



## **Implications**

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<b>Policy:</b>	There are no policy implications for the Council other than any issues raised in the remedial actions which are integral to the report
<b>Financial:</b>	None – other than any implications raised in the remedial actions that are integral to the report
<b>Personnel:</b>	None – other than any implications raised in the remedial actions that are integral to the report
<b>Legal:</b>	None – other than any implications raised in the remedial actions that are integral to the report
<b>Environmental:</b>	None – other than any implications raised in the remedial actions that are integral to the report.
<b>Equalities:</b>	None – other than any implications raised in the remedial actions that are integral to the report.
<b>Partnering:</b>	None. It is anticipated that the monitoring of the Strategic Partnership with Amey will follow a similar format to that outlined here for the rest of the Council.
<b>Property:</b>	None – other than any implications raised in the remedial actions that are integral to the report
<b>Risk Management:</b>	None – other than any implications raised in the remedial actions that are integral to the report

## Supporting Information

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### Background

- 1.1 This report sets out an executive summary and the Level One performance indicators monitoring report across West Berkshire Council for the first quarter 2004/05. The Level One report includes all the relevant details and the remedial action that is proposed which Members are asked to endorse.
- 1.2 An executive summary is set out in the following table for Members information.

### Executive Summary – Quarter One 2004/05

#### (a) Corporate Priorities

<b>S1. Providing strong community leadership</b>	<b>Nick Carter</b>
<b>New achievements:</b>	
Local Strategic Partnership selected for shortlist of national pathfinder for Local Area Agreements.	
Parish Plan implementation progressing well.	
Partnership activity remains well advanced.	
<b>Areas to watch:</b>	
Development of a robust corporate consultation programme.	
<b>Areas for action:</b>	
Community Needs Analysis	

<b>S2. Tackling all forms of social exclusion across the District</b>	<b>Nick Carter</b>
<b>New achievements:</b>	
Equalities Programmed on schedule.	
New arrangements with Reading CRE to improve consultation with black and ethnic minority groups	
Pathways to Employment progressing well.	
<b>Areas to watch:</b>	
<b>Areas for action:</b>	
Needs Analysis – Development of Social Inclusion Strategy.	

<b>S3. Promoting independence for older people and people with disabilities</b>	<b>Margaret Goldie</b>
<b>New achievements:</b>	
<b>Older People:</b> Significant drop in numbers of delayed transfers from hospital – minimal weekly delays (0 or 1) <b>Learning Disability:</b> Maintenance of high numbers of supported tenancies for people with Learning Disabilities	
<b>Areas to watch:</b>	
<b>Older People:</b> Improved recruitment in home care to ensure capacity to help more people to live at home. <b>Learning Disability:</b> Need to increase numbers of people with Learning Disabilities supported at home with day services and similar.	
<b>Areas for action:</b>	
<b>Older People:</b> Home care recruitment	
<b>Learning Disability:</b> Review of existing placements of people with Learning Disabilities.	

<b>S4. To achieve better and fairer outcomes for children and young people by delivering high quality integrated services through partnership</b>	<b>Richard Hubbard</b>
<b>New achievements:</b>	
Creation of Local Safeguarding Children Board	
Creation of an agreed Commissioning Framework	
Successful activities have been carried out by the CYPSP “Involving Young People Group” with young people and Parishes.	
Wide participation in an arts competition by children and young people to design a logo for the Partnership	
The number of Looked After Children reviews carried out on time continues to climb – it reached 96% at the end of June.	
Looked After Children who are up to date with medicals continues to improve following recruitment of Looked After Children nurse. It reached 72% at the end of June. 66% at the same time last year.	
Effective use of pupil data by the Children & Young People Strategic Partnership	
Improved standards at Key Stage 2 in literacy, numeracy and science	
Annual report on pupil achievement published for the first time	
Steering group established to bring forward proposals on Extended Schools provision	
Working group with schools established to pilot multi-agency working in the Newbury area	
Stage 2 approvals from NOF on a range of grants to provide improved PE and community sport facilities on school sites	
West Berkshire Team wins overall fair play award at Thames Valley Youth Games	
Additional external funding approved for range of Arts Education Projects.	
West Berkshire re-awarded operators licence and commended for levels of participation in Duke of Edinburgh Award Scheme	
<b>Areas to watch:</b>	
Continue to improve literacy and numeracy at Key Stage 2	
Management of pupil exclusions in schools	
Unauthorised absence from school due to family holidays	
<b>Areas for action:</b>	
Headline feedback from the Council for Social Care Inspection (CSCI) with some areas for development which are being worked into an action plan over the coming quarter	
Creation of the Partnership Annual Report ready for publication in September / October	

<b>S5. Ensuring that the street environment is clean, well maintained and safe</b>	<b>John Ashworth</b>
<b>New achievements:</b>	
Completed major safety improvement at junction of A340 with Common Hill, Englefield.	
Completed refurbishment of Mansion House St/West Mills junction, Newbury as latest phase of town centre highway improvements.	
Completed highway improvements to Newtown Rd (South), Newbury which included new pedestrian crossing and cycle facilities.	
Completed Safer Route to School scheme at Chieveley Primary School including new drop-off facilities.	
Annual Speed Limit Review completed in June. Recommendations to be considered by Individual Decision in July.	
The Abandoned Vehicle Public Service Agreement (PSA) has achieved a 25% reduction in reported abandoned vehicles in the district.	
<b>Areas to watch:</b>	
To continue to review the impact of the forthcoming End of Life Vehicle Directive on the abandoned vehicle service and the Public Service Agreement.	
<b>Areas for action:</b>	
To closely monitor the new BVPI in Street Cleansing and assess its impact on the current Street Cleansing Programme.	

<b>S6. Increasing the provision of homes that are affordable on low incomes</b>	<b>Margaret Goldie</b>
<b>New achievements:</b>	
Common Housing Register due to go live shortly	
Learning Disability – Exceeded PSA target for Learning Disability supported tenancies. Over performed on new tenancies created and running at 95% retained tenancies for over a year (target was 90%)	
Supported housing scheme for people with learning disability at “The Oaks” opened in April. Scheme offers 6 flats, accommodating 7 people, with Sovereign Housing Association as landlord and Home Farm Trust as care provider. Good example of partnership working. One client has ‘dual diagnosis’ so partnership has extended to Mental Health Team and Supporting People. Good feedback from tenants who like the mutual support offered by the scheme.	
Supporting People service has been inspected and assessed as a fair service with promising prospects for improvement.	
<b>Areas to watch:</b>	
Impact of funding changes – with on-going work by the Affordable Housing Scrutiny Review Group	
Managing central government cuts in Supporting People budgets without reduction in supported housing service levels	
<b>Areas for action:</b>	
Choice Based lettings – exploration of projects	

<b>S7. Promoting Safer Communities</b>	<b>Margaret Goldie</b>
<b>New achievements:</b>	
Youth Offending team 1st in Youth Justice Board national league tables measuring the performance of YOTs.	
West Berks part of national pilot for the National Reassurance Project (actions to reduce fear of crime)	
Well on target to meet PSA target for Theft of Vehicles. On target to gain £244,800 of extra funding for Police, Council and partners from Govt for meeting target.	
Council made £100,000 available for new Neighbourhood Warden scheme in East of District.	
<b>Areas to watch:</b>	
Regionally there are issues about the boundaries of Police Authorities, PCTs and possibly even local authorities that could change the boundary of Safer Communities Partnerships in the future	
<b>Areas for action:</b>	

<b>S8. Improving transportation</b>	<b>John Ashworth</b>
<b>New achievements:</b>	
Cycling Roadshow (part of Bike Week National bike week 12 to 20 June 2004.) The joint event with Waitrose and the Company of Cyclists on 16 June in the Market Place attracted over 150 participants and a similar number of onlookers.	
New charges introduced in May at public car parks across the district	
Kennet and Avon Canal Cycle Route Leaflet. Published in conjunction with British Waterways, Sustrans and local authorities along the Kennet and Avon Canal. The leaflet provides details of National Cycle Route 4 which runs from the Thames to the Bristol Avon following the route of the Canal. Copies of the map have been distributed around West Berkshire libraries.	
The annual cycling survey was conducted in June. The majority of sites showed an increase in cycling, indicating that we are making good progress towards meeting our cycling targets.	
<b>Areas to watch:</b>	
The 2004/05 Local Transport Plan Annual Performance Report was produced and deposited with the Department for Transport and GOSE before the deadline of the 31 July 2004. The result will be published in the Autumn.	
Issuing of Local Transport Plan (LTP) guidance from the Department for Transport and any unexpected changes or new issues – guidance due Summer 2004.	
Bus patronage levels and bus services in the light of above inflation contract pressures.	
Increasing demand for traffic management services is resulting in considerable pressure on the small number of officers available to deal with this area of activity.	
<b>Areas for action:</b>	
Development of the next Local Transport Plan involving partners through the Transport Action Group	
Completion of Transport Studies in order to support the Local Transport Plan development and inform the Capital Programme.	
Delivery of largest ever highway and transport capital programme in 2004/05.	

<b>S9. Enhancing the sustainability of the West Berkshire Community and preserving the local environment through improving environmental resource management</b>	<b>John Ashworth</b>
<b>New achievements:</b>	
Extension to the green waste separation trial at the Pinchington Lane Civic Amenity Site, which has increased the Authority's recycling and composting rate from 11% to 17%.	
ROAR' (Rangers' Official Active Response) a joint venture with the Ramblers, West Berkshire's Community Care and the Countryside Service have received an award from the Ramblers Association for its work on environment management projects for people with learning difficulties.	
<b>Areas to watch:</b>	
The time taken to register planning applications continues to be a cause for concern. Amey WB are proposing a number of management action to deliver a sustained improvement in the Registration Team's performance.	
<b>Areas for action:</b>	
A recent ODPM Development Control performance report requires the preparation of an improvement plan. The Member Reference Group are to meet and start to develop the plan in August	
Procurement of the new Integrated Waste Management Contract through the Project Plan	

<b>S10. Creating attractive and vibrant town centres</b>	<b>Nick Carter</b>
<b>New achievements:</b>	
Park Way Redevelopment Scheme and Market Street Scheme on schedule.	
Capital Projects on Town Centre progressing on time.	
New Visions/Plans for Hungerford and Thatcham.	
Work in hand to develop a Vision for the East of the District	
<b>Areas to watch:</b>	
Marketing activity for Newbury Town Centre	
<b>Areas for action:</b>	
None	

**(b) Corporate Development Themes**

<b>D1. Performance improvement</b>	<b>John Ashworth</b>
<b>New achievements:</b>	
A revised set of Strategic Indicators and Corporate Health indicators have been introduced as part of the revision of the performance management framework designed to streamline performance reporting and focus attention of key indicators of performance.	
Member development survey completed as preparation of revised Member development programme led by Members.	
Community Strategy Action Plan agreed	
Intranet redesign and re-launch of easier to use system	
'Media Relations' update prepared for report to Corporate Board	
People Management Strategy and Recruitment and Retention Strategy produced in draft	
Flexible working project progressing to pilot stage after Corporate Board presentation	
Draft Project Management Methodology released for review and based on Amey West Berkshire methodology	
Fast Track Management Programme launched, timetable set and first development activity completed.	
Project Management Awareness course for Fast Track Managers programmed for end of June.	

<b>Areas to watch:</b>
Work on benchmarking a comprehensive set of service levels across all council services is still ongoing.
The resourcing of Quality Management pilots and IIP initiatives.
Budget confirmation for Management and Corporate training schemes
<b>Areas for action:</b>
Further development of our approach to improvement planning and delivery to complete the Improvement planning "toolkit" in a way that embodies best value principles.

<b>D2. Building capacity through partnership and innovation</b>	<b>Malcolm Burch</b>
<b>New achievements:</b>	
Amey/WBC partnership plan agreed	
W B Partnership Programme Group has been established and is now monitoring performance of the partnership action groups	
<b>Areas to watch:</b>	
5 <sup>th</sup> Area Forum awaiting approval by Council	
<b>Areas for action:</b>	

<b>D3. Customer focus</b>	<b>Malcolm Burch</b>
<b>New achievements:</b>	
IDeA Topline report shows WBC to be in top quartile for overall satisfaction with Council Services and complaints handling	
<b>Areas to watch:</b>	
<b>Areas for action:</b>	
Customer route map needs to be completed for October Executive meeting	

<b>D4. Stronger governance</b>	<b>Nick Carter</b>
<b>New achievements:</b>	
Project Risk Management well underway	
<b>Areas to watch:</b>	
Business Continuity Planning progressing	
<b>Areas for action:</b>	
None	



## **Level One Performance Indicators Monitoring Report**

1.3 The information is set out in Appendix 9.

### **Appendices**

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Appendix 9– Level One Performance Monitoring Report – Quarter One 2004/05

### **Consultation Responses**

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**Local Stakeholders:** None undertaken

**Officers Consulted:** Corporate Board and Management Team

**Trade Union:**