

Notice of Meeting

Overview and Scrutiny Management Commission

Tuesday, 31st March, 2015 at 6.30 pm
in Council Chamber Council Offices
Market Street Newbury

Date of despatch of Agenda: Monday, 23 March 2015

For further information about this Agenda, or to inspect any background documents referred to in Part I reports, please contact David Lowe / Charlene Myers / Elaine Walker on (01635) 519817 / 519695 / 5194
e-mail: dlowe@westberks.gov.uk / cmyers@westberks.gov.uk / ewalker@westberks.gov.uk

Further information and Minutes are also available on the Council's website at www.westberks.gov.uk



**Agenda - Overview and Scrutiny Management Commission to be held on Tuesday, 31
March 2015 (continued)**

To: Councillors Brian Bedwell (Chairman), Dominic Boeck, Jeff Brooks (Vice-Chairman), Sheila Ellison, Dave Goff, Roger Hunneman, Mike Johnston, Alan Macro, Virginia von Celsing, Quentin Webb, Emma Webster and Laszlo Zverko

Substitutes: Councillors Peter Argyle, Paul Bryant, George Chandler, Gwen Mason, Tim Metcalfe, David Rendel, Julian Swift-Hook and Keith Woodhams

Agenda

Part I

Page No.

1. **Apologies for Absence**
To receive apologies for inability to attend the meeting (if any).
2. **Minutes** 5 - 10
To approve as a correct record the Minutes of the meeting of the Commission held on 24th February 2015.
3. **Declarations of Interest**
To remind Members of the need to record the existence and nature of any Personal, Disclosable Pecuniary or other interests in items on the agenda, in accordance with the Members' [Code of Conduct](#).
4. **Actions from previous Minutes** 11 - 18
To receive an update on actions following the previous Commission meeting.
5. **West Berkshire Forward Plan 18 March to 30 June 2015** 19 - 20
Purpose: To advise the Commission of items to be considered by West Berkshire Council from 18 March to 30 June 2015 and decide whether to review any of the proposed items prior to the meeting indicated in the Plan.
6. **Overview and Scrutiny Management Commission Work Programme** 21 - 28
Purpose: To receive new items and agree and prioritise the work programme of the Commission to April 2016.
7. **Items Called-in following the Executive on 19 March 2015.**
To consider any items called-in by the requisite number of Members following the previous Executive meeting.



**Agenda - Overview and Scrutiny Management Commission to be held on Tuesday, 31
March 2015 (continued)**

- | | | |
|-----|---|---------|
| 8. | Councillor Call for Action
Purpose: To consider the item proposed for a Councillor Call for Action
(Hildens Drive Tilehurst car park). | 29 - 34 |
| 9. | Petitions
Purpose: To consider any petitions requiring an Officer response. | |
| 10. | Performance Report for Level One Indicators
Purpose: To monitor the performance levels across the Council and to
consider, where appropriate, any remedial action. | 35 - 62 |

Andy Day
Head of Strategic Support

If you require this information in a different format or translation, please contact
Moira Fraser on telephone (01635) 519045.

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DRAFT

Note: These Minutes will remain DRAFT until approved at the next meeting of the Committee

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION

MINUTES OF THE MEETING HELD ON TUESDAY, 24 FEBRUARY 2015

Councillors Present: Brian Bedwell (Chairman), Jeff Brooks (Vice-Chairman), Sheila Ellison, Dave Goff, Roger Hunneman, Mike Johnston, Alan Macro, Quentin Webb, Emma Webster and Laszlo Zverko

Also Present: Councillor Gordon Lundie (Leader of Council & Conservative Group Leader), Rachael Wardell (Corporate Director – Communities, David Holling (Head of Legal Services), June Graves (Head of Care Commissioning, Housing & Safeguarding), David Lowe (Scrutiny & Partnerships Manager), Councillor Gordon Lundie (Leader of Council & Conservative Group Leader), Charlene Myers (Democratic Services Officer) and Councillor Garth Simpson and Charlene Myers (Democratic Services Officer).

PART I

74. Minutes

The Minutes of the meeting held on 27 January 2015 were approved as a true and correct record and signed by the Chairman, subject to the following amendments:

- **Item 1:** The minutes from the meeting held 2 December **2014** were approved as a true and correct record and signed by the Chairman.

Councillor Roger Hunneman expressed his disappointment that a decision had been made to defer the work of the Delayed Transfer of Care Task Group. He highlighted the resolution recorded in item 13 of the previous minutes and stated that the topic had been added to the Work Programme in April 2014.

Councillor Brian Bedwell advised that the decision had been made in light of the limited availability of Members. The task group could not form without sufficient membership so it had been agreed that the review would commence after the May 2015 elections.

Councillor Hunneman emphasised that he was disappointed with the decision.

75. Declarations of Interest

There were no declarations of interest received.

76. Actions from previous Minutes

The Commission considered the report (Agenda Item 3):

Resolved that the report be noted.

77. West Berkshire Forward Plan 18 March to 30 June 2015

The Commission considered the West Berkshire Forward Plan (Agenda Item 4) for the period covering 18 March to 30 June 2015.

Councillor Alan Macro asked for clarification regarding the scope of item ID2951 - Public Rights of Way Case Programme. Members requested an update at the next meeting.

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION - 24 FEBRUARY 2015 - MINUTES

Councillor Bedwell encouraged Members to fully consider the items on the Forward Plan and emphasised the opportunities which were available to review items and effectively conduct scrutiny within the Council.

Resolved that:

- Officers' would provide further information regarding ID 2951 (Public Rights of Way Case Programme) to members at the next meeting.
- The Forward Plan was noted.

78. Overview and Scrutiny Management Commission Work Programme

The Commission considered its work programme for 2014/2015.

Councillor Garth Simpson stated that the scope of item OSMC/12/149 was broad and required clarification in order to be taken forward. He suggested that the item would look at residential parking in Newbury but felt that the item did not explicitly rule out consideration of all parking in Newbury.

David Lowe stated that the item had been proposed by Councillor Tony Vickers and his submission form would be circulated to Members to clarify the scope. He reminded Members that the information had been circulated to the Highways and Transport service.

Councillor Roger Hunneman stated that he would like to see the consideration of north and south Newbury parking included within the scope of the review.

Councillor Jeff Brooks agreed that a review into the availability of parking in Newbury was necessary.

It was noted that the involvement of Councillor Simpson at the meeting was no longer appropriate (in light of his recent appointment as Interim Executive Member). Advice was obtained from the Monitoring Officer, David Holling, and it was concluded that Councillor Simpson should stand down as Commission Member for the time being.

Councillor Garth Simpson exited the meeting (18:50).

Resolved that

- The scrutiny request form for Item OSMC/12/149 (Newbury Parking) would be circulated to the Commission.
- The work programme was noted.

79. Items Called-in following the Executive on 12 February 2015.

No items were called-in following the last Executive meeting.

80. Councillor Call for Action

Councillor Emma Webster informed the Commission that Hildens Drive, Tilehurst, was an area of significant concern. She explained that substantial resources had been used to try and address historic and ongoing anti-social behaviour and fly tipping without success.

Councillor Webster suggested that, through the Councillor Call for Action, Members could support a review into the options available to prevent ongoing nuisances in the area.

The Commission supported the submission of a formal request for review from Councillor Webster before the item could be considered in more detail.

Resolved that

- Councillor Emma Webster would submit a formal request.

81. Petitions

There were no petitions received at the meeting.

82. Affordable Housing

The Commission considered a report (Agenda Item 10) on the provision of affordable housing units at Parkway.

The topic had been discussed at the meeting held 21 October 2014 during which it was agreed that the circumstances surrounding the non-release of the affordable housing units at the Parkway development would be examined. The report detailed the process to date, the present situation, the process moving forward and the lessons that have been learnt for future developments.

David Holling stated that issues surrounding the development had been longstanding and in some cases had been aired by the press. However, the development had overcome the challenges associated with the recession and had come to fruition despite those obstacles.

David Holling emphasised that the issues associated with the delivery of affordable housing units were not the fault of the Council. Difficulties had been caused by Standard Life's (SL) delayed appointment of a Registered Social Landlord (RSL). At this stage Officers' were considering the best course of action to bring about a resolution.

Councillor Quentin Webb highlighted comments within the report which suggested that development standards did not meet building assessment regulations for social housing. June Graves advised that there were ongoing discussions between SL and the RSL as part of the contract negotiations.

Councillor Webb acknowledged that 107 units had been completed to date. He asked Officers whether the legal contract included the powers to prevent SL selling more private units until the affordable housing issues had been resolved. David Holling advised that, in accordance with the Council's Housing Strategy, if the properties met the set requirements, stated within clause 23, then providers could release them.

Councillor Jeff Brooks asked whether SL had been invited to the meeting. David Lowe advised that they had, but they declined the offer. Councillor Brooks then asked whether the Council had received income from the Parkway Car Park since its completion: David Holling advised that the topic could not be discussed in Part I of the meeting

Councillor Alan Macro stated that, in hind sight, it was clear to see that the Council had made payment to the provider too early. He asked whether advice had been sought from other local authorities regarding such processes prior to signing the contract. David Holling advised that the Council did not seek advice and was contractually obliged to make payment upon commencement of the building works due to the agreements reached in 2008. Councillor Roger Hunneman was concerned that conditions had not been included to protect Council money. David Holling advised that a variation of the condition had been considered at the Executive meeting one month prior to making the £900,000 payment to SL.

Councillor Brooks stated that more evidence was required to show appropriate levels of rigour in contract agreements. He recommended that Members experience and knowledge should be utilised during contract negotiations and that Members' engagement was increased. This was seconded by Councillor Alan Macro.

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Councillor Gordon Lundie challenged the suggestion that Members had not been involved during the contract negotiations with SL. He disputed whether there was a gap within the process which could be addressed by increasing Members' participation. Councillor Brooks confirmed that he was keen to see more Member involvement during larger contracts negotiations, such as those with SL

Councillor Mike Johnston suggested that the level of delegated duty to Officers for assurance and approval processes was reviewed in order to incorporate any lessons identified through the Parkway contract negotiations.

Councillor Lundie acknowledged that opportunities to protect Council money had been missed due to the lack of clear payment triggers. He stated that emphasis had been placed on securing the provision of affordable housing rather than the delivery of units. In hind sight the negotiations should have considered both elements.

Councillor Brooks reiterated his view that Members engagement should increase during larger contract negotiations. He suggested that a review into Members' participation was added to the Work Programme. Councillor Emma Webster seconded the proposal.

Councillor Webb advised that Members' participation had been available through the Western Area Planning Meeting and Executive – although discussions regarding the £900,000 payment would have taken place under Part II.

Resolved that:

- The work programme would include an assessment of the delegation levels for procurement and the thresholds for Member involvement in contract development to consider whether they are set at appropriate levels.

83. Financial Performance Report - Quarter 3

Melanie Ellis introduced the Quarter 3 Financial Performance Report to the Commission. She advised that the forecast revenue position for Quarter 3 was an overspend of £346k which had decreased from the £418k stated in Month 8. Section 6.1 of the report provided status updates in respect of each Directorate.

Gabrielle Esplin explained that the forecast capital spend in the year was currently £33.8 million, against a revised budget of £37.7 million with a further £3.4 million now expected to be re-profiled into 2015/16 (in additional to £2.4 million already re-profiled at the end of Quarter One). Councillor Brian Bedwell asked for an explanation of why projects had required re-profiling into 2015/16. Gabrielle Esplin advised that the projects had been agreed as part of the 2014/15 capital spend but in some instances the scheme of works would continue into 2015/16 and therefore some funds would be re-profiled.

Councillor Lazlo Zverko asked for clarification on item 6.2 within the report. Melanie Ellis explained that the information referred to the period between posts becoming vacant and the period between recruiting new staff.

Councillor Quentin Webb referred to page 12 of the supplementary paper which detailed the completion of the Newbury Museum Project. He asked whether the maintenance and refurbishment of other cultural buildings would be completed by year end. Melanie Ellis advised that the Cultural Service budget was on track for year end which suggested that the projects would be completed.

In response to questions asked on the reported overspend in Adult Services, Melanie Ellis advised that funds would be released from Contingency Funds to counterbalance the overspend. Councillor Jeff Brooks expressed his concern that the report forecasted a

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zero overspend in Adult Services, albeit in a service where pressures were expected. He was concerned that there appeared to be minimal appetite from Officers to provide true forecasts. Melanie Ellis reassured the Commission that the forecasted overspend was calculated based on the local knowledge of managers within services..

Councillor Brooks suggested that despite the figures shown in the report, the Resources Directorate was likely to make a further £100k underspend by year end. He questioned whether appropriate levels for annual budgets were being set (the Resources position was contrasted with the forecast overspend in Communities) or that accurate forecasting was taking place

Rachael Wardell advised Members that as the forecast spend in Adult Social Care (ASC) reflected unpredictable expenditures and demands, the service utilised a risk fund to counterbalance any overspend. Councillor Brooks asked Officers to detail the proportion of risk funds spent to date.

Councillor Mike Johnston asked whether the ASC risk fund was released back into the Council budget at year end. Rachael Wardell advised that historically the fund had been carried forward which avoided the need to find additional savings within the service. However, it was not known at this stage whether the same would occur this year. To counterbalance overspend in Children's Services options would be fully considered to use available under spend.

Resolved that:

- Officers would provide the 2014/2015 Risk fund expenditure to date.
- Melanie Ellis would provide historic information regarding the Q3 to year end outturn for the Resources Directorate.

84. Maternity Cover for West Berkshire Residents

David Lowe introduced the report to the Commission and reminded Members that the recommendations it contained had been drafted following a task group meeting.

Councillor Alan Macro stated that he was surprised to learn that highly skilled midwives were being tasked with administrative actions. He wanted to emphasise the need for administrative support in the ward to alleviate the demand on midwives for the completion of non specialised tasks. Councillor Macro proposed that this was included within the recommendations: the proposal was seconded by Councillor Roger Hunneman.

Councillor Hunneman suggested that item 2.2 was amended to specify an earlier completion date of March 2016. The proposed alteration found full support from the Commission.

Resolved that

- Recommendation 2.2 would be amended. The revised completion date would be March 2016.
- The recommendations would include the need to utilise Midwives' skills appropriately through the use of support staff to complete non specialised tasks.

85. Self Insurance Fund

David Lowe introduced the report to the Commission. He reminded Members that the Portfolio Holder, Councillor Alan Law had requested the review into the level of Self

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Insurance Funds set within the Council. A small task group had therefore been convened on 13 February 2015 and recommendations were presented to the Commission for their consideration.

Councillor Quentin Webb advised that he was a member of the task group and during the meeting they had considered a report detailing the level of premiums and the costs of claims relating to schools. Following a review of the information the task group concluded that the level of Self Insurance Fund should be flexible, within an upper and lower limit, allowing the consideration of risks to then set the reserve fund accordingly.

Councillor Jeff Brooks stated that he felt the review was a useful exercise and advised Members that the report had been issued to Councillor Law also.

In response to a question raised by Councillor Hunneman, David Lowe advised that schools had two excesses built into their insurance arrangements.

Resolved that

- The report be noted

86. Affordable Housing

RESOLVED that members of the press and public be excluded from the meeting for the under-mentioned item of business on the grounds that it involves the likely disclosure of exempt information as contained in Paragraphs(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972, as amended by the [Local Government \(Access to Information\)\(Variation\) Order 2006](#). [Rule 8.10.4 of the Constitution also refers](#).

(The meeting commenced at 6.30 pm and closed at 8.30 pm)

CHAIRMAN

Date of Signature

Agenda Item 4.

Title of Report:	Actions from previous meetings
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	31 March 2015

Purpose of Report: To advise the Commission of the actions arising from previous meetings

Recommended Action: To note the report

Overview and Scrutiny Management Commission Chairman	
Name & Telephone No.:	Councillor Brian Bedwell – Tel (0118) 942 0196
E-mail Address:	bbedwell@westberks.gov.uk

Contact Officer Details	
Name:	Charlene Myers
Job Title:	Strategic Support Service
Tel. No.:	01635 519695
E-mail Address:	cmyers@westberks.gov.uk

1. Introduction

This report provides the Overview and Scrutiny Management Commission with an update on the actions arising from the meeting held on 24 February 2015.

2. Actions

- 2.1 **Resolution:** Officers would provide further information regarding ID 2951 (Public Rights of Way Case Programme) to members at the next meeting.

Action/ Response: The PROW Case Programmes cover all the key areas of PROW work, Path Orders (which are about the legal aspects of managing the network, diversions, claimed paths, extinguishments and the like), maintenance and enforcement (again linked to legal aspects).

There are considerably greater demands from the public and stakeholders for this kind of work than we have resource for, either in Countryside or in Legal Services. Therefore what we do each year is bring forward for agreement by the Portfolio Member a list of the 'cases' we believe we can deal with in each financial year. This is based on the amount of time that a case or request for works, or enforcement etc has been on our case list but also by applying some sensible judgements based on their importance to the local community, health and safety, crime considerations, i.e. public benefit.

Once agreed these are the priorities we work to. However there is flexibility for cases to come forward as urgent considerations, then the Portfolio Member, advised by officers, can agree to determine a case 'in year'. Often a case drops off the programme as a consequence. The overall benefits are significant as customers and Stakeholders get to know when a case is likely to be determined and this has reduced significantly the numbers of 1st and 2nd stage complaints we receive.

- 2.2 **Resolution:** The scrutiny request form for Item OSMC/12/149 (Newbury Parking) would be circulated to the Commission.

Action/ Response: The form requesting the item be scrutinized is shown at Appendix A. The minutes from the meeting of 2 July 2013 (when it was resolved that parking in Newbury would be added to the Commission's work programme) record:

Councillor Tony Vickers drew the Commission's attention to the suggested scrutiny topic of the Newbury town centre parking policy. Members were advised that the topic was discussed at the Resource Management Working Group, during which it was agreed that the topic would be submitted to the OSMC for consideration. Councillor Vickers explained that the topic was considered an asset management issue and a concern for local residents. The suggested scope of scrutiny was to explore the utilisation of Council owned parking spaces and opportunities to extend their use for local residents. Councillor Vickers and Councillor Mason provided the Commission with examples of new developments in Newbury that did not have designated parking spaces, therefore, which further reduced the parking availability for residents in the area.

Councillor Vickers raised the concern that current reviews underway by the Business Improvement District (BID) and Council Officers considered related to parking matters for commuters and visitors to Newbury. Councillor Jeff Brooks

advised the Commission that it had been ten years since the last review of and suggested a holistic review was required.

The Commission discussed the scope of the reviews underway by the BID and Council Officers respectively and recommended that they conclude their activity before the item was considered for scrutiny.

2.3 **Resolution:** The work programme would include and assessment of the delegation levels for procurement and the thresholds for Member involvement in contract.

Action/ Response: Completed.

2.4 **Resolution:** Officers would provide the 2014/2015 Risk fund expenditure to date.

Action/ Response: To date, no funds have been released from the risk reserve to Adult Social Care. It is however anticipated that by the end of the financial year the risk reserve will be called upon to fund named presenting risks in year. The exact amount will not be known until outturn but in month 11 it stood at approximately £200k.

2.5 **Resolution:** Melanie Ellis would provide historic information regarding the Q3 to year end outturn for Resources.

Action/ Response: Resources Directorate Month 9 forecast to outturn:

	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
Resources	£K	£K	£K	£K	£K	£K
Month 9 forecast	-22	-133	-167	-429	-224	-483
Outturn	-115	-416	-427	-519	-380	-664
Change	-93	-283	-260	-90	-156	-181

Appendix

Appendix A Newbury Parking item scrutiny request

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Suggest a topic for scrutiny

About you – contact details	
Title	Cllr
Firstname*	Tony
Surname*	Vickers
House No./Name*	62
Address (Line 2)	Craven Road
Address (Line 3)	
Address (Town/City)	Newbury
Postcode*	RG14 5NJ
Email Address	tonyvickers@phonecoop.coop
Telephone Area Code/Number*	01635 230046

* These details must be filled-in.

Your suggested topic(s)	
Your suggested topic for scrutiny:	
Newbury town centre parking policy, as an asset management issue	
Your reasons for requesting that this topic be considered: <i>(Please include your reasons for suggesting the topic and include details of any evidence you may have)</i>	
see attached notes for further details	
Topics suggested for scrutiny need to meet one of the following criteria. Please click the appropriate box(es):	
(1) The issue is an area of key public concern (e.g. as identified through Members surgeries, constituents' concerns, the Annual Satisfaction Survey, raised in the local media, etc).	<input checked="" type="checkbox"/>
(2) There is evidence of poor performance within the activity (i.e. through performance indicator data, experience of Members, internal or external auditor findings, etc).	<input type="checkbox"/>
(3) It is a budgetary area in need of examination to ensure value for money is being obtained.	<input checked="" type="checkbox"/>
(4) There has been a pattern of budgetary overspends within the area.	<input type="checkbox"/>
(5) It is a corporate priority for the Council as published within the Council Strategy.	<input checked="" type="checkbox"/>
(6) It has an external focus (e.g. scrutiny of the Council's partners, government agencies, utility providers, private sector companies, etc)	<input type="checkbox"/>
(7) It is a Central Government priority area.	<input type="checkbox"/>
(8) It is an area of new Government legislation that has significant implications for the Council or its partners.	<input type="checkbox"/>

The outcomes you hope scrutiny of this topic will achieve:

better utilisation of council-owned car parks and public highways in vicinity of retail, commercial and residential town centre area, with increased net revenue

If you have already raised this issue with a Member or Officer of West Berkshire Council, please provide details here:

numerous occasions with parking and planning services and at planning and transport member task groups

Thank you for taking the time to complete this form. Whilst we cannot guarantee that your suggestion for scrutiny topics will always result in a scrutiny project, every suggestion or comment will be carefully considered.

If you wish to post your form, please send to:

Elaine Walker,
Strategic Support
West Berkshire Council
Market Street
Newbury RG14 5LD

or email to: ewalker@westberks.gov.uk

Newbury town centre parking policy, as an asset management issue

Note on proposed scrutiny task for Resource Management Working Group, by Cllr Tony Vickers.

1. There are currently hundreds of empty spaces at all times in the Council's Newbury town centre multi-storey car parks. Meanwhile there is a serious shortage of on-street parking spaces for town centre residents, such that if residents entitled to a permit in the town centre (and nearby) zones were to obtain one they could rarely find a space in which to use it within 400m of their homes – which is the furthest that many residents can walk.
2. Newbury town centre is unique in West Berkshire District in its mix of employment types and associated travel patterns of private car use. Despite requests to have a 'holistic' look at all aspects of parking in this area, within the context of a review of overall parking policy that has long been promised, the only reviews undertaken by the parking service have been to modify the residents parking zones and to extend on-street parking charges. These reviews have not included the potential for residents to use their permits in nearby off-street car parks nor for shoppers and commuters to move from off-street to multi-storey car parks.
3. The purpose of this scrutiny task is to see if there is any way in which the council owned car parking assets (multi-storey, off-street surface and on-street) can be used to maintain (or even increase) net revenue from parking, while at the same time maintaining or improving service to all categories of user.
4. In justification, the criteria ticked on the form were (1) public concern; (3) value for money; and (5) corporate priority.
5. **Public Concern.** Constituents of Northcroft and Victoria Wards have become increasingly unhappy, as officers in the parking service can confirm, at the reduction in available road space for parking near their homes. These are not residents of newly developed properties but live in established streets, where the impact of nearby developments (both residential and non-residential) with inadequate parking has harmed their amenity in terms of ability to park near their homes. Meanwhile since the electronic displays of available spaces in the pay-on-exit car parks has been introduced, it has been very evident to residents that the Council owns a very under-used parking resource which is denied to them, as council tax-payers.
6. **Value for Money.** It would seem likely that by displacing some commuters and shoppers from off-street car parks in or near residential areas into nearby multi-storey car parks (e.g. Eight Bells to Market Street M/S, or West Street into Northbrook Street M/S), with some adjustment – even a reduction - to hourly rates of charging and by allowing residents with parking permits – possibly for an increased annual charge – to have unrestricted use of certain off-street car parks, a better use of council-owned assets could be achieved, with increased net revenue.

7. **Corporate Priority.** The vibrancy of Newbury Town Centre is a key priority. Many businesses support a holistic review of parking policy of the kind described: Newbury BID recently expressed concern at the on-street parking charges proposals that the Council is advertising. At present there is friction between some residents and some businesses because the latter are seen to be using (or in the case of M/S car parks not using!) the former's assets: car parks which they are paying to maintain empty.

8. [A related issue which causes friction between residents and the Council corporately is the temporary use of vacant sites as privately run car parks which under-cut the Council-owned ones and meanwhile pay little or nothing into the Council's coffers and are not available to council-tax-paying residents for parking. However it would require change of national policy to address this.]

Agenda Item 5.

Title of Report:	West Berkshire Forward Plan
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	31 March 2015

Purpose of Report: To advise the Overview and Scrutiny Management Commission of items to be considered by West Berkshire Council from 18 March to 30 June 2015 and decide whether to review any of the proposed items prior to the meeting indicated in the plan.

Recommended Action: That the Overview and Scrutiny Management Commission considers the West Berkshire Council Forward Plan and recommends further action as appropriate.

Overview and Scrutiny Management Commission Chairman	
Name & Telephone No.:	Councillor Brian Bedwell – Tel (0118) 942 0196
E-mail Address:	bbedwell@westberks.gov.uk

Contact Officer Details	
Name:	Charlene Myers
Job Title:	Strategic Support Officer
Tel. No.:	01635 519695
E-mail Address:	cmyers@westberks.gov.uk

Supporting Information

1. Introduction

- 1.1 The Forward Plan attempts to cover all decisions, not just those made by the Executive, which the Authority intends to take over the next 4 months.
- 1.2 In order to hold the Executive to account, Overview and Scrutiny Management Commission Members are asked to identify any areas of forthcoming decisions which may be appropriate for future scrutiny.
- 1.3 The West Berkshire Council Forward Plan 18 March to 30 June 2015 is available at <http://www.westberks.gov.uk/index.aspx?articleid=1594> and will be displayed on screen during the meeting.

Appendices

There are no appendices to this report.

Agenda Item 6.

Title of Report:	Overview and Scrutiny Management Commission Work Programme
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	24 February 2015

Purpose of Report: To receive, agree and prioritise the Work Programme of the Commission.

Recommended Action: To consider the current, proposed and future items for scrutiny.

Overview and Scrutiny Management Commission Chairman	
Name & Telephone No.:	Councillor Brian Bedwell – Tel (0118) 9420196
E-mail Address:	bbedwell@westberks.gov.uk
Contact Officer Details	
Name:	Charlene Myers
Job Title:	Strategic Support Officer
Tel. No.:	01635 519695
E-mail Address:	cmyers@westberks.gov.uk

Executive Report

1. Introduction

- 1.1 The work programme for the Overview and Scrutiny Management Commission is attached at Appendix A for the Commission's consideration.
- 1.2 Attached at appendices B and C are suggestions that have been received for future topics for examination. Members are also asked to consider any future areas for scrutiny.

Appendices

Appendix A – Overview and Scrutiny Management Commission Work Programme

Appendix B – Suggestion for scrutiny: Supported Living (Councillor Hunneman)

Appendix C – Suggestion for scrutiny: Supported Living (Councillor Swift-Hook)

Overview and Scrutiny Management Commission Work Programme - 2014/15

Reference	Subject	Purpose	Format	Methodology	Start Date	End Date	Lead Officer / Service Area	Portfolio Holder	Status	Comments
OSMC/09/02	Performance Report for Level One Indicators	To monitor quarterly the performance levels across the Council and to consider, where appropriate, any remedial action. Quarterly Item	In meeting		Quarterly item	Mar-15	Andy Day - Head of Strategic Support	Strategy and Performance	Scheduled	Quarterly item. To be heard Q1: Sept 14, Q2: Jan 15, Q3: March 15
OSMC/09/157	Revenue and capital budget reports	To receive the latest period revenue and capital budget reports	In meeting	Quarterly item	Quarterly item	May-15	Andy Walker – 2433 Finance	Finance	Scheduled	May lead to areas for in depth review.
OSMC/12/149	Newbury town centre parking	To ensure that the needs of Newbury residents, businesses and visitors are appropriately balanced.	Task Group		May-15	May-15	Mark Edwards–2208 Highways and Transport	Transport Operations	Scheduled	Suggested by Councillor Tony Vickers and added to the work programme at the meeting of 2 July 2013. Agreed on 2 Dec 14 - review to take place in Q2 2015. Scope of the review to be considered in May 2015.
OSMC/14/152	Fairer Contributions policy	To review the content of the Fairer Contributions policy.	In meeting		May-14	May-15	June Graves - 2733 Head of Care Comm, Housing, Safeguarding	Adult Social Care	To be scheduled	Suggested by Councillor Gwen Mason and added to the work programme at the meeting of 25 February 2014. Heard at the meetings of 25 June 2014 1 July 2014. Scrutiny involvement in the review of the policy has taken place early 2015.
OSMC/11/129	Housing Allocations policy	To conduct a review of the effectiveness of the Council's Housing Allocation Policy	In meeting		Nov-13	Jun-15	Mel Brain - 2403 Social Care Commissioning and Housing	Housing	Scheduled	Reviewed 2 Dec 14 (12 months after implementation. Further review to be conducted 6 months after the implication of the additional revisions agreed at Dec 14 Exec.
OSMC/14/153	Severe weather	To understand the effect of and response to severe weather experienced during the winter of 2013/14.	Special meetings		Jun-15	Jun-15	Carolyn Richardson - 2105 Civil Contingencies Manager	Emergency Planning	Scheduled	Review concluded in September 2014 - recommendations to be revisited in 2015. 1. Sand bag policy review 2. Communications Strategy 3. Recommendations / action plan progress report
OSMC/12/135	Annual target setting	To examine the annual targets being set for 2014/15.	Task Group (Clrs Webb, Webster & Vickers)	Task group working directly with PM officers	May-15	Jul-15	Catalin Bogos – 2102 Strategic Support	Strategy and Performance	Scheduled	Annual review. Task group will be scheduled to meet May or June 2015.
OSMC/14/159	Reducing External Placements Costs	Review the effectiveness and savings delivered by the Social Media Administrator.	In meeting		Jul-15	Jul-15	Mark Evans - 2735 Children's Services	Children and Young People		Agreed at the meeting 1/7/14 that the item would return to the Commission 12 months post implementation to review the effectiveness and savings delivered by the Social Media Administrator.
OSMC/14/158	Delayed Transfer of Care	To identify the causes of Delayed Transfers of Care (DToC) and how they might be addressed.	Task Group		TBC	Aug-15	Tandra Forster – 2736 Adult Social Care	Adult Social Care	To be scheduled	Suggested by Councillor Roger Hunneman and added to the work programme at the meeting of 20 May 2014. Task group established to begin work early spring 2015.
OSMC/14/151	Children's Services governance arrangements	To monitor the progress of the recommendations made on the Children's Services governance review.	In meeting		Sep-15	Sep-15	Head of Children's Services - 2735 Children's Services	Children and Young People	In progress	Update requested at the 27 January 2015 meeting, following receipt of the task group's report.
OSMC/15/161	Procurement and contract development processes	To assess whether delegation levels for procurement and the thresholds for Member involvement in contract development are set at appropriate levels.	In meeting		TBC	TBC	David Holling - 2422 Legal Services	Legal Services		Added to the work programme at the meeting of 24 February 2015.

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Suggested topic for scrutiny

Suggested by:

Councillor Roger Hunneman

Suggested topic:

Suggested topic for scrutiny:

Is WBC properly discharging its responsibilities to those receiving 'Supported Living' with Mental Health Services.

Reasons for requesting that this topic be considered:

Press reports of apparent neglect of clients in receipt of 'supported living' provided by Creative Support on behalf of West Berkshire Council. I would like an investigation into whether the Support Tasks described in Appendix 1 of the service specification for supported living mental health services are being carried out by the Council's contractor.

This topic meets the following criteria:

(1) The issue is an area of key public concern (e.g. as identified through Members surgeries, constituents' concerns, the Annual Satisfaction Survey, raised in the local media, etc).	<input checked="" type="checkbox"/>
(2) It is a budgetary area in need of examination to ensure value for money is being obtained.	<input type="checkbox"/>
(3) There has been a pattern of budgetary overspends within the area.	<input checked="" type="checkbox"/>
(4) It has an external focus (e.g. scrutiny of the Council's partners, government agencies, utility providers, private sector companies, etc)	<input type="checkbox"/>
(5) It is a Central Government priority area.	<input checked="" type="checkbox"/>
(6) It is an area of new Government legislation that has significant implications for the Council or its partners.	<input checked="" type="checkbox"/>

The outcomes you hope scrutiny of this topic will achieve:

Reassurance that WBC is effectively safeguarding all those receiving Supported Living and has appropriate assessment procedures in place to ensure the clients are receiving the support for which they are entitled.

If you have already raised this issue with a Member or Officer of West Berkshire Council, please provide details here:

I have asked a series of questions relating to this issue with Tandra Forster.

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Suggested topic for scrutiny

Suggested by:

Councillor Julian Swift Hook

Suggested topic:

Suggested topic for scrutiny:

Is WBC properly discharging its responsibilities to service users receiving a 'Supported Living' service, regardless of the nature of the service user's needs (PD, MH, LD, OP etc).

Reasons for requesting that this topic be considered:

My colleague Cllr Hunneman has raised a Scrutiny Request regarding CMHT clients. A review of ALL of WBC's Supported Living services is needed, not just of CMHT services. I am seeking reassurance that WBC is effectively safeguarding ALL those receiving a Supported Living service, has appropriate assessment procedures in place to ensure that service users are receiving the quality of support to which they are entitled, and is making the best use of external providers with specific experience of successful Supported Living provision to vthe various service user groups. CTPLD has asserted in general terms that Supported Living schemes set up outside its Commissioning Strategy have failed and, it seems, are using this as a reason to not be involved in setting up new external schemes for service users despite their needs. However, CTPLD has not identified those alleged failed schemes or the reasons for the alleged failures (which could be due to WBC), nor have they identified how sticking only to their Commissioning Strategy ensures the success of a Supported Living scheme, either in-house or external. West Berkshire Mencap has arguably the most successful Supported Living scheme for LD service users in West Berkshire - WBC CTPLD and CMHT should be seeking to identify the reasons for the success and incorporating those points into other schemes across their Supported Living service provision, be it commissioned externally or provided in-house.

This topic meets the following criteria:

(1) The issue is an area of key public concern (e.g. as identified through Members surgeries, constituents' concerns, the Annual Satisfaction Survey, raised in the local media, etc).	<input checked="" type="checkbox"/>
(2) It is a budgetary area in need of examination to ensure value for money is being obtained.	<input checked="" type="checkbox"/>
(3) There has been a pattern of budgetary overspends within the area.	<input checked="" type="checkbox"/>
(4) It has an external focus (e.g. scrutiny of the Council's partners, government agencies, utility providers, private sector companies, etc)	<input checked="" type="checkbox"/>
(5) It is a Central Government priority area.	<input checked="" type="checkbox"/>
(6) It is an area of new Government legislation that has significant implications for the Council or its partners.	<input checked="" type="checkbox"/>

The outcomes you hope scrutiny of this topic will achieve:

I am seeking reassurance that WBC is effectively safeguarding all those receiving Supported Living, has appropriate, timely and effective assessment procedures in place to ensure that service users are receiving the quality of support to which they are entitled, has a Commissioning Strategy that is flexible and delivers successful Supported Living schemes where "success" is defined in terms of the best possible outcomes for service users rather than for WBC, and is working closely with high quality specialist external providers such as West Berkshire Mencap to ensure that best practice is shared and followed. Further, where WBC's commissioning arrangements are not sufficiently flexible to meet service user needs, ensure that personal budgets are made available to service users without unnecessary delay or bureaucracy.

If you have already raised this issue with a Member or Officer of West Berkshire Council, please provide details here:

I have already discussed this issue with Cllr Roger Hunneman.

Title of Report:	Councillor Call for Action – Hildens Drive, Tilehurst, car park	Item 6
Report to be considered by:	Overview and Scrutiny Management Commission	
Date of Meeting:	31 March 2015	

Purpose of Report:

1. To advise the Overview and Scrutiny Management Commission of the receipt of a Councillor Call for Action in respect of the Hildens Drive, Tilehurst, car park.
2. To obtain a decision on whether the item should be added to the Commission’s work programme.

Recommended Action: That the Overview and Scrutiny Management Commission considers the addition of the Councillor Call for Action to the Commission’s work programme.

Key background documentation Councillor Call for Action Protocol

Overview and Scrutiny Management Commission Chairman	
Name & Telephone No.:	Councillor Brian Bedwell – Tel (0118) 9420196
E-mail Address:	bbedwell@westberks.gov.uk

Contact Officer Details	
Name:	David Lowe
Job Title:	Scrutiny and Partnerships Manager
Tel. No.:	01635 519817
E-mail Address:	dlowe@westberks.gov.uk

Executive report

1. Introduction

- 1.1 The Overview and Scrutiny Management Commission has received a request to consider a Councillor Call for Action (CCfA), in accordance with the Council Protocol for the handling of such. The CCfA relates to the Hildens Drive, Tilehurst, car park.
- 1.2 This report provides a general background on CCfA, the outcomes required by the proposing Ward Members and the factors to be taken into consideration by the Overview and Scrutiny Management Commission (OSMC).

2. Councillor Calls for Action

- 2.1 The Councillor Call for Action (CCfA) is a mechanism that provides elected members of the Council with the opportunity to ask for discussions at scrutiny committees on issues where local problems have arisen and where other methods of resolution have been exhausted.
- 2.2 CCfA is not guaranteed to provide a solution to a problem but can provide:
 - A public forum for discussion of the issues
 - An opportunity to discuss the issues in a balanced way
 - An opportunity to discuss the problem with the explicit and sole aim of providing an appropriate recommendation
 - A high profile process owned by the ward councillor.
- 2.3 All of these factors can make resolution easier to achieve.

3. Hildens Drive car park

- 3.1 The Ward Members, Councillors Emma Webster and Tony Linden (Birch Copse), report in their submission (Appendix A) that the site has for many years been completely neglected and suffered from anti social behaviour including fly tipping. Councillors Webster and Linden also cite the activity that has been undertaken by numerous individuals over the course of many years to address the problem. The written evidence cited in the letter from Councillors Webster and Linden is available to the members of the OSMC on request from the Scrutiny and Partnerships Manager.

4. Considerations for the Overview and Scrutiny Management Commission

- 4.1 Councillors Webster and Linden have been invited to set out the details in support of their request to the Commission's meeting.
- 4.2 In accordance with the CCfA protocol, members of the Overview and Scrutiny Management Commission should give consideration to the following questions when deciding whether to accept this subject as suitable for investigation by the Commission:

- (a) Does the CCfA relate to a single locality?

- (b) Have all other methods of resolution been exhausted?
- (c) Is the required outcome sufficiently defined?
- (d) Do any of the CCfA specific exclusions apply?
- (e) Will the OSMC's involvement be able to contribute to the issue's resolution?

4.3 Should the OSMC agree that the matter should be accepted for review, consideration should then be given to the most appropriate method. Options may include:

- (a) the establishment of a time limited task group; or
- (b) the examination of the subject as a full Commission.

5. Recommendation

5.1 It is recommended that the Overview and Scrutiny Management Commission considers the addition of the Councillor Call for Action to the Commission's work programme.

Appendices

Appendix A – Letter from Councillor Webster, 24 February 2015

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Mr David Lowe
Policy and Scrutiny Manager
Policy and Communication
Council Offices
Market Street, Newbury

24/02/15

Dear David

COUNCILLOR CALL FOR ACTION – HILDENS DRIVE CAR PARK

In accordance with the Council's protocol concerning CCfA. I herewith submit an application for consideration by the Overview and Scrutiny Commission of the situation regarding the condition of the Hildens Drive car park.

This site has for many years been completely neglected and suffered from anti social behaviour including fly tipping. The car park surface is damaged both in the car park and its approach. The car park is in private ownership and the entrance in the ownership of the Crown.

It is a complete eyesore and has caused serious complaints from residents and local shop owners for over 10 years. We have written evidence which show that during the last 9 years we have:-

- Discussed the issue with a number of officers
- Raised the issue at the Kennet and Thames Vision meeting
- Met with local shop owners and residents
- Written numerous letters and emails
- Involved Tilehurst Parish Council who have also written many times to the Council

I trust you will agree with us that this issue meets the criteria and allow it to be discussed at the OSMC.

Yours sincerely

Emma Webster
and on behalf of Tony Linden

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Title of Report:	Council Performance Report 2014/15:Q3 (Key Accountable Measures and Activities)
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	31 March 2015

Purpose of Report:

To present the basket of key accountable measures and activities for 2014/15

To report quarter three outturns against the key accountable measures and activities contained in the 2014/15 council performance framework.

To report by exception those measures / activities, not achieved / expected to achieve and to cite remedial action taken and the impact it has had.

Recommended Action:

To note progress against the key accountable measures and activities.

Review those areas reporting as 'red' or 'amber' to ensure that appropriate corrective or remedial action is put in place.

Portfolio Member Details	
Name & Telephone No.:	Councillor Roger Croft - Tel (01635) 868638
E-mail Address:	rcroft@westberks.gov.uk
Date Portfolio Member agreed report:	2015

Contact Officer Details	
Name:	Catalin Bogos
Job Title:	Research, Consultation and Performance Manager
Tel. No.:	01635 519102
E-mail Address:	cbogos@westberks.gov.uk

Executive Summary

1. Key Accountable Measures

1.1 The report appraises progress against a basket of 52 key accountable measures and activities aligned to the objectives set out in the Council Strategy.

1.2 Of the 52 reported measures, outturns are available for 45 at the time of publication.

(i) 36 are reported as 'green' – or are on track to be delivered / achieved by year end.

(ii) 7 are reported as 'amber' – or behind schedule, or still anticipate being delivered / achieved by year end.

(iii) 2 are reported as 'red'.

1.3 The 7 measures reported as amber are listed below:

Children and young people

- Child Protection cases which were reviewed within required timescales

Older people and vulnerable adults

- Proportion of repeat safeguarding referrals through the monitoring and review of protection plans
- Level of delayed transfers of care from hospital and those attributable to social care from acute and non-acute settings
- % of people accessing a housing related support service who have been assessed as needing support who go on to achieve economic wellbeing by improving debt management skills

Infrastructure

- Bring 80 empty homes back into use for by 31/03/15 using the councils framework for engaging with identified empty home owners

Community Safety

- Work with the Environment Agency and other partners to deliver flood alleviation scheme in Eastbury

Working with schools

- The number of schools judged good or better by Ofsted under the new Framework

1.4 The 2 measures reported as red are listed below:

Community safety

- Work with the Environment Agency and other partners to deliver flood alleviation scheme in Purley (*Already reported at Q2*)

Working with schools

- KS1-2: Proportion pupils making 2+ levels of progress in Writing

DRAFT DOCUMENT

1.5 More information – outturns and commentary - on each of these measures is contained in the main body of the report.

2. Equalities Impact Assessment Outcomes

2.1 This item is not relevant to equality.

3. Conclusion

3.1 Overall a higher proportion of measures and activities are reported as green (expected to achieve the end of year targets) compared to performance level reported for quarter 2, less measures are reported amber and only one additional measure is reported as red (exception report included).

Appendices

Appendix A - West Berkshire Council Performance Report
Key accountable measures and activities 2014/15
Update: quarter three

Consultees

Local Stakeholders: *

Officers Consulted: All data provided and signed off by service heads

Trade Union: *

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West Berkshire Council Performance Report

Key accountable measures and activities 2014/15

Update: quarter three

compiled by:

Jenny Legge

Research, Consultation & Performance Officer

Strategic Support Unit

westberks.gov.uk/performance

February 2015

For queries contact: Catalin Bogos (01635 519102 or cbogos@westberks.gov.uk)

Available from westberks.gov.uk/strategyandperformance

Purpose of this report

To provide an update on progress against the council's key accountable measures and activities at quarter three, 2014/15.

The key measures / activities within this report have been distilled from those routinely monitored and managed through individual service delivery plans to focus more singularly on those which are of particular importance / significance key in delivering the strategic objectives in the Council Strategy and to the ongoing work of the council as a whole. This report therefore:

- provides assurance to the Executive that the objectives laid out in the Council Strategy are being delivered;
- provides assurance to the Executive that areas of significance / particular importance are performing;
- acts as an early warning system, flagging up areas of significance / particular importance which are not performing - or are not expected to perform - as hoped;
 - and therefore ensures that adequate remedial action is put in place to mitigate the impact of any issues that may arise.

Conventions used in this report

Throughout the report we have used a RAG 'traffic light' system to report progress:

- ★ means we have either achieved / exceeded, or expect to achieve what we set out to do;
- ◆ means we are behind schedule, but still expect to achieve or complete the measure / activity by year end;
- indicates that we have not achieved, or do not expect to achieve, the activity or target within the year;

Indicators reported as 🕒 are annual indicators that can only be reported at a particular point in time – i.e. GCSE results or the road condition survey, whilst;

Indicators reported as ⌚ are where the quarterly data is unavailable or 📄 not provided at the time of print.

Where measures / activities are reported as 'red', an exception report provides (a) a description of why the measure / activity will not be achieved / completed, (b) the impact of not achieving, (c) the remedial action being taken to mitigate the impact of this as well as (d) the revised anticipated year end position.

In total, there are 52 key measures or activities which are appraised by the Executive through this reporting mechanism. In the report, these are aligned to the strategic priorities laid out in the Council Strategy.

The main body of the report presents these in more detail. Along with a description of the measure, the table also provides:

- *Column 2*: an indication of whether or not the council has direct / complete control over performance.
- *Column 3*: an indication of the impact on either, service users or the community more generally, should the measure not be achieved.
- *Column 4-6*: previous years' outturns and comparative performance
- *Column 7*: the current year's target.
- *Columns 8-10*: quarter 1, 2, 3 outturn and RAG rating.
- *Column 11*: and supporting commentary or volume data.

Comparative outturns

To complement monitoring progress in absolute terms, an indication of our comparative standing is provided. This will only relate to standardised, nationally reported measures and by default the data is compared to England as a whole. Outturns are presented in relation to quartiles, although in some cases it should be noted that a direct, national comparison is not possible as the measure is locally defined and monitored.

Because of the timescales involved in compiling, validating and publishing relative performance statistics, these are usually available 6-12 months in arrears. As such, the data we are able to use to compare our relative performance, will ordinarily relate to the previous year.

Summary of Performance

Across this reporting framework as a whole, 52 key accountable measures and activities are captured in total.

Education operates on an academic year basis and their service plan covered the academic year ending September 2014. A suite of key accountable measures, relating to attainment in 2013/14 academic year, are included in this basket of measures.

Data for one Adult Social Care measure has been reported in order to calibrate a baseline data for 2015/16.

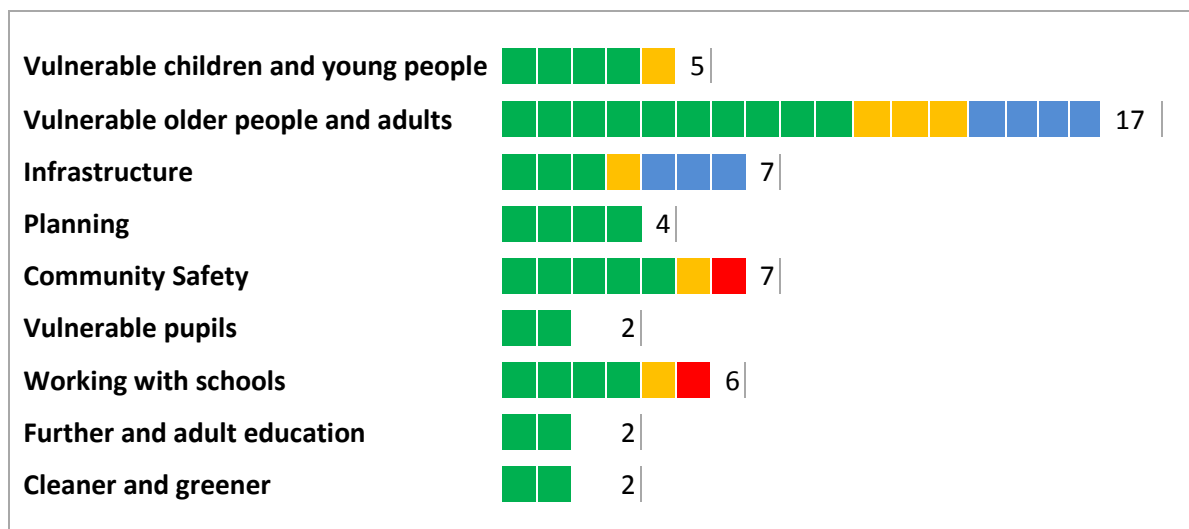
Of the 52 reported measures, outturns are available for 45.

- 36 are reported as 'green' – or are on track to be delivered / achieved by year end.
- 7 are reported as 'amber' – or behind schedule, or still anticipate being delivered / achieved by year end.
- 2 are reported as 'red' - or we have not achieved, or do not expect to achieve, the activity or target within the year.

The summary table below shows year end outturns by directorate.

Overview of performance outturns	2011/12 YE	2012/13 YE	2013/14 YE	2014/15 (Q3)			
				Overall	Comm	Env	Res
Green	27	45	36	36	21	10	5
Amber	0	0	1	7	6	1	0
Red	12	3	9	2	1	1	0
<i>Annual</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>4</i>	<i>2</i>	<i>2</i>	<i>0</i>
<i>Unavailable</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>3</i>	<i>2</i>	<i>1</i>	<i>0</i>
Total	39	49	47	52	32	15	5

This graph summarises the same data against the council's priorities.



■ On track / achieved
 ■ Behind schedule
 ■ Unachievable
 ■ Unreported

The 7 measures reported as 'amber' and 2 reported as 'red' are listed below. (For more information on each of these measures, including detailed outturns, commentary and exception reports – please consult the main body of this report:

<i>List of reported amber measures / activities</i>	<i>Target</i>	<i>Q3 outturn</i>
<i>Children and young people</i>		
1. Child Protection cases which were reviewed within required timescales	99%	93.5%
<i>Older people and vulnerable adults</i>		
2. Proportion of repeat safeguarding referrals through the monitoring and review of protection plans	<8%	10%
3. Level of delayed transfers of care from hospital and those attributable to social care from acute and non-acute settings (ASCOF 2C Part 2)	4	4.1
4. % people accessing a housing related support service who have been assessed as needing support who go on to achieve economic wellbeing by improving debt management skills	85%	82%
<i>Infrastructure</i>		
5. Bring 80 empty homes back into use for by 31/03/15 using the councils framework for engaging with identified empty home owners	80	48
<i>Community Safety</i>		
6. Work with the Environment Agency and other partners to deliver flood alleviation scheme in Eastbury	Complete	Delayed
<i>Working with schools</i>		
7. The number of schools judged good or better by Ofsted under the new Framework	63	59

<i>List of reported red measures / activities</i>	<i>Target</i>	<i>Q3 outturn</i>
<i>Community Safety</i>		
1. Work with the Environment Agency and other partners to deliver flood alleviation scheme in Purley	Aug '14	Sept '14
<i>Working with schools</i>		
2. KS1-2: Proportion pupils making 2+ levels of progress in Writing	2013/14 AY 93%	2013/14 AY 92%

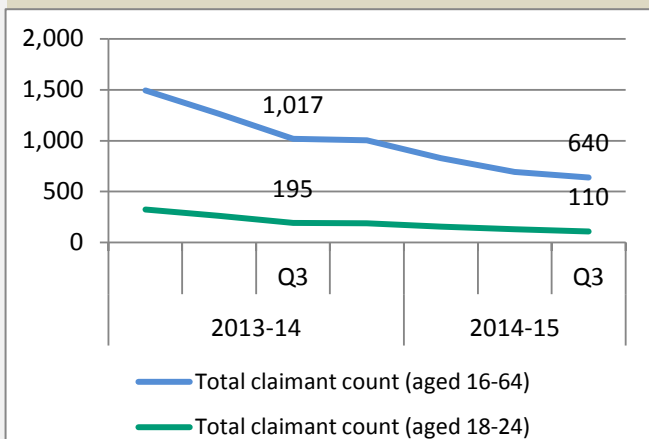
Key accountable measures and activities 2014/15

Quarter 3

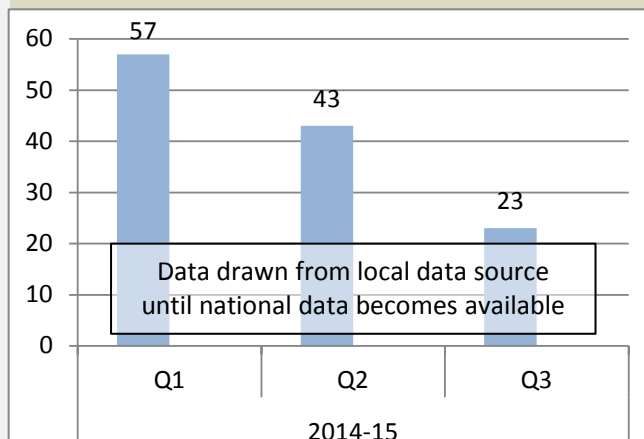
Contextual and volume measures

Economy

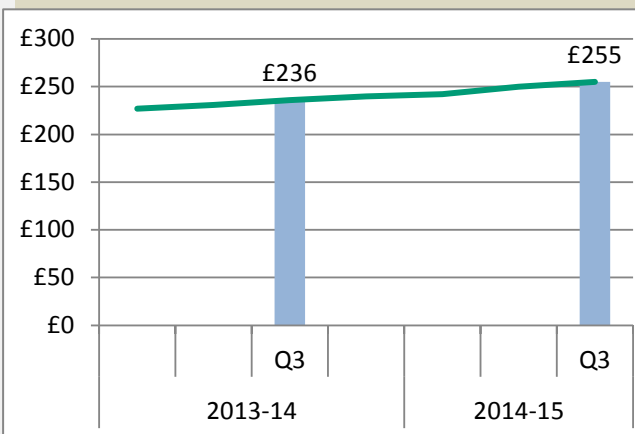
1. Total claimant count



2. Nos. of people starting an apprenticeship in a West Berkshire business



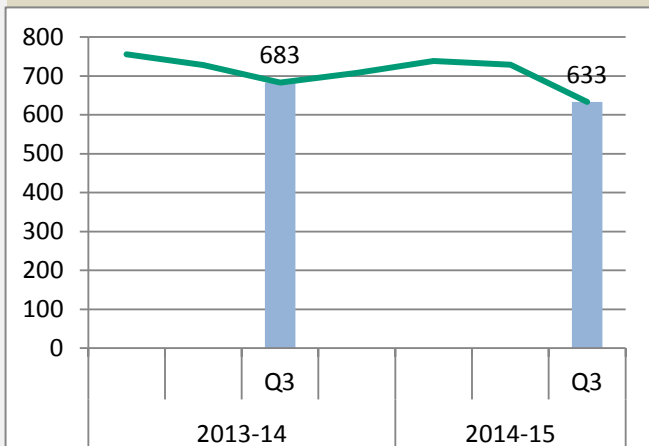
3. Average house price (£k)



Economy

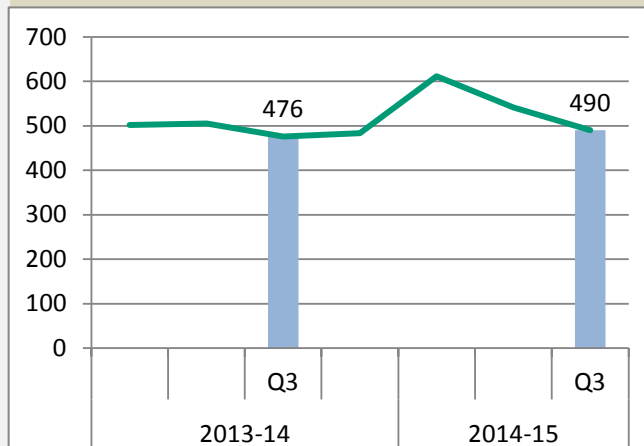
4. Total nos. of planning applications (Received)

Q v Q diff. **-7%**



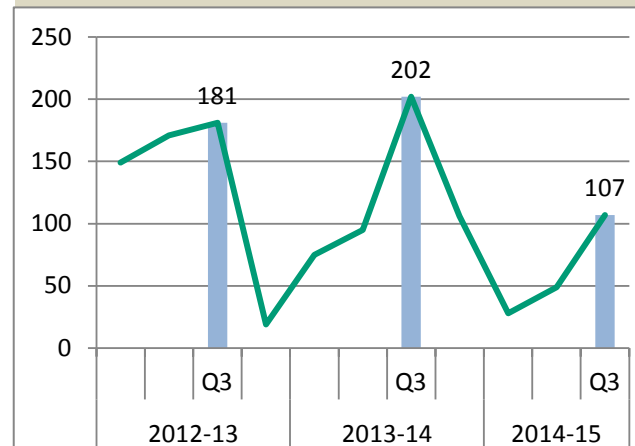
5. Nos. of local authority land charge searches completed

Q v Q diff. **3%**



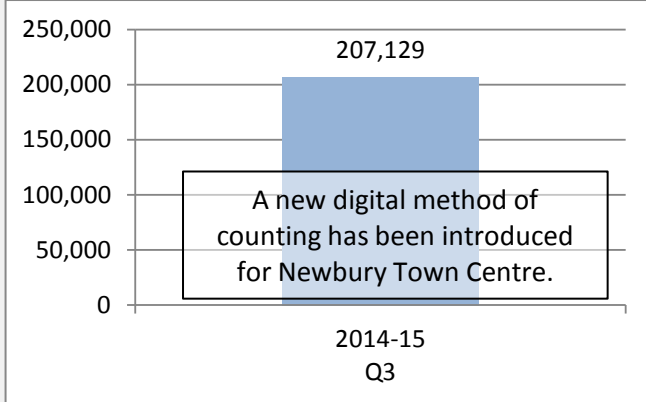
6. Net change in the number of properties through new builds, splitting, merging and demolition.

Q v Q diff. **-47%**

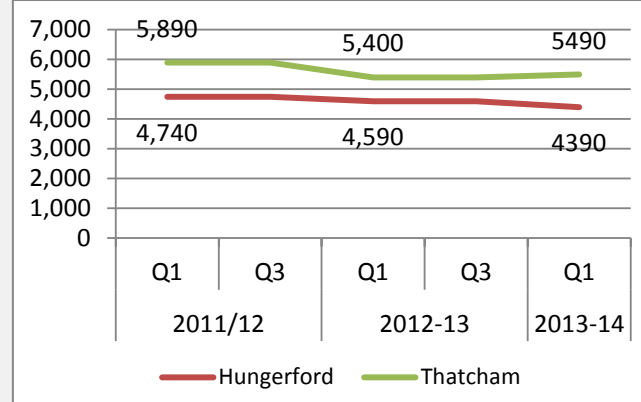


Economy

7. Newbury Town centre footfall (weekly average)



8. Hungerford & Thatcham Town centre footfall

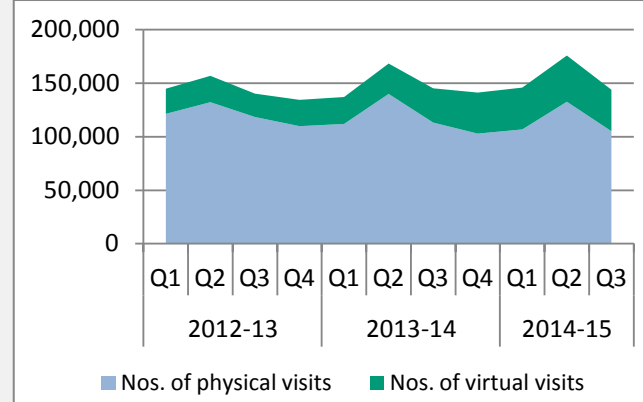


Culture and Leisure

Q v Q
diff.

9. Number of visits to library venues (physical / virtual)

-1%

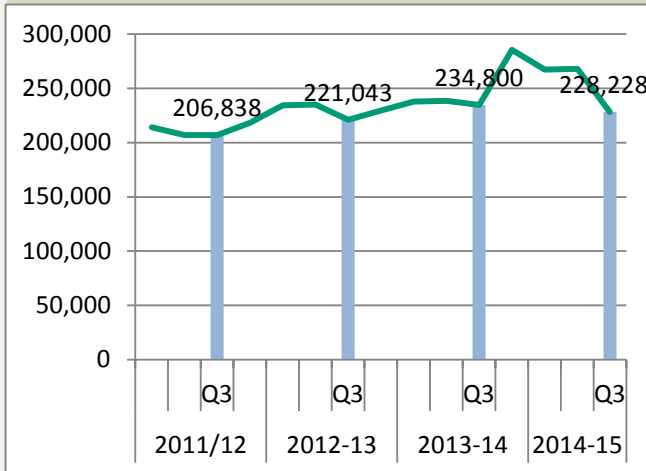


Culture and Leisure

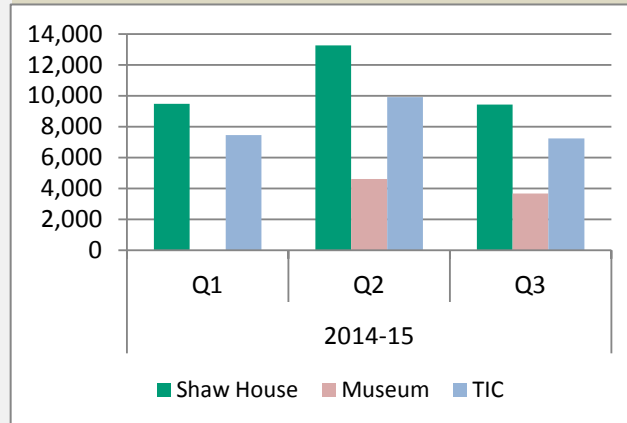
Q v Q
diff.

10. Number of visits to sports and leisure centres

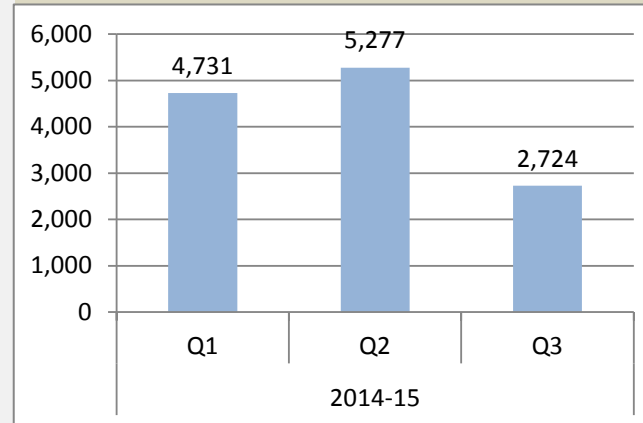
-3%



11. Number of users of heritage venues (Shaw House, Museum and Tourist Information Centre) - Museum opened 25 August 2014

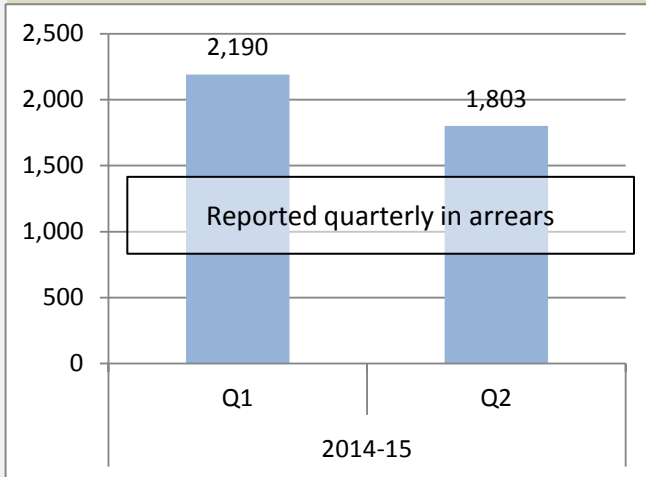


12. Number of users of Activity Team West Berkshire service and venues



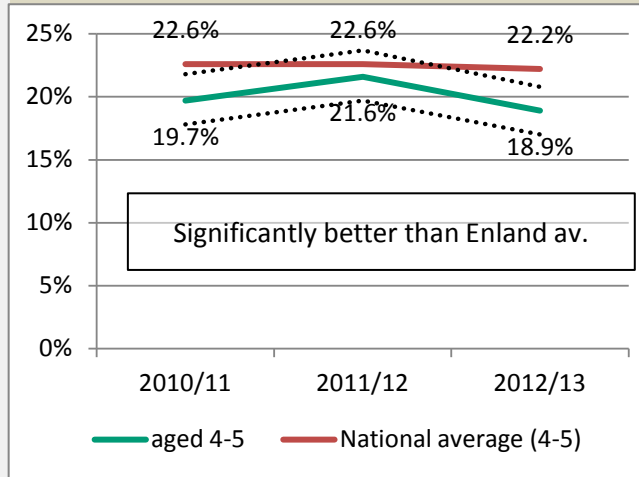
Transport

13. Number of permanent pot hole and edge of road repairs completed



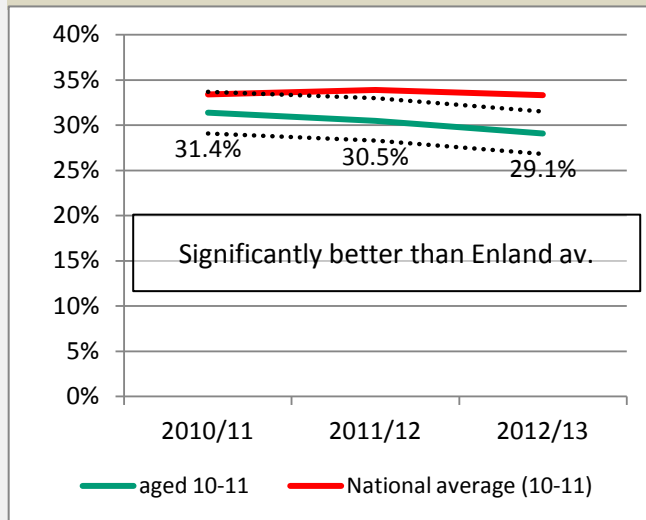
Health

14. Prevalence of excess weight in children aged 4-5

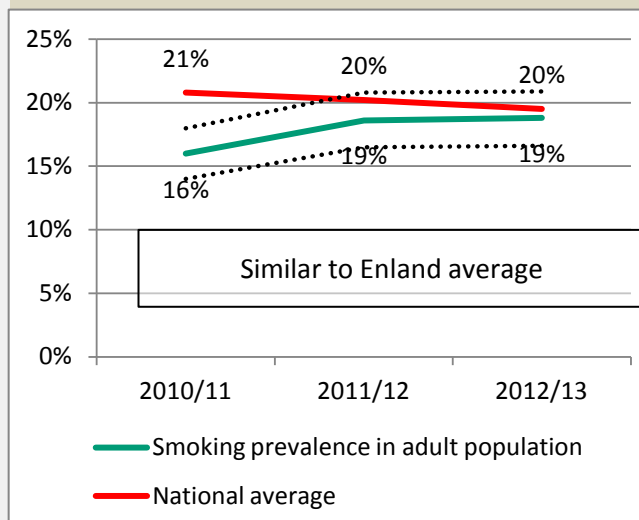


Health

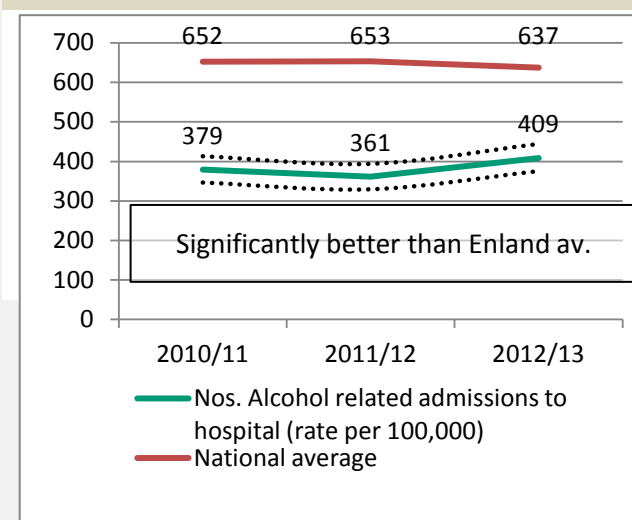
15. Prevalence of excess weight in children aged 10-11



16. Smoking prevalence in adult population



17. Nos. Alcohol related admissions to hospital (rate per 100,000)

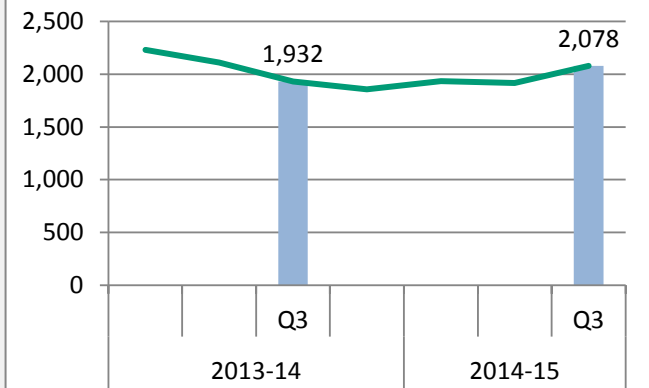


Community safety

18. Nos. of crimes reported to Thames Valley Police (all)

Q v Q
diff.

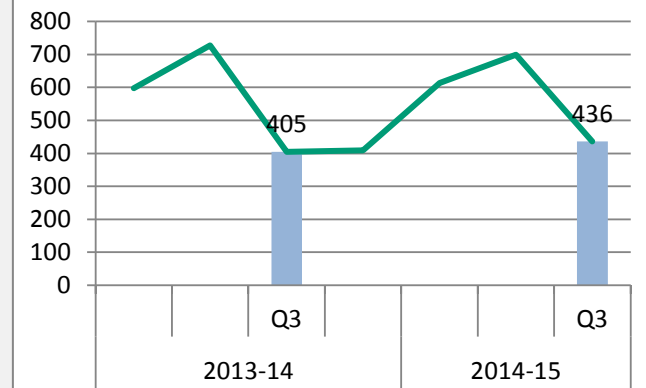
8%



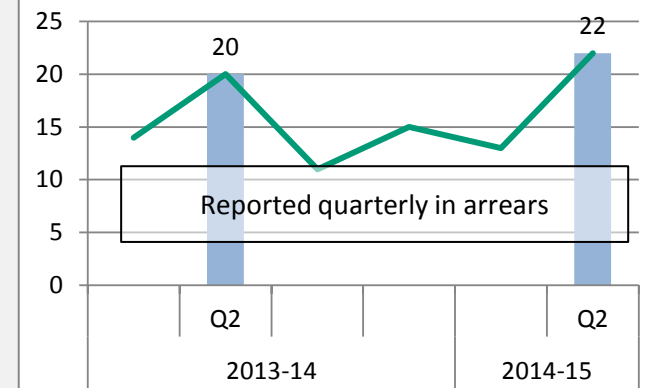
19. Nos. of ASB incidents reported to Thames Valley Police

Q v Q
diff.

8%



20. Number of people killed or seriously injured on roads in West Berkshire (incl. Highway Agency roads)
*Reported a quarter in arrears.

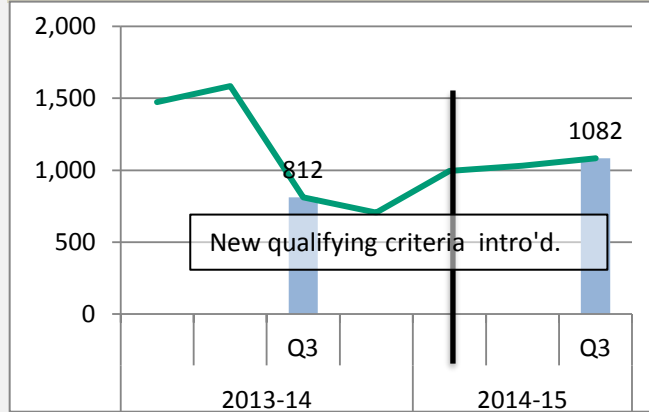


Vulnerable Adults

21. Nos. of live applicants on the Common Housing Register in the reasonable preference group

Q v Q
diff.

33%

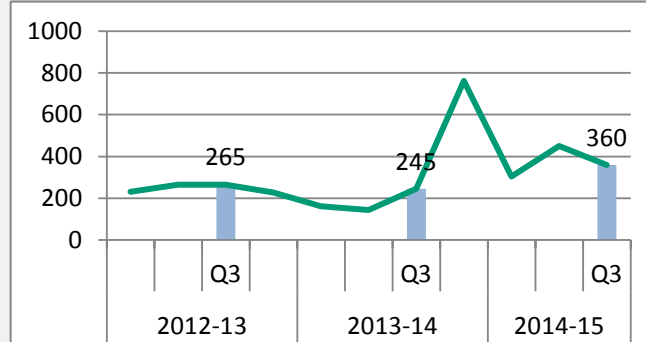


22. Number of welfare benefits assessments - adults

Q v Q
diff.

47%

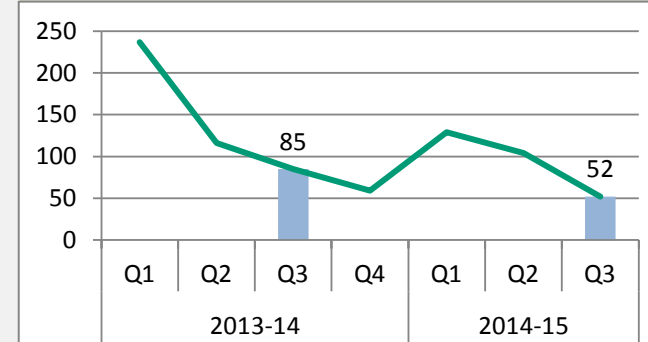
**Numbers have increased due to supporting people now being chargeable.



23. Nos of Discretionary Housing Payments awarded

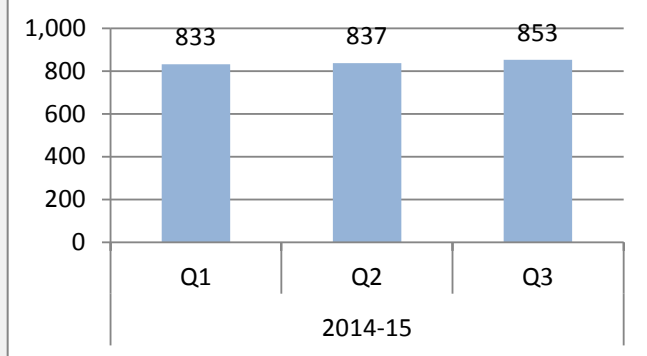
Q v Q
diff.

-39%

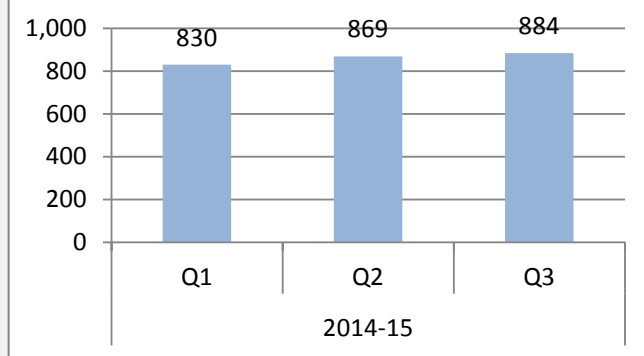


Vulnerable Adults

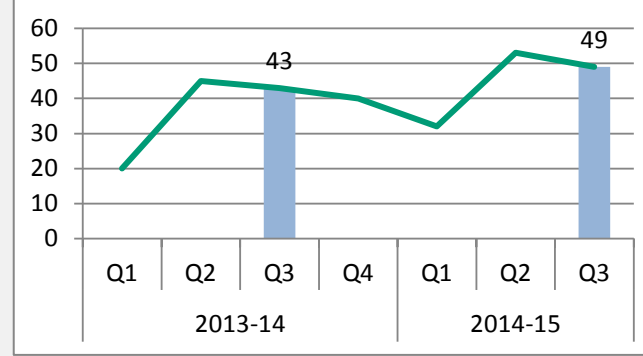
24. Number of clients 18-64 in the last 12 months in receipt of a Long Term community service (Homecare/ Day care / PB cash payment/ Community support / ECH)
(NEW)



25. Number of clients 65+ in the last 12 months in receipt of a Long Term community service (Homecare/ Day care / PB cash payment/ Community support / ECH)
(NEW)



26. Number of adult safeguarding referrals (Stage 2) opened

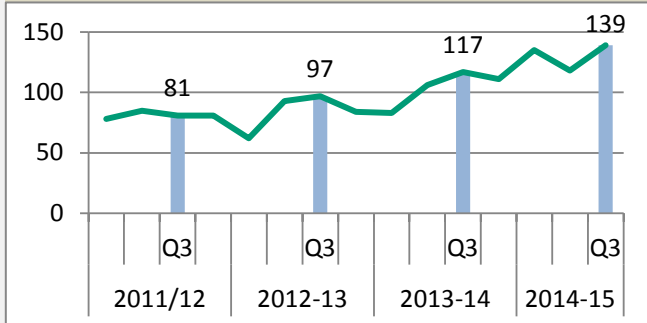


Q v Q
diff.

14%

Vulnerable Children

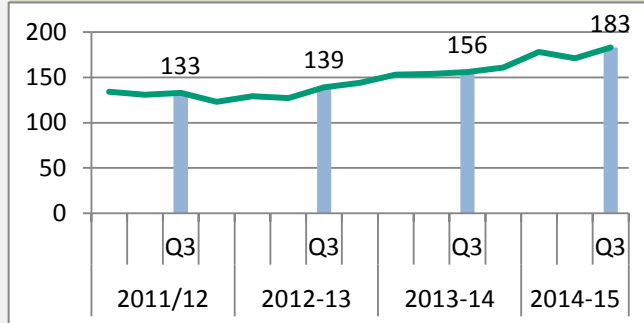
27. Number of Children subject to Child Protection Plans



Q v Q
diff.

19%

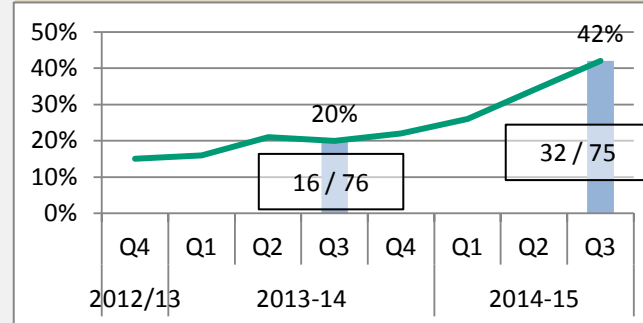
28. Nos. of Looked After Children cases



Q v Q
diff.

17%

29. Percentage of posts filled by agency workers



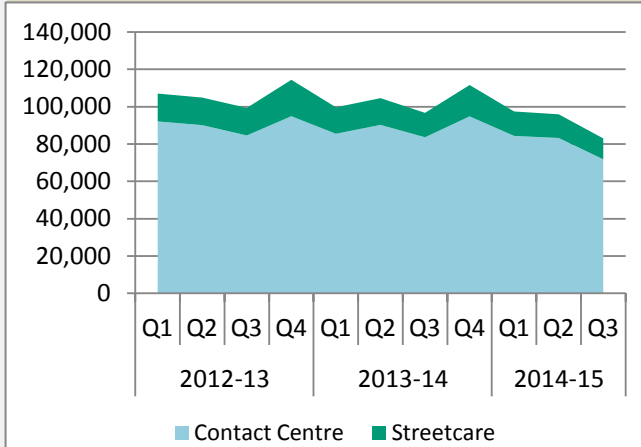
Q v Q
diff.

22pp

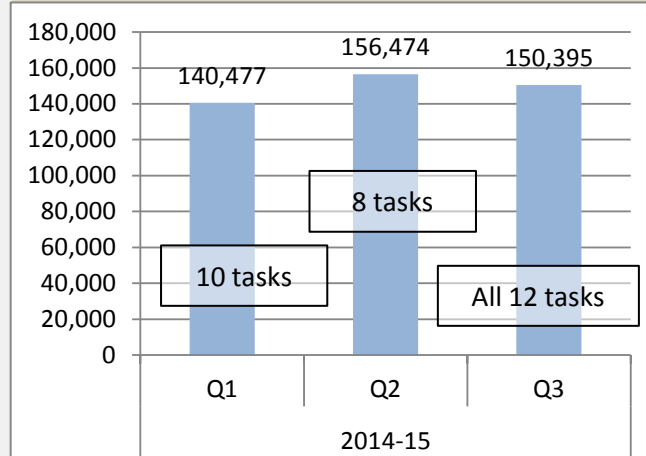
Communication

Q v Q
diff.

30. Contact centre and Streetcare enquiries

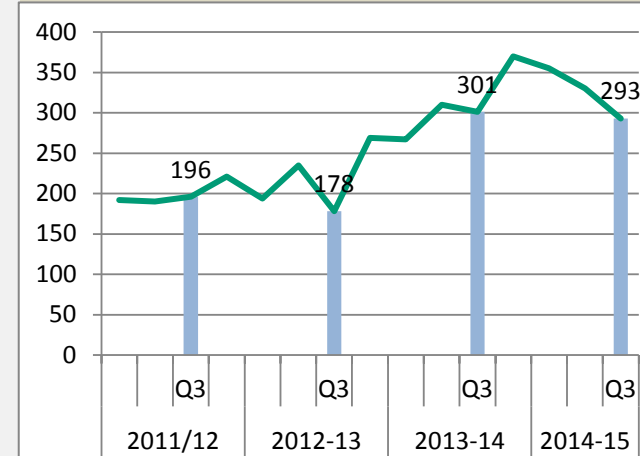


31. Nos. of transactions through WBC website for 'most requested tasks'



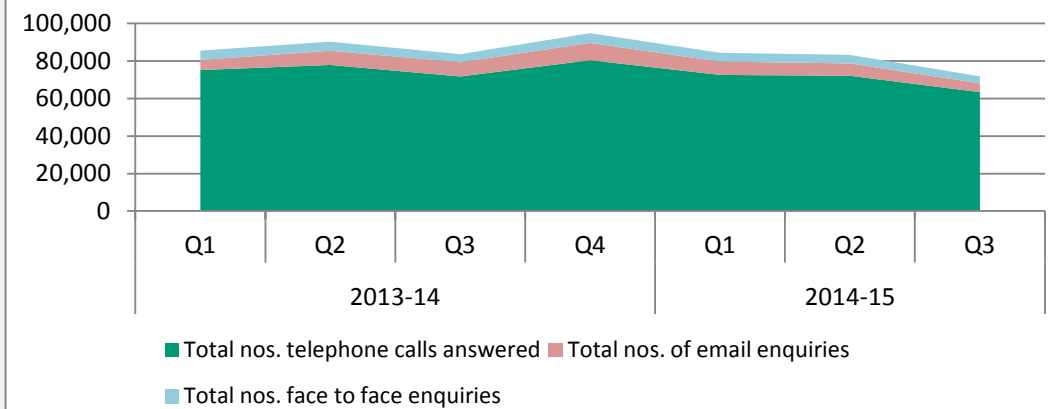
32. Nos. of Freedom of Information requests (received)

-3%

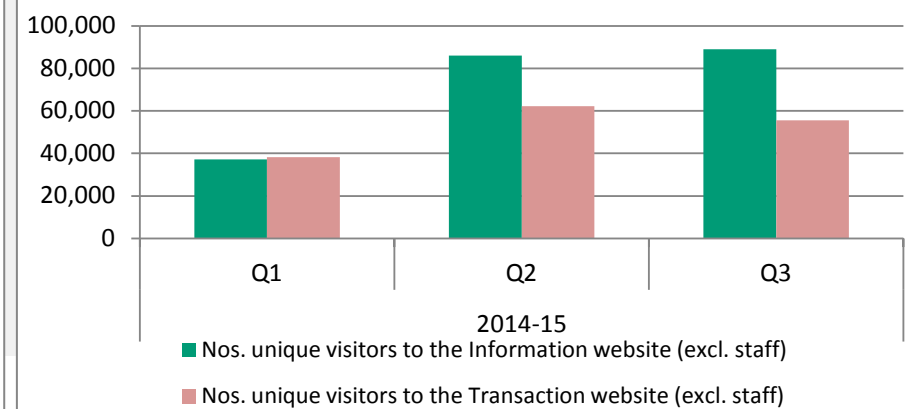


Encourage customers to 'Choose Digital'

33. Customer services - Contact centre enquiries



34. Visits to new WBC website - live on 19 May 2014.



Key accountable measures and activities 2014/15

Quarter 3

Exception reports

John Ashworth / Mark Edwards	Highways and Transport	22 October 2014	RED
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Work with the Environment Agency and other partners to deliver flood alleviation scheme in Purley

	Q1	Q2	Q3	Q4	Target	Polarity	Signific
RAG	◆	■	■		Aug '14		Medium
Qrtly outturn	On track	Complete	Complete				
YTD outturn							

Executive

(Reported as 'red' in Q2)

REASON FOR RED:

Complete in September 2014.

As part of the Purley Flood Alleviation scheme the EA were responsible for gaining planning permission for the delivery of a flood alleviation bund to the rear of Wintringham Way. Following submission of the application, further clarification was required from WBC Planning due to inconsistencies in the documentation and drawings submitted. This caused a delay in the approval of the application and a subsequent delay in the construction start. Due to the intervention of the Highways and Transport Projects Team, working closely with WBC Planners the inconsistencies were ironed out and the drawings/design amended to gain planning approval. This resulted in only a 4 week delay to the programme which meant the scheme has been completed prior to the winter months.

Rachael Wardell / Ian Pearson	Education Services	28 January 2015	RED
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KS1-2: Proportion pupils making 2+ levels of progress in Writing

	AY 2012	AY 2013	AY 2014		Target	Polarity	Signific
RAG			■		93%	Higher is better	High
Qrtly outturn	Ann- Q3	Ann – Q3	Ann – Q3				
YTD outturn	90%	92%	92%				

Executive

REASON FOR RED:

The result of 92% of pupils making 2 levels of progress in writing from KS1 to KS2 is a 1% increase on last year’s result and just 1% short of the very challenging target of 93%. The reason for the result not meeting its target was the exceptionally low performance in writing of one school with a large year 6 cohort. The school at that time was in the Ofsted category special measures. It is no longer in special measures and predictions for 2015 are much improved. The LA 2014 results omitting the data of the school would have been 94%. It is important to note that attainment in writing across the LA is very high with 88% of pupils achieving level 4 compared to a national score of 85% and 38% of pupils achieving a level 5 compared with only 33% nationally. The gap between the performance in writing between boys and girls has also closed well this year and West Berkshire now has a “gap” smaller than the national gap. Historically, these pupils also achieved very highly at KS1 which means that securing very good progress rates from a high starting point is an additional challenge.

CONSEQUENCES OF NOT ACHIEVING THIS MEASURE:

The main consequence of any school not achieving progress rates in writing is that it could influence the school’s overall Ofsted judgement when inspected and it may not be judged as a good school.

REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN:

The LA is running a Year 6 writing network for targeted schools to ensure that progress rates for year 6 pupils is as high as it can be. The LA has also increased the number of schools it visits to check that teacher assessments at KS1 are accurate and not too generous. This robust moderation has resulted in teacher assessments in KS1 being more accurate than historically, especially in infant schools.

IMPACT OF REMEDIAL ACTION/ESTIMATED YEAR END OUTTURN:

It is expected that attainment in writing will continue to be high and that progress rates should reach at least 93%

Key accountable measures and activities 2014/15

Quarter 3

Performance outturns by strategic priority

2014/15 West Berkshire Council Key Accountable Report

Measure / activity	Direct control	Impact	2012/13 qtile	2013/14 Year end outturn	2013/14 qtile	2014/15 target	Q1 RAG / outturn	Q2 (YTD) RAG / outturn	Q3 (YTD) RAG / outturn	Supporting commentary
Caring for and protecting the vulnerable										
Children and young people										
To maintain a high percentage of (single) assessments being completed within 45 working days	Y	Medium	-	New measure	-	70%	★ 91%	★ 73%	★ 73%	YTD: 478 / 655
Looked after children cases which were reviewed within required timescales	Y	High	Discont.	99%	Discont.	99%	◆ 98%	★ 99%	★ 99%	Q3: 166 / 167 YTD: 477 / 482
Child Protection cases which were reviewed within required timescales	Y	High	1st	93%	4th	99%	◆ 84%	◆ 91%	◆ 93.5%	YTD: 86 / 92 There remain some recording issues in relation to Child Protection Reviews. If these issues are resolved, it is possible for us to achieve our target by year end.
To maintain a low percentage of children receiving a child protection plan for a second or subsequent time within a 2 year period.	Y	High	4th	16%	3rd	<15%	★ 9%	★ 6%	★ 11%	YTD: 14 / 130
Maintain 90% of benefits assessments within 3 weeks of referral from Children's Services	Y	High	-	95%	-	90%	★ 94%	★ 95%	★ 95%	Q3: 249 / 263 YTD: 491 / 517
Older people and vulnerable adults										
Maintain overall satisfaction of people who use services with their care and support. (ASCOF 3A)	Y	High	3rd	58%	4th	60%	🎯 Annual - Q4	🎯 Annual - Q4	🎯 Annual - Q4	
Increase proportion of service users with an eligible service receiving a SDS or direct payment (ASCOF1C, part 1)	Y	High	4th	42%	4th	70%	⌚ data not available	⌚ data not available	⌚ data not available	Due to the transition from RAP to SALT, we cannot provide Q1 to Q3 for ASCOF 1C. The report is being worked on and data will be available in Q4.
Maintain the proportion of adults with a learning disability who live in their own home or with their family (ASCOF 1G)	Y	High	2nd	76%	2nd	77%	◆ 76%	★ 77%	★ 78%	Q3: 336 / 425 YTD: 936 / 1207
Maintain % of safeguarding alerts responded to within 24 hours.	Y	High	-	87%	-	90%	★ 92%	★ 93%	★ 91%	Q3: 144 / 164 YTD: 384 / 421 The slight drop in the number of alerts responded to within 24 hours in Q3 is expected to be on track by year end.

2014/15 West Berkshire Council Key Accountable Report

Measure / activity	Direct control	Impact	2012/13 qtile	2013/14 Year end outturn	2013/14 qtile	2014/15 target	Q1 RAG / outturn	Q2 (YTD) RAG / outturn	Q3 (YTD) RAG / outturn	Supporting commentary
Caring for and protecting the vulnerable										
Older people and vulnerable adults										
Reduce the number of repeat safeguarding referrals through the monitoring and review of protection plans	Y	Medium	-	10%	-	<8%	◆ 11%	◆ 9%	◆ 10%	YTD: 17 / 172 Rolling 12 month figure. We have limited if any control over repeat referrals. Often it indicates the complexity of the client group we are referred in the first place. Many have chaotic and challenging lives which we can shore up in the short term but if long term services can't support or that's not an appropriate way forward then there is little we can do to prevent those referrals coming through. In addition, the monitoring is carried out as part of the main stream SW input into these cases therefore where there are ongoing concerns the monitoring is not the only input.
Decrease the level of delayed transfers of care from hospital and those attributable to social care from acute and non-acute settings (ASCOF 2C Part 2)	Y	High	4th	9 *	4th	4 *	◆ 6.4	◆ 5.3	◆ 4.1	Performance was 9.0 at year end 2013/14. Significant work to improve performance and focus on getting people out of hospital in a timely way has had an impact to date. * DTOC is a snapshot count of the number of patients (per 100,000 aged 18+) delayed at midnight on the last Thursday of a reporting period (a calendar month). This number is attributable to social care services only (ie. excluding Health services).
Waiting Times for Access For All (AFA) Assessments for new referrals only - proportion of people with completed assessments within 28 calendar days.	Y	High	-	New measure	-	Baseline	⌘ data not available	⌘ data not available	47%	Q1 & Q2 data is not available
Maintain the overall satisfaction of carers with social services. (ASCOF3B)	Y	High	2nd	Not available	No survey	46%	⊙ Annual - Q4	⊙ Annual - Q4	⊙ Annual - Q4	

2014/15 West Berkshire Council Key Accountable Report

Measure / activity	Direct control	Impact	2012/13 qtile	2013/14 Year end outturn	2013/14 qtile	2014/15 target	Q1 RAG / outturn	Q2 (YTD) RAG / outturn	Q3 (YTD) RAG / outturn	Supporting commentary
Caring for and protecting the vulnerable										
Older people and vulnerable adults										
Increase the number of carers receiving a carers assessment or review	Y	High	-	682	-	700	⌘ data not available	⌘ data not available	⌘ data unavailable	The data is available in the RAISE data warehouse. However, the reports to extract this are being drafted and there are data quality issues that need to be addressed in conjunction with this. The data will be available for Q4.
Maintain the percentage of vulnerable people maintaining independent living through the provision of a housing related support service	Y	High	-	97%	-	98%	★ 99% (P)	★ 99% (P)	★ 99% (P)	Q3: 498 / 499 YTD: 1496 / 1510 Provisionals - still waiting for data for long term service providers.
Maintain the proportion of people supported to move on from short term accommodation into independent living in a planned way	Y	Medium	-	76%	-	70%	★ 86%	★ 75%	★ 75% (P)	YTD: 26 / 44 Provisional data
Maintain the percentage of people accessing a housing related support service who have been assessed as needing support who go on to achieve economic wellbeing by improving debt management skills	Y	Medium	-	91%	-	85%	★ 86%	◆ 84%	◆ 82%	The accommodation at Bramlings is housing with support. The provider was unable to let the property while it was damp. 100% support take up is therefore heavily dependent upon all flats being occupied. The inability to let one flat limited the provider's capacity for them to deliver 100% support at this facility. The damp problem is being addressed. Referrals to be increased in Q4
Maintain the percentage of people presenting as homeless where the homelessness has been relieved or prevented	Y	High	-	81%	-	78%	◆ 77%	★ 78%	★ 78%	Q3: 125 / 158 YTD: 356 / 455
Maintain the proportion of claims for Discretionary Housing Payment are determined within 28 days following receipt of all relevant information	Y	High	-	84%	-	80%	★ 85%	★ 93%	★ 89%	YTD: 67 / 75
Maintain percentage of financial assessments within 3 weeks of referral to the Welfare Benefits Team	Y	High	-	99%	-	97%	★ 99%	★ 99%	★ 98%	YTD: 1094 / 1114
Ensure 95% of claims for Local Welfare Provision are processed within 10 working days	Y	High	-	95%	-	95%	★ 100%	★ 99%	★ 100%	YTD: 314 / 314
The average number of days taken to make a full decision on new Benefit claims	Y	High	-	18.47 days	-	<18.5 days	◆ 19	★ 18.2	★ 18	
The average number of days taken to make a full decision on changes in a Benefit claimants circumstances	Y	High	1st	7.58 days	-	<8 days	◆ 9	★ 8.0	★ 7	

2014/15 West Berkshire Council Key Accountable Report										
Measure / activity	Direct control	Impact	2012/13 qtile	2013/14 Year end outturn	2013/14 qtile	2014/15 target	Q1 RAG / outturn	Q2 (YTD) RAG / outturn	Q3 (YTD) RAG / outturn	Supporting commentary
Promoting a vibrant district										
Infrastructure										
Ensure that no more than 5% of the principal road network (A roads) is in need of repair	Y	High	2nd	3%	-	<5%	🕒 Annual - Q4	🕒 Annual - Q4	🕒 Annual - Q4	
Ensure that no more than 10% of the classified non-principal road network (B and C roads) is in need of repair	Y	High	2nd	7%	-	<10%	🕒 Annual - Q4	🕒 Annual - Q4	🕒 Annual - Q4	
Aim to complete at least 75% of all works orders for permanent pothole and edge of road repairs within 28 days of the order date.	Y	High	-	-	-	75%	🔴 62%	🔴 57%	🕒 data not available	Reported quarterly in arrears Q2 YTD: 101 / 176 Following the winter flooding in 2013/14 and additional funding from the DfT, 1725 pothole and hand patch repairs were undertaken in Q2. Due to the demand on service and available resource, the 75% target was not met. It is expected that, with a reasonable winter, the target will be met by year end.
Bring 80 empty homes back into use for by 31/03/15 using the councils framework for engaging with identified empty home owners	N	High	-	93	-	80	★ 15	★ 36	🔴 48	We continue to follow up owners of empty homes in accordance with the Empty Homes strategy. It is possible that this is not followed up as quickly due to a staff vacancy followed by staff sickness.
Approve 95% of high priority Disabled Facilities Grants within 9 weeks of receipt of full grant application	Y	High	-	92%	-	95%	★ 100%	★ 100%	★ 100%	Q3: 28 / 28 YTD: 41 / 41
Nos of West Berkshire premises able to receive standard broadband services 2Mb/s or above	N	Medium	-	64,386 (93.6%)	-	66,241 (96.3%)	★ On track	★ On track	★ On track	
Nos of West Berkshire premises able to receive Superfast Broadband services 24Mb/s or above	N	Medium	-	41,287 (60.0%)	-	51,956 (75.5%)	★ On track	★ On track	★ On track	

2014/15 West Berkshire Council Key Accountable Report

Measure / activity	Direct control	Impact	2012/13 qtile	2013/14 Year end outturn	2013/14 qtile	2014/15 target	Q1 RAG / outturn		Q2 (YTD) RAG / outturn		Q3 (YTD) RAG / outturn		Supporting commentary
Promoting a vibrant district													
Planning													
60% of 'major' planning applications determined within 13 weeks or the agreed extended time.	Y	High	1st	72%	3rd	60%	★	62%	★	74%	★	70% (P)	Q3: 14 / 22 YTD: 40 / 57 Q1 & Q2 figures amended as incorrectly reported. The Government has changed how applications are managed. We can now agree 'extensions of time' (EoT) with applicants that allows determination beyond the normal 8 or 13 week dates
65% of 'minor' planning applications determined within 8 weeks or the agreed extended time.	Y	High	2nd	67%	3rd	65%	★	75%	★	76%	★	73% (P)	Q3: 67 / 101 YTD: 236 / 323 Q1 & Q2 figures amended as incorrectly reported. The Government has changed how applications are managed. We can now agree 'extensions of time' (EoT) with applicants that allows determination beyond the normal 8 or 13 week dates
75% of 'other' planning applications determined within 8 weeks or the agreed extended time.	Y	High	1st	90%	2nd	75%	★	81%	★	79%	★	79% (P)	Q3: 295 / 373 YTD: 891 / 1125 Q1 & Q2 figures amended as incorrectly reported. The Government has changed how applications are managed. We can now agree 'extensions of time' (EoT) with applicants that allows determination beyond the normal 8 or 13 week dates
Ensure that the proportion of upheld planning appeals is less than the national average.	Y	Medium	3rd	43%	4th	<35%	★	33%	★	29%	★	32%	Q3: 7 / 18 YTD: 20 / 63
Community Safety													
Continue working in partnership with Thatcham Flood Forum, Cold Ash Community Partnership and the Environment Agency to complete construction of the Cold Ash retention basins	N	Medium	-	Begin	-	Mar-15	★	On track	★	On track	★	Complete	
Complete Winterbourne flood alleviation scheme	Y	Medium	-	-	-	Mar-15	★	On track	★	On track	★	Complete	
Complete Oak End Way, Padworth property protection scheme	Y	Medium	-	-	-	Mar-15	★	On track	★	On track	★	Complete	
Complete Cromwell Road, Newbury flood alleviation bund	Y	Medium	-	-	-	Mar-15	★	On track	★	Complete	★	Complete	
Work with the Environment Agency and other partners to deliver flood alleviation scheme in Purley	Y	Medium	-	-	-	Aug-14	★	On track	■	Complete	■	Complete	See exception report for details,

2014/15 West Berkshire Council Key Accountable Report													
Measure / activity	Direct control	Impact	2012/13 qtile	2013/14 Year end outturn	2013/14 qtile	2014/15 target	Q1 RAG / outturn		Q2 (YTD) RAG / outturn		Q3 (YTD) RAG / outturn		Supporting commentary
Promoting a vibrant district													
Community Safety													
Work with the Environment Agency (EA) and other partners to deliver flood alleviation scheme in Eastbury	Y	Medium	-	-	-	Mar-15	★	On track	◆	Delayed	◆	Behind schedule	The start of the Eastbury Scheme was delayed as the tender returns exceeded the available budget. We have worked with the EA to design out some of the additional cost and raise additional funds for the scheme, which commenced on site in December 2014. If no further issues occur, scheme should be complete by the end of the financial year.
Completion of Flooding Scrutiny Review	Y	Medium	-	-	-	Mar-15	★	Ongoing	★	Complete	★	Complete	Review completed. Action plan in place and progressing

2014/15 West Berkshire Council Key Accountable Report										
*Please note these outturns are based on academic years										
Measure / activity	Direct control	Impact	2011/12 outturn / qtile	2012/13 outturn / qtile	2013/14 outturn / qtile	2013/14 Target	2013/14 RAG / outturn		Supporting commentary	
Improving Education										
Vulnerable pupils										
KS2: Proportion of SEN children (without statement) who achieve level 4 or above in Reading, Writing and Maths	Y	High	33%	38% 3rd	2nd	39%	★	45%		
KS4: Proportion of disadvantaged children (FSM6 and LAC) who achieve 5+A*-C grades at GCSE (incl English and Maths)	Y	High	26%	32%	3rd	32%	★	32.8%	The wording of this measure has been changed to more closely identify the cohort and to enable achievement to be compared at a national level.	
Working with schools										
KS1-2: Proportion pupils making 2+ levels of progress in Reading	Y	High	New measure	87% 4th	3rd	88%	★	91%		
KS1-2: Proportion pupils making 2+ levels of progress in Writing	Y	High	New measure	92% 3rd	4th	93%	■	92%	See exception report for details	
KS1-2: Proportion pupils making 2+ levels of progress in Maths	Y	High	79% 4th	84% 4th	4th	87%	★	87%		
KS2: Prop'n pupils achieving at least level 4 in Reading, Writing and Maths	Y	High	74%	77% 2nd	1st	78%	★	82%		
KS4: Proportion pupils gaining 5+ A*-C at GCSE including English and Maths (all schools)	Y	High	57% 3rd	61% 2nd	1st	62%	★	65%		

2014/15 West Berkshire Council Key Accountable Report													
Measure / activity	Direct control	Impact	2011/12 Municipal year outturn	2012/13 Municipal year outturn	2013/14 Municipal year outturn	2014/15 target	Q1 RAG / outturn		Q2 (YTD) RAG / outturn		Q3 (YTD) RAG / outturn		Q3 Supporting commentary
Improving Education													
Working with schools													
The number of schools judged good or better by Ofsted under the new Framework	Y	High	61	62	63	63	★	59	◆	57	◆	59	The Ofsted inspection timetable means that each quarters return will be a snapshot of progress throughout the year. It is expected that we will achieve our target by year end.

2014/15 West Berkshire Council Key Accountable Report													
Measure / activity	Direct control	Impact	2011/12 Municipal year outturn	2012/13 Municipal year outturn	2013/14 Municipal year outturn	2014/15 target	Q1 RAG / outturn		Q2 (YTD) RAG / outturn		Q3 (YTD) RAG / outturn		Q3 Supporting commentary
Improving Education													
Further and adult education													
The proportion of people aged 16-18 not in education, employment or training (NEET)	N	High	4.5%	dna	3.4%	<3.4%	★	3.2%	◆	4.7%	★	2.8%	YTD: 138 / 4893
The proportion of YP in jobs with training, including apprenticeships	N	High	30%	dna	58.6%	50%	⌘	data not available	★	53%	★	51%	YTD: 462 / 904 (Propn of all young people who are employed not of the whole cohort of young people)

2014/15 West Berkshire Council Key Accountable Report													
Measure / activity	Direct control	Impact	2012/13 qtile	2013/14 Year end outturn	2013/14 qtile	2014/15 target	Q1 RAG / outturn		Q2 (YTD) RAG / outturn		Q3 (YTD) RAG / outturn		Q3 Supporting commentary
Protecting the Environment													
Cleaner and greener													
Maintain the proportion of household waste recycled/composted/reused	Y	Medium	1st	49%	-	49%	★	54%	★	55%	★	53% (P)	Q3: 9,397 / 19,254 YTD: 34,053 / 64,463 This quarters result is an estimate based on partial availability of data and will not be finalised until the next quarter. This result is also subject to change once figures are validated and confirmed by DEFRA after quarter 4.
% of household waste landfilled	Y	Medium	2nd	18%	-	<20%	★	21%	★	16%	★	14% (P)	Q3: 1,757 / 19,254 YTD: 9,122 / 64,463

End of report

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