

## 5. An Efficient and Effective Council

A customer focused organisation, delivering efficient, high quality services that meet people's needs.

### Oxford City Council Corporate Plan Priorities 2016-2020

**Continue to deliver high quality services to residents and businesses in the City** ensuring the flexibility to deal with uncertainty about future funding.

**Continue to invest in technology** to provide customers with more flexible and lower cost ways of accessing services.

**Manage our property and assets effectively** to generate savings and maximise returns.

**Manage our contracts and procurement processes effectively** to deliver maximum value for money and continue to develop our anti-fraud capability to protect public money.

**Recruit, develop and value a diverse workforce which reflects the make-up** of the community that we serve, tackling barriers to employment and career progression.

### Key Achievements for 2016

Saved £150K by replacing the ICT infrastructure contract

Roll out of hand held devices within Direct Services facilitating a more flexible way of working.

Increased e-billing, and achieved increases in e-claims for housing benefits and payments by direct debits.

Procurement savings of around £336k per annum from re-provisioning of ICT service contracts and changes in telephony.

Achieved Corporate Customer Services Excellence Accreditation for the whole Council

Launched a new City Council website in January 2016. Over 30% of all customer transactions now performed on online, compared to 25% in April 2016.

The City Council website now has 'Browsealoud' which helps people with low literacy and reading skills, dyslexia, English as a second language and people with a mild visual impairment.

Increased our income from the Town Hall by 13.9% compared with last year.

Provided free wireless access on all buses operating in Oxford, as well as our museums, galleries and public buildings.

Completed a stock condition survey, determined maintenance requirements and identified potential future development sites.

Further increased the income earned from external trading in engineering commercial waste and motor transport by £2.5m.

The Housing and Property Service achieved Silver standard in the National Practitioner Support Service.

An assurance of high standards and inclusive approaches was achieved by the Council's Landlord Services through TPAS accreditation.

Excellence in Corporate Fraud was awarded to the Fraud Investigation Service. Confirming the Council's reputation as having the best counter-fraud team in the UK.

All managers and team leaders undertook the Leadership and Management Development programme to improve management skills and performance across the council.

The Oxfordshire Open Data website was launched for public, researchers and developers to access, analyse and share information about the area.

### Areas of focus 2017

Reduce supplier costs in ICT to deliver a saving of £70K.

Invest £15K in digital inclusion over two years to improve access to online services for residents.

Improve services and value for money through reviewing and retendering contracts and audit arrangements.

Achieve National Practitioner Support Service 'Gold Standard for Housing and Homelessness Prevention Services' in Housing Services.

Establish an arms-length trading company to deliver many of our blue collar service such as building works, street cleansing, waste and recycling. To increase income from external trading

Retain our IiP Gold Champion status.

	2016/2017 Targets	2016/2017 Projected Outcome
Level of staff engagement based on best company staff result.	Positive	Achieved
The percentage of customer satisfied at first point of contact	82%	Achieved
Delivery of the Council's cost savings and income targets (over a four year period)	£1,861,000	Achieved

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