

Key Accountable Measures (KAMs) 2016/17

Update on progress: Quarter 3 YTD (October – December 2016)

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West Berkshire
C O U N C I L

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1. Purpose and Conventions

To provide an update on progress against the council's Key Accountable Measures (KAMs) for 2016/17.

The key measures 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 priorities in the Council Strategy and to the core business 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.

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;
- ⦿ indicates that data can only be reported at a single point of the year and progress cannot be tracked – e.g. GCSE results or the road condition survey, whilst;
- 🕒 indicates that quarterly data is unavailable when this report was published
- 🌊 indicates that a measure is not targeted and results are being recorded as a baseline for future monitoring.

(E) (P) indicates that an outturn is an estimate/provisional and will be confirmed during the year.

Where measures are reported as 'red' or 'amber', 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 (e) if any actions is required from Strategy Board.

2. Comparative Outturns

This will only relate to standardised, nationally reported measures. By default the data is compared to England as a whole. Our relative standing is presented as quartiles (i.e. 4th quartile up to 1st quartile). Where available, this is included against the previous year's outturn. Where a direct, national comparison is not available, this is labelled as 'local'. Because of the timescales involved in central government, compiling, validating and

publishing relative statistics, these are only published 6-12 months in arrears, sometimes longer.

3. Measures of Volume

In addition to the key accountable measures, a number of contextual measures are recorded. These are non-targeted measures, which serve to illustrate the workload in a service, as well as how this may have changed from the previous quarter, or on a like-for like basis, to the same period last year. These are presented in a dashboard in the last section of this report.

4. Overview of Performance

Across this reporting framework as a whole, 44 KAMs are captured, 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.

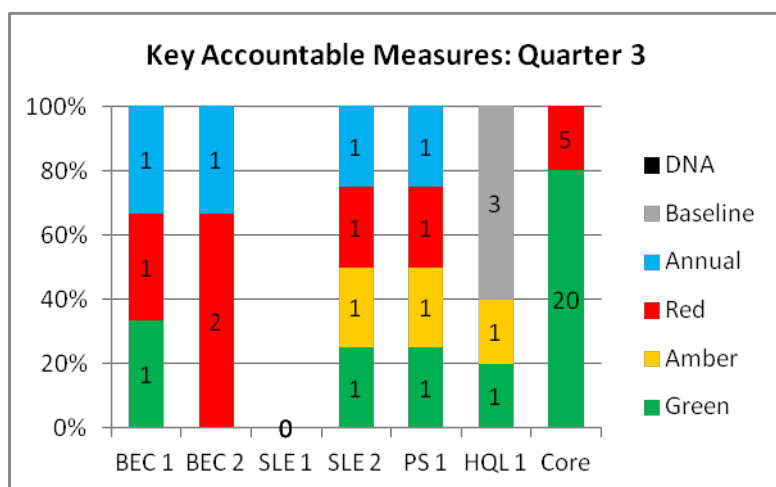
Education operates on an academic year. Therefore, attainment results refer to the 2015/16 academic year, where exams were taken in September 2016.

Of the 44 reported measures, outturns are available for 40. At the time of publication, 4 measures were unavailable as they are 'Annual' and due to be reported in quarter 4. Of the reported measures, 3 are being recorded as a baseline for targeting next year.

Therefore, of the 37 measures reported (excl. baselines):

- 24 (65%) are reported as 'green' – or are on track to be delivered by year end.
- 3 (8%) is reported as 'amber' – behind schedule, but expected to be delivered within the year
- 10 (27%) are reported as 'red' - not delivered, or not expected to be delivered within the year

Chart 1 below shows outturns by Strategic Priority.



- BEC 1 - Improve educational attainment
- BEC 2 - Close the educational attainment gap
- SLE 1 - Enable the completion of more affordable housing
- SLE 2 - Deliver or enable key infrastructure improvements in relation to roads, rail, flood prevention, regeneration and the digital economy
- PS 1 - Good at safeguarding children and vulnerable adults
- HQL 1 - Support communities to do more to help themselves
- Core - Core business

Chart 1

For those measures reported as 'amber' or 'red', details of the assessment, any remedial action taken and any strategic action required can be viewed in the Exception Reports at the end of section 6.

5. Quarterly service requests for reviews of measures / targets

In 2015/16, a new performance framework was introduced that gave Heads of Service the option to amend their service plans on a quarterly basis in order to ensure they reflect the

reality of the service. This would for example include, which measures were still relevant, where they are reported to and any agreed targets. As part of the quarterly reporting, approval for any amendments is sought from the appropriate decision maker e.g. changes to Key Accountable Measures will need to be approved by Corporate Board and Executive Committee. The request being made this quarter are for:

Measures of Volume

No. of transactions through WBC website for 'most requested tasks'

REQUEST: Replace with 'Number of individual sessions (customer contacts) through our websites'. When matched with other contact data, this will provide benchmarking information.

We are aiming to have a more joined up approach to measuring the council's service two main contact channels, which are the internet and telephone calls. The transaction figures in isolation show the peaks and troughs of online usage; however they do not tell us how this compares to other contact channels. Also, the inclusion of viewing of planning applications, as a transaction, skews the overall figures because it was identified as a 'top task' rather than a transaction and has a substantially higher figure than the other transactions. The current measure therefore, doesn't reflect the overall picture of how people use our services and information online.

(Please refer to the Exception Reports for full details.)

Rachael Wardell / Ian Pearson		Education Service				Q3 2016/17	RED	
Indicator Ref: BEC2edAY09		At KS2, the percentage achieving the national standard is in the top 25% in England for reading, writing and maths combined						
Executive	2013/14 Year End	2014/15 Year End	2015/16 Academic Year				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	-	-	Annual	Annual	■	Annual	Top 25%	Higher is better
Qrtly outturn	-	-	-	-	-	-		
YTD outturn	-	-	-	-	Rank 50 / 152 Quartile B	-		
REASON FOR RED:								
<p>The 2016 key stage 2 assessments (KS2) for eleven year olds are the first which assess the new, more challenging curriculum introduced in 2014. The new primary assessments are a mixture of tests and teacher assessment. Ofsted's National Director, Sean Harford, has advised that this year's results need to be treated with caution. This is due to the schools getting used to the new tests and also likely variations in judgements in teacher assessments across schools and local authorities.</p> <p>In the key measure of Expected Standard in Reading, Writing and Mathematics (RWM) West Berkshire scored 56% which is above the national scores of 54%. The reason West Berkshire is in Quartile B in the key measure of Expected Standard in Reading, Writing and Mathematics rather than Quartile A is largely due to low scores in writing which are Teacher Assessed. Reading scores, which were based on tests, are quartile A (rank 33/152) compared to writing (rank 125/152) which is quartile D. Mathematics is also quartile B (rank 75/152). However, this is an improvement on 2015 rank of 94/152.</p> <p>West Berkshire has previously had a consistent trend of very high performance in writing. The drop against national in 2016 can be seen to be partly due to the impact of variation in teacher assessment nationally. High reading tests scores support this point. However, evidence from local authority writing moderations showed that, in some schools, pupils were judged not to have reached the expected standard due to insufficient evidence of breadth and depth of writing, inconsistent spelling, and weaknesses in grammar and punctuation. Boys' writing scores were also typically lower than girls.</p> <p>In mathematics, the performance of girls lags behind that of boys. School analysis also shows that, in some schools, pupils did less well in the</p>								

reasoning aspects of mathematics paper.

REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN:

Writing and Mathematics

- KS2 performance data was used to identify 10 schools for a Reading/Writing network and 10 schools for a mathematics network. These schools are receiving bespoke support and training to improve scores in 2017 from the LA Teaching and Learning School Improvement Adviser. The mathematics network is focusing on supporting year 3/4 teachers improve the performance of girls. The Reading/Writing network is also being supported by Nikki Gamble, a nationally renowned trainer and author on improving reading and writing.
- Schools which were moderated in writing were given very detailed feedback about what to do to improve writing scores. Schools which are being remoderated in 2017 are receiving early support visits to ensure that schools are on track to improve performance in 2017.
- The LA will continue to support LINK group moderations to help teachers identify what pupils need to demonstrate to achieve the expected standard or higher in writing.
- LA presentation was given to all headteachers and English subject leads about “lessons learned” from moderation of writing, identifying good practice and common areas for improvements. Headteachers and English subject leads have also been briefed on ways to engage boys in reading and how to motivate boys to write.
- The LA has organised a Literacy Shed Conference on Multi modal literacy for teachers and English Subject leads
- The LA is participating in the implementation of the Maths Mastery approach through involvement in the regional Maths Mastery Hub. A group of teachers are being trained in this approach which will be disseminated to all schools. CPD is being offered through the year on Maths Mastery.
- The LA teaching and learning consultant provides regular updates to schools on key resources to support improving standards in English and maths e.g. “No Nonsense Spelling, “ “No Nonsense Grammar” “Maths No Problem”, and termly meetings for English and maths co-ordinators which are used to disseminate key messages. The LA offers extensive CPD on all key aspects of improving reading, writing and mathematics. E.g. improving grammar, punctuation and spelling; bar modelling in mathematics.
- School Improvement Advisers are working with headteachers to set challenging targets for maths and writing and to ensure that school improvement plans have clearly identified actions to improve results.

AND ALTERNATIVE PLANS:

Termly monitoring of schools' progress against school targets. This is achieved through School Improvement Advisers visits. If schools are not on track , then schools must provide a plan of action to remedy this

FINANCIAL IMPLICATIONS: None

SERVICE PLAN UPDATES REQUIRED: None

STRATEGIC ACTIONS REQUIRED: None

Rachael Wardell / Ian Pearson		Education Service				Q3 2016/17		RED	
Indicator Ref: BEC2edAY07		Yr1 Phonics: Proportion of pupils eligible for Free School Meals (FSM) achieving expected level in Phonics decoding							
Executive	2013/14 Year End	2014/15 Year End	2015/16 Academic Year				Target	Polarity	
			Q1	Q2	Q3	Q4			
RAG	-	★	Annual	Annual	■	Annual	59%	Higher is better	
Qrtly outturn	-	-	-	-	-	-			
YTD outturn	50%	55%	-	-	54%	-			
REASON FOR RED:									
<ul style="list-style-type: none"> The reason for red is that whilst results in the Year 1 phonic scores rose from 77% in 2015 to 80% in 2016 (national 81%), the percentage of Free School Meals (FSM) pupils passing the test fell from 55% to 54%. Numbers in the cohort are small 177/1955 and in many schools are 1 or 2 pupils in a year group. Schools with low numbers of FSM may not be as skilled at identifying and addressing their needs, especially the importance of early intervention and working with parents. Some schools only start using additional phonics teaching for pupils once they have fallen behind Three of the schools which have the highest number of Pupil Premium (PP) pupils had low PP scores in 2016. Leadership of the teaching of phonics has now improved in these schools. 									
REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:									
<ul style="list-style-type: none"> Based on an analysis of 2016 phonic results, a group of 6 schools have been identified to work with the LA teaching and learning consultant to improve results. PP pupils will be targeted for additional teaching. Teachers will identify strategies for more effective ways to engage parents of PP pupils. A tracking document for (PP) pupils, Special Educational Needs (SEN) and gender has been presented to these schools. Schools have also been trained how to analyse their data to calculate through the year how many pupils are “on track” to pass the test. The LA will scrutinise this data with the school in the spring term. The phonics FSM tracking document has been opened up to all schools. 									

- The LA CPD programme runs 2 phonic courses a year for teachers “Letters and Sounds – planning to meet children’s needs in phonics”.
- School Improvement Advisers have ensured that Headteacher have set challenging targets for the Year 2 phonics retake and the Year 1 phonics test 2017.
- Some of the schools with low FSM phonic scores also part of the KS1 Pupil Premium network.
- All school have access to the termly PP network for schools.

SERVICE PLAN UPDATES REQUIRED: None

STRATEGIC ACTIONS REQUIRED: None

Rachael Wardell / Ian Pearson		Education Service				Q3 2016/17		RED	
Indicator Ref: BEC2edAY10		To improve on 2015 rankings for disadvantaged pupils in KS2 for 2016							
Executive	2013/14 Year End	2014/15 Year End	2015/16 Academic Year				Target	Polarity	
			Q1	Q2	Q3	Q4			
RAG	-	-	Annual	Annual	■	Annual	Improve on 112	Higher is better	
Qrtly outturn	-	-	-	-	-	-			
YTD outturn	-	-	-	-	Rank 122 / 152	-			
REASON FOR RED:									
<p>The 2016 key stage 2 assessments (KS2) for eleven year olds are the first which assess the new, more challenging curriculum introduced in 2014. The new primary assessments are a mixture of tests and teacher assessment. Ofsted's National Director, Sean Harford, has advised that this year's results need to be treated with caution. This is due to the schools getting used to the new tests and also likely variations in judgements in teacher assessments across schools and local authorities</p> <p>The number of disadvantaged pupils (Free School Meals in the last 6 years) in West Berkshire Year 6 cohort for eleven year olds is very small i.e. 307/1682. The number of current Free School Meals (FSM) in Year 6 is even smaller at 123 pupils.</p> <p>Identified reasons for the low rank</p> <ul style="list-style-type: none"> The LA is rank 122 for this key measure of Expected Standard in Reading, Writing and Mathematics(RWM) due to only 33% of pupils achieving this measure (39% nationally) compared to 61% of pupils who are not disadvantaged.(60% nationally). However, when considering the performance of Free School Meals pupils (i.e. those currently receiving FSM) the rank is higher at 83 which is an improvement on the 2015 rank of 131. Disadvantaged pupils fare less well than their peers and also with national in each of the single subjects and especially in mathematics and writing. 2016 results for disadvantaged pupils can also be seen to be adversely affected by the unexpectedly very low scores in teacher assessment of writing for all pupils, falling from rank 16/152 to rank 140. West Berkshire has previously had a consistent trend of very high performance in writing. The drop in performance of three large primary schools with high percentages of disadvantaged pupils impacted negatively on overall 									

scores (14%).

- Headteachers cited a lack of resilience on the part of some disadvantaged pupils which meant they did not complete some of the new more challenging tests.

The reasons for low attainment for disadvantaged pupils are complex and can vary from school to school depending on the barriers those pupils face. Schools and the LA have raising achievement for these pupils as a key priority and there is no complacency. Typically, WB disadvantaged pupils are of White British origin – one of the lowest achieving groups nationally at all ages. Disadvantaged pupils from other ethnic groups achieve more highly e.g. Chinese, Bangladeshi and Indian. Several reasons have been offered for the differing performance between ethnic groups, including relative levels of aspiration, socio-economic inequalities and the prominence of particular cultural and curricular norms in education. The low 2016 scores do mask the improved provision in schools for disadvantaged pupils which is consistently reflected in positive Ofsted reports.

REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN:

- Dedicated pupil premium (PP) KS1 network of 10 schools which are receiving bespoke support from the LA strategic lead for PP. There is a specific focus on working effectively to increase engagement with parents and how to gain most impact with pupil premium funding.
- Pupil premium network for all schools meet on a termly basis to share good practice and “get underneath” some of the issues.
- Pupil premium is a standing item at English and mathematic networks.
- Head teacher and Leadership/Governor Forums have had a dedicated focus on analysis of 2016 pupil premium results and what more can be done to improve.
- Targeted schools have pupil premium reviews provided by the LA. Approximately one third of WB schools have undertaken a pupil premium review.
- School Improvement Advisers (SIAs) who visit each school have worked with all Headteachers to ensure that challenging targets are set for PP pupils. The LA PP strategic lead has provided comprehensive PP data for SIAs for individual schools to analyse where patterns of achievement are low are and set key priorities.
- The LA Education vulnerable pupils group regularly discusses how improvement for these pupils can be raised and share strategies and information across Education.

FINANCIAL IMPLICATIONS: None

SERVICE PLAN UPDATES REQUIRED: None

STRATEGIC ACTIONS REQUIRED: None

Nick Carter / Kevin Griffin		ICT & Support Services				Q3 2016/17	RED	
Indicator Ref: SLE2ict02		Increase number of West Berkshire premises able to receive Superfast Broadband services 24Mb/s or above						
Executive	2014/15 Year End	2015/16 Year End	2016/17				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	★	★	◆	◆	■		94%	Higher is better
Qrtly outturn	-	-	-	-	-			
YTD outturn	83%	83%	57,859 83.5%	58,832 84.9%	59,963 86.5%			
REASON FOR RED:								
<p>Gigaclear have expanded the build into more areas and taken on additional sub-contractors to increase the rate of network build. Their relationship with West Berkshire Highways has improved but still subject to the occasional issue that slows progress. The imposition of a 'Christmas embargo' (preventing build in specific areas during December) also had an impact on the planned build activity in some areas.</p> <p>Whilst Gigaclear has increased the rate of build over the last quarter, they will need to more than double to current rate of delivery over the next 12 months in order to complete the network build by the end of 2017.</p>								
REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:								
<p>Gigaclear have acknowledged to rate of network build that is required and are bringing on board additional civils sub-contractors to address the delayed schedule in West Berkshire. This will also support the additional contracts recently secured across the south of England. It is highly unlikely that Gigaclear will reach the expected 94% by 31st March 2017 but they are expected to start closing the gap. This is being closely monitored by Superfast Berkshire to ensure that Gigaclear are being more proactive in addressing the speed of delivery. Gigaclear should be expanding their network at more than 3.5% per quarter.</p>								
FINANCIAL IMPLICATIONS:								
<p>There are no financial penalties for a late delivery under the phase 2 contract with Superfast Berkshire. However, Gigaclear are only paid once they can demonstrate that they have completed the build (and properties have been tested and available to take service).</p> <p>There are no financial implications for Superfast Berkshire, West Berkshire Council or local communities. Just the frustration that faster</p>								

broadband will have taken longer than was originally anticipated.

SERVICE PLAN UPDATES REQUIRED:

The service is going to discuss the target with the project board and will report back in Q4 as to their decision.

The delivery will continue to run into 2017/18 (as expected) and reaching 99% by Q3.

STRATEGIC ACTIONS REQUIRED: None

Nick Carter		Chief Executive Officer (CEO)				Q3 2016/17	AMBER	
Indicator Ref: CEO3		Milestone 1 - London Road Industrial Estate Redevelopment (LRIER) with St. Modwen Plc. Dependent on determination on JR (Aug/Sept 16) - St Modwen to create a business plan and present to the Project Steering Group for approval during Q1 2017						
Executive	2014/15 Year End	2015/16 Year End	2016/17				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	-	-	🎯	♦	♦		April-17	-
Qrtly outturn	-	-	-	-	-			
YTD outturn	-	-	-	Behind schedule	Behind schedule			
REASON FOR AMBER: Continued delay due to ongoing court action. The Judicial Review action was won in the high court, however the appellant has sought leave to appeal the decision on the grounds of procurement and this is still pending.								
REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN: None								
STRATEGIC ACTIONS REQUIRED: None								

Rachael Wardell / Tandra Forster		Adult Social Care (ASC)				Q3 2016/17	AMBER	
Indicator Ref: PS1asc03		Maintain % of safeguarding concerns responded to within 24 hours (Adult Social Care).						
Executive	2014/15 Year End	2015/16 Year End	2016/17				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	-	★	★	★	◆		92%	Higher is better
Qrtly outturn	91%	94%	-	(152/167) 91.1%	(138/155) 89.0%			
YTD outturn	91%	94%	(128 / 135) 94.8%	(280 / 302) 92.7%	(418 / 457) 91.5%			
REASON FOR Amber :								
Q3 updated following data cleansing.								
YTD 39/457 concerns were not responded to within 24 hours.								
Ytd we are still at 91.5% so believe overall target can be met.								
ASC staff are partially contributing to non performance in this KPI by staff opening up concern documents and using them to record a S42 enquiry. In order to meet the target the concern document should be closed as soon as a decision is made that further enquiries are required (within 24 hours).								
REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN:								
Working directly with ASC managers to support staff to understand the relevance of each document they open in terms of process and data collection/performance. It is however reassuring to know the work is being done; it's the manner in which they are recording this work that causes a slight problem in terms of this KPI.								
STRATEGIC ACTIONS REQUIRED: None								

Rachael Wardell / Tandra Forster		Adult Social Care (ASC)				Q3 2016/17	RED	
Indicator Ref: P&S1asc04		% of WBC provider services inspected by Care Quality Commission (CQC) that are rated good or better by CQC in the area of "safe"						
Executive	2014/15 Year End	2015/16 Year End	2016/17				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	■	■	◆	■	■		100 %	Higher is better
Qrtly outturn	-	-	-	-	-			
YTD outturn	3 / 4 75%	3 / 4 75%	4 / 5 80 %	4 / 5 80 %	4 / 5 80 %			

REASON FOR RED: A CQC inspection in 2015 rated Willows Edge as good but highlighted one area, Safe as requiring improvement. This was on the basis that the service was not always safe because there were not always sufficient staff available to meet people's needs. The provider's medicines procedure did not provide guidance to staff on the circumstances when medicines may be given covertly. However, individual guidelines were provided in one case where this might be necessary and appropriate best interests agreements had been obtained. The full report can be found here <http://www.cqc.org.uk/location/1-111590066>

REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN:

Willows Edge has worked with the Care Quality team to improve performance, a recent CQ report have evidence we now meet CQC requirements. We are currently embedding outcomes, and in 3 months we are confident we will be a good service in all areas.

A new permanent full time manager has now been recruited to further help embed good practice.

FINANCIAL IMPLICATIONS: None

SERVICE PLAN UPDATES REQUIRED: None (KPI includes Shared Lives and Reablement services for 2016/17)

STRATEGIC ACTIONS REQUIRED: None. Whilst improvements are identified, the CQC do not consider the home is at significant risk and will not prioritise a review. The home will remain categorised as 'requiring improvement' until a further review takes place.

Nick Carter / Lesley Wyman		Public Health and Wellbeing				Q3 2016/17	AMBER
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Indicator Ref: HQL1phwb01 Tackle loneliness and social isolation by increasing the number of people who have connected with a service through the village agents volunteer scheme.

Executive	2014/15 Year End	2015/16 Year End	2016/17				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG			◆	◆	◆		120 pq (480pa)	Higher is better
Qrtly outturn	-	-	-	121	108			
YTD outturn	-	-	71	192	300			

REASON FOR AMBER:

Since 2014, the number of referrals to other agencies made by a village agent have averaged at around 120 per quarter. As shown in table one, it is not unusual for there to be a quarter with a lower number of referrals (see for example, Q2 2014/15 and Q2 2015/16). In addition, the number of referrals made to other agencies can vary from quarter to quarter, for example in 2015/16, in Q2 there was 90 referrals made but this had more than doubled to 193 in the next quarter.

Table 1: Village Agent data collection (2014/15 to 2016/17)

	Number of referrals to other agencies made by a Village Agent		
	2014/2015	2015/2016	2016/2017
April to June	133	105	71
July to September	59	90	121
October to December	143	193	108
January to March	144	123	tbc
Total	479	511	300

Between April 2016 and June 2016, two village agents were off sick, two parishes did not have a village agent and some village agents were making repeat visits to previous clients, so did not need to make any referrals. Also in this quarter, 7 village agents did not have any clients and

one village agent couldn't work due to illness. There were also only 16 referrals from other agencies, which was a drop from the previous quarter (January 2016 to March 2016) where there were 25 referrals to the Village Agent scheme.

REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN:

All the Village Agents have been actively involved in publicising the service attending Parish council meetings, Village Fetes, afternoon clubs etc. Several of them do regular pieces in their Parish Magazines about the various services that attend to give ongoing training at the monthly meetings. As shown in table 2 below, the number of referrals to the Village Agent scheme has increased from 48 in 2014/15 to 98 in 2015/16. This trend is continuing in 2016/17 and it is anticipated that more referrals will result in further referrals to other agencies.

Table 2: Number of referrals into the Village Agent Scheme, 2014/15 to 2016/17

	Number of referrals to Village Agent Scheme		
	2014/2015	2015/2016	2016/2017
April to June	12	17	16
July to September	7	21	35
October to December	13	35	31
January to March	16	25	tbc
	48	98	82

- Speed Volunteer dating Event (Thursday 9th February 2017) to recruit more village agents (and other volunteers)
- Ongoing promotion with adult social care (Garry Poulson is delivering a presentation)
- Increased promotion to GP practices
- Obtain client feedback through satisfaction survey to address any concerns

STRATEGIC ACTIONS REQUIRED: None

Rachael Wardell/Mac Heath		Children and Family Services				Q3 2016/17		RED	
Indicator Ref: P&S1c&f14		The number of weeks taken to conclude care proceedings (Children's Social Care)							
Executive	2014/15 Year End	2015/16 Year End	2016/17				Target	Polarity	
			Q1	Q2	Q3	Q4			
RAG	-	★	◆	◆	■		26 weeks	Lower is better	
Qrtly outturn	-	-	-	-	-				
YTD outturn	31	23	30	30	29				
REASON FOR RED:									
<p>This indicator measures the average number of weeks taken to conclude care proceedings for those concluded year to date. Although the majority of our cases fall within this threshold, there are a minority of cases where long delays have been unavoidable. The average has been pushed up as a result. We continue to be above the national average and are in discussion with the judicial and Local Family Justice Board (LJFB), as Court capacity has contributed to our proceeding timescales.</p>									
REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:									
<p>An additional line has been added to our Internal 'Data Zone' to allow us to monitor 'month on month' as well as year to date performance. There continues to be discussion at Performance Board to ensure that delays are unavoidable and in the best interests of the child/young person concerned.</p>									
FINANCIAL IMPLICATIONS: None									
SERVICE PLAN UPDATES REQUIRED: None									
STRATEGIC ACTIONS REQUIRED: None									

Nick Carter / Sean Anderson		Customer Services				Q3 2016/17	RED	
Indicator Ref: CBdcus01		The average number of days taken to make a full decision on new Benefit claims						
Executive	2014/15 Year End	2015/16 Year End	2016/17				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	★	■	◆	■	■		<18.5 days	Lower is better
Qrtly outturn	-	-	-	-	-			
YTD outturn	17.86 days	19.04 days	22.8 days	23.14 days	23.27 days			
<p>REASON FOR RED: In order to meet immediate (December 2015) budgetary requirements, experienced contractors had their contracts terminated in February 2016. The contractors were initially employed as a temporary resource to enable the Council to avoid potential redundancy costs arising out of the anticipated impact of Universal Credit on the Housing Benefit Caseload. Contractors by their nature come at a significant mark-up compared to their full time equivalent and with Universal Credit now scheduled for full working age implementation by 2020/21 it was cost beneficial to take on full-time staff. Whilst the new staff work up their experience it was known that performance would slip compared to previous years and indeed this has been the case. It will not be possible to achieve on-target this year it is thought that as long as the establishment remains stable and not withstanding any as yet unforeseen consequences of the welfare reform programme this service should improve next year and should be able to achieve target performance.</p> <p>As an indication as to where we are in a national context, the recently released performance figures from the DWP place current performance within the national average for quarter 1 of 2016/17.</p> <p>REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS: Over the coming months, we will improve performance to ensure we achieve the target of <18.5 days during Q4, even though we will not be able to reach this target for the year overall.</p> <p>FINANCIAL IMPLICATIONS: Potential loss of Subsidy Grant around 'Local Authority error overpayments' as a result of delays in processing claims has been mitigated but this area is being closely monitored to avoid such an occurrence.</p> <p>SERVICE PLAN UPDATES REQUIRED: Should resources need reviewing in the light of the reduction in Administration Subsidy, performance targets will need to be re-aligned to match the reduced capacity of the service.</p> <p>STRATEGIC ACTIONS REQUIRED: Nothing at this stage but performance targets may need revisiting in light of the comments made above.</p>								

Nick Carter / Sean Anderson		Customer Services				Q3 2016/17	RED	
Indicator Ref: CBdcus01		The average number of days taken to make a full decision on changes in a Benefit claimants circumstances						
Executive	2014/15 Year End	2015/16 Year End	2016/17				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	★	★	◆	■	■		<8 days	Lower is better
Qrtly outturn	-	-	-	-	-			
YTD outturn	6.18 days	5.85 days	13.31 days	12.16 days	10.92 days			
<p>REASON FOR RED: In order to meet immediate (December 2015) budgetary requirements, experienced contractors had their contracts terminated in February 2016. The contractors were initially employed as a temporary resource to enable the Council to avoid potential redundancy costs arising out of the anticipated impact of Universal Credit on the Housing Benefit Caseload. Contractors by their nature come at a significant mark-up compared to their full time equivalent and with Universal Credit now scheduled for full working age implementation by 2020/21 it was cost beneficial to take on full-time staff. Whilst the new staff work up their experience it was known that performance would slip compared to previous years and indeed this has been the case. As we work through the year there is evidence that indicates that turnaround times are improving and whilst it will not be possible to achieve on-target this year it is thought that as long as the establishment remains stable and not withstanding any as yet unforeseen consequences of the welfare reform programme this service should improve next year.</p> <p>As an indication as to where we are in a national context, the recently released performance figures from the DWP place current performance within the national average for quarter 1 of 2016/17.</p> <p>REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS: Over the coming months, we will improve performance to ensure we achieve the target of <8 days during Q4, even though we will not be able to reach this target for the year overall.</p> <p>FINANCIAL IMPLICATIONS: Potential loss of Subsidy Grant around 'Local Authority error overpayments' as a result of delays in processing claims, has been now been mitigated but this area is being closely monitored to avoid such an occurrence.</p> <p>SERVICE PLAN UPDATES REQUIRED: Should resources need reviewing in the light of the reduction in Administration Subsidy, performance targets will need to be re-aligned to match the reduced capacity of the service.</p> <p>STRATEGIC ACTIONS REQUIRED: Nothing at this stage but performance targets may need revisiting in view of the above.</p>								

Rachael Wardell / Tandra Forster		Adult Social Care (ASC)				Q3 2016/17	RED	
Indicator Ref: OP3asc14		Decrease the level of delayed transfers of care (DTOC) from hospital and those attributable to social care from acute and non-acute settings (ASCOF 2C Part 2)						
Executive	2014/15 Year End	2015/16 Year End	2016/17				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	■	★	■	■			<4.0	Lower is better
Qrtly outturn	-	-	-	-				
YTD outturn	4.5	7.5	16.7	13.7 (Nov 2016)	Data due Feb 2017			
REASON FOR RED:								
<p>During the early part of 2016/17 (Q1), as a system we experienced unprecedented demand, this was highlighted nationally by acute trusts. This demand flowed through so saw more people needing our assistance; we are helping a significant number and performing well on getting in early and quickly establishing what needs to happen next.</p> <p>Q2 showed an improved performance for delays attributable to ASC. (dropped to 13.8) providing evidence that we have had a greater success at getting people out of hospital.</p> <p>The key challenge for West Berkshire remains access to both homecare and nursing/residential placements, which is responsible for 70% of all social care delays. This means we struggle to get a small group of people out and their average length of stay stacks up; taken together these represent the most significant cause of delays.</p> <p>We are considering options to look at how we create capacity in the residential/nursing market but this will be challenging particularly from a budget perspective. We will continue to monitor and strive to improve on our performance but there are no easy answers.</p> <p>* National data for November / December is not available until late February 2017.</p>								
REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:								
<p>The team have been doing some intensive work to improve discharge arrangements including a weekly systems call. Work continues with North Hants, we now participate in regular systems calls, have met with the Care Commissioning Group (CCG) lead and are starting to see improvements in the discharge process.</p>								

7 day working and work through Joint Care Pathway (JCP) scheme continues.

Building relationships with North Hants and Swindon to improve discharge pathways.

Main challenges continue to be sourcing external care.

DToC continues to be an area that will be targeted through the Better Care Fund (BCF) Plan 2016/17, monitored by Health & Wellbeing Board (H&WBB).

FINANCIAL IMPLICATIONS: Increased cost in fines attributed to ASC as a result of higher number of delayed bed days.

SERVICE PLAN UPDATES REQUIRED: In Q2 a request was made to change the target, however the service no longer wish to do this. They will be reviewing the improvement target for 2017/18 but would like to see how this year ends.

STRATEGIC ACTIONS REQUIRED: None

Rachael Wardell / June Graves		Care, Commissioning, Housing and Safeguarding				Q3 2016/17	RED	
Indicator Ref: CBgchcs09		Maintain % of claims for Discretionary Housing Payment, determined within 28 days following receipt of all relevant information						
Executive	2014/15 Year End	2015/16 Year End	2016/17				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	★	★	◆	◆	■		70%	Higher is better
Qrtly outturn	-	-	-	-	-			
YTD outturn	82 / 95 86.3 %	66 / 68 97.1 %	29 / 50 58 %	15 / 24 63 %	64 / 98 65.3%			
REASON FOR RED:								
Resources have been reduced - 1FTE post has been reduced to 0.5FTE, post currently vacant. We have had no DHP officer since beginning of April 2016. Other staff have therefore been picking up assessments on top of their own current workloads. We have been out to recruitment and did appoint but within a couple of weeks this person successfully applied for a secondment to a full-time role								
REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:								
We have had no DHP officer since beginning of April 2016. Other staff have therefore been picking up assessments on top of their own current workloads. We have been out to recruitment and did appoint but within a couple of weeks this person successfully applied for a secondment to a full-time role.								
FINANCIAL IMPLICATIONS: None								
SERVICE PLAN UPDATES REQUIRED: None								
STRATEGIC ACTIONS REQUIRED: None								

7. Performance Outturns by Strategic Priority and Core Business

The main body of the report presents performance outturns by Strategic Priority in detail. Along with a description of the measure, the table also provides:

- *Column 1*: a reference code
- *Column 2*: the title of the measures
- *Column 3-6* previous years' outturns and comparative performance
- *Column 7*: the current year's target
- *Columns 8-10*: quarterly outturn and RAG (red, amber, green) rating
- *Column 11*: supporting commentary or volume data.

This is followed by the untargeted measures of volume graphs, which give a context to the KAMs.

Key Accountable Measures by Priority 2016/17

BEC 1 - Improve educational attainment

ACADEMIC Year										
Ref	Title	Year end 2014/15	National Rank/Quartile 2014/15	Year end 2015/16	National Rank/Quartile 2015/16	Target AY 2015/16	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q3 Comment
BEC1edAY06	Yr1 Phonics: Proportion of pupils achieving expected level in Phonics decoding	77%	3rd	0.8	3rd	78%	🎯 Annual	🎯 Annual	★ 80.0%	Confirmed data
BEC1edAY08	At KS4, the average attainment 8 score is in the top 25% of English Local Authorities	-	-	Due Q4	dna	Top 25%	🎯 Annual	🎯 Annual	🎯 Annual	Finalised, verified data will be published in Q4
BEC1edAY09	At KS2, the percentage achieving the national standard is in the top 25% in England for reading, writing and maths combined	-	-	Top 50%	2nd	Top 25%	🎯 Annual	🎯 Annual	■ Top 50%	Ranked 50 / 152. See exception report for details.

BEC 2 - Close the educational attainment gap

ACADEMIC Year										
Ref	Title	Year end 2014/15	National Rank/Quartile 2014/15	Year end 2015/16	National Rank/Quartile 2015/16	Target AY 2015/16	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q3 Comment
BEC2edAY01	Yr1 Phonics: Proportion of pupils eligible for Free School Meals (FSM) achieving expected level in Phonics decoding	55%	4th	0.54	4th	59%	🎯 Annual	🎯 Annual	■ 54.0%	Reporting the 2015/16 Academic year. See exception report for details.
BEC2edAY02	To improve on 2015 rankings for disadvantaged pupils in KS2 for 2016	-	-	Rank = 122 / 152	4th	Higher than 112	🎯 Annual	🎯 Annual	■ Rank = 122 / 152	See exception report for details.
BEC2edAY03	To improve on 2015 rankings for disadvantaged pupils in KS4 for 2016	-	-	Due Q4	dna	Improve	🎯 Annual	🎯 Annual	🎯 Annual	Finalised, verified data will be published in Q4

SLE 1 - Enable the completion of more affordable housing

*NB. No targeted measures have been assigned. Actions are currently being monitored by the Corporate Programme Board. See Measures of Volume for 'No. of affordable housing completions'

SLE 2 - Deliver or enable key infrastructure improvements in relation to roads, rail, flood prevention, regeneration and the digital economy

Ref	Title	Year end 2014/15	National Rank/Quartile 2014/15	Year end 2015/16	National Rank/Quartile 2015/16	YE target 2016/17	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q3 Comment
SLE2ht03	Ensure that no more than 5% of the principal road network (A roads) is in need of repair	3%	47/147 2nd	2%	dna	5%	⊙ Annual	⊙ Annual	⊙ Annual	Reports in Q4
SLE2ict02	Increase number of West Berkshire premises able to receive Superfast Broadband services 24Mb/s or above	52,085 (75.5%)	local	57,340 (82.8%)	local	65,287 (94.2%)	◆ 57,859 (83.5%)	◆ 58,832 (84.9%)	■ 59,963 (86.5%)	The delivery will continue to run into 2017/18 (as expected) and reach 99% by Q3. See exception report for details.
CEO1	Milestone - Market Street Redevelopment: Submit detailed planning application to WBC Planning Committee	-	-	Complete	local	Dec-16	★ On track	■ Delayed	★ Complete	Target amended at Q2 to December 2016. Planning permission was granted in December 2016
CEO3	Milestone 1 - London Road Industrial Estate Redevelopment (LRIER) with St. Modwen Plc. Dependent on determination on JR (Aug/Sept 16) - St Modwen to create a business plan and present to the Project Steering Group for approval during Q1 2017	-	-	Complete	local	Apr-17	★ On track	◆ Delayed	◆ Delayed	Appeal decision is still pending. See exception report for details.

PS 1 - Good at safeguarding children and vulnerable adults

Ref	Title	Year end 2014/15	National Rank/Quartile 2014/15	Year end 2015/16	National Rank/Quartile 2015/16	YE target 2016/17	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q3 Comment
PS1asc03	Maintain % of safeguarding concerns responded to within 24 hours (Adult).	91%	local	94%	local	92%	★ 95%	★ 92.7%	◆ 91.5%	Q3: 138 / 155 YTD: 418 / 457 Following data cleansing, the Q1 & Q2 data have been slightly amended. See exception report for details.
PS1asc04	% of WBC provider services inspected by Care Quality Commission (CQC) that are rated good or better by CQC in the area of "safe"	-	local	75%	local	100%	◆ 80.0%	■ 80.0%	■ 80.0%	Q3: 4 / 5 Relates to three homes, Shared Lives, and Re-ablement service. See exception report for details.
PS1c&f01	Improved Ofsted rating for Children and Families Service	-	-	Inadequate	-	> previous	◎ Annual	◎ Annual	◎ Annual	We are awaiting a re-inspection from Ofsted. This is likely to take place before March 2017.
PS1c&f02	Positive endorsement of progression from Peer Review of Children and Families Service	-	-	-	-	Mar-17	◎ Annual	★ Complete	★ Complete	The Safeguarding Peer Review acknowledged a number of positives through their visit and have made recommendations which continue to be progressed through the Children's Services Improvement Programme. A key priority being progressed in the service is 'there should be a focus on always doing the basics well in Children's Social Care rather than trying to deliver everything at the same time and the Team considering that now is a good time to focus on key issues when there is a strong stable workforce and a leadership team that can invoke and lead change.

HQL 1 - Support communities to do more to help themselves

Ref	Title	Year end 2014/15	National Rank/Quartile 2014/15	Year end 2015/16	National Rank/Quartile 2015/16	YE target 2016/17	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q3 Comment
HQL1pdcr0	All 6 communities involved in the Building Community Together have developed their community plan	-	-	6	-	-	≈ 5	≈ 5	≈ 5	Community conversations are underway in 5 of the 6 areas and local plans are under development. Hungerford and Lambourn's plans have been reported to BWB Board. Greenham will start their community conversation with a physical activities and sports event in March 17 (at the request of the community).
HQL1pdcr0	No of staff and volunteers that received Restorative Practice Training	-	-	859	local	-	≈ 137	≈ 155	≈ 172	Q3: 17 YTD: 172 132 have returned for Practice Integration Days.
HQL1pdcr0	No of children and young people that have received Restorative Practice Training	-	-	452	local	-	≈ 150	≈ 200	≈ 200	Q3: 0 YTD: 200 In addition, 50 CYP who have been nominated as Peer Mentors across West Berkshire received input on restorative practices and maintaining or attaining emotional health well-being; at the Peer Mentoring Conference.

HQL 1 - Support communities to do more to help themselves

Ref	Title	Year end 2014/15	National Rank/Quartile 2014/15	Year end 2015/16	National Rank/Quartile 2015/16	YE target 2016/17	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q3 Comment
HQL1phwb	Tackle loneliness and social isolation by increasing the number of people who have connected with a service through the village agents volunteer scheme.	-	-	dna	local	120 pq (420 pa)	♦ 71	♦ 192	♦ 300	Q3: 108 Q1 and 2 figures confirmed.
HQL1ss03	Provide a range of support and advice to community groups on the development of parish plans, engaging with partners and the community	Achieved	local	Complete	local	Complete	★ On track	★ On track	★ On track	Currently working with 5 communities (Purley, Hamstead Marshall, Enborne, Brightwalton and Thatcham) to refresh their Parish Plans.

Core Business - a. Protecting our children

Ref	Title	Year end 2014/15	National Rank/Quartile 2014/15	Year end 2015/16	National Rank/Quartile 2015/16	YE target 2016/17	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q3 Comment
CBac&f05	To maintain a high percentage of (single) assessments being completed within 45 working days	71%	124 / 152 4th	86%	67 / 152 2nd	90%	♦ 86.6%	★ 93.5%	★ 95.5%	YTD: 1,085 / 1,136
CBac&f10	The number of weeks taken to conclude care proceedings (Children's Social Care)	31	local	23	local	<=26 weeks	♦ 30	♦ 30	■ 29	Please see exception report for details.
CBac&f12	Percentage of Looked After Children with Health Assessments on time	63%	local	98%	local	>90%	★ 92.7%	★ 97.1%	★ 99.0%	YTD: 98 / 99
CBac&f13	Percentage of Looked After Children with Dental Checks completed on time	68%	local	88%	local	>90%	★ 97.2%	★ 94.3%	★ 96.0%	YTD: 95 / 99

Core Business - a. Protecting our children

Ref	Title	Year end 2014/15	National Rank/Quartile 2014/15	Year end 2015/16	National Rank/Quartile 2015/16	YE target 2016/17	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q3 Comment
CBac&f14	Placement moves - stability of placement of Looked After Children - number of moves (3 or more in a year)	5%	5 / 152 1st	6%	dna	<=10%	★ 0.6%	★ 4.7%	★ 6.0%	YTD: 9 / 151
CBac&f15	% of Leaving Care Clients with Pathway Plans	100%	local	97%	local	>=95%	◆ 96.9%	★ 98.0%	★ 98.0%	YTD: 99 / 101
CBapdc06	Child Protection Reviews - held on time	-	-	98%	-	>=95%	★ 100%	★ 98.7%	★ 98.6%	Q3: 71 / 72
CBapdc07	Looked after children cases which were reviewed within required timescales	-	-	99%	-	>=95%	★ 99.3%	★ 100%	★ 100.0%	Q3: 149 / 149

Core Business - c. Bin collection and street cleaning

Ref	Title	Year end 2014/15	National Rank/Quartile 2014/15	Year end 2015/16	National Rank/Quartile 2015/16	YE target 2016/17	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q3 Comment
CBccep11	Maintain the proportion of household waste recycled/composted/reused/recovered (Local Indicator)	82%	local	80.3% (E)	local	80%	★ 79.2% (P)	★ 83.8% (P)	★ 84.5% (E)	Q3: 16,050 / 18,683 YTD: 53,638 / 63,511 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.
CBccep14	Maintain an acceptable level of litter, detritus and graffiti (as outlined in the Keep Britain Tidy local environmental indicators).	Satisfactory	-	Good	dna	Satisfactory	© Annual	★ Good	★ Good	

Core Business - d. Providing benefits

Ref	Title	Year end 2014/15	National Rank/Quartile 2014/15	Year end 2015/16	National Rank/Quartile 2015/16	YE target 2016/17	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q3 Comment
CBdcus01	The average number of days taken to make a full decision on new Benefit claims	17.86 days	25 / 124 1st	19.04 days	72 / 124 3rd	<18.5 days	◆ 22.8 days	■ 23.14 days	■ 23.27 days	2015/16 Q3 = 18.42 days See exception report for details.
CBdcus02	The average number of days taken to make a full decision on changes in a Benefit claimants circumstances	6.18 days	58 / 122 2nd	5.85 days	33 / 123 2nd	<8 days	◆ 13.31 days	■ 12.16 days	■ 10.92 days	2015/16 Q3 = 6.67 days See exception report for details.

Core Business - e. Collecting Council Tax and Business rates

Ref	Title	Year end 2014/15	National Rank/Quartile 2014/15	Year end 2015/16	National Rank/Quartile 2015/16	YE target 2016/17	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q3 Comment
CBecus04	The 'in-year' collection rate for Council Tax	98%	11 / 152 1st	99%	4 / 152 1st	99%	★ 30%	★ 57.2%	★ 84.9%	For comparison: 2015/16 Q3 return = 85%
CBecus05	The 'in-year' collection rate for Business Rates	99%	44 / 152 2nd	99%	26 / 152 1st	99%	★ 34%	★ 59.3%	★ 85.1%	For comparison: 2015/16 Q3 return = 85%

Core Business - f. Ensuring the wellbeing of older people and vulnerable adults

Ref	Title	Year end 2014/15	National Rank/Quartile 2014/15	Year end 2015/16	National Rank/Quartile 2015/16	YE target 2016/17	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q3 Comment
CBfasc06	Proportion of clients with Long Term Service (LTS) receiving a review in the past 12 months	62%	local	95%	local	75%	★ 93.7%	★ 82.9%	★ 77.1%	Q3: 934 / 1,211
CBfasc07	Decrease the level of delayed transfers of care (DTOC) from hospital and those attributable to social care from acute and non-acute settings (ASCOF 2C Part 2)	4.5	118 / 152 4th	7.5	127 / 152 4th	4	■ 16.7	■ 13.7	■ dna	Q1 data confirmed. Q2 data is for November 2016. Q3 data available in mid-February 2017. West Berkshire delayed transfers of care have increased this year, this is in line with the national picture. In Q2 a request was made to change the target, however the service no longer wish to do this. They will be reviewing the improvement target for 2017/18 but would like to see how this year ends.
CBfasc10	Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	93%	14 / 151 1st	79%	117 / 152 4th	82%	★ 81.5%	★ 85.3%	★ 86.8%	Q3: 79 / 91
CBfcchs07	Maintain percentage of financial assessments within 3 weeks of referral to the Financial Assessment & Charging Team	99%	local	99%	local	90%	★ 99.5%	★ 99.6%	★ 99.6%	Q3: 401 / 403 YTD: 1,142 / 1,147

Core Business - g. Planning and housing

Ref	Title	Year end 2014/15	National Rank/Quartile 2014/15	Year end 2015/16	National Rank/Quartile 2015/16	YE target 2016/17	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q3 Comment
CBgcchs08	Maintain % of people presenting as homeless where the homelessness has been relieved or prevented	78%	local	79%	local	75%	★ 80.8%	★ 81.8%	★ 77.4%	Q3: 52 / 78 YTD: 209 / 270

Core Business - g. Planning and housing

Ref	Title	Year end 2014/15	National Rank/Quartile 2014/15	Year end 2015/16	National Rank/Quartile 2015/16	YE target 2016/17	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q3 Comment
CBgcchs09	Maintain % of claims for Discretionary Housing Payment, determined within 28 days following receipt of all relevant information	86%	local	97%	local	70%	◆ 58.0%	◆ 62.5%	■ 65.3% (P)	Q3: 64 / 98 See exception report for details.
CBgcchs10	Approve % of high priority Disabled Facilities Grants within 9 weeks of receipt of full grant application	100%	local	97%	local	80%	★ 100%	★ 83.0%	★ 92.0% (P)	
CBgpc11	Subject to examination, adopt the Site Allocations Development Plan Document (DPD) by June 2017	-	-	Behind schedule	local	Jun-17	★ On track	■ Behind schedule	★ On track	Target amended at Q2. Consultation on the Planning Inspector's Main Modifications closes at the end of January 2017.
CBgpc12	60% of 'major' planning applications determined within 13 weeks or the agreed extended time.	(56/76) 74%	88/125 3rd	(56/70) 80%	72/125 3rd	60%	★ 86.4%	★ 76.1%	★ 75.7% (E)	Q3: 18 / 24 YTD: 53 / 70 Q2 result amended. Q3 result is an estimate and will be updated at Q4.
CBgpc13	65% of 'minor' planning applications determined within 8 weeks or the agreed extended time.	(320/446) 72%	73/125 3rd	(298/411) 73%	78/125 3rd	65%	★ 66.4%	★ 72.5%	★ 75.0% (E)	Q3: 74 / 90 YTD: 264 / 352 Q2 result amended. Q3 result is an estimate and will be updated at Q4.
CBgpc14	75% of 'other' planning applications determined within 8 weeks or the agreed extended time.	(1146/1427) 80%	29/125 2nd	(1,127/1,274) 89%	32/125 2nd	75%	★ 96.2%	★ 93.9%	★ 93.0% (E)	Q3: 278 / 306 YTD: 927 / 997 Q2 result amended. Q3 result is an estimate and will be updated at Q4.

