WEST OXFORDSHIRE
DISTRICT COUNCIL

Delivering great services locally

PERFORMANCE REPORT:

January – March 2026

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A note on performance benchmarking

Benchmarking can be a useful tool for driving improvement; by comparing our performance with other similar organisations, we can start a discussion about what good performance might look like, and why there might be variations, as well as learning from other organisations about how they operate (process benchmarking).

When we embark on performance benchmarking, it is important to understand that we are often looking at one aspect of performance i.e. the level of performance achieved. It does not take into account how services are resourced or compare in terms of quality or level of service delivered, for example, how satisfied are residents and customers? Furthermore, each council is unique with its own vision, aim and priorities, and services operate within this context.

Benchmarking has been included wherever possible ranking against other Local Authorities within Oxfordshire County Council. The Councils included are Cherwell, Oxford City, South Oxfordshire and Vale of White Horse.

A RAG (red, amber, green) status has been applied to each KPI to provide a quick visual summary of the status of that KPI for the quarter. Additionally, RAG status has been added to the direction of travel for each metric to show how the performance against last quarter and the same quarter compared to last year is progressing.

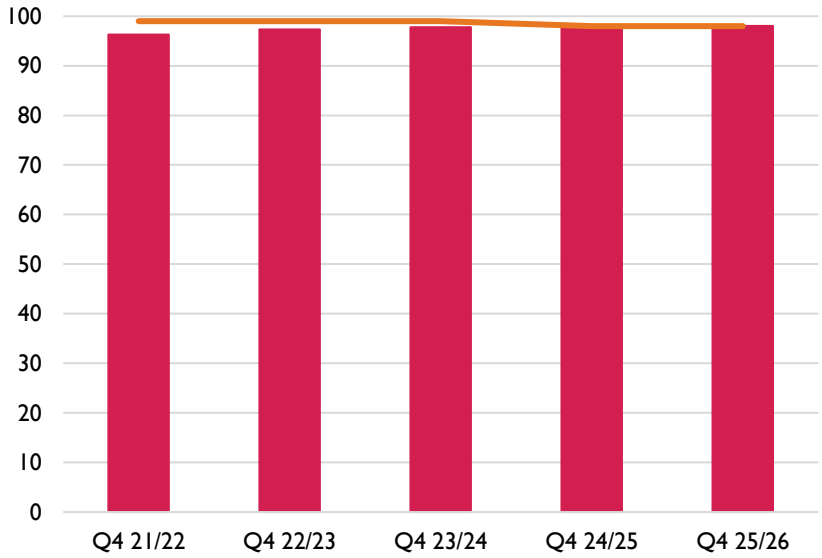
Overall Performance

Overall, the Councils performance remained strong across many key services with good customer satisfaction, excellent planning determination times, robust business rates collection and continued growth in leisure participation. Council Tax collection remained on target alongside strong financial performance with total planning income of £1.71m against a £1.33m target. Affordable housing delivery exceeded expectations, reaching 352 homes against a target of 274. A smaller number of services experienced ongoing pressure, particularly in the processing of Housing Benefit and Council Tax Support changes, where in-quarter improvements have not yet offset the cumulative impact of earlier delays and increasing case complexity. FOI response times dipped below target and Land Charges performance was temporarily affected by staffing shortages, though early signs of recovery are evident. Recycling rates continue to reflect seasonal and national trends.
Taken together, Quarter 4 demonstrates strong and consistent delivery across priority services, with targeted improvement work in place where performance remains below expectations.

Moving forward, the Council remains committed to further enhancing its performance and service delivery.
A key focus is on the development and implementation of automation and self-service options, aimed at providing customers with accessible and efficient self-help tools. By enabling customers to independently address their queries and concerns, the Council anticipates a reduction in the need for repeated interactions, streamlining services and improving overall efficiency.
The Council will continue to monitor the impact of these improvement programs, assessing their effectiveness in reducing customer contact and enhancing operational processes to ensure the delivery of high-quality services to the community.

Percentage of Council Tax Collected

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Direction of Travel

Against last Year ⇧

Increased since last year

Higher is Good

Target	98%
Actual	98.03%

How do we compare?

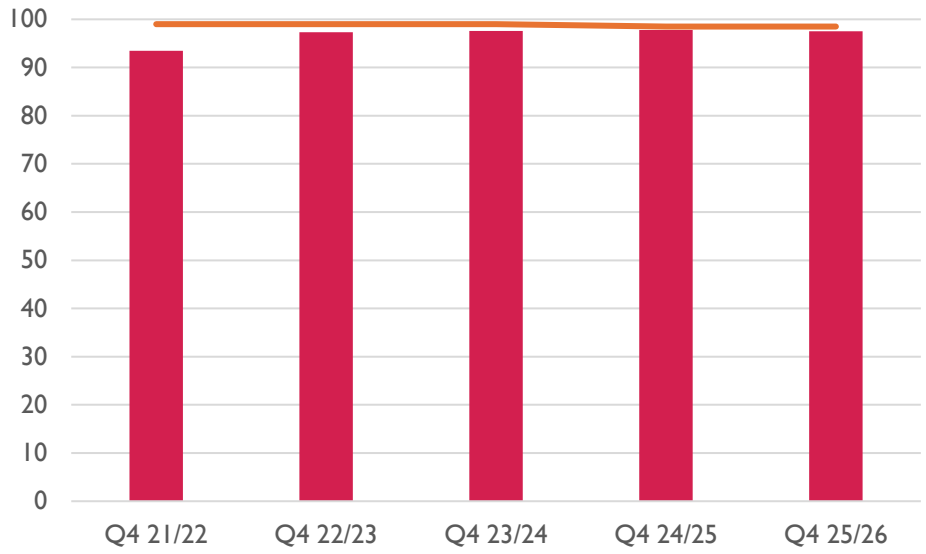
Benchmarking via Gov.uk Tables and Individual Council Websites using other Local Authorities within Oxfordshire - Current Dataset is up to March '25 (2024-2025)

2024-2025 Benchmark	%	County Rank	Quartile
Cherwell	98.06	1/5	Top
West Oxfordshire	**98.02**	**2/5**	**Top**
South Oxfordshire	97.94	3/5	Second
Vale of White Horse	97.91	4/5	Third
Oxford	96.49	5/5	Bottom

By the end of Q4, the Council achieved its collection target. This was slightly higher than the percentage collected vs last year end. The service have indicated that they believe a refreshed Direct Debit campaign is planned to help strengthen collection in future years.

Percentage of Non-domestic rates collected

INDEX



Higher is Good

Direction of Travel

Against last Year

Slight decline since last year

Target	98.5%
Actual	97.53%

How do we compare?

Benchmarking via Gov.uk Tables and Individual Council Websites using other Local Authorities within Oxfordshire - Current Dataset is up to March '25 (2024-2025)

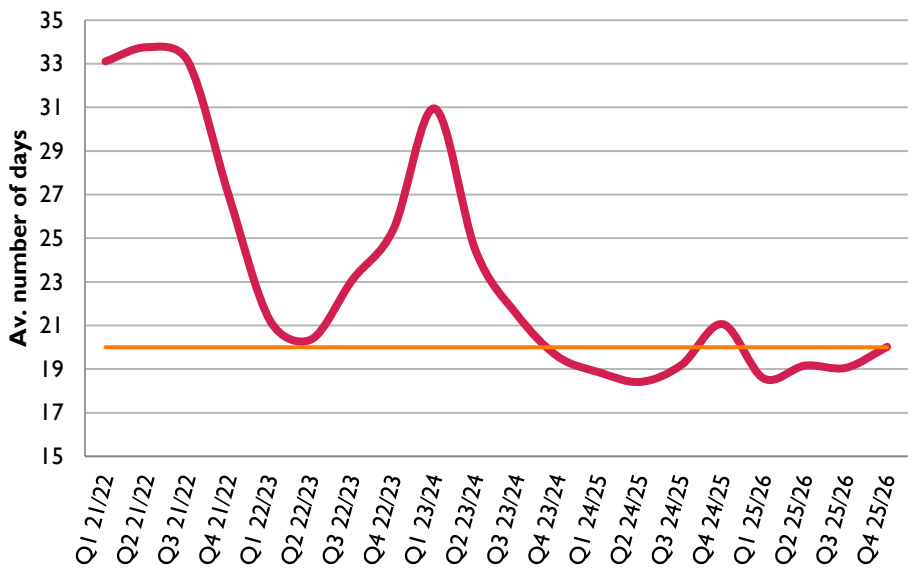
2024-2025 Benchmark	%	County Rank	Quartile
Cherwell	98.83	1/5	Top
West Oxfordshire	**97.66**	**2/5**	**Top**
Oxford	97.21	3/5	Second
Vale of White Horse	97.08	4/5	Third
South Oxfordshire	96.64	5/5	Bottom

By the end of Q4, the Council collected 97.53%, narrowly missing its 98.5% target, but kept its performance at par with last year. Up-to-date billing and account maintenance have supported year-on-year improvement in 2025/2026.

Processing times for Council Tax Support new claims

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Direction of Travel

Against last Quarter

Against last Year

Increased since last quarter and slight decrease compared to last year

Lower is Good

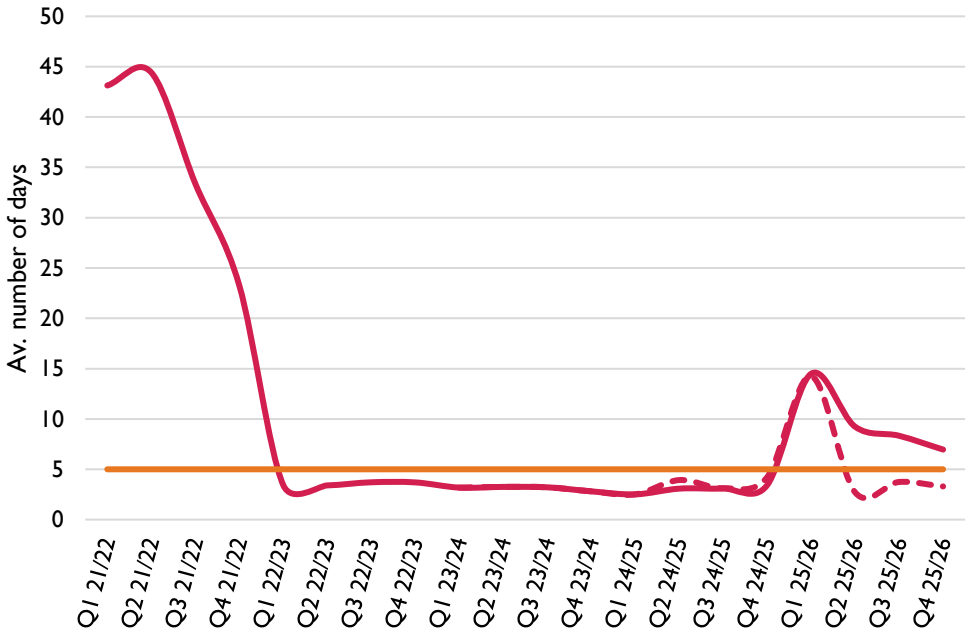
Target	20
Q4 Actual	20.02

The Council achieved its Q4 target for processing times for Council Tax new claims.

Processing times for Council Tax Support Change Events

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Cumulative Processing Times

Specific Processing Times

Target

Direction of Travel

Against last Quarter

Against last Year

Decreased since last quarter but increased since last year

Lower is Good

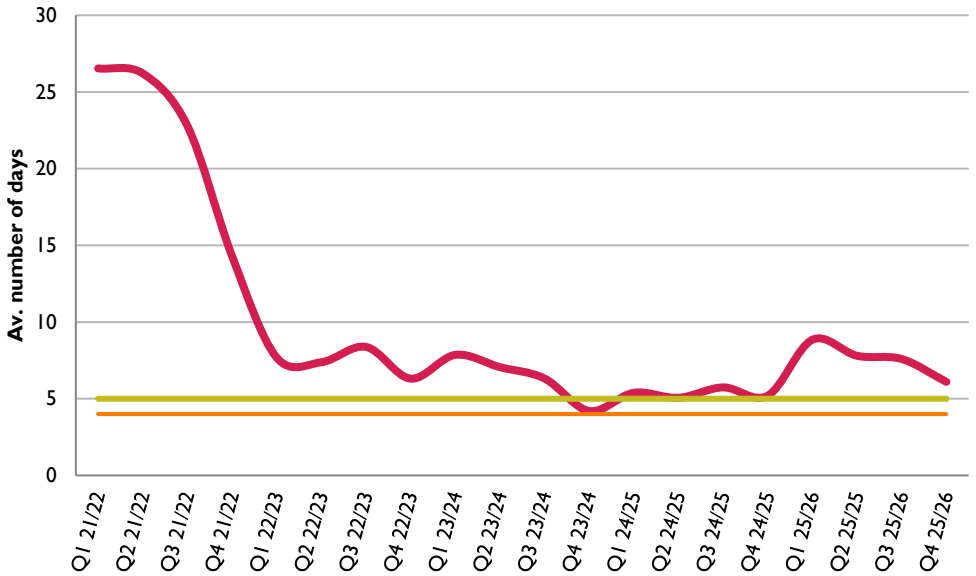
Target	5
Actual	6.96

The cumulative processing time for Council Tax Support Change of Events remains over target, though it continued to trend downward through Q4. The in-quarter average from January to March was 3.3 days with the trend showing ongoing progress.

Processing times for Housing Benefit Change of Circumstances

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Target

Shire Districts Mean

Direction of Travel

Against last Quarter

Against last Year

Decreased slightly since last quarter but increased since last year

Lower is Good

Target	4
Actual	6.10

How do we compare?

Gov.uk produces tables showing statistics on the average number of days to process a change in circumstance of an existing Housing Benefit claim. Latest Release – April – June 2025 (Q2 25-26)

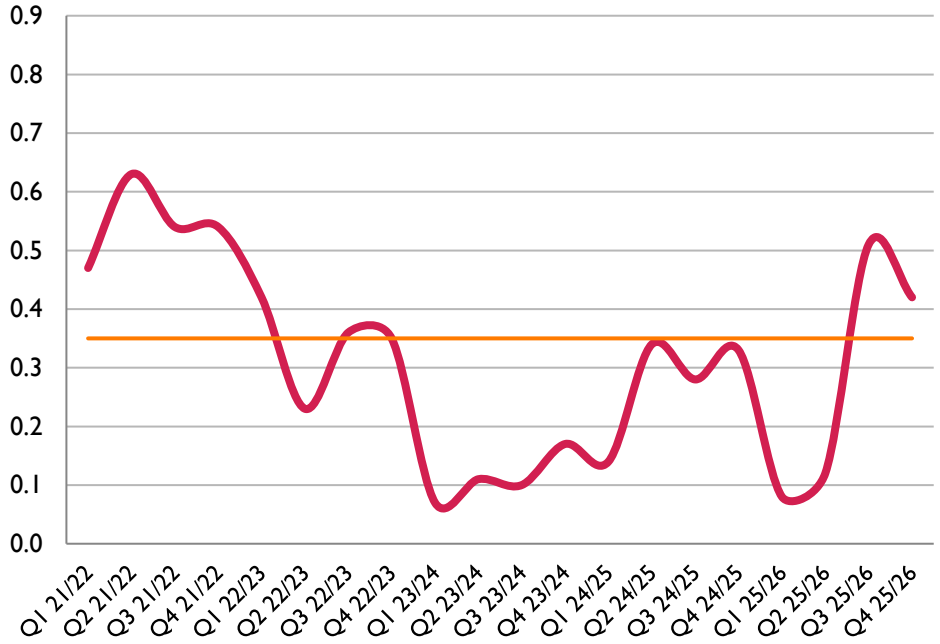
Q2 25-26 Benchmark	Days	County Rank	Quartile
Cherwell	5.38	1/5	Top
South Oxfordshire	7.23	2/5	Top
Vale of White Horse	7.23	3/5	Second
West Oxfordshire	**8.73**	**4/5**	**Third**
Oxford	25.86	5/5	Bottom

Housing Benefit processing times remained over the cumulative target in Q4, affected by seasonal workload pressures and delays in receiving evidence for Change Events and Full Claim Reviews. Back-office process changes to better identify HB related evidence contributed to improved processing times of 4.24 specifically in Q4. UC automation is now active, going forward, this should keep UC related processing low and deliver gains in the new year.

Percentage of Housing Benefit overpayment due to LA error/admin delay

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Direction of Travel

Against last Quarter

Against last Year

Increased since last quarter and since last year

Lower is Good

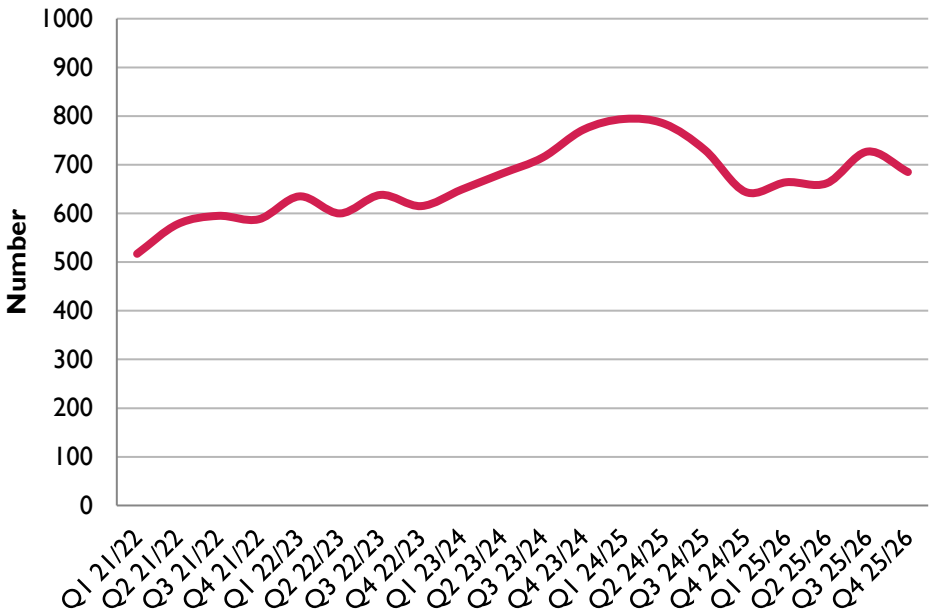
Target	0.35%
Actual	0.42%
2025/26 Actual	0.42%

The Council was below 0.48% national threshold target by the end of the year. Full subsidy can be claimed and no penalties would apply.

(Snapshot) Long Term Empty Properties

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Direction of Travel

Against last Quarter

Against last Year

Increased since last quarter and decreased since last year

Lower is Good

685

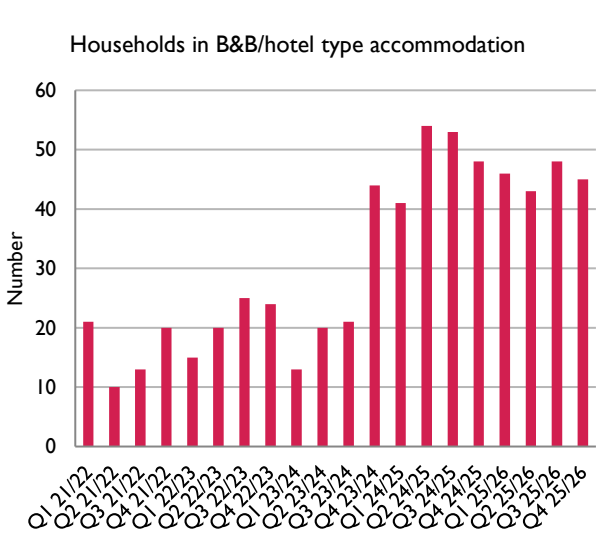
How do we compare?

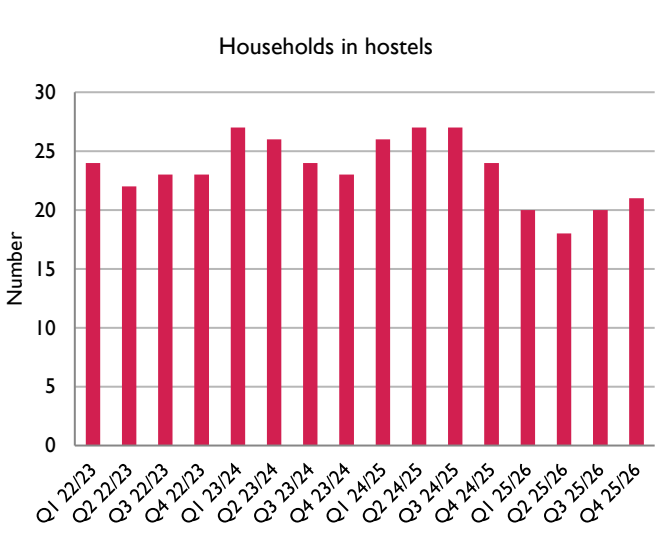
Long Term Vacant Properties within districts - Benchmarking via Gov.uk

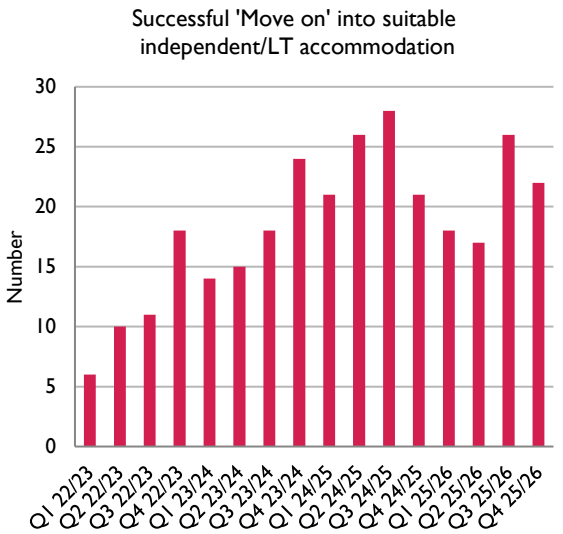
2024 Benchmark	Days	County Rank	Quartile
South Oxfordshire	430	1/5	Top
Vale of White Horse	433	2/5	Top
Cherwell	456	3/5	Second
Oxford	712	4/5	Third
West Oxfordshire	**767**	**5/5**	**Bottom**

The previous quarter had seen an increase in long-term empty properties, driven primarily by improved reporting processes.
The Lendology empty home loan scheme was introduced in Q4.

(Snapshot) Number of households in B&B/hotel-type accommodation & Hostels (LA owned or managed); and Number of successful 'Move On' into suitable independent/long-term accommodation from B&Bs/hotels/hostels







Direction of Travel

Against last Quarter	B&B/Hotels	↓
Against last Year	B&B/Hotels	↓
Against last Quarter	Hostels	↑
Against last Year	Hostels	↓
Against last Quarter	Move Ons	↓
Against last Year	Move Ons	↑

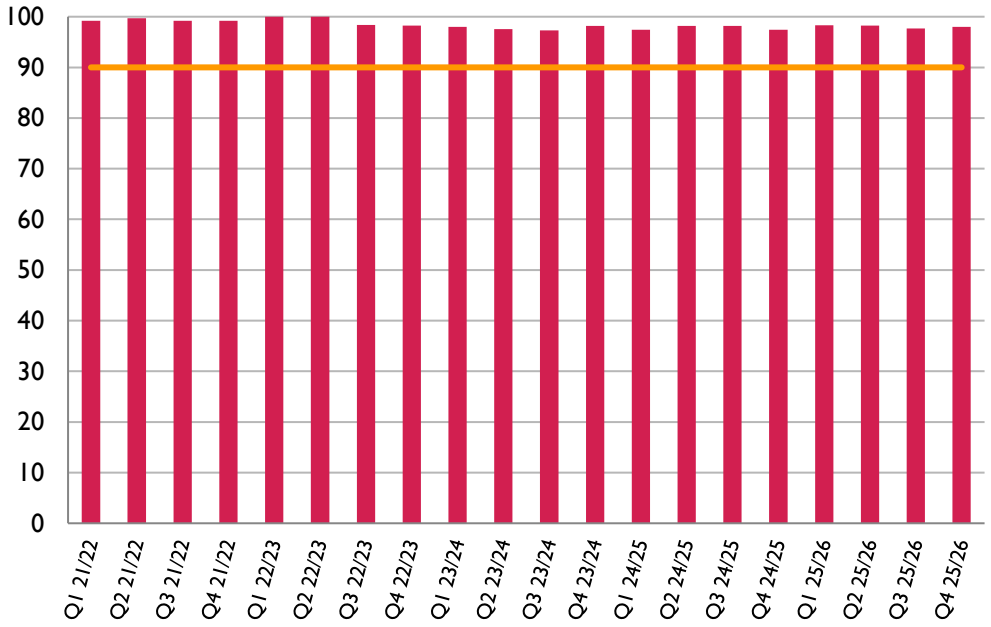
The number in temporary accommodation is gradually declining reflecting strong prevention activity and effective partnership working with local housing providers. Programmes such as the Local Authority Housing Fund (LAHF) are increasing the supply of self-contained temporary accommodation. Two hostel purchases have been completed, and work is underway with the Assets Team to bring them into use, four additional acquisitions progressing.

How do we compare?

The Institute for Government has published the Homelessness Performance Tracker, which evaluates the effectiveness of local homelessness services in England by analysing data on demand, funding, and outcomes over time. The full report is available here.

Customer Satisfaction - Telephone

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Direction of Travel

Against last Quarter ↑

Against last Year ↑

Slight increase since last quarter and last year

Higher is Good

Target	90%
Q4 Actual	97.98%
2025/26 Actual	98.06%

How do we compare?

The Govmetric Channel Satisfaction Index is a monthly publication of the top performing councils across the core customer access channels. At least 100 customers need to be transferred to the survey to be included in the league table so even if satisfaction is high, it may not be included.

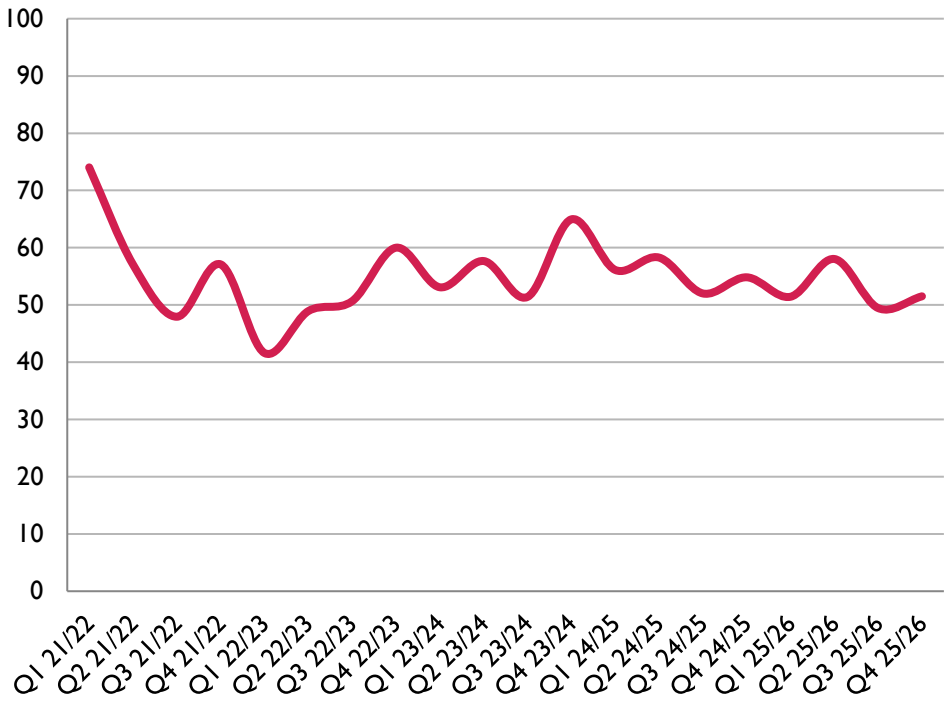
	Oct. Rank	Oct. Net Sat.	Nov. Rank	Nov. Net Sat.	Dec. Rank	Dec. Net Sat.
West Oxfordshire	**4**	**92%**	**1**	**100%**	**4**	**94%**

A total of 729 residents participated in the survey, of these, 744 customers reported being satisfied with the service, reflecting a high level of satisfaction overall.

Customer Satisfaction - Email

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Direction of Travel

Against last Quarter ↑

Against last Year ↓

Slight increase compared to last quarter and declined since last year

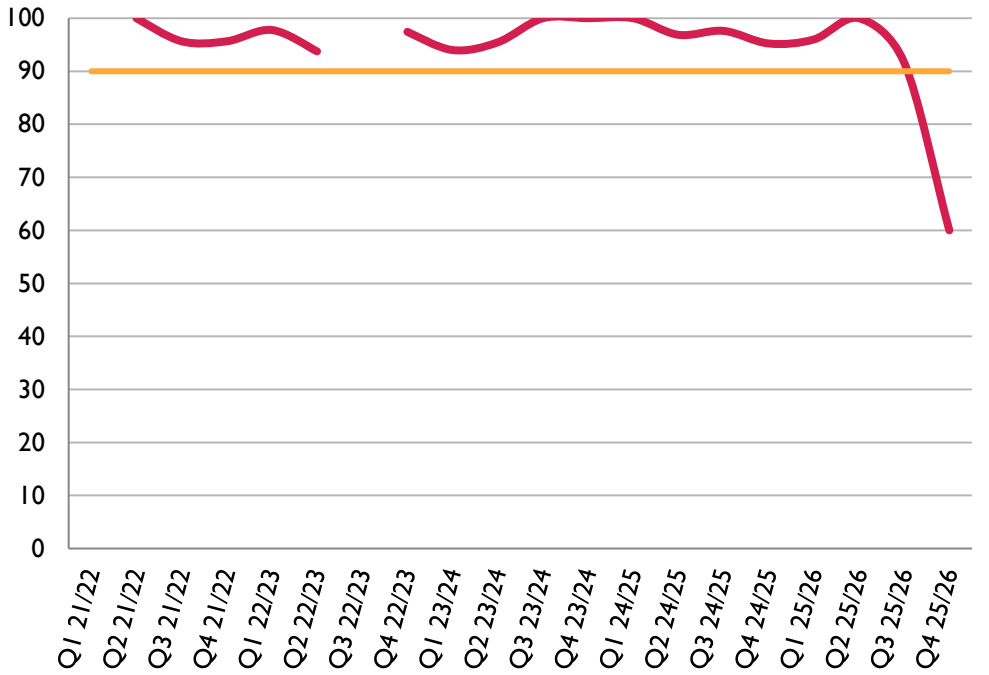
2025/26 Higher is Good

Q4 Actual	51.51%
2025/26 Actual	52.65%

631 residents responded to the survey, with 325 expressing satisfaction (51.51%), up from 49.46% in Q3, with all outbound customer service emails including a survey link. The team continually monitors feedback closely and proactively seeks opportunities to enhance the overall customer experience.

Customer Satisfaction - Face to Face

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Direction of Travel

Against last Quarter ↓

Against last Year ↓

Declined since last quarter and last year

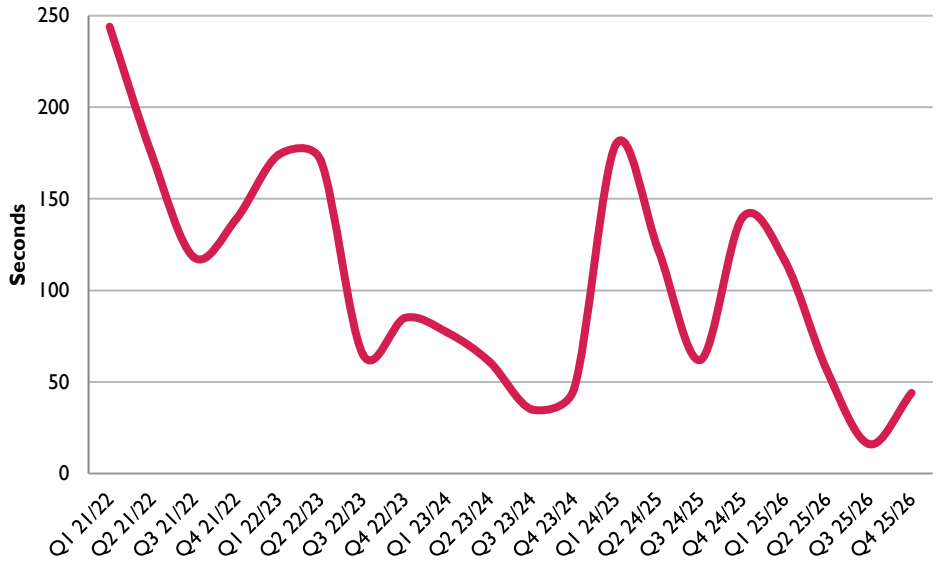
Higher is Good

Target	90
Q4 Actual	60%
2025/26 Actual	93.75%

Customer satisfaction with face-to-face interactions dipped significantly, due to only 5 completed surveys with 3 of 5 customers satisfied. Q4 figures are distorted by very low survey volumes, however, customer satisfaction has remained high across the year, with 60 of 64 customers participating in the surveys report being satisfied.

Customer Call Handling - Average Waiting Time

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Direction of Travel

Against last Quarter ⬆

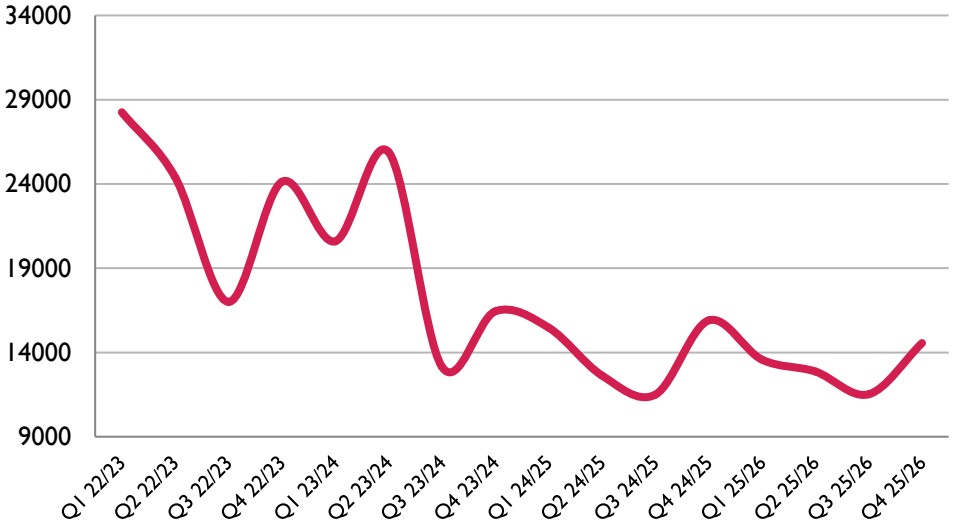
Against last Year ⬇

Increased since last quarter and decreased vs last year

Lower is Good

Q4 Actual	44 seconds
2025/26 Actual	57 seconds

Call Volume over Time

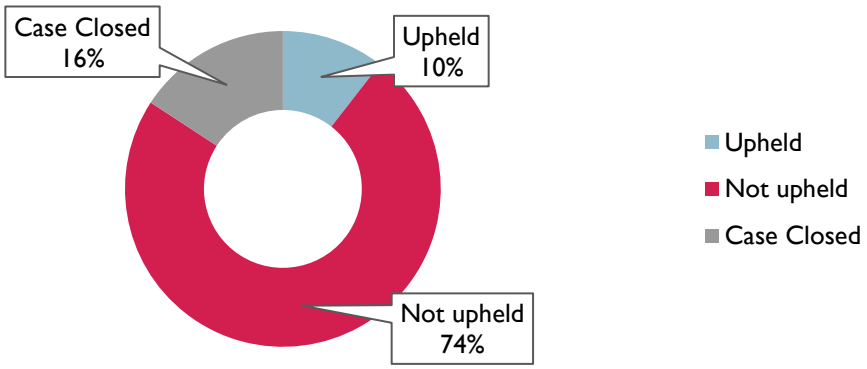


Average call waiting times improved by around 96 seconds compared with the same period last year. West delivered a strong Q4 performance despite staff turnovers, the team maintained strong performance, supported by ongoing training and refresher sessions that helped ensure consistent service delivery.

Number of complaints upheld

INDEX

Complaints by Status



Direction of Travel

Complaints upheld or partly upheld at Stage 1

Against last Quarter ↑

Against last Year ↓

Declined since last quarter but slightly increased last year

See the table on the following page for a breakdown of those upheld and partially upheld.

A new Customer Feedback Procedure went live on the 1st April 2025.
The new process has the following stages:

- Stage 1: A review of the complaint will be undertaken by an Operational Manager within the Service Area to which the complaint relates. A response needs to provide within 10 working days from the date that we advised that the complaint was valid.
- Stage 2: Requests for Stage 2 will be acknowledged and logged within five working days of the escalation request being received. Upon receipt of a Stage 2 request, an investigation into the complaint will be undertaken by the Complaint Officer or a member of the Complaints Team. A response will be provided to the customer within 20 working days from receipt of the request to escalate the complaint to Stage 2. Stage 2 is the organisation's final response; the complainant can then refer their complaint to the LGO.

How do we compare?

There is some benchmarking available on the number of complaints received by the Ombudsman. These figures reflect cases where customers, having completed the Council's internal complaints process, feel that the matter has not been satisfactorily resolved. However, due to the very small number of Ombudsman complaints received, the data does not provide meaningful trends or insights for this period. Figures can be found here.

Complaints Upheld or Partially Upheld Breakdown

WEST OXFORDSHIRE DISTRICT COUNCIL

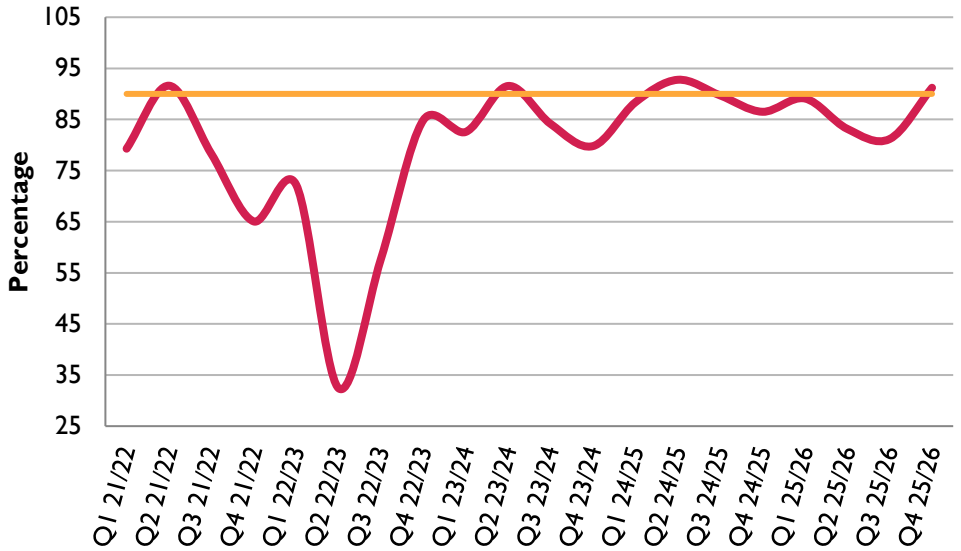
INDEX

Service area	Description	Outcome/learning	Decision	Response time (days)
Revenues & Benefits	Council tax	The on-line Council Tax portal displayed conflicting information between a banner stating payments were up to date while account balance was still outstanding. An apology was given, and recovery notices threatening legal action removed from the account.	Upheld	7
Waste & Recycling	Waste Collection	Ubico confirmed that the incident stemmed from a failure within their operational processes. The specific point of failure has now been identified and corrected within their systems with additional control measures in place, to forestall recurrence.	Upheld	8

Percentage of FOI requests answered within 20 days

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Direction of Travel

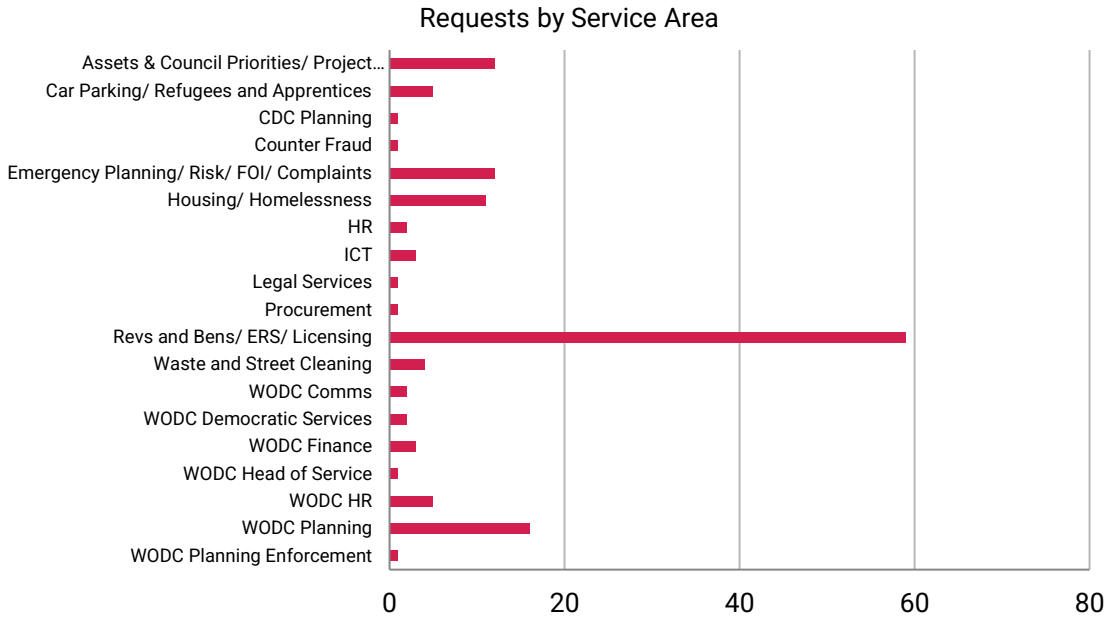
Against last Quarter ↑

Against last Year ↑

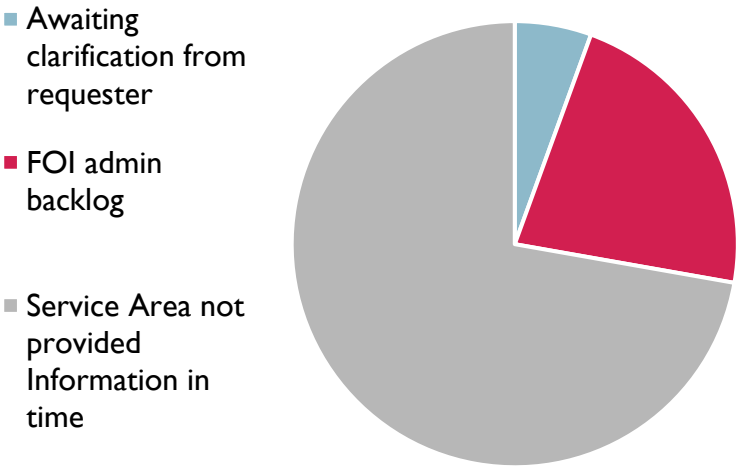
Increased since last quarter and last year

Higher is Good

Target	90%
Actual	91.2%



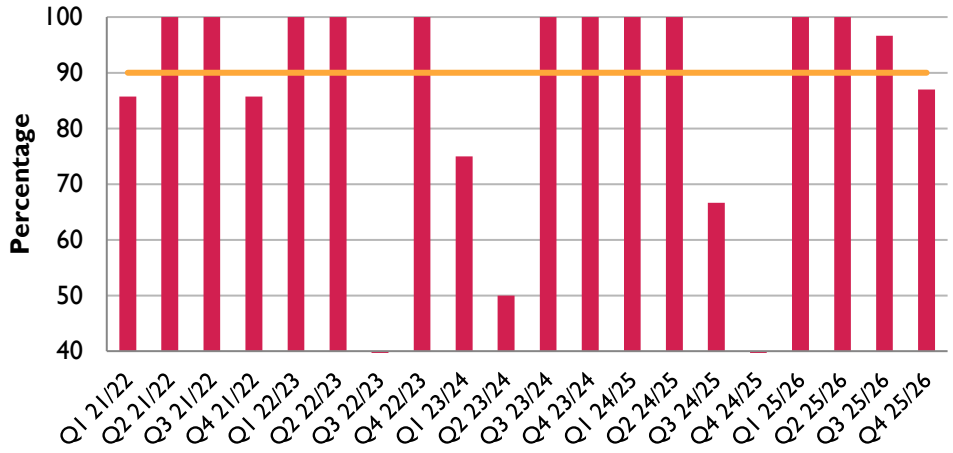
Reason FOI request was not Answered within 20 Days



All Freedom of Information requests for the quarter have been addressed.

Building Control Satisfaction

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Target

Direction of Travel

Against last Quarter ⇩

Against last Year ⇩

Slightly decreased since last quarter and last year

Higher is Good

Target	90%
Actual	87%

How do we compare?

Percentage of share in the market

Jan	Feb	Mar	Number of Apps for Quarter
80%	**80.37%**	**63.38%**	**175**

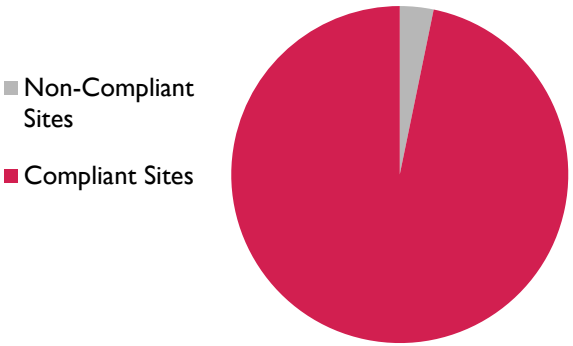
The below chart shows market share over time from April 2021



A new customer-feedback webform was introduced in October and issued with completion certificates. Early responses have been very positive, with customers praising the team's helpful, pragmatic support and swift turnaround.

Of the eight responses, only one was less than 100%, noting that the requirement for a signed Declaration of Completion wasn't made clear at the outset.

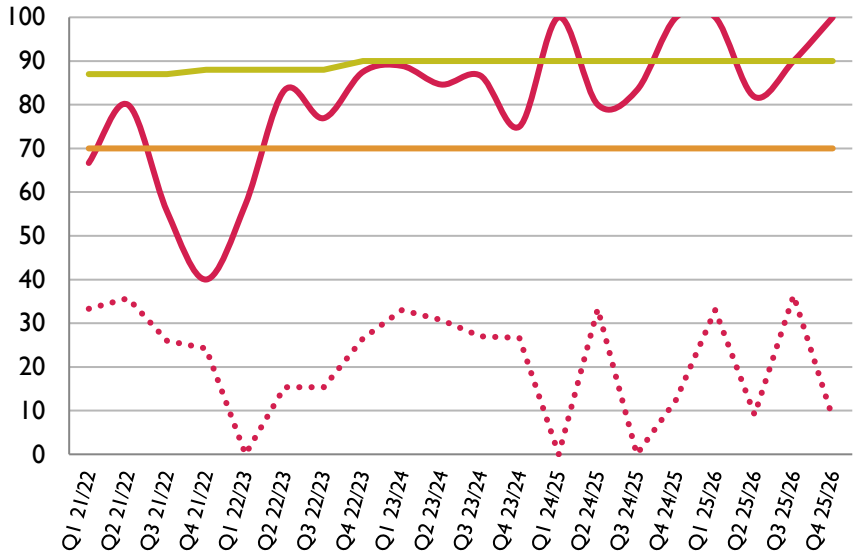
% of Sites that are Affected by Non-Compliance



Interventions by Building Control

In Q4, the team carried out 836 site inspections, with non-compliances identified during 27 of them — 3.2% of all inspections. Across those 27 visits, a total of 268 non-compliances were recorded, including 67 structural issues, 67 related to fire safety, and 25 thermal issues (covering Conservation of Fuel & Power and Overheating). The Building Control service aims to guide builders and customers toward achieving compliance, but when guidance is not followed or sought, the team steps in to ensure that minimum regulatory standards are met.

Percentage of major planning applications determined within agreed timescales (including AEOT)



Direction of Travel

Against last Quarter ↑

Against last Year ↑

Increased since last quarter and last year

Higher is Good

Target	70%
Actual	100%

How do we compare?

Major Developments - % within 13 weeks or agreed time – LG Inform

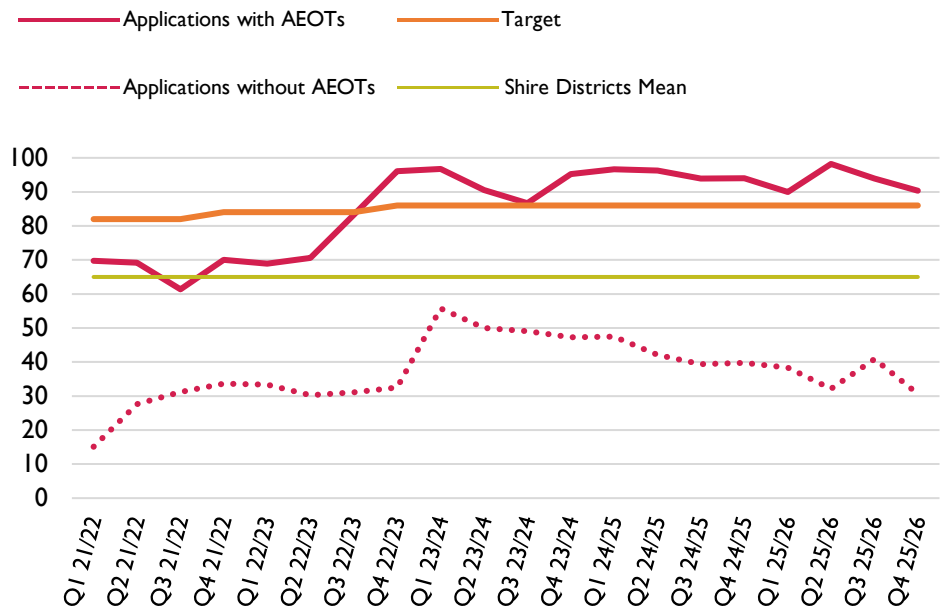
Q3 25-26 Benchmark	%	County Rank	Quartile
Oxford	100	1/5	Top
South Oxfordshire	100	1/5	Top
Vale of White Horse	95	3/5	Second
West Oxfordshire	**91**	**4/5**	**Third**
Cherwell	78	5/5	Bottom

The service demonstrated consistently strong performance in Q4, with all twelve received applications processed within the agreed timescales.

Percentage of minor planning applications determined within agreed timescales (including AEOT)

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Direction of Travel

Against last Quarter ⇩

Against last Year ⇩

Decreased since last quarter and last year

Higher is Good

Target	65%
Actual	90.32%

How do we compare?

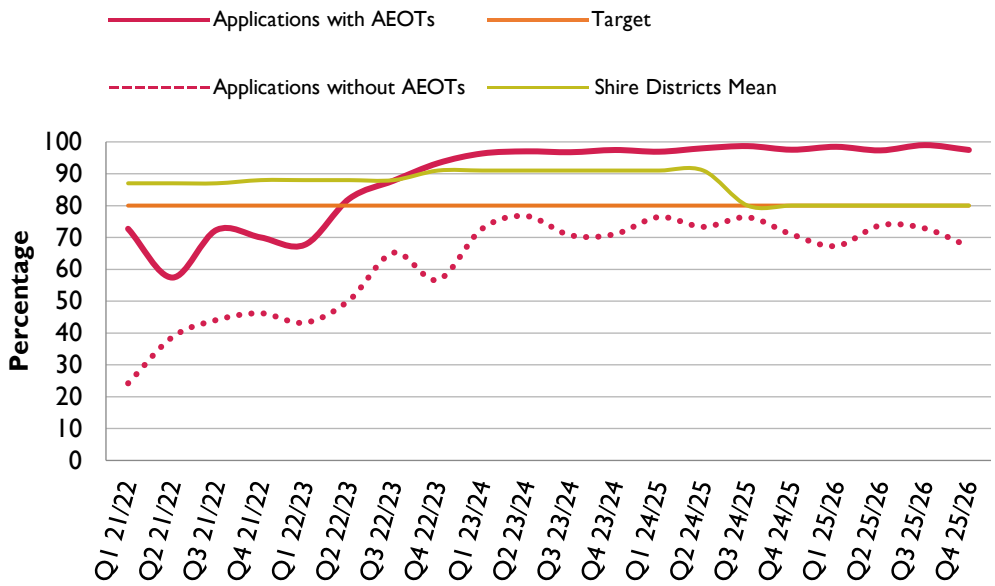
Minor Developments - % within 8 weeks or agreed time – LG Inform

Q3 25-26 Benchmark	%	County Rank	Quartile
West Oxfordshire	**94**	**1/5**	**Top**
Oxford	93	2/5	Top
Vale of While Horse	89	3/5	Second
Cherwell	79	4/5	Third
South Oxfordshire	77	5/5	Bottom

In Q4, performance was well above target although delays persist due to the absence of a dedicated Landscape Officer. Recruitment has now been successful with 2 new joiners in the team, this is expected to improve processing timelines going forward.

Percentage of other planning applications determined within agreed timescales (including AEOT)

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Direction of Travel

Against last Quarter ↑

Against last Year ↑

Increase last quarter and since last year

Higher is Good

Target	80%
Actual	97.47%

How do we compare?

Other Developments - % within 8 weeks or agreed time – LG Inform

Q3 25-26 Benchmark	%	County Rank	Quartile
West Oxfordshire	**99**	**1/5**	**Top**
Vale of White Horse	97	2/5	Second
South Oxfordshire	93	3/5	Second
Oxford	89	4/5	Third
Cherwell	78	5/5	Bottom

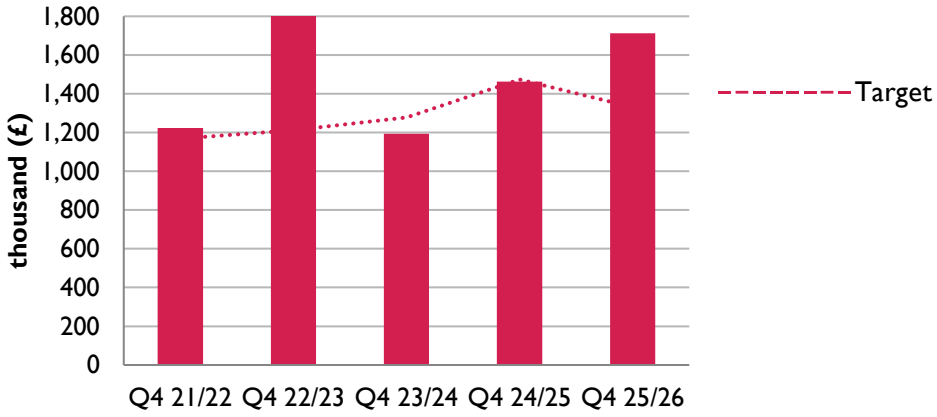
Determination times remain high, with 198 applications processed in Q4, including 193 within agreed timescales.

Total Income achieved in Planning & Income from Pre-application advice

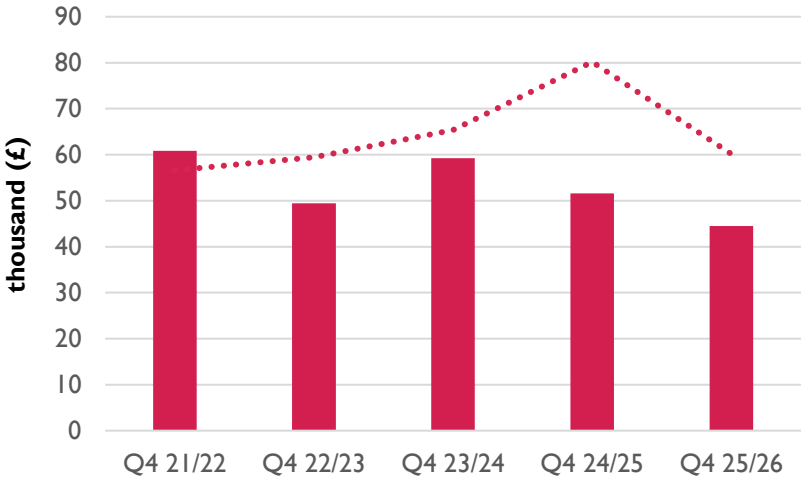
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Total planning income



Pre-application income



Direction of Travel

Higher is Good

Total Planning Income

Against last Quarter ↑

Against last Year ↑

Pre-Application Income

Against last Quarter ↑

Against last Year ↓

Total Income increased last quarter and increased compared to last year
Pre-App Income increased since last quarter but decreased since last year

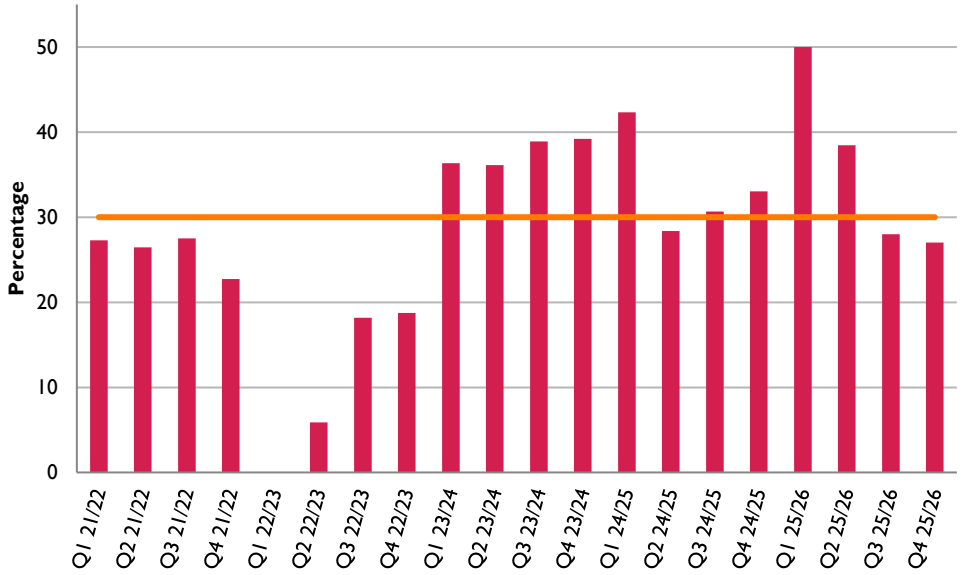
Total Planning Income (£)	
Target	1,330,173
Actual	1,713,275

Pre-Application Income (£)	
Target	60,173
Actual	44,495

In Q4, the council recorded high financial performance, with strong income received during the quarter contributing positively towards the annual target. However, pre-application uptake remains low, and the team is currently exploring pricing adjustments alongside a renewed focus on Planning Performance Agreements (PPAs).

Percentage of Planning Appeals Allowed (cumulative)

INDEX



Target

Direction of Travel

Against last Quarter ↑

Against last Year ↑

Declined since last quarter and last year

Lower is Good

Target	30%
Actual	27.03%

How do we compare?

Percentage of planning appeals allowed (Specifically Q3 2025-26)

Q3 25-26 Benchmark	%	County Rank	Quartile
Vale of White Horse	0	1/5	Top
Oxford	0	2/5	Top
West Oxfordshire	17	3/5	Second
South Oxfordshire	42	4/5	Third
Cherwell	50	5/5	Bottom

This indicator aims to ensure that no more than 30% of planning appeals are allowed in favor of the applicant, with a lower percentage being more favorable. According to the latest statistics from the Planning Inspectorate, the national average for Section 78 planning appeals granted is 28% (source: gov.uk).

The below shows the appeal split between Uplands and Lowlands applications for the year;

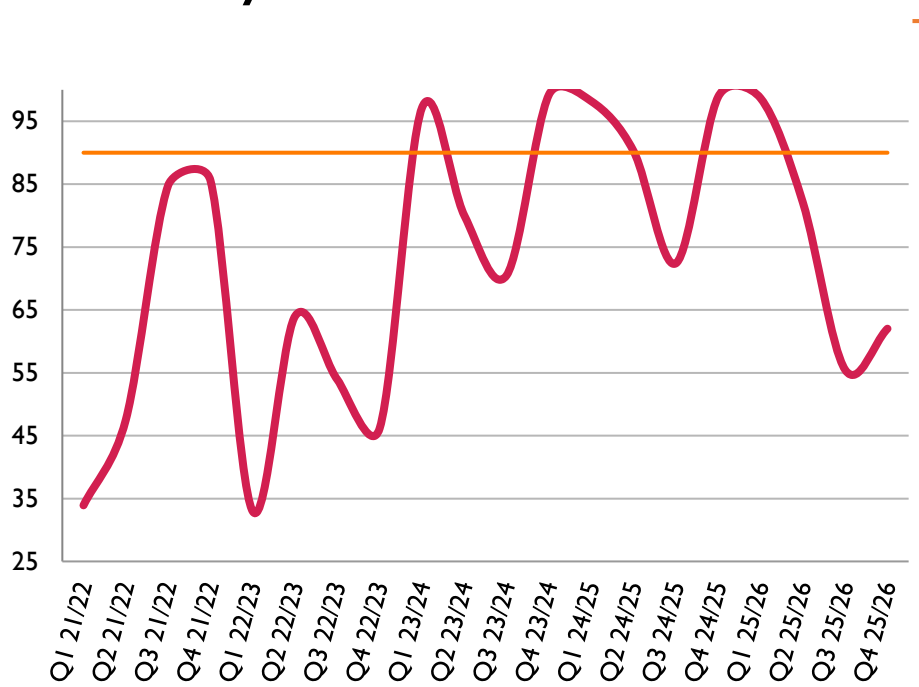
	Decided	Allowed	% Allowed
Uplands	17	5	29.41%
Lowlands	20	5	25.00%

Of the ten appeals allowed, none related to officer recommendations that have been overturned by planning sub-committees.

Percentage of official land charge searches completed within 10 days

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Direction of Travel

Against last Quarter ↑

Against last Year ↓

Steady increase compared to last quarter and decline since last year

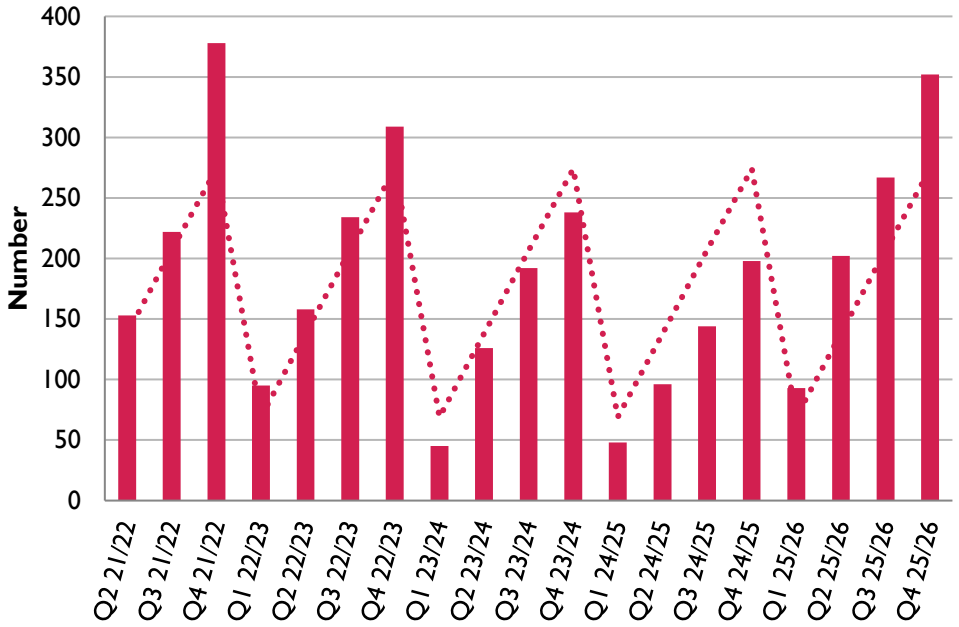
Higher is Good

Target	90%
Actual	62.01%

During Q4, the Council recovered slightly in performance against the 10-day target for Land Charges searches. Staffing disruptions after the loss of a team member last September, coupled with unusually high inbox queries from tree preservation orders, fee changes, created a huge backlog.
Q4 Priority was to clear backlogs and stabilise the service. Early signs show the approach is working and performance is beginning to recover.

Number of affordable homes delivered (cumulative)

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Target

Direction of Travel

Against last Quarter ↑

Against last Year ↑

Increased since last quarter and since last year

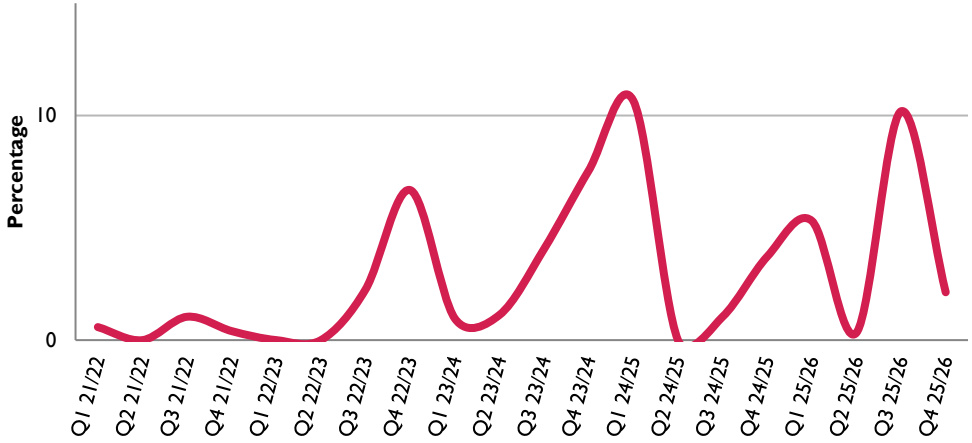
Higher is Good

Target	274
Actual	352

The Council delivered strong delivery numbers in Q4 with 87 affordable homes in Q4, bringing the year-to-date total to 352, reflecting continued strong progress across the district. Affordable housing delivery in the quarter through106 sites, RP regeneration schemes and TA acquisition by WODC. This figure includes 66 social rent dwellings delivered at Ryegrass Woodstock and Windrush Place Witney, boosting local capacity for households in urgent need.

Number of fly tips collected and percentage that result in an enforcement action

(defined as a warning letter, fixed penalty notice, simple caution or prosecution)



Direction of Travel

Number of Fly Tips

Against last Quarter ↑

Against last Year ↑

Percentage Enforcement Action

Against last Quarter ↓

Against last Year ↓

Number of Fly Tips Collected

249

Percentage Enforcement Action

2.13%

Fly Tips – Increased since last quarter and since last year
Enforcement Action – Decreased since last quarter and last year

How do we compare?

Number of Fly Tips reported for year 2024-25 for Local Authorities in England – Gov.uk. The latest dataset available is 2024-25.

	Total Fly Tips	Total FPNs	% FPNs per Fly Tip	County Rank	Quartile
Vale of White Horse	433	18	4.18%	1/5	Top
South Oxfordshire	651	25	3.84%	2/5	Top
West Oxfordshire	**985**	**21**	**2.13%**	**3/5**	**Second**
Cherwell	1332	29	2.18%	4/5	Third
Oxford	5181	14	0.27%	5/5	Bottom

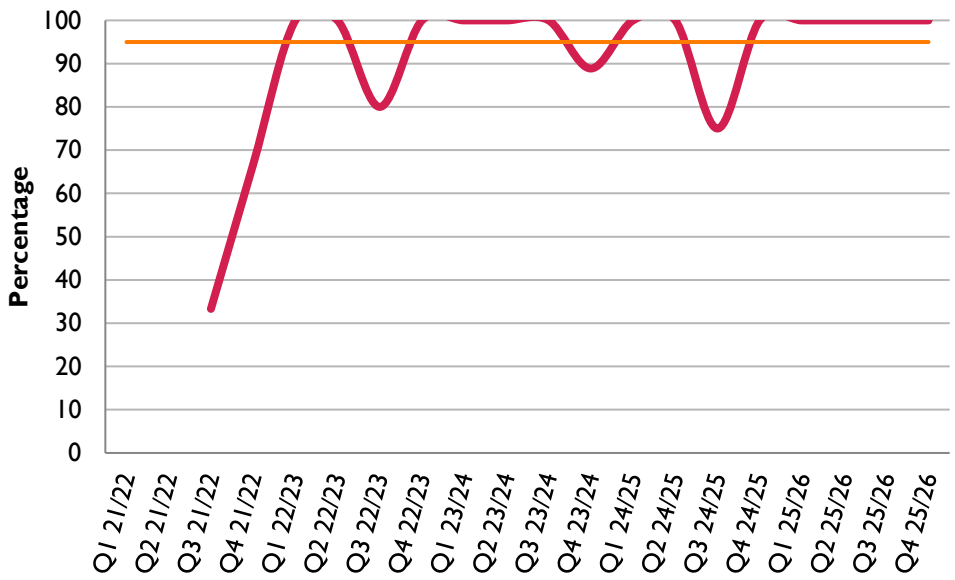
In Q4, 2 FPNS were issued, one of which was captured by CCTV. The team continued its stop-and-search as a joint effort with Thames Valley Poli1ce and HMRC to combat illegal waste carriers. Public awareness campaigns have increased, focusing on fly-tipping, Duty of Care and business waste compliance.

Interviews for an additional officer will start in May, which will further strengthen capacity and boost fly-tipping enforcement actions.

Percentage of high-risk food premises inspected within target timescales

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Direction of Travel

Against last Quarter

Against last Year

Steady since last quarter and last year

Higher is Good

Target	95%
Actual	100%

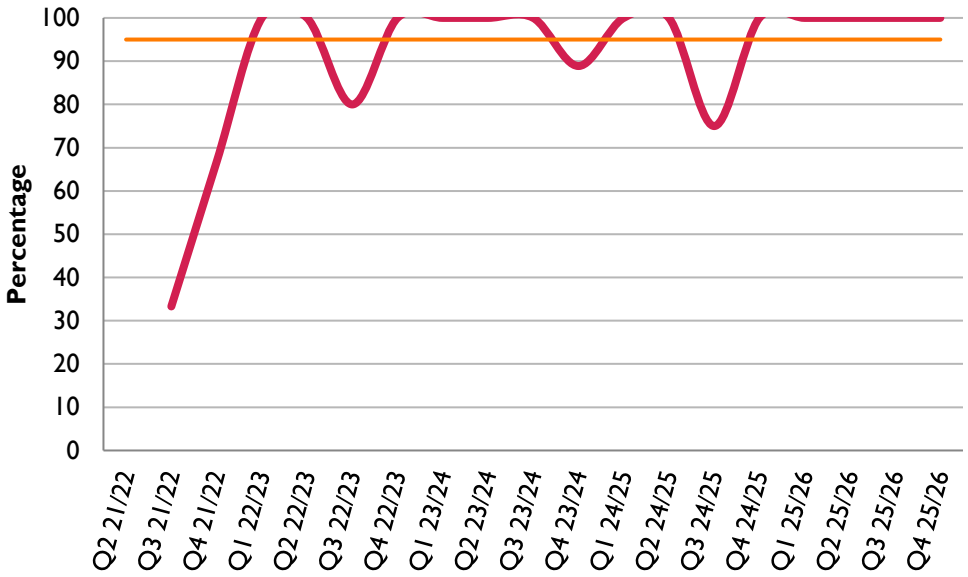
Six High-Risk food inspection was undertaken during Q4, which were completed within the target timeframes.

% High-risk notifications risk assessed within 1 working day

(including food poisoning outbreaks, anti-social behaviour, contaminated private water supplies, workplace fatalities or multiple serious injuries)

WEST OXFORDSHIRE DISTRICT COUNCIL

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Direction of Travel

Against last Quarter →

Against last Year →

Steady since last quarter and last year

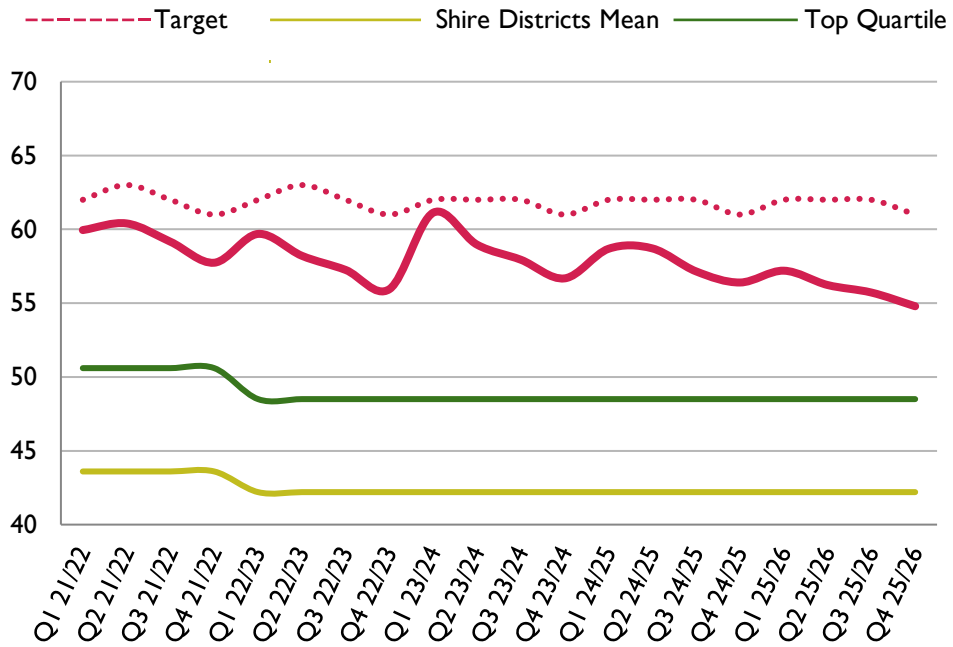
Higher is Good

Target	95%
Actual	100%

Four notifications were received during Q4, all four were assessed within one working day.

Percentage of household waste recycled

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Direction of Travel

Against last Quarter ↓

Against last Year ↓

Declined since last quarter and last year

Higher is Good

Target	61%
Actual	54.79%

Breakdown of Recycling

Dry Recycling	24.16%
Garden Waste	21.09%
Food	9.54%

How do we compare?

Percentage of household waste sent for reuse, recycling or composting – Gov.uk. The latest dataset available is from 2024-2025.

2024-25 Benchmark	%	County Rank	Quartile
South Oxfordshire	61.30%	1/5	Top
Vale of White Horse	58.9%	2/5	Top
West Oxfordshire	**57%**	**3/5**	**Second**
Cherwell	51.5%	4/5	Third
Oxford	48.2%	5/5	Bottom

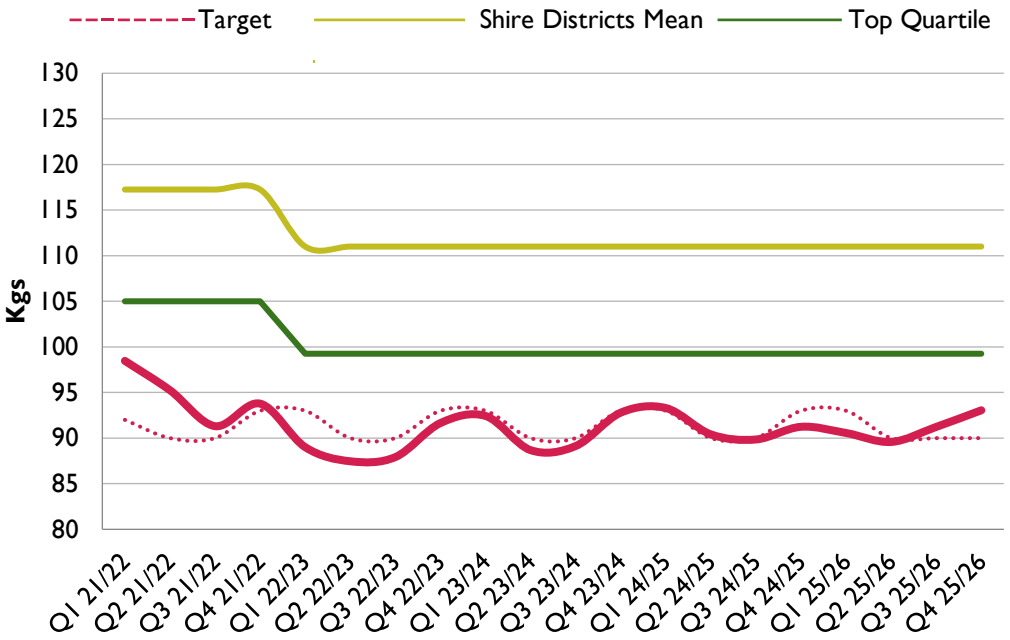
During Q4, the household recycling rate fell by around 1.6% compared with the same period last year. The current performance sits at 54.79%, 6.2% below the Council's target.

Nationally, recycling rates vary significantly. In 2024/25, local authorities in England recorded household recycling rates ranging from 23.7% to 63.9%, with the provisional national average at 44.3%. This wider context highlights the substantial performance gap between leading and lower-performing authorities. Within this landscape, West Oxfordshire performed strongly, ranking 14th out of 164 waste collection authorities sampled in England for 2024–2025, achieving a household recycling rate of 57%. This places it among the top councils nationally and reflects continued commitment to high recycling performance across Oxfordshire.

Despite being below target, the Council's current rate of 54.79% remains significantly higher than the national average and consistent with the strong regional performance across Oxfordshire, where all district councils continue to perform well above national levels.

Residual Household Waste per Household (kg)

INDEX



Direction of Travel

Against last Quarter ⬆

Against last Year ⬆

Increased since last quarter and last year

Lower is Good

Target	93
Actual	93.05

How do we compare?

Residual household waste per household (kg/household) – Gov.uk. The latest dataset available is from 2024-2025

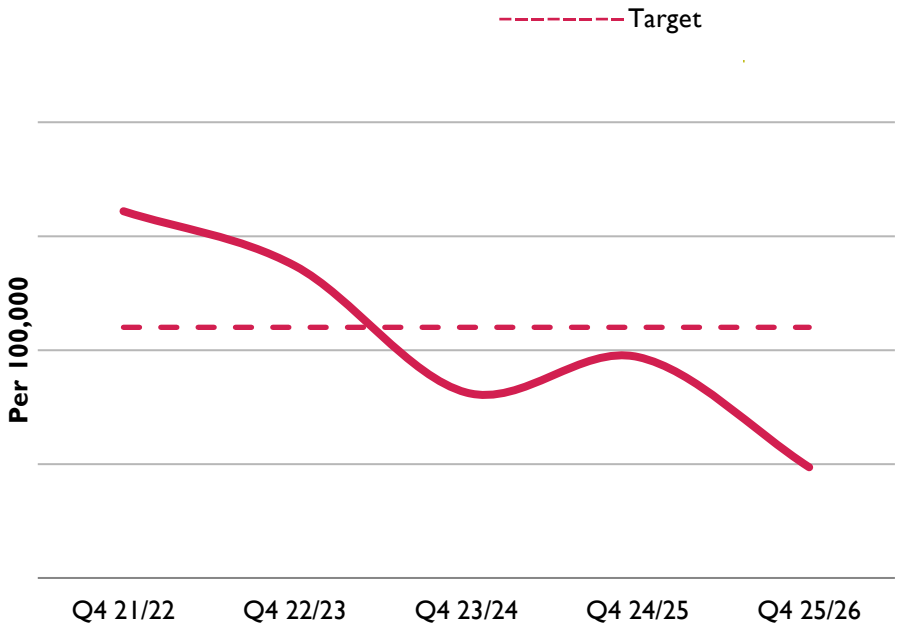
2024-25 Benchmark	Kg	County Rank	Quartile
Vale of White Horse	317.1	1/5	Top
South Oxfordshire	310.1	2/5	Top
Oxford	327.3	3/5	Second
West Oxfordshire	**342.0**	**4/5**	**Third**
Cherwell	399.4	5/5	Bottom

Residual household waste per household is currently 93.05kg, sitting just above the 93kg target.

Overall Q4 performance remains close to target. Nationally, West Oxfordshire performed strongly, ranking 16th out of 164 waste collection authorities published dataset available in England for 2024–2025.

Missed bins per 100,000

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Direction of Travel

Against last Quarter

Against last Year

Decreased since last quarter and last year

Lower is Good

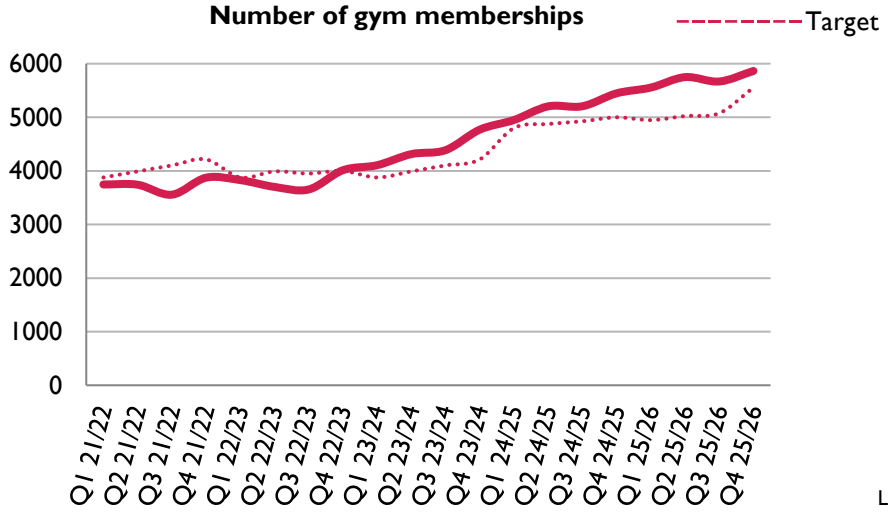
Target	110
Actual	48.58

Missed bins fell to 48.58 per 100,000, remaining comfortably within target, and overall service performance has improved following recent measures. While Q4 saw more service failures due to icy weather-related cancellations and some road closures. Ageing fleet issues remains a concern, with procurement of new vehicles still underway. Despite these pressures, communication remains excellent, misses have continued to fall, service failures are at their lowest level in years, and recovery times have improved, with 90% of failures resolved within 24 hours.

Number of visits to the leisure centres & (Snapshot) Number of gym memberships

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Direction of Travel

Gym Memberships

Against last Quarter ↑

Against last Year ↑

Leisure Visits

Against last Quarter ↑

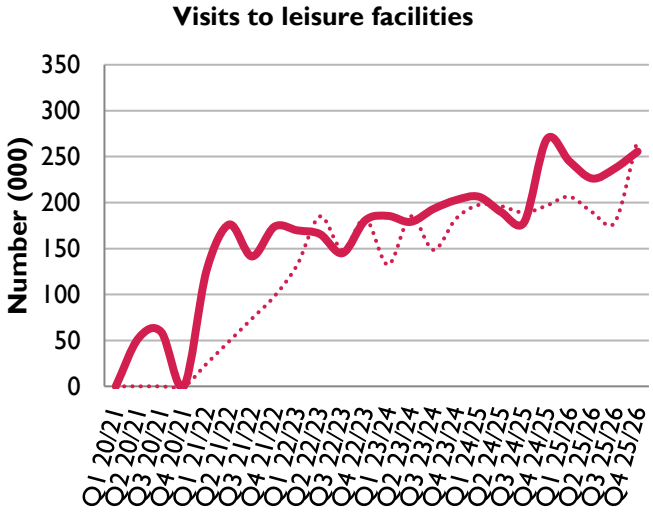
Against last Year ↓

Gym Memberships – Increased since last quarter and last year

Leisure Visits- Increased since last quarter, slight decline compared to last year

Higher is Good

Gym Memberships	
Target	5,555
Actual	5,864
Leisure Visits	
Target	269,003
Actual	255,498
2025/26 Actual	963,766



The Council performed well in its leisure targets in Q4, achieving 6% above target for memberships and 5% decrease for leisure visits.

Overall Actual for 25/26 shows 14% increase compared to 2024/2025 figures demonstrating strong public engagement with its facilities.

Breakdown of Leisure Visits per facility (last updated Q3 25/25):

Facility	Q1 24-25	Q2 24-25	Q3 24-25	Q4 24-25	Q1 25-26	Q2 25-26	Q3 25-26
Bartholomew Sports Centre	9,681	9,747	5,506	16,712	20,268	17,195	23,301
Carterton Artificial Turf Pitch	6,840	6,840	6,840	9,252	2796	1810	2796
Carterton Leisure Centre	70,220	62,866	57,100	64,139	57,346	63,254	62,869
Carterton Pavilion	600	600	600	600	400	320	600
Chipping Norton Leisure Centre	22,907	21,717	18,804	54,713	47,750	40,080	52,563
Windrush Leisure Centre	76,286	65,250	73,237	103,947	95,596	81,676	69,235
Witney Artificial Turf Pitch	19,320	19,320	16,487	19,640	19,557	15,724	25,852
Woodstock Open Air Pool	516	3,126	0	0	1,137	6,143	0

Where no access controls are in place, such as at Carterton Pavilion, usage is estimated by multiplying the number of pitch bookings for the quarter by the typical number of players per booking.