

Appendix 2 – Performance Report

January 2021

Includes:

- Programme Measures
- Key Performance Measures (KPIs)

Key to symbols

Colour	Symbol	Meaning for Joint Business Plan Measures	Meaning for Joint Key Performance Measures (KPIs)
Red		Significantly behind schedule	Worse than target by more than 10%.
Amber		Slightly behind schedule	Worse than target by up to 10%.
Green		Delivering to plan / Ahead of target	Delivering to target or ahead of it.

Housing that meets your needs - KPIs

Housing that meets your needs - KPIs									
Measure	Portfolio Holder	Director / Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
BP1.2.01 Number of Homeless Households living in Temporary Accommodation	Cllr J Donaldson	Gillian Douglas Stephen Chandler	32.00	35.00	★	The number of clients in emergency or temporary accommodation has significantly increased in January 21. This has been the result of our ongoing efforts to support and accommodate all clients who are rough sleeping or at risk. This includes those where there is no formal statutory duty, but accommodation is being provided as a response to the COVID-19 emergency and due to severe weather. During the month 8 single clients have been moved on from emergency placements but a further 8 clients have been placed.	37.00	35.00	●
BP1.2.02 Number of people helped to live independently through use of DFG & other grants/loans	Cllr J Donaldson	Gillian Douglas Stephen Chandler	36.00	45.00	▲	We have provided help to 36 households this month; 12 by means of major adaptations and 24 by means of smaller works. The service continues to be disrupted by COVID-19 which is restricting access to clients' homes for survey and works.	413.00	450.00	●
BP1.2.03 Homes improved through enforcement action	Cllr J Donaldson	Gillian Douglas Stephen Chandler	7.00	9.00	▲	Our interventions have resulted in 7 homes being improved through works completed this month, against a target of 9. This month's figure, again, reflects the continuing restrictions on inspections imposed because of COVID-19. The monthly average, for the year to-date, is 8.1.	81.00	90.00	▲
BP1.2.04 Number of affordable homes delivered including CDC and Growth Deal targets	Cllr J Donaldson	Gillian Douglas Stephen Chandler	9.00	25.00	▲	There were 9 affordable rented units completed in January 2021. Whilst this figure is below the monthly target for affordable housing delivery, it follows a high number of completions in the previous month (in excess of the Dec 2020 target) and keeps us on track to deliver the expected yearly outturn.	262.00	250.00	★
BP1.2.05 Number of Housing Standards interventions	Cllr J Donaldson	Gillian Douglas Stephen Chandler	37.00	55.00	▲	We have recorded 37 interventions this month against our target of 55. Our ability to carry out, both, responsive and proactive visits to rented properties continues to be significantly restricted by COVID-19, which reduces our ability to implement formal enforcement activity.	530.00	550.00	●
BP1.2.06 Average time taken to process Housing Benefit New Claims	Cllr T Illott	Belinda Green Claire Taylor	13.79	15.00	★	The average time taken to assess new claims for benefits is 13.79 days, against our local target of 15 days and a national performance figure of 20 days. This is an improvement, on December's performance, of 14.6 days. The year to date figure is 13.13 days. This performance continues to be good despite the general impact on workloads from the COVID-19 pandemic.	13.13	15.00	★
BP1.2.07 Average time taken to process Housing Benefit change events	Cllr T Illott	Belinda Green Claire Taylor	8.14	8.00	●	The average time taken to assess change events is slightly above target, for the month of January, at 8.14 days against a target of 8 days. Performance has been impacted slightly during January, as a new workplan was introduced to clear some of the outstanding work. The year to date performance figure is good, at 5.32 days.	5.32	8.00	★

BP1.2.08 % of Major planning applications determined to National Indicator	Cllr C Clarke	David Peckford Jane Portman	100%	60%	★	3 Major Planning Applications were determined during January 2021, all of them within National Indicator target or agreed timeframe.	100%	60%	★
BP1.2.09 % of Non-major planning applications determined to National Indicator	Cllr C Clarke	David Peckford Jane Portman	73%	70%	★	80 Non-Major Planning Applications were determined during January 2021, 58 of them within National Indicator target or agreed timeframe.	80%	70%	★
BP1.2.10 % of Major applications overturned at appeal	Cllr C Clarke	David Peckford Jane Portman	0.00%	10.00%	★	No Major Planning Appeals were determined by the Planning Inspectorate during January 2021.	4.15%	10.00%	★
BP1.2.11 % of Non-major applications overturned at appeal	Cllr C Clarke	David Peckford Jane Portman	0.00%	10.00%	★	No Non-Major Planning Application appeals were overturned by the Planning Inspectorate during January 2021.	0.00%	10.00%	★

Housing that meets your needs - Programme Measures

Housing that meets your needs - Programme Measures							
Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
BP1.1.1 Homelessness Prevention	Cllr J Donaldson	Gillian Douglas Stephen Chandler	The funding secured, under the Next Steps Accommodation Programme grant, is being used to secure up to 17 new units of accommodation in Cherwell, for those with a history of rough sleeping or homelessness. A Cold Weather service has also been procured to provide emergency winter beds and additional support for anyone placed as a result of severe weather or COVID-19. It is anticipated that this additional resource will greatly assist the Housing Team in assessing the needs of those who are presenting in crisis and in finding suitable move-on accommodation as quickly as possible.	The support contract for 9 x 1-bedroom flats at Oxford House in Bicester has been awarded; a refurbishment of the property is being undertaken with a view to clients with a history of homelessness being accommodated, by the end of March 21. The Cold Weather Service and Winter Bed project is now up and running. 2 potential units of accommodation have been secured to meet the 8-bed contract, for Housing First, with Aspire. 6 further units are needed along with 2 units for the Connections Housing First project.	★	The Housing Options Team is still offering a prevention focused service, with most cases open to the service being supported to retain accommodation or secure alternative accommodation, before they reach crisis. However, there is an increase in clients presenting in crisis, dominated by single people. These cases demand a crisis response and take a significant amount of time and resource to manage.	★

Housing that meets your needs - Programme Measures

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
BP1.1.2 Impact of Universal Credit on residents and Council	Cllr T Ilott	Belinda Green Claire Taylor	The Department of Work and Pensions' Universal Credit team offered an Access to Work session, on 26th January 2021, which was attended by some of the team. This included stakeholder updates in the DWP kickstart scheme and a Q and A session.	DWP Partnership Manager is arranging an awareness session on Personal Independence Payments (PIP) during March/April. The session will be attended by PIP assessors and attendees will have the opportunity to ask how assessments are made.	★	This work continues to be on track.	★
BP1.1.3 Deliver Innovative and Effective Housing Schemes	Cllr J Donaldson	Gillian Douglas Stephen Chandler	Two shared ownership sales are progressing at Admiral Holland Close, to be completed by March 2021.	One shared ownership flat, at Admiral Holland, is progressing through to reservation.	★	The remaining 4 shared ownership flats, at Admiral Holland, continue to be marketed but are affected by the COVID-19 uncertainty and the impact of the furlough scheme on mortgage offers.	★
BP1.1.4 Deliver the Local Plan	Cllr C Clarke	David Peckford Jane Portman	Continued preparatory work for the next stage of the district wide Local Plan Review (Options stage); Continued to provide input into the Oxfordshire Plan process.	Continue the preparation of district wide Local Plan Review (options stage); Continue to provide input into the Oxfordshire Plan process; Receipt of outcome, from the Planning Court regarding the legal challenge, to the adoption of the Local Plan Partial Review.	★	Officers continue the preparation of district wide Local Plan Review (options stage); Officers continue to provide input into the Oxfordshire Plan process; An application for statutory review of the adoption of the Local Plan Partial Review (a legal challenge) has been lodged with the Planning Court and served on the Council. The Council's case has been submitted to the Court and a decision is still awaited.	★

Strategic Priority - Leading on environmental sustainability - KPIs

Leading on environmental sustainability - KPI Report

Measure	Portfolio Holder	Director /Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
BP2.2.1 % Waste Recycled & Composted	Cllr D Sames	Ed Potter Jason Russell	48.12 %	56.00%	▲	Recycling rate, currently, 0.6% up on 2019/20, which will give a recycling average rate of approximately 56%, at year end.	56.32 %	56.00%	★
BP2.2.2 Reduction of fuel consumption used by fleet	Cllr D Sames	Ed Potter Jason Russell	35,687	36,548	★	Slightly less fuel used than this time last year, even when they're more vehicles in the road. This reduction is a result of a combination of several factors such as improved driving, due to telematics changing driver behavior, less idling and the use of night heaters.	37,632	36,035	●

Strategic Priority - Leading on environmental sustainability - Programme Measures

Leading on environmental sustainability - Programme measures

Measure	Portfolio Holder	Director /Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
BP2.1.1 Delivery of a High-Quality Waste & Collection Service to all Properties	Cllr D Sames	Ed Potter Jason Russell	Promoting waste collection service, through social media, with 30% more waste and recycling collected over the Christmas period. The last 3 Facebook posts have reached 45,000 people and council posts, on Facebook, normally reach 1,000 to 3,000 people.	We are currently planning what services to promote on our collection vehicles and the plan for the Cherwell link, in May.	★	Current feedback from customers, regarding all of our services, are very positive. To mention, in examples: Mr P called to report a damaged bin but whilst on the call asked if I could pass on the following message: He wanted to say how grateful he is to the crews that collect his bins, he said they are always so helpful and that they were just brilliant. Also; very good and quick response, my bin was emptied the day after my enquiry. And; brilliant service! First time I had used it - to remove a broken treadmill - picked up first thing on the arranged day, no problem at all. Saved me a lot of time and effort - well worth the £10. Would definitely use again!	★
BP2.1.2 Ensure Clean & Tidy Streets	Cllr D Sames	Ed Potter Jason Russell	At present the service is operating without any disruption, despite of the current pandemic.	We are presently concentrating resources on litter picking verges due to the lack of vegetation, at this time of year.	★	All aspects of the service are covered, with no apparent shortfalls in delivery levels etc.	★
BP2.1.3 Reduce Environmental Crime	Cllr D Sames	Jason Russell Richard Webb	Environment Enforcement investigated all complaints of fly tipping where evidence was found. With the current lockdown interviews, under caution, conducted by letter.	Environment Enforcement will continue to investigate fly tipping reports and advise businesses on how to dispose of their waste legally.	★	Environmental Enforcement investigated 54 fly tipping incidents and issued 8 warning letters. Work will continue investigating fly tips, waste accumulations and dog fouling complaints, however, the effectiveness of investigations is being limited by an inability to conduct interviews under caution, in person, during the lockdown.	★

Leading on environmental sustainability - Programme Measures Report

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
BP2.1.4 Protect Our Natural Environment and Promote Environmental Sustainability	Cllr A McHugh	Jason Russell Richard Webb	The air quality impacts, for all new development proposals in the district, have continued to be assessed through the planning process.	Air quality monitoring will continue, at 42 locations, across the district.	★	Environmental Protection is continuing to work with the Air Quality Programme Manager, at Oxfordshire County Council, on measures to improve air quality in four Air Quality Management areas in the district. An article 'Care for our air' was published in the February edition, of In the Loop.	★
BP2.1.5 Protect the Built Heritage	Cllr C Clarke	David Peckford Jane Portman	Conservation advice continues to be provided for Development Management decision making.	Finalisation and submission of lead member reports for completed Conservation Area Appraisals (pending); Consultation on Grimsbury Conservation Area Appraisal, in due course.	●	Work continues for Conservation Area Appraisals (in Bloxham and Grimsbury); Consultation for Grimsbury is to be undertaken in due course; Officer reports, on completed Conservation Area Appraisals, require finalisation; Heritage advice continues to be provided to inform Development Management decision making.	●
BP2.1.6 Develop the Country Parks to support good lifestyle choices	Cllr D Sames	Ed Potter Jason Russell	Planning work underway. Community planting has been delayed until next autumn/winter due to the pandemic.	Engagement of stakeholders to ensure progress on the development of two country parks is achieved.	★	Generally, on track but the pandemic has slowed certain elements down in some areas - for example community planting.	★

An enterprising economy with strong & vibrant local centres - KPIs

An enterprising economy with strong & vibrant local centres -KPI Report									
Measure	Portfolio Holder	Director /Lead	Result	Target	Status	Commentary	YTD Result	YTD Targe	YTD
BP3.2.1 % of Council Tax collected, increase Council Tax Base	Cllr T Ilott	Belinda Green Claire Taylor	9.03%	10.75%	▲	We have achieved an in-month collection of 9.03% and a cumulative collection rate of 91.56%, at end of January 2021. The shortfall between what we have collected, so far, against the target equates to approximately £4.6m. The pandemic had a huge impact on Council Tax collection rates, despite our best efforts and despite issuing reminder notices, final notices, summonses and obtaining liability orders through the Magistrates Court, as well as, outbound calls. Collection rates remain lower this year, compared to same time last year, by 1.35%. During January, we issued more than 3,600 reminder notices, to increase collection rates, of which, only 1,600 reminders were paid in full. Due to limitations set down by the Magistrates Court during this pandemic, numbers of reminders and final notices have been limited to the number of cases that could be heard at the Magistrates Court.	91.56%	95.75%	●
BP3.2.2 % of Business Rates collected, increasing NDR Base	Cllr T Ilott	Belinda Green Claire Taylor	8.30%	7.75%	★	We have achieved an in-month collection of 8.30% and accumulative collection rate of 91.19%, against a target of 93.75%. The shortfall equates to approximately £1.2m. Formal recovery action is still taking place with reminder and final notices being issued and, should debts remain unpaid, then liability orders will be granted. We are proactively chasing all outstanding balances by telephoning debtors and, during these conversations, are discussing any entitlement to a reduction in rates payable. The pandemic had a huge impact on collection rates, as this time last year we achieved a collection of 92.79%.	91.19%	93.75%	●

An enterprising economy with strong & vibrant local centres – Programme Measures

An enterprising economy with strong & vibrant local centres - Programme Measures Report							
Measure	Portfolio Holder	Director /Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
BP3.1.1 Promote the district as a visitor destination	Cllr L Pratt	Jane Portman Robert Jolley	Reviewed impact of COVID-19 pandemic on this sector. Continued to work with partners regarding promotion of the district, as appropriate, during the local and national COVID-19 restrictions.	Continue to monitor COVID-19 impact. Continue to work with partners regarding promotion of the district, as is appropriate, in the context of National Lockdown restrictions.	★	Hospitality venues and visitor attractions continue to face significant challenges due to local and national COVID-19 restrictions. Officers are working closely with Experience Oxfordshire (EO) who are, in turn, working with VisitEngland and VisitBritain, to help the local visitor economy sectors meet the challenges involved.	★
BP3.1.2 Develop a Cherwell Industrial Strategy	Cllr L Pratt	Jane Portman Robert Jolley	Continued drafting the foundation modules of the refocused Cherwell Industrial Strategy document.	Review those foundation modules of refocused Cherwell Industrial Strategy, which have been completed.	★	The ten-year draft of Cherwell Industrial Strategy (CIS) was planned to go to consultation, by Summer 2020. However, this was paused because of the need to redeploy staff, in response to support business communities, during the COVID-19 pandemic. This has triggered the most severe recession in nearly a century and there will be further significant consequences. The CIS focus and timeline has been reviewed. The CIS draft will take account of the impact on the Oxfordshire and Cherwell economies. CIS links to the OxLEP Local Industrial Strategy (LIS), which is a key component of the Oxfordshire Housing and Growth Deal (Productivity workstream).	★
BP3.1.3 Support Business Enterprise, Retention, Growth and Promote Inward Investment	Cllr L Pratt	Jane Portman Robert Jolley	One-to-one advice and detailed support provided to Cherwell businesses, as well as guidance on grants. Provided information and support to potential inward investors and property developers. Supported the Council's administration of the COVID-19 Government business and discretionary grant schemes. Assistance provided to businesses, following the end (on 31 December 2020) of the EU Transition Phase.	Support the Council's administration of the COVID-19 Government business and discretionary grant schemes. Provide information and advice to local businesses during the COVID-19 pandemic. Continue to provide guidance on new overseas trading arrangements, for businesses directly and through Oxfordshire Local Enterprise Partnership (OxLEP). Continue to provide support to potential new business investors.	★	The Council's support to businesses has been maintained through updated business webpages in collaboration with other county and district council services, like OxLEP and neighbouring local authorities. CDC continues to liaise, closely, with colleagues at local authorities in Oxfordshire, at OxLEP and at Government departments, to provide support to businesses, during the COVID-19 pandemic and post EU Transition. Continued cooperation with Oxfordshire County Council and partners, to enhance digital infrastructure throughout the district. 98% of premises in the district are now able to access Superfast Broadband services.	★

An enterprising economy with strong & vibrant local centres - Programme Measures Report							
Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
BP3.1.4 Develop Our Town Centres	Cllr L Pratt	Jane Portman Robert Jolley	Reviewed the impact of COVID-19 on the district's urban centres. Received official confirmation from HM Government that Cherwell could proceed with the Reopening High Streets Safely (RHSS) funded projects, which the Council had proposed. Began procurement processes required to enable delivery of the approved RHSS funded projects.	Continue to review the impact of COVID-19 on the district's urban centres. Continue procurement processes to enable delivery of the approved RHSS funded projects.	★	Cherwell continued to progress with early work on the 'Meanwhile in Oxfordshire' countywide partnership project, a Government-funded scheme for the refurbishment and reoccupation of vacant retail units in urban centres. Continued support provided to Banbury BID (Business Improvement District) in the delivery of projects to support town centre vitality. Maintained working closely with officer groups and external partners, during the COVID-19 pandemic, to ensure continued safety on the high streets within the district.	★
BP3.1.5 Deliver the Growth Deal	Cllr B Wood	Jane Portman Robert Jolley	Continued preparation of Draft Year Four Plans of Work.	Draft Year Four Plans of Work to be submitted by the end of February 2021 to Senior Responsible Officer for internal review.	★	Cherwell District Council continues to be an engaged and active participant in the Oxfordshire Housing and Growth Deal. A local officer Programme Board has been established for Cherwell. The Board reviews, on a monthly basis, the four workstreams of Affordable Housing; Infrastructure and Homes from Infrastructure; the Oxfordshire Plan 2050 and Productivity. This is a five-year programme; the Council is just completing Year Three of the programme and will enter Year Four at the start of April 2021.	★

Healthy, resilient and engaged communities - KPIs

Healthy, resilient and engaged communities - KPIs									
Measure	Portfolio Holder	Director /Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
BP4.2.1 Number of visits /usage of District Leisure Centre	Cllr G Reynolds	Ansaf Azhar Nicola Riley	0.00	33,333.00	▲	All Leisure Centres and joint use facilities were closed during January and, therefore, usage figure recorded was '0'.	224,792.00	193,332.00	★
BP4.2.2 High risk food businesses inspected	Cllr A McHugh	Jason Russell Richard Webb	-	100.00%	-		-	100.00%	-

Healthy, resilient and engaged communities - Programme Measures

Healthy, resilient and engaged communities - Programme Measures							
Measure	Portfolio Holder	Director /Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
BP4.1.1 Support Community Safety and Reduce Anti-Social Behaviour	Cllr A McHugh	Richard Webb Rob MacDougall	In the last month, Council community safety work continued to form part of the COVID-19 response, including: to carry out visits homes visits as part of the local contact tracing system; completing COVID-19 compliance and reassurance, with foot patrols within town centres and industrial areas; referring concerns relating to behaviour of individuals, in some locations, to the Police; and working with partners in escalating anti-social behaviour issues, in Bicester town.	In February the community safety work of the council will include: collating information to consider whether it may be appropriate to consult, on Public Spaces Protection Order, for Bicester town centre; supporting work to assess safer cycling routes, into Bicester town centre; attending a Banbury Crime Partnership meeting to discuss current crime issues in the town; and continued COVID-19 compliance monitoring, in the District.	★	A new Community Warden joined the Council's Community Safety Team, in January, to provide additional capacity for COVID-19 compliance work and utilising COVID-19 funding, which the council receives. The Community Safety team identified 3 COVID-19 breaches, in January, which resulted in Thames Valley Police issuing FPN'S. There is an increased multi-agency focus, on anti-social behaviour and, in particular, involving young people, in Bicester.	★

Healthy, resilient and engaged communities - Programme Measures							
Measure	Portfolio Holder	Director /Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
BP4.1.2 Promote Health & Wellbeing	Cllr A McHugh Cllr C Clarke	Ansaf Azhar Nicola Riley	Winter support grant promoted to encourage applications from individuals and families struggling to afford food, fuel and other essentials.	Brighter Futures, in Banbury, steering group to agree refreshed priorities regarding joint working; and increasing support to voluntary groups and improving voluntary infrastructure through targeted work; use of central government funds.	★	Insight work continues to identify pockets of deprivation and inequality in the district, which is having a disproportionate effect on infection rates. Continue to work in partnership with voluntary organisations and statutory agencies to support the most vulnerable residents.	★
BP4.1.3 Improve Leisure & Community Facilities	Cllr G Reynolds	Ansaf Azhar Nicola Riley	Since last milestone, Energy Audits were completed at the Leisure Centres and reports were awaited. These reports have now been received.	Energy Audits, into the Leisure Centres, will be reviewed and work plans commenced into implementation of measures to reduce carbon emissions.	★	As Leisure Centres have been closed, during January, there has been less to report on other than production of the Energy Reports and subsequent review. Some minor internal works, however, have taken place in January, for example, with the upstairs changing rooms at Spice-ball, being refurbished and new boilers being installed.	★

Healthy, resilient and engaged communities - Programme Measures

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
BP4.1.4 Support the Voluntary Sector	Cllr A McHugh	Ansaf Azhar Nicola Riley	January Community Link publication distributed to support voluntary organisations; Age Friendly Banbury leadership meeting (14 January); North Banbury Network meeting (26 January); Winter warmer initiative launched (26 January); Continued support to all Community Centre's, with current lock down guidance; Older people's information packs distributed to the most isolated and vulnerable residents (in January).	Cherwell Food Network (1 February); Grimsbury Network meeting (8 February); Cherwell Young People Play & Wellbeing partnership (12 February); Playful February - Half Term initiative delivery; New Year wishes engagement & consultation activities in Grimsbury (in February planning).	★	Winter Warmer initiative – Working in partnership with The Hill, Royal Voluntary Service centre and Age UK; the initiative will deliver a hot meal to isolated older people in Banbury and information to support them to access food and the options available locally for delivery. Community Link publication supports voluntary organisations with advice, guidance and good practice when working within communities. The publication is currently monthly, for support during the crisis. Network partnerships support the Brighter Future wards, of Banbury at a local level, to develop action plans with key stakeholders and the community to bring about positive change.	★
BP4.1.5 Enhanced Community Resilience	Cllr A McHugh	Richard Webb Rob MacDougall	Through the last month, the council has continued to work with partners to support the overall response to the COVID-19 pandemic, particularly, to address the impacts of the new national lockdown. Council senior managers also liaised with partners, concerning the risk of flooding, following recent heavy rainfall and monitored the impacts of EU Exit, in case of action required.	Through February, the council will continue to work with partners on the response to the COVID-19 pandemic, supporting the partner communications priorities and providing support to individuals, where required. The main community risk, at this time, relates to localized flooding. The council will continue to liaise with partners and support response to local incidents, where required.	★	The main community risk relates to flooding, primarily due to blocked or overflowing drains but, also, as a result of overwhelmed rivers, which are tributaries. The council will support response to any local flooding and working with partners such as Thames Water, the Environment Agency and Oxfordshire County Council Highways. The council's main role is to assist, in the event of property flooding, so that people would have to vacate their homes, as a result.	★

Healthy, resilient and engaged communities - Programme Measures

Measure	Portfolio Holder	Director /Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
BP4.1.6 Support and Safeguard Vulnerable People	Cllr A McHugh	Ansaf Azhar Nicola Riley	The Benefits team continue to award Housing Benefit and Council Tax reduction, in a timely way, to support our most vulnerable residents.	During February 21, we will be contacting residents who may be struggling to make payments, of Council tax, to invite a claim for a Council tax hardship payment.	★	This continues to be on track. Council Tax hardship payments have been made to 3,036 recipients, of Council Tax reduction, who may have been impacted by COVID-19. We continue to make Test and Trace payments to those who are required to isolate and who have suffered a loss of income.	★
BP4.1.7 Promote Healthy Place Making	Cllr A McHugh	Ansaf Azhar Rosie Rowe	Launch of public consultation regarding wayfinding routes in Kidlington; comments requested on 7 possible routes; Dr Bike sessions run in Banbury, Kidlington and Bicester; Virtual stakeholder workshop, with K5 Better Together partners, attended by 44 delegates; Social media used to signpost local support and to address mental health problems; Oxfordshire Health Impact Assessment Toolkit approved by the Growth Board.	Further Dr Bike sessions held in Banbury, Bicester and Kidlington; Webinar for Health Impact Assessment Toolkit, scheduled for 11 February; Discussion scheduled with Extra Care Housing providers, regarding community engagement; Stakeholder engagement group to meet, encouraging more residents in Bicester, to walk and cycle; Wayfinding steering group meeting to discuss public feedback on possible health routes, in Kidlington; Discussion with Brighter Futures partners on enabling physical activity, in Banbury.	★	Discussion with Brighter Futures Partnership will focus on; local physical assets could be improved to encourage people to become active, as COVID-19 restrictions ease.	★