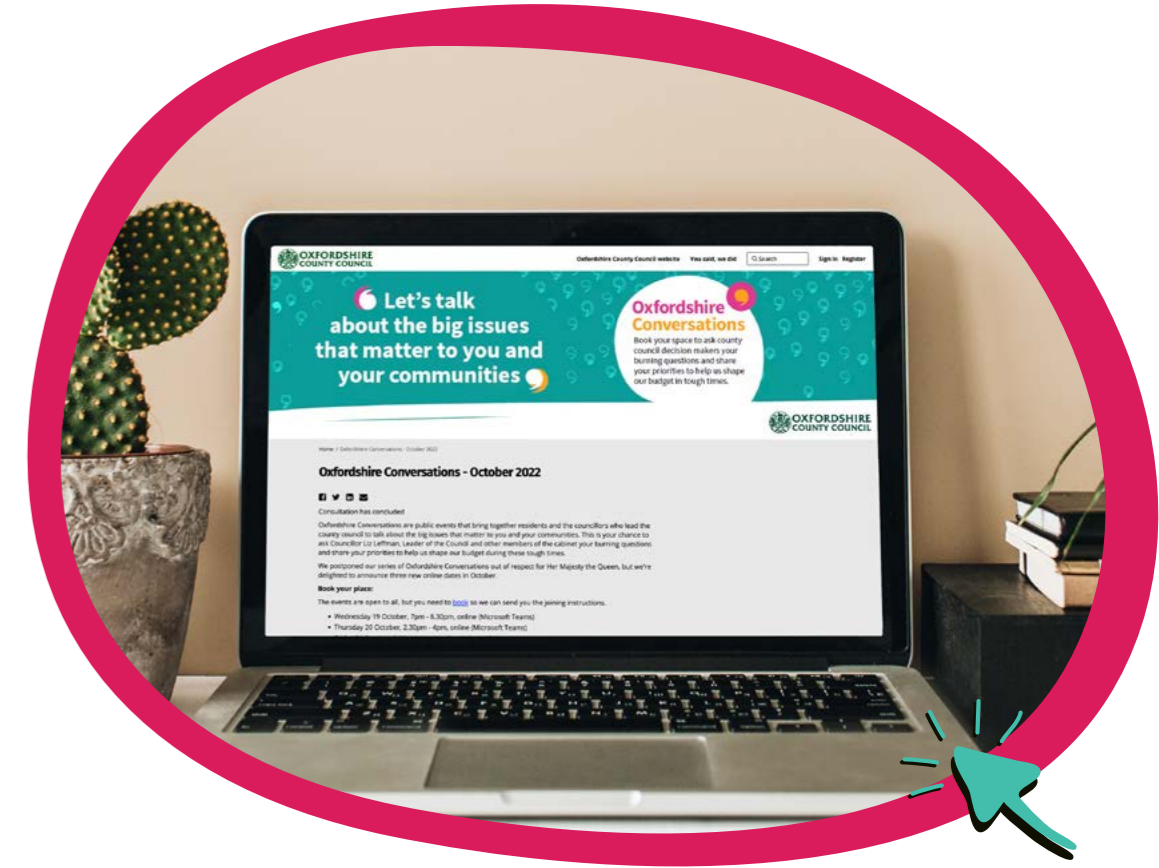
Local businesses and partners

Our strategic priority Work with local businesses and partners for environmental, economic and social benefit

- We developed a **five-year voluntary and community sector strategy**, providing a framework for the way we work with charities, social enterprises, community groups and faith groups.
....
- We launched our **social value policy**, enabling our services to deliver additional social benefits by considering how projects and contracts can support social causes.
....
- The **Oxfordshire Business and Intellectual Property Centre** opened at the Westgate Library in May 2022, with new facilities and resources to support local entrepreneurs and businesses.
....

- The trading standards team conducted over **1,000 interventions with Oxfordshire businesses**, providing advice and support, testing products and procedures, and measuring equipment.
....

- Our fire and rescue service delivered **preventative safety advice** to the local business community – with one initiative seeing 125 businesses visited in person by specially trained fire crews.
....
- Our **libraries were supported by hundreds of volunteers** across Oxfordshire, with November 2022 seeing a peak of 2,422 hours being spent helping customers access library services.
....

Local businesses and partners

Our strategic priority Work with local businesses and partners for environmental, economic and social benefit

- We launched a re-designed **Heritage Search online catalogue,** enabling the public to access archives and local collections online, as well as 380,000 images.
....
- We worked with support organisations including Oxfordshire Mind and Age UK to offer over **1,000 drop-in sessions for residents** on topics ranging from stopping smoking to cancer support.
....
- The **inclusive employment scheme** run by County Print Finishers in partnership with White Brothers supported 18 employees.
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- Oxfordshire Employment's Wood to Work initiative, delivered in partnership with Ways into Work and Oxford Wood Recycling, provided **occupational support to 17 people** accessing work for the first time or returning to work.
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Health and wellbeing

Our strategic priority Prioritise the health and wellbeing of residents

- We commissioned health partners to deliver 9,629 free **NHS health checks** for those aged between 40 and 74.

- In partnership with the Frank Bruno Foundation, we opened a **community mental health hub** in Oxford to support early intervention, reduce stigma and make it easier to access services.

- Working with Achieve Oxfordshire, we launched a **child weight management programme** – Gloji Energy. The programme, which is designed to help get the whole family moving, saw 78 per cent participants maintain or lose weight.

- We launched '**You Move**', a bespoke programme offering free or heavily subsidised activities to children in receipt of free school meals to help families get active. More than 3,000 individuals and 800 families registered in the first four months of the scheme.

- We published our **Domestic Abuse Overarching Needs Assessment and Strategy**, outlining how we will work with partners to respond to and prevent domestic abuse, and support those impacted.

- We were one of 25 collaborations to be awarded pilot funding from UK Research and Innovation to develop a **community research network** to promote the sustainable and equitable involvement of communities in research.

- Our libraries provided a range of activities to support residents' health and wellbeing, including 7,000 '**healthy living conversations**' in partnership with the public health team.

Health and wellbeing

Our strategic priority Prioritise the health and wellbeing of residents

- Our **Stop for Life service** supplied 151 vouchers for e-cigarette starter kits to help people stop smoking.

- Working with environmental health, our trading standards officers trained over **100 food business operators** in food allergen requirements.

- Our fire and rescue and trading standards teams tested over **600 electric blankets for residents**, with 29 per cent identified as unsafe for use.

- Our trading standards officers saved, or recovered, over **£175,000 for victims of scams**, **doorstep crime** and **other frauds**, as well as reaching over 2,800 people with preventative advice and support.

- We fitted 18 '**call blockers**' in the homes of residents to protect them from scam and nuisance calls. This resulted in 22,337 calls being blocked, with estimated savings to residents, police, social care and the NHS of £266,231.

- Our trading standards team trained over 200 '**Friends Against Scams**', providing them with the knowledge and skills to protect their friends, families and local communities from fraud.

Carers and social care

Our strategic priority Support carers and the social care system

- Through our transformation programme – the **Oxfordshire Way** – we bucked national trends for adult social care assessments, care and reviews, achieving a 24 per cent decrease in the number of people on waiting lists and a 33 per cent reduction on April 2021 waiting times.
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- We were one of six trailblazer councils selected by the government to help shape the national approach to **adult social care charging reforms.**
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- With the help of government funding, we **supported 84 care leavers** who were at risk of homelessness.
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- We supported the opening of **3 extra care housing schemes** in Chipping Norton, Didcot and Wallingford, with 235 homes created to enable people to live independently whilst having access to care.
....

- We are investing £5 million in social impact housing fund Resonance, which will provide **26 living tenancies to support people** with a learning disability and/or autism in Oxfordshire.
....

- We provided £500,000 to **70 local organisations** so they could help isolated people stay connected, healthy and active in their community.
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- We launched the **Neurodiversity Support Network** (Oxfordshire) to help promote the strengths of neurodiversity and dispel myths.
....

- We partnered with the Care Workers' Charity to provide 578 emergency grants to care and **support workers in Oxfordshire**, and 44 grants to support people starting a caring job to help pay for the costs of starting work.
....

- We engaged over 200 carers in the redesign of an **unpaid carers strategy**, and developed action plans with partners to improve the experience of unpaid carers across the integrated care system in Oxfordshire.
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- Together with health and voluntary sector partners, we reviewed our services to better understand how we can improve **support for unpaid carers**.
....

- Over 80,000 people visited **Live Well Oxfordshire**, our website offering information about activities, groups and organisations for adults with a variety of needs.
....

- We funded **81 small community enterprises**, who have provided 3,214 hours to over 1,000 people to support them to stay independent in their own homes.
....

- We rolled out our **healthy ageing initiative**, which has supported 50 adult social care residents in managing their medication independently and safely.
....

- We secured **£315,000 from the Department for Work and Pensions** to improve work opportunities for people with a learning disability or autism.
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Children and young people

Our strategic priority Create opportunities for children and young people to reach their full potential

- We delivered a £9 million school building to replace and expand **Faringdon Infant School**.
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- We created 300 additional secondary pupil places, 560 additional primary pupil places, 106 full time equivalent additional nursery places, and 28 additional Special Educational Needs places.
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- We developed an integrated assessment service focused on **children in need**, increasing the response capacity to families requiring a statutory social work service.
  ....

- We secured £10.4m in government funding to develop **four children's homes in Oxfordshire**.
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- We launched a marketing campaign to encourage people from all walks of life to **become foster carers**. As a result we welcomed 27 new foster carers – a 35 per cent increase on last year.
  ....

- We supported 110 asylum-seeking children and young people through the **National Transfer Scheme** – above our target of 104.
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- We responded to a Home Office decision to open a facility for **unaccompanied asylum-seeking children** in Banbury by establishing a multi-agency response to ensure the smooth and safe management of the site.
  ....

- Our public health and trading standards team **restricted children's access to e-cigarettes**, visiting over 30 retailers, securing three prosecutions and seizing over 2,400 non-compliant devices.
  ....

Children and young people

Our strategic priority Create opportunities for children and young people to reach their full potential

- Over 3,268 children attended our **Junior Citizens project** at Rewley Road Fire Station to find out how to keep safe and learn more about emergency services.
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- 122 schools were visited by our **central fire prevention team** to talk about fire safety.
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- We provided 5,271 children with **cycle training**, teaching children vital life skills in being safe on the road.
  ....

Awards

Awards

- We secured a place in **Stonewall's Top 100 employers list in 2023** and received a **gold award** for our work creating a supportive workplace for LGBTQ+ colleagues.

- We were named in the '**gold tier**' of councils when it comes to taking steps to **improve sustainability**, following a survey by green energy comparison site Uswitch.com.

- **Kim James**, Head of School Improvement and Learning, was awarded an MBE for services to education in the 2023 New Year's Honours List.

- We won a **2022 Electric Vehicle Innovation and Excellence award** for the Oxfordshire electric vehicle infrastructure strategy.

- The schools catering team won an **Association for Public Service Excellence 2022 award** for 'Most Improved Performer in Catering Services'.

- Our parking team was recognised with a **communication award and frontline award at the 2022** British Parking Awards for the implementation of special enforcement areas.

- The property team was recognised for their work in **restoring the floor structure of St George's Tower** – an ancient tower that is part of Oxford Castle – in the Oxford Preservation Trust Awards 2022.

- The **2022 International Green Apple Environmental Awards** recognised our work on the north Oxford corridor improvements programme, the Benson relief road, and the A40 Oxford North projects.

- Oxfordshire History Centre received **national recognition for the quality of its service in April 2022**, regaining accredited status from the UK Archive Service Accreditation Committee.

- Our socially responsible employment team, County Print Finishers, achieved the Royal National Institute for the Blind's **(RNIB) Visibly Better Employer accreditation**.

- Peter Newman, Oxfordshire Employment's Employment Advisor, was awarded **Practitioner of the Year, Highly Commended,** by the British Association for Supported Employment.

- The council's active travel study with the University of Bristol received the '**Outstanding Contribution to Public Health or Social Care Research' award** at the 2022 Thames Valley Health Research Awards.

- Our Zero Emission Zone pilot in Oxford, delivered in partnership with Oxford City Council, was awarded the **2022 City Transport & Traffic Innovation award**.

- We were awarded a **Bronze Carbon Literate Organisation accreditation.**

- Our archaeology team won a **2022 Society for Museum Archaeology award** for their digital access and engagement project bringing heritage collections to local communities.

Cost of living support

During 2022-23 we provided a wide range of financial and practical support to help residents and community organisations with the increased costs of living. Our programmes have focused on supporting the most vulnerable and those who have not been able to access national schemes.

The support has been funded by Oxfordshire County Council and by the government's Household Support Fund.

- We provided **£380,000 to support the lowest income council taxpayers**, through city and district council tax hardship funds.

- We provided **emergency welfare** through our district and city council partners alongside community food and voluntary sector advice services.

- 11,000 **low-income pensioner households** were supported with £85 vouchers, with a 90 per cent uptake.

- A **£300 cost of living grant** was paid to 4,250 households who missed out on government support programmes.

- Our 600 **shared lives and foster carers** were each given a **£200 grant** to help towards increased energy and food costs.

- Our care leavers who missed out on national cost of living payments received a **£300 cost of living grant** to help with increased accommodation costs.

- Families with the most severely **ill or disabled children were able to access a grant** to assist with exceptional energy costs.

- Our **Community Building Energy Support Scheme** provided £100,000 to fund 105 projects, helping to keep vital facilities open during the winter.

- **41 community projects** were supported through the Oxfordshire Community Foundation's cost of living grant round, to which we contributed £106,000.

- We gave a **£210,000 grant to Citizens Advice** to help maintain debt and benefits advice services.

- Families in receipt of free school meals **received £15 per week per child during school holidays** to help with the cost of food. Additional funding was provided to help families with essential spending, such as warm clothing.

- We completed 201 home visits and over 1,600 telephone consultations for the **Better Housing Better Health programme**, which helps residents stay warm and healthy at home and which saved them at least £64,800 in total.

Migration support

In partnership with the city and district councils, NHS colleagues, Thames Valley Police, the Oxfordshire Local Enterprise Partnership, and the voluntary and community sector, we have provided a countywide response to the increases in refugee and asylum-seeking guests accommodated in Oxfordshire. Our aim is to provide a warm welcome for all new arrivals and support independent living for all those staying in the county.

This has required the swift delivery of a range of services, including providing wraparound support to help people access education, employment opportunities and health services; supporting people to find accommodation; and safeguarding vulnerable people to keep them safe from harm.

As a cross-county partnership we:

- Placed children who arrived from Ukraine in more than **150 Oxfordshire schools**.

- Launched a **free bus travel scheme**, with the help of bus operators, providing three-month free bus passes to more than 1,400 Ukrainian guests.

- Over **1,000 host families** have welcomed Ukrainian guests into their homes across Oxfordshire, which is among the highest rate of any local authority area by population.

- Provided an **additional £200 monthly payment to hosts** to top up their thank-you payment for five months over the winter.

- Working with Asylum Welcome, we **increased the number of community liaison officers** across the county to support new guests on arrival, identify their needs and advise them about housing, education and health options.

- Supported the Home Office to manage **two bridging hotels accommodating** Afghan refugees.

- **Supported over 550 asylum seekers** and asylum-seeking children staying in Home Office commissioned hotels.

2022/23 in figures

2022/23 in figures

Our libraries loaned **3,383,507** items, including books, DVDs, CDs, e-books and audio books.

We **resurfaced 139 kms** of highways, repaired over 38,000 road defects, **filled 32,494 potholes**, and inspected and cleaned over 43,000 gullies, catchpits and kerbs.

95 communities across Oxfordshire now have at least one volunteer superuser for **Fix My Street** to report highway defects and book repairs.

91.49 per cent of parents were offered their **first choice** of infant and primary school, while 88.27 per cent were offered their first choice of secondary school.

Our digital infrastructure team helped ensure over 98.6 per cent of homes and businesses across Oxfordshire have access to superfast broadband.

We installed over **20,000 LED streetlights** across Oxfordshire.

We registered **7,606 births,** 6,693 deaths, 36 stillbirths, and **3,247 marriages** and **142 civil partnerships.**

Our customer service centre handled **288,734 customer contacts,** including 194,787 calls, 91,255 emails, and 2,692 social media and webchat messages.

Our trading standards officers seized **810 packs of cigarettes** and 229 packs of tobacco.

We saw a **13 per cent** increase in the number people **attending events** at our libraries, compared with pre-COVID levels.

Our fire safety officers conducted more than **550 fire safety inspections** of businesses.

The Oxfordshire Museum's summer exhibition 'Juxtaposition' attracted over **4,000 visitors,** while their summer programme was attended by **459 children.**

We provided **11,429 leaflets** to residents about how to **prepare** for a **flooding event.**

Our Big Christmas Sing attracted pupils from **32 schools** across Oxfordshire.

Performance and feedback

Performance Summary

This summarises the progress we have made delivering against the activities, tasks and projects outlined in our strategic plan under each of the nine strategic priorities.

The bi-monthly business management and monitoring reports can be found here for further detail of achievements and action plans.

mycouncil.oxfordshire.gov.uk

We will be launching the citizen portal during 2023/24 which will enable further drill down into the data.

On target/ Ahead of target
62

Slightly off target
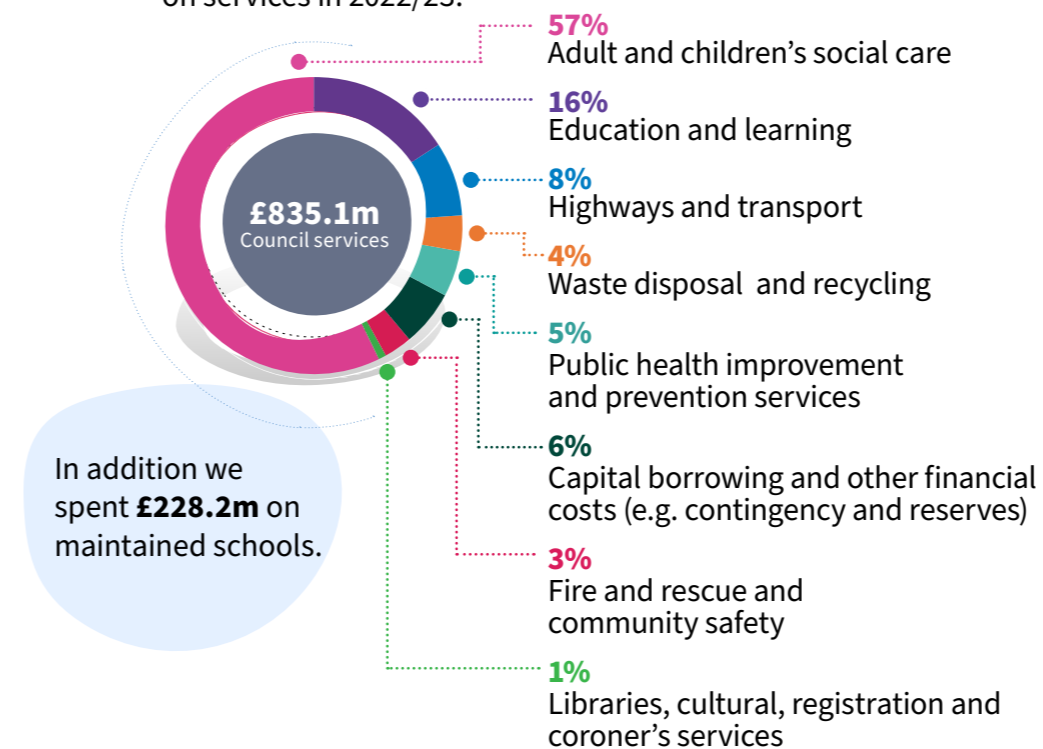**15**

Off target
14
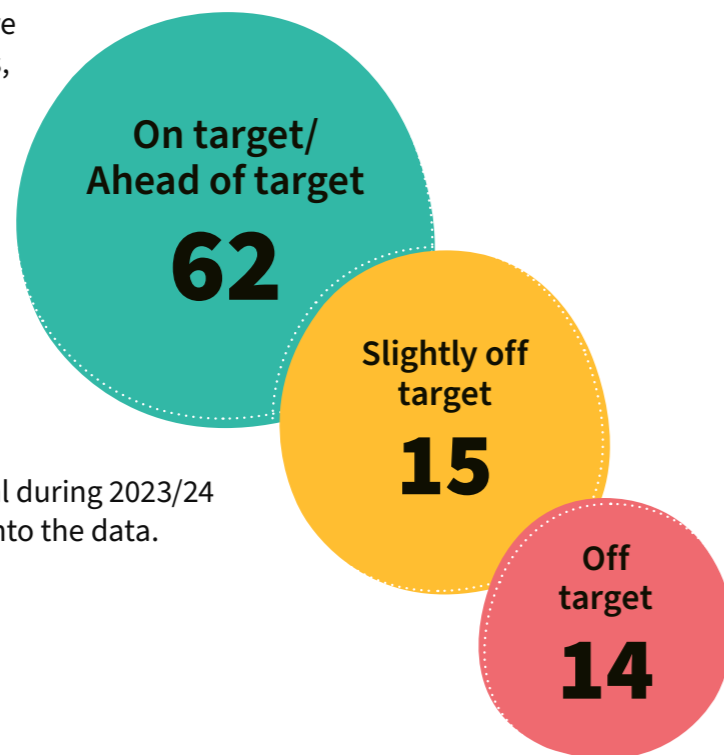
Listening and learning

Throughout the year we provide opportunities to our residents to have their say. Whether through customer satisfaction surveys, consultations on budgets, new projects and services, talking to local business organisations or feedback via our website; we are keen to listen to what you like and what needs to be improved.

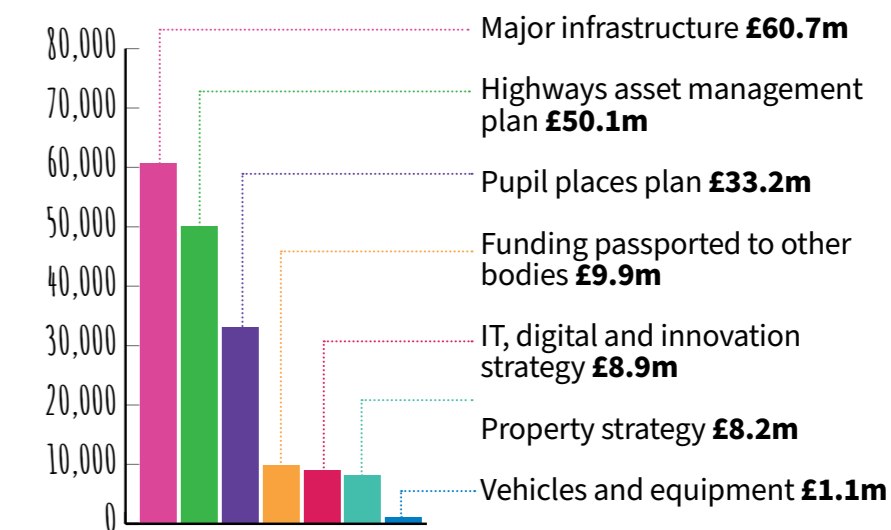**letstalk.oxfordshire.gov.uk**

Finance

What we spent on council services

In 2022/23 the council spent **£835.1m** on services – our gross expenditure budget. The chart below shows how we spent our budget on services in 2022/23.

£835.1m
Council services

In addition we spent **£228.2m** on maintained schools.

57%
Adult and children's social care

16%
Education and learning

8%
Highways and transport

4%
Waste disposal and recycling

5%
Public health improvement and prevention services

6%
Capital borrowing and other financial costs (e.g. contingency and reserves)

3%
Fire and rescue and community safety

1%
Libraries, cultural, registration and coroner's services

Capital programme

In 2022/23, we spent **£172.1m** on capital projects which included investment in highway improvements, new school buildings and energy efficient street lighting. This money can only be used for the purpose it has been given and cannot be allocated to day-to-day council spending.

Major infrastructure **£60.7m**

Highways asset management plan **£50.1m**

Pupil places plan **£33.2m**

Funding passported to other bodies **£9.9m**

IT, digital and innovation strategy **£8.9m**

Property strategy **£8.2m**

Vehicles and equipment **£1.1m**

Contact us

oxfordshire.gov.uk/contact-us

01865 792 422

Oxfordshire County Council
County Hall
New Road
Oxford
OX1 1ND

Stay in touch:

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OXFORDSHIRE COUNTY COUNCIL