Quarterly Service Requests for Reviews of Measures

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 Strategic Measures will need to be approved by Corporate Board.

Quarter 3 request:

MOV:
1. **No. of closed accounts (businesses no longer registered for National Non Domestic Rates (NNDR)** and
   No. of new accounts (businesses registered for National Non Domestic Rates (NNDR)

   REQUEST from Finance and Property: Replace the above with these measures as from Q4

   No of properties which are subject to business rates

   No of empty properties subject to business rates

   REASON: To use measures that give a better indication of the evolution of the local economy, by showing the number of properties, subject to business rates, that are occupied or empty.

KSM:
2. **Decrease the number of bed days due to Delayed transfers of care (DTOC) from hospital**

   REQUEST from Adult Social Care: To set a target to match the national expectation:

   - Each quarter will be a snapshot of the last month of the quarter

   - The target will change each quarter, depending on how many days are contained within the last month of the quarter -

   28 days per month = 402.4

   30 days per month = 431.2

   31 days per month = 446.

   REASON: In July 2017, the Local Area Performance (LAP) Metrics and the NHS Social Care Interface dashboard was published. The LAP guidance set the national expectations for DToC aiming to reduce delays to 3.5% of occupied hospital beds. It took into account previous performance and set expectations based on Q4 2016/17 performance. For West Berkshire, the prescribed methodology translates to the following in terms of actual bed days delayed per month. NB: the national expectations are different from those of the Better Care Fund.

3. **Increase number of West Berkshire premises able to receive Superfast Broadband services 24Mb/s or above**

   REQUEST from Customer Service & ICT: Change the target date from March 2018 to December 2018.

   REASON: To reflect the decision made by the Project Board to change the phase timescale.

Quarter 2 request:

KSM:
1. **Market Street Redevelopment for 17/18: start on site (Milestone 2)**

   REQUEST from CEO/Special Projects: To change the target from March 2018 to July 2018.

   REASON: Dependency on the developer completing a viability process.

   DECISION: Agreed

2. **% of identified communities that have agreed what actions will be undertaken to address locally identified issues**

   REQUEST from Better Communities Together: To report through to the Executive Committee (currently reported as part of the Council Delivery Plan).

   REASON: The performance framework aiming to reflect the work in this area has been aligned with the performance measures used to report at the Health and Well-being Board. Reporting the proposed measure to the Executive will provide a better indication of the outcomes of the community conversations.

   DECISION: Agreed

Quarter 1 request:

   KSM:
3. **% of claims for Discretionary Housing Payment, determined within 28 days following receipt of all relevant information (Ref: CBgD&P15 - Reports to Corporate Board and Executive)**

   REQUEST from Development and Planning: HoS and Service Manager have asked for this KPI to be removed.

   REASON: DHP data is collected via a spreadsheet which is less than ideal as it relies on someone updating it. In addition, the Indicator is from the point of receipt of all relevant information but this is difficult to capture on the spreadsheet. What inevitably happens is that the officer collating the stats has to go through numerous months of data to try and update previous month's submissions before looking at the current submission. The data is always out of date, always lags behind by several months and is not robust.

   DECISION: Agreed