

APPENDIX 1: Suggested PERFORMANCE measures to be reported as part of the 2014/15 basket of key accountable measures

	Service	2012/13		2013/14		2014/15	2015/16	2016/17	2017/18	Signific.	Qtrly / Annual
		outturn	National Quartile ‡	target	outturn	target	target	target	target		
Caring for and Protecting the Vulnerable											
VULN 1: To continue to implement the MUNRO Programme to modernise and improve services to children, young people and their families.											
To maintain a high percentage of (single) assessments being completed within 45 working days	Children	-	-	-	New Indicator	70%	70%	70%	70%		Qtrly
Looked after children cases which were reviewed within required timescales	Children	99%	-	98%	99% (N=157)	99%	99%	99%	99%		Qtrly
Child Protection cases which were reviewed within required timescales	Children	100%	1st	98%	93% (N=73)	99%	99%	99%	99%		Qtrly
VULN 6: Continue to improve our support to children and families experiencing all chronic forms of abuse											
To maintain a low percentage of children receiving a child protection plan for a second or subsequent time within a 2 year period.	Children	21.1%	4th	5<20%	3% (N=117)	<15%	<15%	<15%	<15%		Qtrly
VULN 9: Provide an information and signposting service so individuals can make informed decisions about options and the cost of their care and early intervention and support to access timely a											
Maintain percentage of financial assessments within 3 weeks of referral to the Welfare Benefits Team	CCHS	99%	-	97%	99% (N=2,681)	97%	.	.	.	Medium	Qtrly
Ensure 95% of claims for Local Welfare Provision are processed within 10 working days	CCHS	-	-	95%	95% (N=662)	95%	.	.	.	Medium	Qtrly
Maintain 85% of benefits assessments within 3 weeks of referral from Children's Services	CCHS	90%	-	85%	95% (N=713)	90%	.	.	.	High	Qtrly
VULN 10: Ensure that people have a positive experience of care and support.											
Maintain overall satisfaction of people who use services with their care and support. (ASCOF 3A)	ASC	62%	104 / 149 3rd	not yet known	58% (P)	60%	.	.	.	High	Ann - Q4
Increase prop'n of service users with an eligible service receiving a SDS or direct payment (ASCOF1C, part 1)	ASC	26.70%	147 / 150 4th	.	42.1% (P) (N=3,353)	70%	.	.	.	High	Qtrly
Maintain the prop'n of adults with a learning disability who live in their own home or with their family (ASCOF 1G)	ASC	77%	57 / 151 2nd	77%	76% (P) (N=392)	77%	.	.	.	High	Qtrly

VULN 11: Safeguard adults whose circumstances make them vulnerable and protect them from avoidable harm											
Maintain % of safeguarding alerts responded to within 24 hours.	ASC	.	-	90%	87% (N=540)	90%	.	.	.	High	Qtrly
Reduce the number of repeat safeguarding referrals through the monitoring and review of protection plans	CCHS	8%	-	8%	10% (N=165)	8%	.	.	.	High	Qtrly
VULN 12: Target services on helping adults back to independence and recovery, recognising that many can return to independence after a short period of support through reablement and rehab											
Decrease the level of delayed transfers of care from hospital and those attributable to social care from acute and non-acute settings	ASC	12.7	138 / 141 4th	<10.3 days	9 (P)	4	.	.	.	High	Qtrly
Prop'n of people with a completed AFA assessment within x days. <i>Measure still to be confirmed.</i>	ASC					TBC				High	Qtrly
VULN 13: Support carers to continue caring through increased numbers of carers identified assessed and supported.											
Increase the number of carers receiving a carers assessment or review	ASC	631	-	700	657 (P)	700	.	.	.	High	Qtrly
Maintain the overall satisfaction of carers with social services. (ASCOF3B)	ASC	46%	56 / 152 2nd		Not available	46%	.	.	.	High	Qtrly
VULN 15: Target services for housing related support to those most in need across the district.											
Maintain the percentage of vulnerable people maintaining independent living through the provision of a housing related support service	CCHS	99%	-	98%	97% (N=2,388)	98%	.	.	.	High	Qtrly
Maintain the number of people supported to move on from short term accommodation into independent living in a planned way	CCHS	63%	-	60%	76% (N=220)	70%	.	.	.	Medium	Qtrly
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	CCHS	-	-	83%	91%	85%	.	.	.	Medium	Qtrly
VULN 16: Continue to work to prevent homelessness offering the widest possible range of options, advice and interventions.											
Maintain the percentage of people presenting as homeless where the homelessness has been relieved or prevented	CCHS	78%	-	78%	81% (N=617)	78%	.	.	.	High	Qtrly

Maintain the prop'n of claims for Discretionary Housing Payment are determined within 28 days following receipt of all relevant information	CCHS	-	-	75%	84% (N=599)	80%	.	.	.	High	Qtrly
The average number of days taken to make a full decision on new Benefit claims	Cust	17.8 days	-	<18.5 days	18.47 days	<18.5 days				Medium	Qtrly
The average number of days taken to make a full decision on changes in a Benefit claimants circumstances	Cust	7.0 days	28 / 120 1st	< 8 days	7.58 days	<8 days				Medium	Qtrly

Promoting a Vibrant District

	Service	2012/13		2013/14		2014/15	2015/16	2016/17	2017/18	Signific.	Qtrly / Annual
		outturn	National Quartile †	target	outturn	target	target	target	target		
VIB 1: Focus on carrying out essential highways maintenance.											
Ensure that no more than 5% of the principal road network (A roads) is in need of repair	H&T	4%	-	<5%	3%	5%				High	Ann - Q4
Ensure that no more than 10% of the classified non-principal road network (B and C roads) is in need of repair	H&T	6%	-	<10%	7%	10%				High	Ann - Q4
Aim to complete at least 75% of all works orders for permanent pothole repairs within 28 days of the order date.	H&T	-	-	75%	81% (N=330)	75%				High	Qtrly
VIB 3: Make best use of existing stock and seek to improve access to private rented accommodation addressing issues of affordability and quality											
Bring 80 empty homes back into use for by 31/03/15 using the councils framework for engaging with identified empty home owners	CCHS	88	-	30	93	80	.	.	.	Medium	Qtrly
Approve 95% of high priority Disabled Facilities Grants within 9 weeks of receipt of full grant application	CCHS	99%	-	95%	92% (N=53)	95%	.	.	.	High	Qtrly
VIB 4: Lead and deliver the Superfast Berkshire project, as part of a national infrastructure programme, to meet or exceed the Government's targets for broadband coverage.											
Nos of West Berkshire premises able to receive standard broadband services 2Mb/s or above	ICT	n/a	-	64,386 (93.6%)	64,386 (93.6%)	66,241 (96.3%)	68,806 (100.0%)	-	-	Medium	Qtrly
Nos of West Berkshire premises able to receive Superfast Broadband services 24Mb/s or above	ICT	n/a	-	44,864 (65.2%)	41,287 (60.0%)	51,956 (75.5%)	57,079 (83.0%)	62,926 (91.5%)	65,686 (95.5%)	Medium	Qtrly

VIB 9: Provide a responsive planning service with a clear policy framework that balances protection of the environment, economic development and the housing needs of local residents.

60% of 'major' planning applications determined within 13 weeks.	P&C	(38/52) 73.1%	12/152 1st	60%	72% E (N=57)	60%	60%	60%	60%	High	Qtrly
65% of 'minor' planning applications determined within 8 weeks.	P&C	(352/465) 75.7%	42/152 2nd	65%	67% E (N=397)	65%	65%	65%	65%	High	Qtrly
75% of 'other' planning applications determined within 8 weeks.	P&C	(1257/1381) 91%	24/152 1st	75%	90% E (N=1,343)	75%	75%	75%	75%	High	Qtrly
Ensure that the prop'n of upheld planning appeals is less than the national average.	P&C	33%	82/142 3rd	<35%	42% (N=75)	<35%	<35%	<35%	<35%	Medium	Qtrly

VIB 11: Work with local communities to help protect them from future flooding

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	H&T	Bid submitted for phase 1	-	Mar-14	Commenced	Mar-15				Choose	Qtrly
Complete Winterbourne flood alleviation scheme	H&T	-	-	-	-	Mar-15	-	-	-	Choose	Qtrly
Complete Oak End Way, Padworth property protection scheme	H&T	-	-	-	-	Mar-15	-	-	-	Choose	Qtrly
Complete Cromwell Road, Newbury flood alleviation bund	H&T	-	-	-	-	Mar-15	-	-	-	Choose	Qtrly
Work with the EA and other partners to deliver flood alleviation scheme in Purley	H&T	-	-	-	-	Aug-14	-	-	-	Choose	Qtrly
Work with the EA and other partners to deliver flood alleviation scheme in Eastbury	H&T	-	-	-	-	Mar-15	-	-	-	Choose	Qtrly
Completion of Flooding Scrutiny Review	SSU	-	-	-	-	Dec-14	.	.	.	High	Qtrly

Improving Education

	Service	AY 2011/12		AY 2012/13		AY 2013/14	AY 2014/15	AY 2015/16	AY 2016/17	Signific.	Qtrly / Annual
		outturn	National Quartile ‡	outturn	National Quartile ‡	target	target	target	target		
EDUC 2: Ensure appropriate support is in place for all the most vulnerable children, including those with special educational needs and disabilities, or who are looked after, or in need of safeguarding											
KS2: Prop'n of SEN children (without statement) who achieve level 4 or above in Reading, Writing and Maths	Educ	33%	-	38%	3rd	39%					Annual - Q2
KS4: Prop'n of children eligible for FSM who achieve 5+A*-C grades at GCSE (incl English and Maths)	Educ	21.9%	4th	32.0%	4th	32%					Annual - Q3

EDUC 3: Support schools and governors to continuously raise standards at all key stages and achieve an Ofsted inspection rating of good or better.											
KS1-2: Prop'n pupils making 2+ levels of progress in Reading	Educ	Measure did not exist	-	87%	3rd	88%	.	.	.	High	Annual - Q2
KS1-2: Prop'n pupils making 2+ levels of progress in Writing	Educ	Measure did not exist	-	92%	2nd	93%	.	.	.	High	Annual - Q2
KS1-2: Prop'n pupils making 2+ levels of progress in Maths	Educ	82.2%	-	84%	4th	87%	.	.	.	High	Annual - Q2
KS2: Prop'n pupils achieving at least level 4 in Reading, Writing and Maths	Educ	74.0%	-	77%	2nd	78%	.	.	.	High	Annual - Q2
KS4: Prop'n pupils gaining 5+ A*-C at GCSE incl. English and Maths (maintained schools)	Educ	58.3%	-	66%	Local	67%	.	.	.	High	Annual - Q3
<i>KS4: Prop'n pupils gaining 5+ A*-C at GCSE incl. English and Maths (academies)</i>	Educ	-	-	60%	-	non-targetted	non-targetted	non-targetted	non-targetted	-	Annual - Q3
The prop'n of schools judged good or better by Ofsted under the new Framework (harder test)	Educ	61	-	62	-	77%	.	.	.	High	Qtrly

		2012/13		2013/14		2014/15	2015/16	2016/17	2017/18	Signific.	Qtrly / Annual
		outturn	National Quartile ‡	target	outturn	target	target	target	target		
		Statutory									

EDUC 7: Support schools and work with other providers to ensure positive delivery of the raising of the participation age to 17 from September 2013 and 18 in 2015.											
The prop'n of people aged 16-18 not in education, employment or training (NEET)	Educ	3.7%	-	3.4%	3.4%	<3.4%	.	.	.	High	Qtrly
The prop'n of YP in jobs with training, including apprenticeships	Educ	41%	-	50%	59%	50%	.	.	.	High	Qtrly

Protecting the Environment											
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		2012/13		2013/14		2014/15	2015/16	2016/17	2017/18	Signific.	Qtrly / Annual
		outturn	National Quartile ‡	target	outturn	target	target	target	target		
		Statutory									
Maintain an acceptable level of litter, detritus and graffiti (as outlined in the <i>Keep Britain Tidy</i> local environmental indicators).	C&EP	Good	-	Good	Good	Good	Good	Good	Good	High	Qtrly

ENV 3: Maximise the Prop'n of waste recycled and composted across the district.											
Maintain the prop'n of household waste recycled/composted/reused	C&EP	50%	25/151 1st	49%	49% E	49%	.	.	.	High	Qtrly
ENV 4: Minimise the amount of waste being sent to landfill sites.											
% of household waste landfilled	C&EP	17%	35/151 1st	<20%	17% E	<20%	.	.	.	High	Qtrly

Performance measures from 2013/14 not rolled over to 2014/15

	Service	2013/14		Rationale
		target	outturn	
Prop'n of child protection reviews plans lasting 2 years or more	Children's	<5%	2% (N=117)	Not included in 2014/15 service plan
Nos children accessing short term breaks	Children's	625	613	Not included in 2014/15 service plan
Nos of active foster carers	Children's	65	73	Target for nos of new foster carers (12) reported in service only.
Prop'n of new LAC placed within 20 miles of their home wherever possible	Children's	80%	80% (N=70)	Not included in 2014/15 service plan
Prop'n of LAC with 2 or less placements within the year	Children's	90%	96% (N=160)	Not included in 2014/15 service plan
Prop'n of older people still at home 91 days after discharge from hospital into reablement / rehabilitation	ASC	93%	87% (N=244)	Not included in 2014/15 service plan