

## Appendix 1: Scrutiny Recommendations and Cabinet Responses

**Table 1 – Cabinet response to the list of Scrutiny recommendations in April 2025**

The table below sets out the response of the Cabinet Member to recommendations made or endorsed by the Scrutiny Committee during its meeting on 26 March 2025.

### Anti-Social Behaviour Update

83	<b>Recommendation</b>	<b>Agree?</b>	<b>Comment</b>
	1) That the Anti-Social Behaviour Policy incorporate a clause referencing the principles of 'Safe by Design' in public spaces, and ensure its application in the planning of new public spaces and redesign of existing locations identified as hotspots for anti-social behaviour.	Yes	The policy can include a principle of designing out the opportunities for crime and anti-social behaviour, and working retrospectively in locations that are of greater concern. The Oxford Local Plan, paragraph 6.11 sets out the Secure By Design expectations for new developments.
	2) That Council explore approaches to pavement parking as a form of ASB, for example identifying any multi-agency approaches to combat such problems trialled in designated areas by other local authorities, and assess the feasibility of implementing similar measures locally, noting the potential need for cross-agency collaboration in enforcement and policy development.	Partially	The Council are not the lead agency on highways enforcement issues but will work with the County Council, Thames Valley Police and other partners at their behest where the issue of pavement parking persists. Pavement parking will not fall under the definition of ASB in the new policy.

### Urgent Key Decisions End-of-Year Update

<b>Recommendation</b>	<b>Agree?</b>	<b>Comment</b>
1) That an end-of-year summary update on Urgent Key Decisions is provided to the Scrutiny Committee, at the discretion of the Scrutiny Chair, in the next municipal year, enabling the Committee to assess whether the mitigations implemented have effectively addressed the		The Chair of the Scrutiny Committee is always consulted on all urgent key decisions and will be told why it is deemed that the decision can't be taken with either 28-day notice and/or a 2-day call-in period. We will liaise with the Chair next year to confirm if a report would be required,

high frequency of these decisions.		subject to a reduction of urgent key decisions taken. As per the Constitution, all urgent key decisions are reported to full Council at the meeting after the decision has been taken.
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### Energy Efficiency Update

<b>Recommendation</b>	<b>Agree?</b>	<b>Comment</b>
1) A brief assessment of the heat mapping exercise as part of the District Heating Network across the city of Oxford, and to confirm when the data would be available.	Yes	Heat Mapping is a key part of both the District Heat Network (DHN and Local Energy Area Planning (LAEP) projects.  The mapping will assess current and future heat demand and supply, including where a district heat network could provide the lowest cost solution for decarbonised heat.  This exercise should be completed during 2025.
2) Explore the properties in Oxford that have already installed air source heat pumps (i.e commercial properties, private landlords, private properties).	In Part	<u>Domestic Properties</u>  The Microgeneration Certification Scheme (MCS) data shows Oxford currently has 309 ASHPs and EPC data shows 346 properties with an ASHP. Further work would need to be done to determine tenure type.  <u>Commercial properties</u>  Data on commercial property ASHPs installs is not currently collected. It may be possible to gain indicative figures from commercial EPCs. Local Energy Area Planning (LAEP) will provide an audit of the baseline data for commercial EPCs. It is likely that numbers of commercial ASHPs could be possible via this process and data can be reported back to the panel once completed.

### Carbon Offsetting (Local Carbon Oxford) Update

<b><i>Recommendation</i></b>	<b><i>Agree?</i></b>	<b><i>Comment</i></b>
1) Update for Local Carbon Oxford project to be provided for the Panel at a later date.	Yes	An update can be provided to the panel when the Innovate UK grant funding support for the project ends in June 2025.

**Table 2 – Cabinet response to the list of Scrutiny recommendations in June 2025**

The table below sets out the response of the Cabinet Member to recommendations made or endorsed by the Scrutiny Committee during its meeting on 10 June 2025.

**Leisure Investment Programme Update and More Leisure Service Annual Plan**

<b>Recommendations</b>	<b>Agree?</b>	<b>Comments</b>
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	<p>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 &amp; Leisure Centre &amp; Barton Leisure Centre.</p> <p>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).</p> <p>Lynxight is state of the art technology, which supports lifeguarding teams to provide an enhanced level of safety for the people using our pools.</p> <p>This AI system is used at other Serco-managed facilities and they have recently signed agreements to other UK</p>

		<p>Operators including David Lloyd.</p> <p>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.</p> <p>Serco have high standards and strict procurement procedures; these are covered by their <a href="#">Supplier Code of Conduct</a> and <a href="#">Sustainable Procurement Charter</a>. <a href="#">Respecting human rights</a> is an integral part of Serco's operation, whose core values are Trust, Care, Innovation and Pride.</p>
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### Oxford Local Plan 2042 Regulation 18 Consultation Document

<b>Recommendations</b>	<b>Agree?</b>	<b>Comments</b>
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	<p>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.</p>

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.
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### Annual Complaint Performance & Service Improvement Report

<b>Recommendations</b>	<b>Agree?</b>	<b>Comments</b>
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.

**Table 3 – Cabinet response to the list of Scrutiny recommendations in July 2025**

The table below sets out the response of the Cabinet Member to recommendations made or endorsed by the Scrutiny Committee during its meeting on 1 July 2025.

**Annual Review of the Housing, Homelessness & Rough Sleeping Strategy 2023-28**

<b><i>Recommendations</i></b>	<b><i>Agree?</i></b>	<b><i>Comment</i></b>
1) That Cabinet continue to actively lobby against changes to local government funding for homelessness services, particularly those that would result in significant funding reductions for Oxford and other local authorities with high levels of homelessness.	Yes	<p>Cabinet will continue to use opportunities to influence the governments approach to funding for homelessness services, and where proposed changes are detrimental to Oxford we will make the case for the support we need from central government for local services.</p> <p>Recently Officers completed a formal consultation response to the government's proposed changes to the Homelessness Prevention Grant formula which if implemented would result in the reduction of funding to Oxford City Council and other Local Authorities with a similar profile. The Cabinet Member for Housing and Communities also wrote to the Deputy Prime Minister to raise these points.</p> <p>The Government has confirmed in their response to the consultation that the planned changes will still go ahead, but there have been amendments which will mitigate some of the reductions for the Council based on the response of Oxford and other Local Authorities. The Council will continue to look for opportunities to lobby government on key issues that affect the Council and residents.</p>

<p>2) That Council explore all available measures to safeguard tenants from unjust or revenge evictions pending the passage of the Renters' Rights Bill.</p>	<p>Yes</p>	<p>The Council continues to support tenants to ensure that they are protected from unjust or revenge evictions under current provisions within the law and will raise awareness and support tenants to use the new protections within the Renters' Rights Bill once its agreed and implemented.</p> <p>Alongside reactive engagement with tenants who have made complaints regarding their property and landlord, the Council continues to employ a Tenancy Relations Officer (TRO) who's specialist area of work is to support tenants who have complaints against their landlord, for example allegations of threats or harassment. The TRO offers a weekly face to face drop in for residents and can take enforcement action under the Prevention from Eviction Act 1977 to prevent illegal evictions if necessary.</p> <p>Alongside supporting tenants, the Council is also focused on engaging and supporting landlords to following the correct process when renting out their property. We have launched the 'Call B4 You Serve' - landlord advice and mediation service, which provides a dedicated Officer for landlords to contact to provide upstream advice to resolve and mediate between tenants and landlords to avoid evictions and homelessness.</p> <p>In preparation for the Renters' Rights Bill, Officers have launched a cross department working group to improve training and develop changes to services in preparation for the implementation of the new legislation if it becomes law.</p>
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## Domestic Abuse Policy for Service Users

<b>Recommendation</b>	<b>Agree?</b>	<b>Comment</b>
1) That there is explicit recognition under section 3, Diversity Implications, of the way in which national immigration policy makes people less likely to disclose domestic violence, given Oxford's status as a Council of Sanctuary, it is especially important to acknowledge how national policy can harm the efforts of local authorities to build inclusive and safe communities.	In-part	Partially – to include an additional bullet point in S3.4 of the DA Policy for Service users: Fear of deportation  This will be in line with the style of the policy and informs service users (the policy will be on our website) that the City Council validates the victim/survivors concerns and will support them.

## Tourism (and Accommodation Business Improvement District)

<b>Recommendation</b>	<b>Agree?</b>	<b>Comment</b>
1) That the Council take further steps to publicise the locations of public toilets that are accessible to visitors and residents alike, such as those in the Town Hall and other public buildings.	Yes	The Council will ensure that public toilets are publicised on the widest possible range of information providers online and in physical form such as signs and posters.
2) That Council encourage the highest possible level of elected representation within the ABID task groups, within the constraints of the scheme, in order to promote democratic accountability, recognising the Council's role as the scheme's facilitator.	Yes	The Council will continue its role as the scheme's facilitator, supporting the work being done by the ABID decision makers, the accommodation providers themselves. The Task Group will be led by those decision makers, and they will ultimately determine its attendance. The Council will encourage the Task Groups to consider the most appropriate attendance from the City Council.

## Citizen Experience Strategy

<b>Recommendation</b>	<b>Agree?</b>	<b>Comment</b>
1) That Cabinet consider incorporating physical presence in future consultations, particularly in areas further outside the city centre, and undertake support of language interpreters where appropriate.	Yes	This is best included in the Council's Citizen and Community Engagement Policy, scheduled for Cabinet in September 2025.
2) That the environmental and equality impacts of AI use be considered as a core component of the full review of the Citizen Experience Strategy in 2027, adding dedicated sections addressing the implications of AI in both areas within the strategy.	No	We will ensure that the Council's future AI Strategy – which is currently being worked on - incorporates an assessment of the environmental and equality impacts. This is the right place for this work, rather than the full review of the Citizen Experience Strategy, which is at least two years away.
3) That proactive efforts be made to consult children under 12, in recognition of the city's commitment to becoming an age and children friendly city.	Yes	This is best included in the Council's Citizen and Community Engagement Policy, scheduled for Cabinet in September 2025.