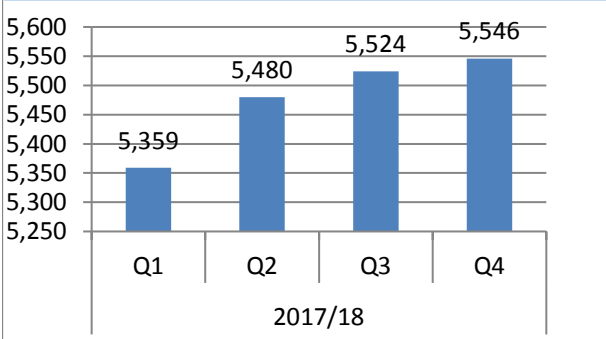


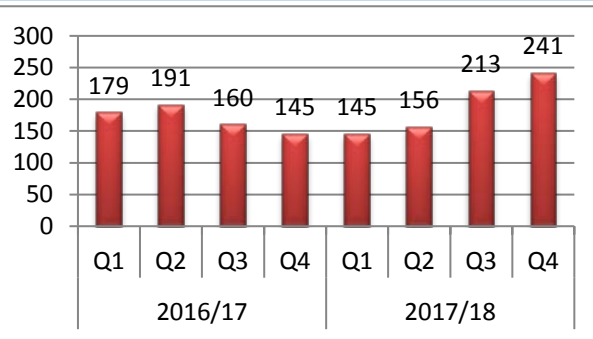
Local Economy

**No of properties which are subject to business rates** New MoV for Q4



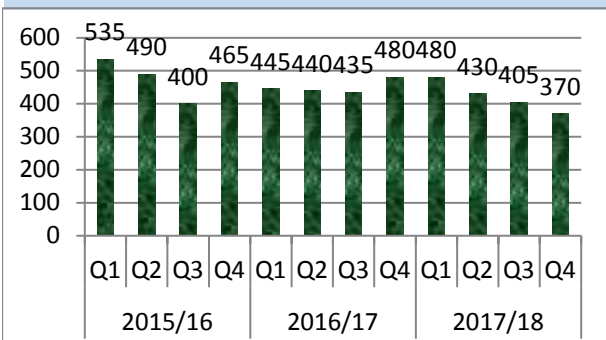
Business rates are charged on most non-domestic properties e.g. Shops, offices and pubs

**No. of empty business premises** QvQ 66.2%

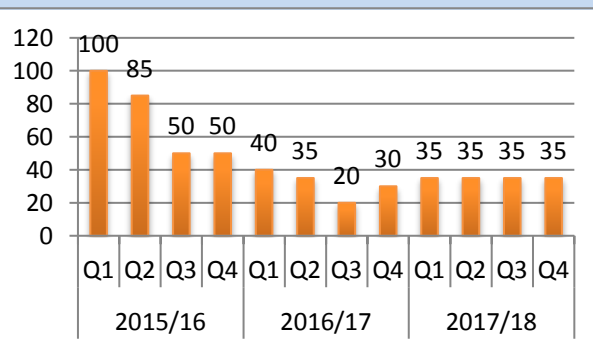


Business rates are charged on most non-domestic properties e.g. Shops, offices and pubs

**Jobseeker's Allowance count (16-64)** QvQ -22.9%

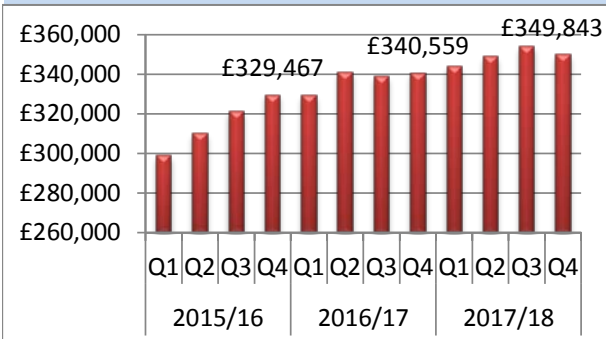


**Jobseeker's Allowance count (16-24)** QvQ 16.7%



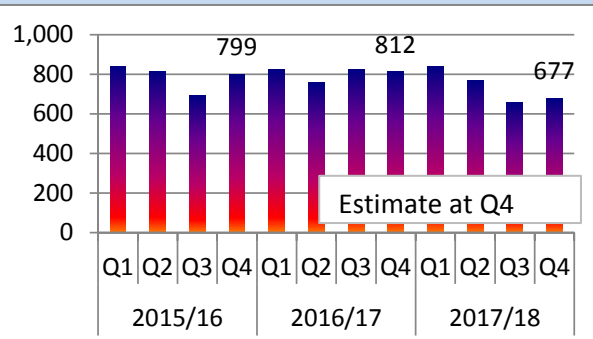
Usually reported for last month in the quarter, however only February data is currently available. Number of people claiming Jobseeker's Allowance (JSA). This is paid to help people who are unemployed or on a low income that are out there looking for a job.

**Average house price (£k)** QvQ 2.7%



Data for 2017/18 has been updated at Q4 to reflect changes in the data published by the land registry. Q4 figure is for January only as February and March data is unavailable. (Quarterly average for all property types published by the Land Registry)

**Planning applications received** QvQ -17%

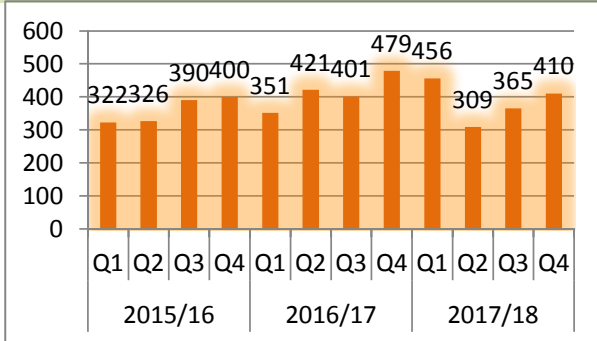


Q3 result has been amended. Q4 is an estimate and will be updated at Q1. The total number of applications received by Planning, either by post or via the planning portal

Social Care

Referrals to Children & Family Services

QvQ  
-14%

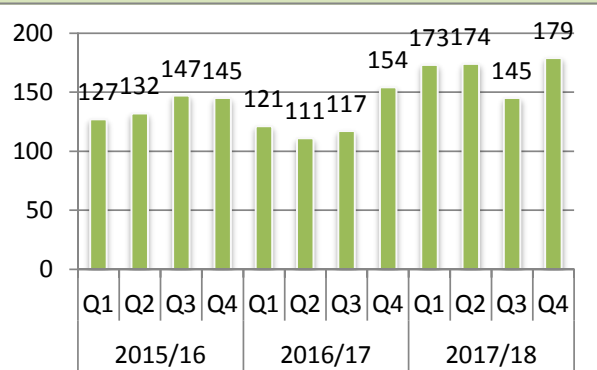


ASC new enquiries

Unable to provide Q4 data until final year end statutory reporting is completed to ensure this aligns. The transition to CareDirector has meant that data sources from both RAISE and CD need to be merged which is a complex process  
No comparison can be made with data prior to Q3

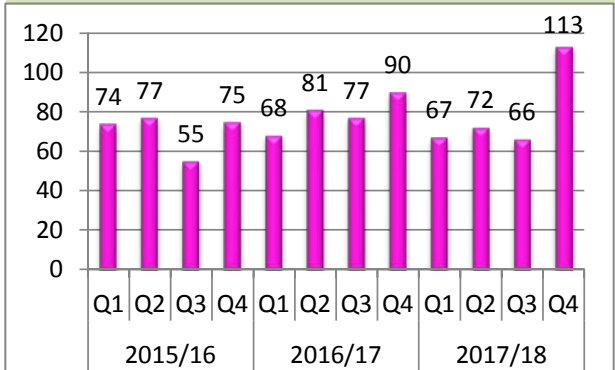
Child protection Plans

QvQ  
16%

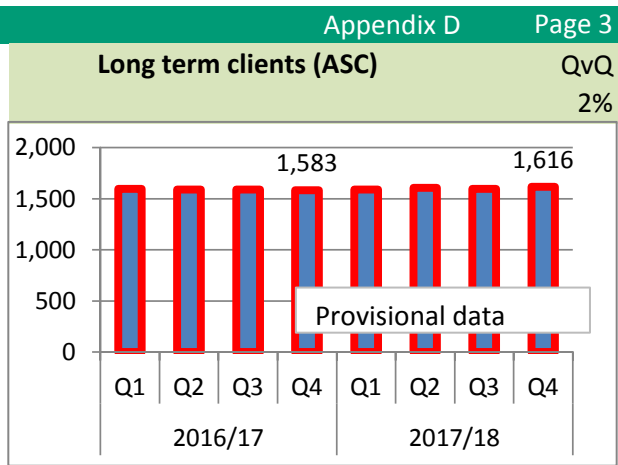
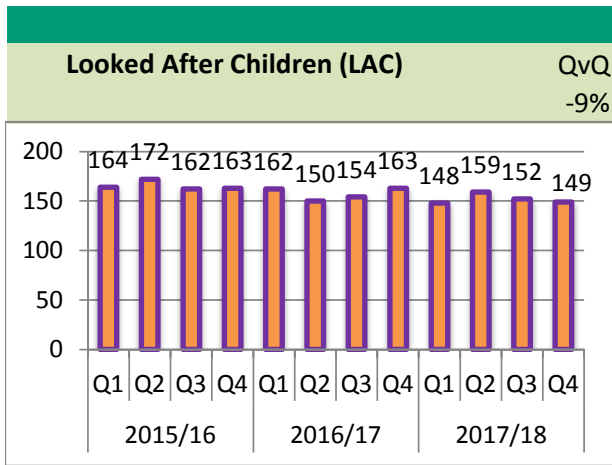


Adult safeguarding enquiries opened

QvQ  
26%



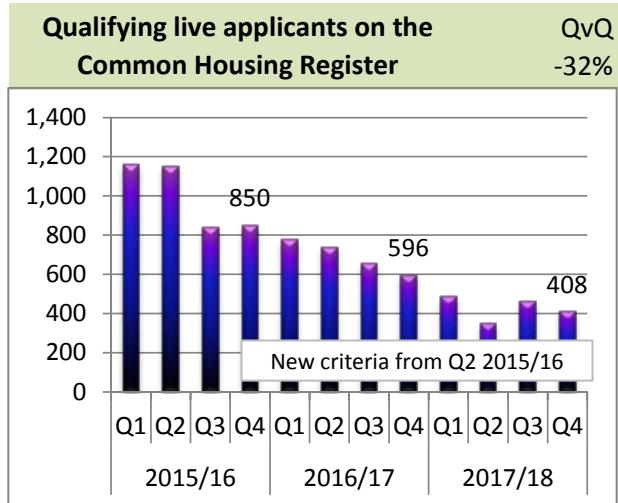
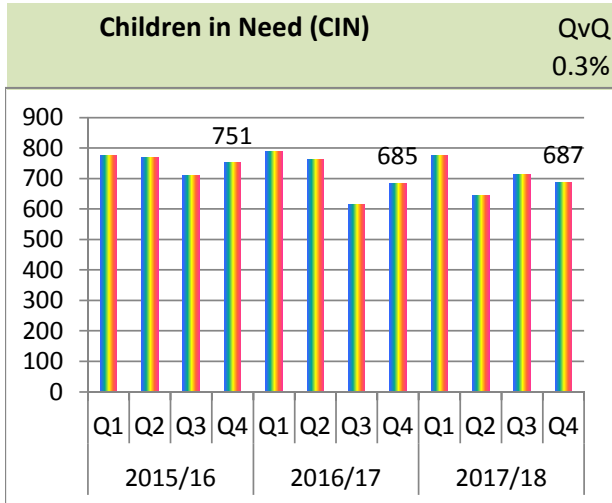
Provisional, may change following statutory



Provisional data - Reported as snapshot, not year to date.

Data before 2016/17 has not been provided as it is not comparable due to the implementation of the Care Act, where we reviewed work flow with the previously joint MH team. This identified a cohort of clients that previously were captured as receiving 'long term professional support'. A decision was made post April 2015 that their support was primarily health focused, they would not be reviewed under Care Act eligibility and were closed.

**Social Care**

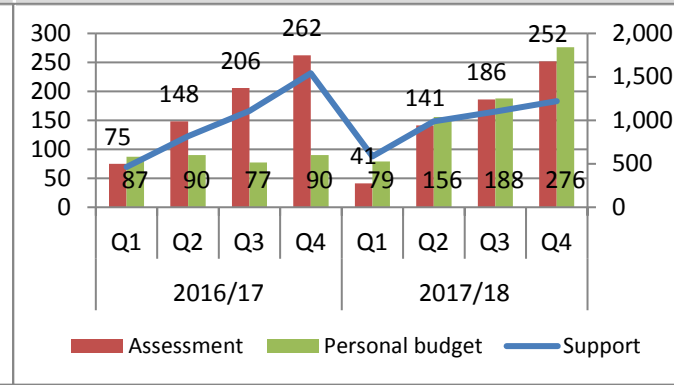
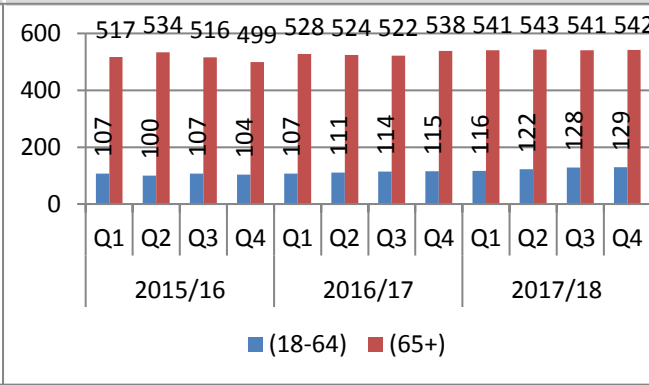
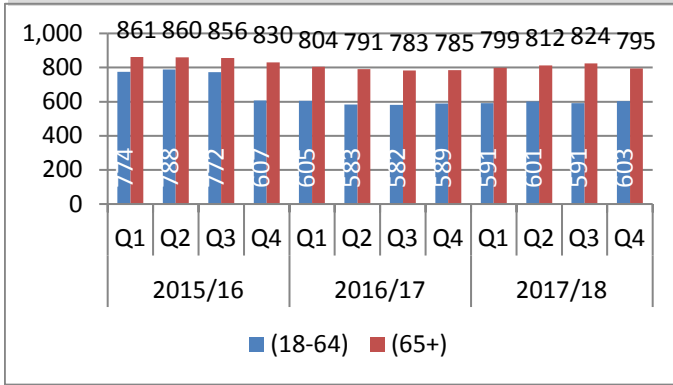


Key Accountable Measures of Volume 2017/18 by Service (current qtr v. same qtr last year)

1. ASC: No. of clients aged 18-64 or 65+ in the last 12 months in receipt of a Long Term community service (Homecare/ Day care / Personal Budget cash payment/ Community support / Extra Care Housing)

2. ASC: No. of clients aged 18-64 or 65+ in the last 12 months in receipt of a Long Term Service (LTS) residential/nursing care

3. ASC: No. of Carers receiving an assessment against eligibility criteria/support during the year/personal budget



Provisional data  
Rolling 12 months

Provisional data  
Rolling 12 months

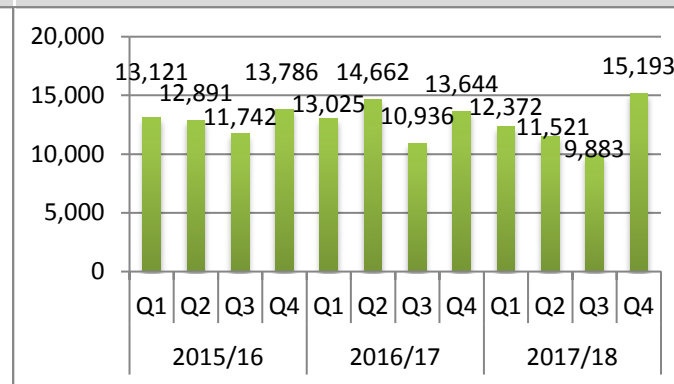
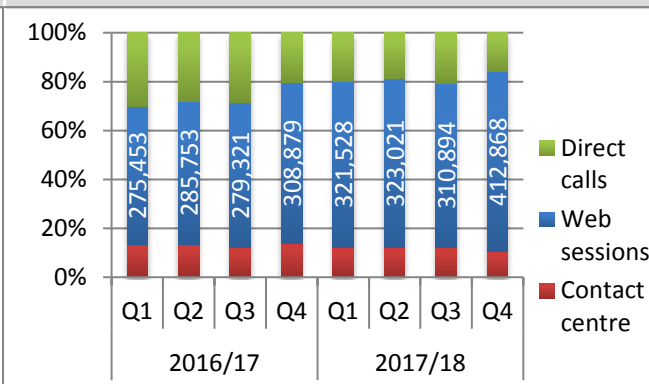
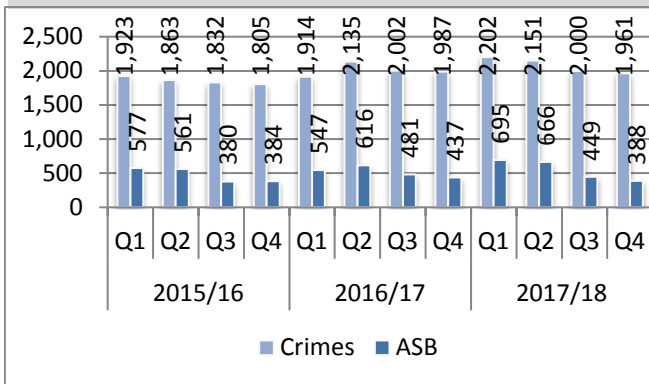
YTD figures (1st Apr - 4th Sep from Raise [128] + 4th Sep - 31st Mar from CD [124])

4. BCT: No of all crimes and anti-social behaviour (ASB) incidents reported to Thames Valley Police

QvQ  
Crime: - 1.3%  
ASB: - 11.2%

5. CS&ICT/SS: Direct calls, Contact Centre calls and Individual website sessions

6. CS&ICT: No. of Streetcare enquiries (received directly through Contact Centre & 11.4% online fault reporting) (Total)



From Q2 individual sessions on Planning's Public Access site have been included.

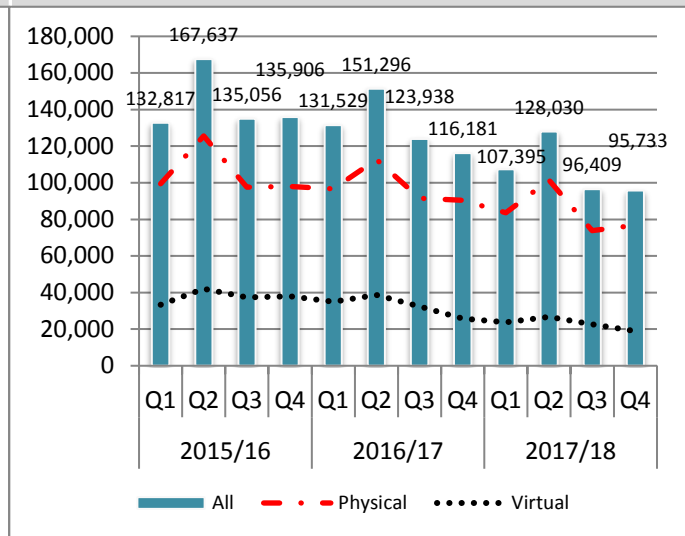
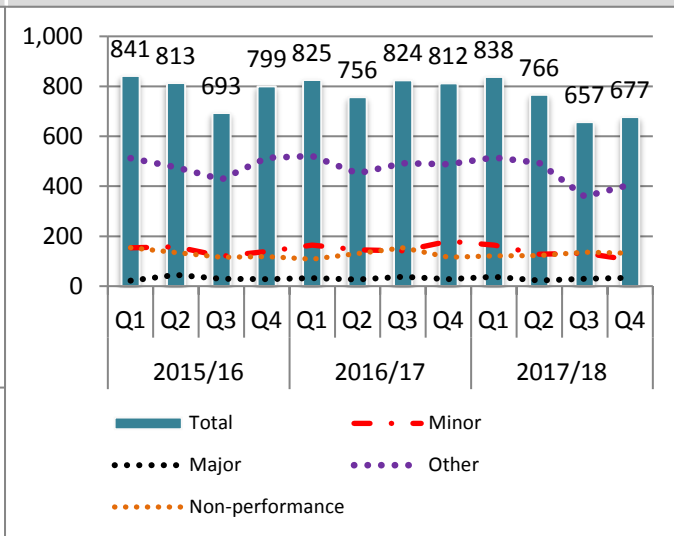
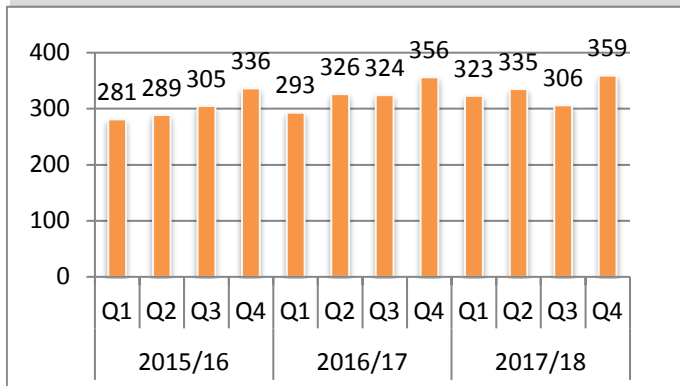
Key Accountable Measures of Volume 2017/18 by Service (current qtr v. same qtr last year)

Appendix D

7. SS: No. of Freedom of Information requests received QvQ: 0.8%

8. D&P: Number of planning applications received (Total) QvQ: -16.6%

9. PP&C: Number of visits to libraries, including the Mobile and 'At Home' Service (Total) QvQ: -17.6%



Q3 result has been amended. Q4 is an estimate and will be updated at Q1.  
The total number of applications received by Planning, either by post or via the planning portal

Libraries are experiencing a year of major change as we implement the 44% reduction in service agreed by members last March. Phase 1 of the project (April to December 2017) focused on implementing the operational changes including the recruitment and training of over 200 volunteers. Phase 2 (January 2018 onwards) focuses on increasing library usage through marketing, business development, events and activities.

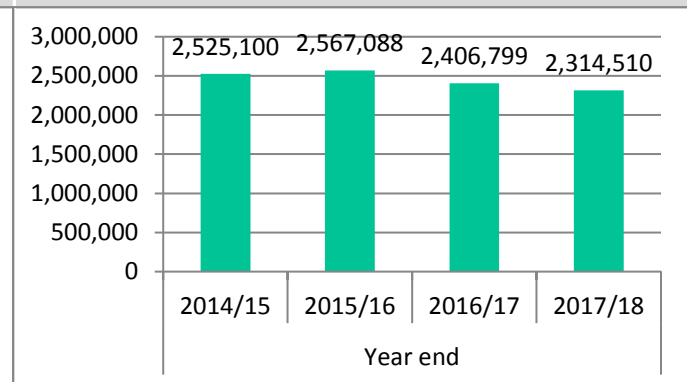
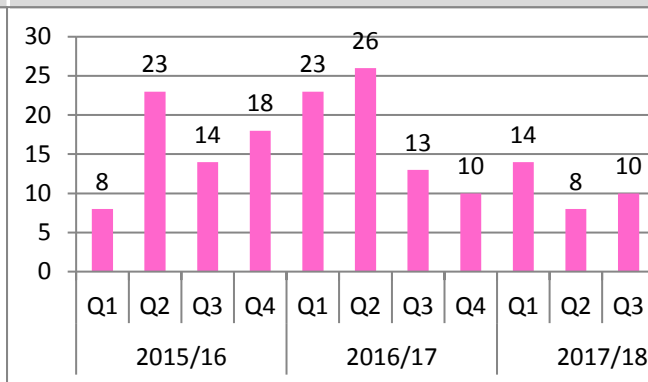
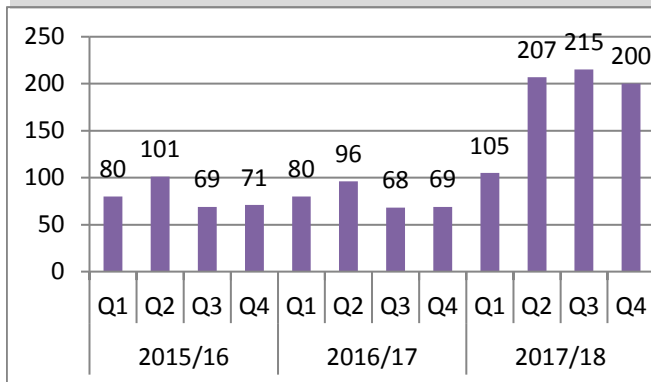
Key Accountable Measures of Volume 2017/18 by Service (current qtr v. same qtr last year)

Appendix D

10. PP&C: Number of volunteers across libraries, including the Mobile and 'At Home' Service  
QvQ: 189.9%

11. T&C: Number of people killed or seriously injured on roads in West Berkshire (incl Highway Agency roads)  
Q3vQ3: -23.1%

12. T&C: Number of bus passenger journeys commencing in West Berkshire  
YrvYr: -3.8%



Reported quarterly in arrears  
Q1 and Q2 results updated

This is a drop of 92k since 2016/17 (3.8%), with most services across West Berkshire seeing a fall in passenger numbers.