

Core Business													Service comment on target setting
	Title	Responsible Officer	2017/18			2018/19			2019/20		Comment Q1		
			Target	RAG / Yearend Outturn	National Rank / Quartile	Target	RAG / Yearend Outturn	National Rank / Quartile	Target	Q1 RAG / Outturn			
▶ Protecting our children													
Executive	% of Looked After Children who've had 3 or more placement during the past year	Pete Campbell	<=10%	★ (5/144) 3.5%	dna	<10%	★ (16/172) 9.3%	dna	<=10%	★ 7.4%	Q1: 12 / 163		
▶ Maintaining our roads													
Executive	% of the principal road network (A roads) in need of repair	Andrew Reynolds	5%	★ 3%	7/16 2nd	5%	★ 2%	dna	4%	🕒 Annual - Q4			
▶ Collecting your bins and keeping the streets clean													
Executive	% of household waste recycled, composted, reused and recovered (Local Indicator)	Vacant	80%	★ (64,736/77,596) 83.4%	-	80%	★ (63,016/74,171) 84.3% (P)	-	80%	★ 80.2% (E)	Q4 2018/19 has been updated. Q1 2019/20 is an estimate and will be updated later in the year. All results are subject to change once validated by DEFRA after Q4		
Executive	Maintain an acceptable level of litter, detritus and graffiti (as outlined in the Keep Britain Tidy local environmental indicators)	Vacant	Satisfactory	★ Good	-	Satisfactory	★ Good	-	Satisfactory	🕒 Reports from Q2			
▶ Providing benefits													
Executive	Average number of days taken to make a full decision on new Benefit claims	Iain Bell	<20 days	★ 19.54 days	-	<20 days	★ 19.54	-	<20 days	★ 19.12			
Executive	Average number of days taken to make a full decision on changes in a Benefit claimants circumstances	Iain Bell	<9 days	★ 6.32 days	-	<9 days	★ 6.50	-	<9 days	🔻 10.76	Q1: n/a / n/a See exception report for details.		
▶ Collecting Council Tax and Business rates													
Executive	The 'in-year' collection rate for Council Tax	Iain Bell	99%	★ (104604310/105897764) 98.8%	-	99%	★ (304,676,716 / 451,951,349) 98.5%	-	99%	★ 28.2%	For comparison 2018/19 Q1: (33343016/112735509) 29.6%		
Executive	The 'in-year' collection rate for Business Rates	Iain Bell	99%	★ (87059126/87683258) 99.3%	-	99%	★ (251,705,119 / 355,628,967) 98.4%	-	99%	★ 34.0%	For comparison 2018/19 Q1: (33917616/89801606) 37.8%		
▶ Ensuring the wellbeing of older people and vulnerable adults													
Executive	% of clients with Long Term Service (LTS) receiving a review in the past 12 months	Paul Coe	75%	🔴 (842/1231) 68.4%	-	70%	🔴 (854/1317) 64.8%	-	70%	🔴 61.1%	Q1: 792 / 1,296 Please see exception report for details.	National benchmarking shows we are above the England average. We are looking at ways in which we can improve this target and have started conversations with the team to further understand how we can use flexibilities in the Care Act to improve our performance, but this will take time. We need to be clear that there is an agreed requirement to focus on this area and appetite to support action, which is not without risk.	

Core Business												
	Title	Responsible Officer	2017/18			2018/19			2019/20		Comment Q1	Service comment on target setting
			Target	RAG / Yearend Outturn	National Rank / Quartile	Target	RAG / Yearend Outturn	National Rank / Quartile	Target	Q1 RAG / Outturn		
Executive	% of older people (65+) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	Tandra Forster	83%	■ (99/123) 80.5% (P)	dna	82%	★ (128/151) 84.8%	dna	84%	★ 83.3%	Q1: 155 / 186	Outturn was 84.8% this year, target to be set at 84% (Volatile indicator and above the last known England average 82.9%) Need to further understand impact of APL
Executive	% of financial assessments actioned within 3 weeks of referral to the Financial Assessment & Charging Team	Tandra Forster	98%	★ (1678/1683) 99.7%	-	98%	★ (2,003/2,008) 100%	-	98%	★ 99.0%	Q1: 487 / 492	
► Planning and housing												
Executive	% of 'major' planning applications determined within 13 weeks or the agreed extended time	Gary Rayner	60%	★ (81/103) 78.6%	14/16 4th	88%	■ (78/96) 81.3% E	dna	88%	★ 100.0%	Q1: 17 / 17	
Executive	% of 'minor' planning applications determined within 8 weeks or the agreed extended time	Gary Rayner	65%	★ (323/433) 74.6%	12/16 4th	85%	■ (275/355) 77.5% E	dna	85%	★ 88.6%	Q1: 78 / 88	
Executive	% of 'other' planning applications determined within 8 weeks or the agreed extended time	Gary Rayner	75%	★ (1,175/1,369) 85.8%	14/16 4th	90%	★ (1,069/1,150) 93% E	dna	90%	★ 95.0%	Q1: 301 / 317	
Executive	Submit a Minerals & Waste Local Plan for West Berkshire to the Secretary of state for examination	Bryan Lyttle	Dec-19	■ Behind schedule	-	Apr-20	★ On track	-	Apr-20	★ On track	To be submitted to the Full Council meeting on 5 December 2019	