

To: Cabinet
Date: 18 June 2025
Report of: Scrutiny Committee
Title of Report: Recommendations from the Scrutiny Committee

Summary and recommendations	
Decision being taken:	To submit the recommendations of the Scrutiny Committee for Cabinet's consideration.
Key decision:	No
Lead Member:	Councillor Alex Powell, Chair of the Scrutiny Committee
Corporate Priority:	A Well-Run Council
Policy Framework:	None

Recommendation(s): That Cabinet:
1. Considers and responds to the recommendations made by the Scrutiny Committee as set out in the report.

Information Exempt From Publication	
N/A	N/A

Appendix No.	Appendix Title	Exempt from Publication
N/A	N/A	N/A

Introduction

- The Scrutiny Committee met on 10 June 2025 and reviewed the following items:
 - Leisure Investment Programme Update and More Leisure Service Annual Plan
 - Oxford Local Plan 2042 Regulation 18 Consultation Document
 - Annual Complaint Performance & Service Improvement Report
- Following the meeting, Cabinet Members, in consultation with the relevant Officers, were asked to either, agree, agree in-part, or disagree with the recommendations.

3. The tables below detail the Committee's recommendations for each report which Cabinet has considered ahead of their meeting on 18 June 2025. If no recommendations were suggested for an item, no table has been produced.
4. Cabinet has provided a commentary on each recommendation to inform the Scrutiny Committee of the rationale behind its decision.
5. The draft minutes of the meeting are available [here](#).
6. The Scrutiny Committee would like to thank Cabinet Members Cllr Chewe Munkonge (A Healthy Oxford), Cllr Alex Hollingsworth (Planning and Culture), and Cllr Linda Smith (Housing and Communities) for their contributions. The Committee was also grateful to Jonathan Malton (Committee and Member Services Manager), Hagan Lewisman (Active Communities Manager), James Baughan (Leisure and Active Wellbeing Manager), Rob Jennings (Contract Manager, Serco), Sarah Harrison (Planning Policy Team Leader), Rachel Williams (Planning Policy and Place Manager), Bill Graves (Landlord Services Manager) and Kat Mayes (Customer Care & Complaints Manager) for their participation in presenting reports and responding to questions.

Financial implications

7. Financial implications for the reports listed above were outlined within the reports presented at Scrutiny Committee or Working Group.
8. Where appropriate, any further financial implications were reviewed when considering the recommendations.

Legal issues

9. Legal implications for the reports listed above were outlined within the reports presented at Scrutiny Committee or Working Group.
10. Where appropriate, any further legal implications were reviewed when considering the recommendations.

Level of risk

11. Risk Registers, where appropriate, were linked to the reports presented at Scrutiny Committee or Working Groups.
12. Where appropriate, the risk register was reviewed when considering the recommendations.

Equalities impact

13. Equalities Impact Assessments, where appropriate, were linked to the reports presented at Scrutiny Committee or Working Groups.
14. Where appropriate, the Equalities Impact Assessments was reviewed when considering the recommendations.

Carbon and Environmental Considerations

15. Consideration for Carbon and Environmental impacts, where appropriate, were linked to the reports presented at Scrutiny Committee or Working Groups.

16. Where appropriate, the Carbon and Environmental impacts were reviewed when considering the recommendations.

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**Table 1 – Draft Cabinet response to recommendations of the Scrutiny Committee –
Leisure Investment Programme Update and More Leisure Service Annual Plan**

The table below sets out the draft response of the Cabinet Member to recommendations made by the Scrutiny Committee on 10 June 2025 concerning the Leisure Investment Programme Update and More Leisure Service Annual Plan. The Cabinet is asked to amend and agree a formal response as appropriate.

Recommendations	Agree?	Comments
1) That the accuracy of the data presented within the Annual Service Plan, particularly regarding baseline usage figures and the 3% growth KPI's, be improved by utilising best estimates for the quantity of missing visits; and that the revised data be included in the update report to be brought back to the Scrutiny Committee in six months' time.	In part	We will work with More Leisure to update the Year 1 baseline figures, to include our best estimates. We feel an update in 12 months' time would be better suited as this will show a full year's worth of data.
2) That the Council seek confirmation as to whether there is an ongoing contract between Serco and Lynxight and, if so, examine the nature of Lynxight's engagements. This should include providing further details on how human rights and ethical procurement policies are applied within the leisure service contracts, ensuring this information is published to reassure residents that these commitments are being upheld.	Yes	Serco has a licence agreement with Lynxight for ongoing, remote support for the AI-powered drowning prevention system currently being used at Ferry Leisure Centre, Leys Pools & Leisure Centre & Barton Leisure Centre. Lynxight was co-founded by people who saw AI as something that could improve water safety and help prevent drowning. The company operates internationally and is endorsed by the UK Royal Life Saving Society (RLSS). Lynxight is state of the art technology, which supports lifeguarding teams to provide an enhanced level of safety for the people using our pools.

		This AI system is used at other Serco-managed facilities and they have recently signed agreements to other UK Operators including David Lloyd. Through the agency agreement the system was procured in line with Serco's strict code of conduct and our humanitarian policy on behalf of More Leisure. Serco are a trusted provider to the UK government and other governments around the world. Serco have high standards and strict procurement procedures; these are covered by their Supplier Code of Conduct and Sustainable Procurement Charter. Respecting human rights is an integral part of Serco's operation, whose core values are Trust, Care, Innovation and Pride.
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**Table 2 – Draft Cabinet response to recommendations of the Scrutiny Committee –
Oxford Local Plan 2042 Regulation 18 Consultation Document**

The table below sets out the draft response of the Cabinet Member to recommendations made by the Scrutiny Committee on 10 June 2025 concerning the Oxford Local Plan 2042 Regulation 18 Consultation Document. The Cabinet is asked to amend and agree a formal response as appropriate.

Recommendations	Agree?	Comments
1) That the Cabinet review the cycle parking standards proposed in the draft Local Plan 2042 to ensure Consultation materials encourage more specific public feedback on this issue in alignment with the Council's wider transport policy commitments, particularly the goal to increase cycling trips within the city.	Yes	The cycle parking standards proposed in the draft Local Plan 2042 at Policy C7 are those created by Oxfordshire County Council and therefore recommended by them for inclusion. Rather than delay consultation by entering into a debate with the County Council about their cycle parking standards at this stage, it will be more productive to review their standards in parallel to the Regulation 18 consultation, and based on the technical advice from them as the Transport Authority alongside the responses from the consultation to weigh up whether changes to policy at the Regulation 19 and Public Enquiry stages will have a good chance of success. The wording of materials used to promote the consultation will make clear that the City Council is looking for feedback on the detail of policies such as parking requirements as well as the broader principles across the Local Plan.
2) That the Cabinet review and consider strengthening the wording of policies HD8 and HD9 in the draft Local Plan 2042 to better support appropriate densification in order to meet Oxford's housing needs whilst respecting the scale and character of different parts of the city.	In part	The policies themselves are already clear that they support densification as a principle. However, the supporting text which will sit around policies is just as important in making clear what principles lie behind policies; that will be drafted for the Regulation 19 consultation stage and we will ensure we reflect this principle in the supporting text.

**Table 3 – Draft Cabinet response to recommendations of the Scrutiny Committee –
Annual Complaint Performance & Service Improvement Report**

The table below sets out the draft response of the Cabinet Member to recommendations made by the Scrutiny Committee on 10 June 2025 concerning the Annual Complaint Performance & Service Improvement Report. The Cabinet is asked to amend and agree a formal response as appropriate.

<i>Recommendations</i>	<i>Agree?</i>	<i>Comments</i>
1) That future complaints handling reports include benchmarking data from other housing providers, particularly those operating at a local level, to help assess the Council's performance in context and support continuous improvement.	Yes	The 2025/26 Annual Complaint Performance & Service Improvement Report will include benchmarking data with other registered providers of social housing, with a focus on those operating in the Oxford area.

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