

Annex A - 25/26 Quarter 3 October-December

Oxfordshire County Council



Print Date: 04-Feb-2026

Applied Filters

Date Select: From 01 Apr 2025 To 31 Dec 2025

Scorecard: 25/26 Quarter 1 April-June/ Quarter 3 October-December

SCORECARD: 25/26 Quarter 3 October-December

FROM 01-APR-2025 TO 31-DEC-2025

Linked Items	Unit	Period Performance			YTD Performance		
		Target	Actual	Indicator	Target	Actual	Indicator
OCC01.03 Total % of household waste which is reused, recycled or composted	%	61.50	54.40	 RED	61.50	54.40	 RED
<p>Comments : Updated to usual one month in arrears. Very slight improvement on last reporting period. but continuing the trend of reduced performance compared to previous years. Overall likely to remain around this level during all of 2025/26. Oxfordshire residents consistently exceed the national average (44% 2023/24) for household waste recycling. In November 2024, the Central government made announcements around Simpler Recycling and Extended Producer Responsibility. It is anticipated that the implementation of national waste policy reforms expected in the next few years will improve performance.</p>							
OCC02.01 Digital Inclusion through libraries (number of hours of use of library public computers)	#	5,500.00	6,004.90	 GREEN	53,000.00	63,073.90	 GREEN
<p>Comments : This figure remains stable and above target, demonstrating both the ongoing demand for this part of the library offer, and the success of the recent project to replace all public computers.</p>							
OCC02.03 Number of physical visits to Libraries	#	90,000.00	149,194.00	 GREEN	1,095,000.00	1,512,322.00	 GREEN
<p>Comments : The number of physical visits to libraries remains well above target and came in at just over 2 million for 2024/25. This continuing success is partly a result of the high number of activities (including school visits) that library staff organise.</p>							
OCC03.06 % of births that have received a face-to-face New Birth Visit, by the age of 12 months old	%	87.00	82.20	 AMBER	87.00	82.20	 AMBER
<p>Comments : Period Q2-25</p> <p>This universal review is offered to all children as they approach their first birthday. In the quarter the service completed 1509 reviews (against a target of 1597). Due to family commitments and parents working, families may choose to have their review after the child's first birthday up until 15 months. If a family declines or does not attend an appointment the service follows them up to offer another review and this may then be outside of the 12-month timescale. In this quarter 1679 babies or 88.6% have received a review by 15 months.</p>							
OCC03.08 Average response time for attendance at an emergency incident in Oxfordshire by a fire service vehicle	#	563.00	548.00	 GREEN	563.00	548.00	 GREEN

Comments : This continues to show an improvement. The launch of the fire and rescue cover model has had a significant effect on a number of stations who are working hard to demonstrate they can ensure availability is maintained and incidents are responded to quickly and efficiently. Going forward into Q4 this measure will continue to be monitored in line with the outcome of the fire and rescue cover model recommendations.							
OCC03.10 Number of accidental fires in people's homes per 100,000 population	#	8.73	6.53	 GREEN	8.73	6.53	 GREEN
Comments : Q3 actual is below target both for the quarter and also for the year. We are also below the national average, based on this year and 10 years of data.							
OCC04.01 % of people who received short-term services during 25/26 with no further support request	%	79.40	73.90	 RED	79.40	73.90	 RED
Comments : Whilst the overall % to independence remains static for the last rolling 12 months, there are improvements that have been seen in the last 3 months following training of strategic providers, increased staffing levels and refinement of the discharge pathway available. Going forward our aim is to reflect these positive improvements in a way that is clear to all. Training continues to be delivered to zonal providers of reablement, prompt recording of outcomes is being actively worked on with the Home First multi-disciplinary team and recruitment to new posts.							
OCC04.02 % of residents 18-64 with Learning Disability support who live on their own or with family (Monitoring only)	%		91.63			91.63	
Comments : N/A							
OCC04.03 % Section 42 safeguarding enquiries where identified risk was reduced or removed	%	93.00	95.00	 GREEN	93.00	95.00	 GREEN
Comments : Oxfordshire County Council continue to work to reduce where risk is identified in safeguarding. The team continue to prioritise this ensuring that the risk to residents is reduced or removed where possible.							
OCC04.04 Adults aged 65+ (per 100,000) admitted to residential and care homes	#	527.00	541.34	 RED	527.00	541.34	 RED
Comments : Variance following Christmas period. To be monitored through Q4							
OCC04.05 Number of carers assessments completed (Monitoring only)	#		196.00			2,219.00	
Comments : No commentary provided							
OCC04.06 % of young people referred who have an ASC assessment in place by their 18th	%	90.00	96.00	 GREEN	90.00	96.00	 GREEN

birthday							
Comments : Good progress has been sustained which is particularly positive as there are some staffing challenges at the moment given vacancies and sickness. A current recruitment drive is taking place to address this to ensure progress is sustained wherever possible.							
OCC04.07 The number of people supported into employment (Monitoring only)	#		12.00			28.00	
Comments : The Connect to Work program has now launched in Oxfordshire and it is anticipated that there will be an increase in the number of people supported into employment over the next reporting period.							
OCC05.03 KM of footway / cycleway maintenance undertaken	km	15.20	33.89		40.00	41.04	
Comments : Completed Footway Slurry works that were delayed from Quarter 2. The programme is now back on track.							
OCC05.07 Percentage of gullies cleaned against the annual cyclical gully programme	%	100.00	65.00		100.00	65.00	
Comments : Still a bit behind programme, however still confident that programme will be completed by the end of the financial year. 108,000 assets completed to date.							
OCC05.08 Highways - Number of non-chargeable defects (NCD) identified (works not completed as instructed or failed due to workmanship)	#	25.00	9.00		225.00	387.00	
Comments : Out of 1,889 instructions in December, and following inspection of 325 (17%), only 9 defects needed review through the non-compliant defect process. Improved defect repairs are being maintained, with NCD submissions staying below the trigger point for the fourth month in a row.							
OCC05.09 Length of roads identified as in need of repair, restored to a good condition	km	6.70	5.20		24.20	21.60	
Comments : As part of our carriageways programme, we have restored 21.6 km of carriageway previously identified as being in poor condition. While a few schemes have been rescheduled to Quarter 4, we remain on track to meet or exceed our annual target.							
OCC05.11 % of the projected 1,400 tonnes of carbon savings achieved in the delivery of the highways service through the use of low-carbon techniques and materials	%	100.00	100.00		100.00	100.00	
Comments : Cumulative total exceeded up to the end of Q3 (806t delivered out of a projected 700t of carbon savings), currently on track to meet savings by the end of financial year.							

OCC06.03 Volunteer hours on the public right of way (PRow) network through established groups	#	1,750.00	1,977.00	 GREEN	5,250.00	5,730.00	 GREEN
Comments : A strong performance from all of our volunteer group work parties for this winter period.							
OCC07.01 % of Education Health & Care Plans completed within 20 weeks (excluding exceptions)	%	100.00	63.00	 AMBER	100.00	63.00	 AMBER
Comments : December saw our strongest performance this year, with 62.8% of plans issued on time – the highest monthly rate of 2025. This brings our provisional cumulative timeliness to 38.1%, which we expect to be broadly in line with the final 2024 figure (38.5%) once confirmed through the SEN2 return. We also issued more plans on time in December than in any other month, despite continuing to process a high volume overall. Only 9 plans exceeded 20 weeks, a significant improvement compared with 186 at this point last year, and none went beyond 30 or 52 weeks.							
OCC07.02 Number of families open to early help (including being supported by partners) (Monitoring only)	#		1,013.00			9,700.00	
Comments : The number of families open to Family Help is similar to last month, this number will likely increase slightly with the Families First pilot in January 2026, when Family Help will lead on a small number of Child in Need plans.							
OCC07.03 Percentage of children we care for living in county/within 20 miles	%	75.00	57.00	 AMBER	75.00	57.00	 AMBER
Comments : No commentary provided							
OCC07.04 Number of referrals to children's social care (Monitoring only)	#		614.00			5,425.00	
Comments : The number of referrals that lead to statutory interventions remains relatively consistent.							
OCC07.05 Percentage of referrals to children's social care which are within 12 months of a previous referral	%	22.00	36.00	 RED	22.00	36.00	 RED
Comments : Of all families referred to statutory children's social care in December 2025, 36% had been referred within the last year. Continued focused effort to address re-referrals.							
OCC07.06 Number of Oxfordshire children we care for (excludes unaccompanied asylum-seeking children) (Monitoring only)	#		712.00			712.00	

Comments : No commentary provided							
OCC07.07 Percentage of children we care for living with foster carers, friends or family	%	66.00	65.00	 AMBER	66.00	65.00	 AMBER
Comments : No commentary provided							
OCC07.08 Percentage of children with an education, health and care plan (EHCP) supported in mainstream education	%	0.00	0.00		0.00	0.00	
Comments : This KPI is still under discussion.							
OCC07.09 Percentage attendance of pupils in primary, secondary and special schools	%	0.00	93.50	 GREEN	0.00	93.50	 GREEN
Comments : Terms 1-2 (25/26)							
OCC07.10 Rate of permanent exclusions (cumulative through academic year)	#	0.01	0.01	 GREEN	0.01	0.01	 GREEN
Comments : Terms 1-2 (25/26)							
OCC07.11 Percentage of young people aged 16-18 who are in education, employment or training	%	91.70	88.53	 AMBER	91.70	88.57	 AMBER
Comments : We continue to reduce our NEET and Not Known figures. We remain below the average for the Southeast and England overall.							
OCC07.12 Percentage of 2 to 2½ year reviews using Age and Stages Questionnaire (ASQ-3 third edition of the developmental screening tool)	%	87.00	95.90	 GREEN	87.00	95.90	 GREEN
Comments : Period - Q2-25							
The Health Visiting workforce completed 1815 reviews in this quarter to check the development of children. If children are not at the expected level the family are offered advice and support and referred on to specialist health services where needed. This supports children to be ready to learn and thrive when they start at school. The team are improving clinic accessibility and implementing measures to reduce missed appointments.							
OCC09.01 Percentage of businesses that were either compliant when visited or brought into	%	90.00	98.00	 GREEN	90.00	98.00	 GREEN

compliance during the period (Trading Standards)						
Comments : No commentary provided						
OCC09.02 Percentage of businesses that were either compliant when visited or brought into compliance during the period (Protection)	%	90.00	98.00	 GREEN	90.00	98.00  GREEN
Comments : 108 audits completed, with 2 remaining non-compliant, receiving further advice and support						
OCC10.06 Adult social care complaints completed outside of timeframe	%	20.00	12.00	 GREEN	20.00	12.00  GREEN
<p>Comments : Reporting period Quarter 2. Of the 21 stage 1 complaints received, 21 closed during the quarter, 19 within timescale and 2 complaints were closed outside of the standard timescale.</p> <p>Of the 4 stage 2 complaints received, 4 were closed at the end of the quarter, 3 within timescale and 1 complaint was closed outside of timescale.</p> <p>Analysis: During Quarter 2, a total of 25 complaints were logged. The standard resolution timescale for Statutory Stage 1 complaints is 15 working days, and Statutory Stage 2 is 20 working days.</p> <p>The open complaints will be tracked and reported in Quarter 3 to ensure visibility and progress.</p>						
OCC10.07 Children's Social care complaints completed outside of timeframe	%	20.00	53.00	 RED	20.00	53.00  RED
<p>Comments : Reporting period quarter 2. Of the 14 stage 1 complaints received, 14 closed during the quarter, 7 within timescale and 7 complaints were closed outside of the standard timescale.</p> <p>Of the 3 stage 2 complaints received, 2 were closed within timescale and 1 was closed outside of the standard timescale.</p> <p>Analysis: During Quarter 2, a total of 17 complaints were logged. The standard resolution timescale for Statutory Stage 1 complaints is 20 working days, Statutory Stage 2 is 65 working days and Statutory Stage 3 is 50 working days</p> <p>The open complaints will be tracked and reported in Quarter 3 to ensure visibility and progress.</p>						
OCC10.08 Corporate complaints completed outside of timeframe	%	20.00	34.50	 RED	20.00	34.50  RED
Comments : Reporting period Quarter 2.						

Of the 107 stage 1 complaints received, 107 were closed during the quarter, 63 within timescale and 44 complaints were closed outside of the standard timescale.

Of the 32 stage 2 complaints received, 32 were closed during the quarter, 28 were closed within timescale, 4 were closed outside of timescale,

Analysis:
During Quarter 2, a total of 139 complaints were logged. The standard resolution timescale for Corporate Stage 1 complaints is 10 working days and Corporate Stage 2 is 20 working days.

The open complaints will be tracked and reported in Quarter 3 to ensure visibility and progress.

OCC10.09 Number of FOI's/EIR's completed outside of timescale	%	10.00	3.00	 GREEN	10.00	3.00	 GREEN
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Comments : Reporting period Quarter 2.

A total of 499 requests were logged as FOI/EIR during Q2-2025.

499 requests have been closed during Q2, 483 within the 20 working days of receiving the initial request and 16 requests were closed outside of timescale.

No requests remain open within 20 working days of receiving the initial requests
97% of requests were closed within timescale.

In Q2, the number of requests received increased by 10.6% compared to Q1. Following the announcement of the congestion charge in June 2025, 23 requests were received during Q2 regarding this proposal, and this number is continuing to rise.

Recent requests have required input from multiple officers/departments due to their complexity. The increase in requests occurred during the school summer holidays when several officers were on annual leave, resulting in 16 requests exceeding the statutory 20 working day deadline. Changes in staff within the services, particularly the People Directorate, also affected the statutory timeframe, as outgoing officers and the process of identifying new officers to assume responsibility for responses impacted response times.

OCC11.01 Overall forecast revenue variance across the Council	£	0.00	(2,000,000.00)	 GREEN	0.00	(2,000,000.00)	 GREEN
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Comments : November position

OCC11.02 Achievement of planned savings	%	90.00	75.00	 RED	90.00	75.00	 RED
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Comments : See finance update in business management and monitoring report.

OCC11.03 General balances are forecast to remain at or above the risk assessed level	%	85.00	121.00	 GREEN	85.00	121.00	 GREEN
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Comments : See finance update in business management and monitoring report.

OCC11.04 Directorates deliver services and achieve planned performance within agreed budget	%	1.00	1.00	 GREEN	1.00	1.00	 GREEN
Comments : See finance update in business management and monitoring report.							
OCC11.05 Total Outturn variation for DSG funded services (schools/early years)	%	0.00	0.00	 GREEN	0.00	0.00	 GREEN
Comments : See finance update in business management and monitoring report.							
OCC11.06 Total Outturn variation for DSG funded services (high needs)	£	42,300,000.00	70,700,000.00	 RED	42,300,000.00	70,700,000.00	 RED
Comments : See finance update in business management and monitoring report.							
OCC11.07 Use of non-DSG revenue grant funding	%	95.00	100.00	 GREEN	95.00	100.00	 GREEN
Comments : See finance update in business management and monitoring report.							
OCC11.08 % of agreed invoices paid within 30 days	%	95.00	96.83	 GREEN	95.00	96.83	 GREEN
Comments : Performance is 96.83%, this is above the 95% target. Both Children's Social Care (99.60%) and Adult Social Care (99.35%) systems exceeded targets, purchase orders are also above target at 95.86%							
OCC11.09 Invoice collection rate - Corporate Debtors	%	97.00	95.78	 RED	97.00	95.78	 RED
Comments : This measure identifies the percentage of invoices issued that have been paid within 120 days. In this period, we measured invoices issued in August- September 2025. The collection rate was 95.78%, below the target of 97%. The number of invoices issued in August was unusually low. Historically this leads to a reduction in the collection rate.							
OCC11.10 Debt requiring impairment - Corporate Debtors	£	500,000.00	955,559.00	 RED	500,000.00	955,559.00	 RED
Comments : Debt requiring impairment is the value of invoices with potential to become unrecoverable. The potential loss requires recording in the accounts at year end. If at year end there is an overall increase in the value of invoices at risk, we are required to top up the impairment balance. Consequently, this figure is tracked through the year.							
Debt requiring impairment this month is £0.956m. The top five cases account for 60% of the total bad debt and is being actively worked on by Legal Services and Debt Recovery Officers.							

<p>OCC11.11 Debt requiring impairment - Adult Social Care contribution debtors</p> <p style="text-align: right;">£</p>	4,300,000.00	4,440,000.00	 RED	4,300,000.00	4,440,000.00	 RED
<p>Comments : The 2024-25 year-end adults care contribution impairment for bad debt was £4.51m. At the end of this period, it is £4.40m, a reduction of £0.11m.</p> <p>As reported previously, wider economic factors have had a significant effect on means tested social care contribution debt levels, as have delays with the court of protection and related activity. This tracks with other local authorities' experience.</p> <p>We are revising our approach to overdue debt and bringing together a debt reduction and recovery plan.</p>						
<p>OCC11.12 Invoice Collection Rate - Adult Social Care contribution debtors</p> <p style="text-align: right;">%</p>	94.00	94.13	 GREEN	94.00	94.13	 GREEN
<p>Comments : In this period, we measured invoices issued in August 2025. The 120-day invoice collection rate was 94.13% for this period, above the new stretch target of 94%.</p>						
<p>OCC01.02 Publication of the Local Nature Recovery Strategy</p> <p style="text-align: right;">#</p>	1.00	1.00	 GREEN	1.00	1.00	 GREEN
<p>Comments : Adopted at October cabinet and published and launched on 12th Nov 25.</p>						
<p>OCC03.01 Proportion of opiate users in treatment who are making substantial progress to being drug-free or have sustained reduction in drug use</p> <p style="text-align: right;">%</p>	48.00	49.00	 GREEN	48.00	49.00	 GREEN
<p>Comments : Period 2024-25</p> <p>This performance is above the national average of 46% and is achieved through the provision of extensive community-based engagement, strong partnership and multi-agency working and high-quality community treatment that is flexible, holistic and person-centred, and supports people to reduce their drug use. This measure demonstrates a focus on quality treatment, which is in line with the local and national drug strategy, and is achieved alongside a focus on increasing the number of opiate users in treatment.</p>						
<p>OCC03.03 Smoking prevalence in adults (18+) - self-reported current smokers (2025 definition)</p> <p style="text-align: right;">%</p>	12.90	7.50	 GREEN	12.90	7.50	 GREEN
<p>Comments : Period 2024</p> <p>Data note: The 2024 Annual Population Survey (APS) returned to using face-to-face interviews as its main method. Based on this new data, the ONS recalculated its adjustment factor and revised all smoking estimates from 2020 to 2023. As a result, single-year smoking indicators for those years were updated in the APS 2024 release.</p> <p>The Oxfordshire Tobacco Control Alliance oversees works to reduce smoking in Oxfordshire. The Alliance has developed a new strategy and action plan for the next 5 years, working in partnership to build on the effective work of the last 5 years, with the aid of a comprehensive new Health Needs Assessment for smoking.</p> <p>This action plan includes work by:</p> <ul style="list-style-type: none"> NHS trusts, Trading Standards 						

The Fire Service
Schools

New Local Stop Smoking Service, Smokefree Oxon provided by Solutions4Health.

The additional grant funding from government is helping to target work to priority groups whose prevalence rates are highest. This includes outreach work and alternative support option of Allen Carr Easyway, continued work with Swap to Stop in mental health settings and funding Trading Standards work to tackle illegal tobacco supply.

OCC03.07 Reduce the levels of children overweight and obese in year 6 (NCMP data)	%	31.00	30.50	 GREEN	31.00	30.50	 GREEN
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Comments : Period 2024-25

Oxfordshire performs well against the England average (36.2%), but there are some areas in Oxfordshire where children have experienced excess weight over a long period. A new all age healthy weight service launched in September 2024 with a focus on addressing inequalities associated with weight is in place although has struggled to see the number expected. To increase referrals a new proactive follow up will start from January 2026. Beezee Oxfordshire will contact (text, call) families with children identified as overweight through the National Child Measurement Programme (NCMP). New NCMP Co-ordinator recruited to lead this work. Another new option that has launched in October 2025 - Beezee Youth an online programme for children aged 13-17 years old. Work to support more healthy environments continues; latest pilot includes healthier vending in leisure centres to launch Jan 2026.

OCC03.12 Numbers in treatment: Alcohol only during the financial year	#	794.00	1,002.00	 GREEN	794.00	1,002.00	 GREEN
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Comments : Period 2024/25

In line with national strategic aims, extensive partnership work and outreach with those with health inequalities has supported the partnership to continue to increase the number of people in treatment over the last year. This demonstrates the impact of additional central government investment linked to the national strategy, with Oxfordshire now exceeding the national drug strategy ambition of achieving a 20% increase on the 2021 baseline.

OCC06.06 Management of Local Wildlife sites	#	50.00	47.00	 AMBER	50.00	47.00	 AMBER
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Comments : The target has been set at 50% to keep us on track to achieve 70% by 2030, in line with the policy set out in the recently approved Biodiversity Action Framework. We are slightly short of achieving the target; we have put in a request through the 26/27 budget setting process for an increase in funding to the Local Wildlife Sites project, this would support an increase in the management advice provided to owners of Local Wildlife Sites and should enable improved performance against this KPI.