

Notice of Meeting

Overview and Scrutiny Management Commission

Tuesday, 31 July, 2012 at 6.30pm
in Council Chamber, Council Offices
Market Street Newbury

Date of despatch of Agenda: Monday, 23 July 2012

For further information about this Agenda, or to inspect any background documents referred to in Part I reports, please contact Elaine Walker on (01635) 519441
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Further information and Minutes are also available on the Council's website at
www.westberks.gov.uk



Agenda - Overview and Scrutiny Management Commission to be held on Tuesday, 31 July 2012 (continued)

To: Councillors Brian Bedwell (Chairman), Dominic Boeck, Jeff Brooks (Vice-Chairman), Roger Croft, Marcus Franks, Dave Goff, Margaret Goldie, David Holtby, Mike Johnston, Irene Neill, David Rendel, Tony Vickers, Virginia von Celsing, Quentin Webb and Emma Webster

Substitutes: Councillors Peter Argyle, Jeff Beck, Alan Macro, Gwen Mason, Graham Pask, Andrew Rowles, Julian Swift-Hook and Keith Woodhams

Other Officers & Members invited:

Agenda

Part I

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1. Apologies for Absence To receive apologies for inability to attend the meeting (if any),	
2. Minutes To approve as a correct record the Minutes of the meeting of the Commission held on 26 June 2012.	1 - 6
3. Declarations of Interest To receive any Declarations of Interest from Members.	
4. Actions from previous Minutes To receive an update on actions following the previous Commission meeting.	7 - 8
5. Items Called-in following the Executive on 19 July 2012 To consider any items called-in by the requisite number of Members following the previous Executive meeting.	
6. Councillor Call for Action <i>Purpose: To consider any items proposed for a Councillor Call for Action.</i>	
7. Petitions <i>Purpose: To consider any petitions requiring an Officer response.</i>	



Agenda - Overview and Scrutiny Management Commission to be held on Tuesday, 31 July 2012 (continued)

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|-----|---|---------|
| 8. | Key Accountable Measures and Activities 2011/12: Year End Results. | 9 - 44 |
| | <i>Purpose: To report year end results against the key accountable measures and activities for West Berkshire Council for 2011/12.</i> | |
| 9. | Repair of Pot Holes | 45 - 66 |
| | <i>Purpose: To receive a report examining the methodology in operation for the repair of pot holes.</i> | |
| 10. | Youth Clubs | 67 - 72 |
| | <i>Purpose: To advise the commission of the process undertaken to manage the transfer of youth clubs from local authority control and the arrangements in place resultantly.</i> | |
| 11. | Housing and Homelessness | |
| | <i>Purpose: To consider the factors contributing to an increase in homelessness.</i> | |
| 12. | Overview and Scrutiny Management Commission Annual Report | 73 - 82 |
| | <i>Purpose: To receive the Scrutiny Annual Report 2011/12.</i> | |
| 13. | Health Scrutiny Panel | 83 - 84 |
| | <i>Purpose: To provide an update on the work of the Health Scrutiny Panel.</i> | |
| 14. | Resource Management Working Group | 85 - 88 |
| | <i>Purpose: To provide an update on the work of the Resource Management Working Group.</i> | |
| 15. | West Berkshire Forward Plan August 2012 to November 2012 | 89 - 94 |
| | <i>Purpose: To advise the Commission of items to be considered by West Berkshire Council from August 2012 to November 2012 and decide whether to review any of the proposed items prior to the meeting indicated in the Plan.</i> | |
| 16. | Overview and Scrutiny Management Commission Work Programme | 95 - 98 |
| | <i>Purpose: To receive, agree and prioritise the work programme of the Commission, the Health Scrutiny Panel and the Resource Management Working Group for the remainder of 2012/13.</i> | |

Andy Day
Head of Strategic Support

West Berkshire Council is committed to equality of opportunity. We will treat everyone with respect, regardless of race, disability, gender, age, religion or sexual orientation.

**Agenda - Overview and Scrutiny Management Commission to be held on Tuesday, 31
July 2012 (continued)**

If you require this information in a different format, such as audio tape, or in another language, please ask an English speaker to contact Moira Fraser on telephone (01635) 519045, who will be able to help.



Note: These Minutes will remain DRAFT until approved at the next meeting of the Committee

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION

MINUTES OF THE MEETING HELD ON TUESDAY, 26 JUNE 2012

Councillors Present: Jeff Beck (Substitute) (In place of Marcus Franks), Brian Bedwell (Chairman), Dominic Boeck, Jeff Brooks (Vice-Chairman), Virginia von Celsing, Dave Goff, Roger Hunneman (In place of Tony Vickers), David Rendel, Andrew Rowles (Substitute) (In place of Emma Webster) and Quentin Webb

Also Present: John Ashworth (Corporate Director - Environment), Nick Carter (Chief Executive), Chris Jones (Arts and Leisure Services Manager), Councillor Hilary Cole (Countryside, Environmental Protection, "Cleaner Greener", Culture), Councillor Carol Jackson-Doerge, David Lowe (Scrutiny and Partnerships Manager) and Elaine Walker (Principal Policy Officer)

Apologies for inability to attend the meeting: Councillor Marcus Franks, Councillor Tony Vickers and Councillor Emma Webster

Councillor(s) Absent: Councillor David Holtby and Councillor Mike Johnston (Please note that after the meeting had taken place apologies were received from Councillor Johnston that due to rail disruption he had been unable to leave London.)

The Chairman thanked Councillor Jeff Brooks for chairing the meeting held on 29 May 2012.

PART I

15. Minutes

Please note that after the meeting had taken place apologies were received from Councillor Johnston that due to rail disruption he had been unable to leave London.

The Minutes of the meeting held on 29 May 2012 were approved as a true and correct record and signed by the Chairman.

Councillor David Rendel requested clarification as to why the final report of the Pot Holes Task Group had not been brought to this meeting. The Chairman responded that the Member who had raised the issue had not been available to attend this meeting, and as a courtesy to allow him to hear the debate, the Chairman had decided to defer the item until the next meeting.

16. Declarations of Interest

Councillor David Rendel declared an interest in Agenda Item 10, but reported that, as his interest was personal and not prejudicial, he determined to remain to take part in the debate and vote on the matter.

17. Actions from previous Minutes

(18:33 – Councillor Dominic Boeck joined the meeting)

The Commission received an update on actions from the previous meeting. Comments were received regarding the following items:

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION - 26 JUNE 2012 - MINUTES

2.1 and 2.2: Supplementary information was received from Councillor Roger Croft, Portfolio Holder for Strategy, Council Plan and Housing, responding to discussions about housing and homelessness.

Councillor Rendel expressed his disappointment with the response. He noted that there had been no intention to infer that employees within the Housing Service were not performing well, but other factors were causing a growing concern regarding homelessness, and that a shortage of accommodation on the district was a growing problem. Councillor Rendel referred to the debate at the Commission's meeting in May when it had been resolved that the Portfolio Holder be asked to facilitate a meeting with all involved agencies. Councillor Rendel suggested that solutions might be forthcoming if the issue was able to be discussed in a forum such as this.

The Chairman asked whether the Commission wished a Task Group to be established to review this issue. Councillor Quentin Webb considered that the formation of a Task Group would be premature in light of the fact that the Portfolio Holder had arranged a meeting with Sovereign Housing to discuss the issue.

(18:40 – Councillor Roger Hunneman joined the meeting)

Councillor Boeck suggested that prior to establishing a Task Group, it would be necessary to fully understand what issues it would be scrutinising. Councillor Brooks reminded the Commission that it was entitled to scrutinise any issue of concern, and reiterated the need for an opportunity to speak with stakeholders to obtain a full range of views and to explore any potential solutions. Councillor Dave Goff noted that the Portfolio Holder's response had not adequately addressed whether he intended to arrange a meeting with involved agencies.

The Chairman suggested that the Portfolio Holder be invited to the next meeting of the Commission along with a representative of Sovereign Housing in order for the Commission to discuss its concerns directly. The Commission agreed this course of action.

Councillor Rendel commented on the protracted processes employed for the re-use of Taceham House and questioned whether improved foresight could have minimised the delay. Councillor Rendel requested that the supplementary information be forwarded to the Resource Management Working Group for inclusion in its consideration of the asset management structure. The Commission agreed.

2.3: Councillor Rendel requested an update regarding the Commission's resolution to refer the proposed introduction of a 50mph speed limit on the A4 Bath Road at Padworth back to the Portfolio Holder for Highways for reconsideration.

RESOLVED that:

- The Portfolio Holder for Strategy, Council Plan and Housing be invited to the next meeting of the Commission to discuss housing and homelessness, along with a representative of Sovereign Housing;
- The Resource Management Working Group to receive the supplementary information in relation to Taceham House for inclusion in their consideration of the asset management structure;
- The Commission be updated on the progress of reconsidering the decision to introduce a 50mph speed limit on the A4 Bath Road in Padworth.

18. Items Called-in following the Executive on 14 June 2012

No items were called-in following the last Executive meeting.

19. Councillor Call for Action

There were no Councillor Call for Action.

20. Petitions

There were no petitions to be received at the meeting.

21. Update on Preparations for the Olympic Games

The Commission received a verbal report (Agenda Item 8) updating it on preparations for the Olympic torch relay through West Berkshire, and activities taking place within the district as part of the Cultural Olympiad.

Chris Jones initially explained that he would be collating information later in the year relating to both aspects of the Olympic celebrations in West Berkshire, and intended to report on the economic impact and benefits seen within the district.

Chris Jones informed the Commission of a number of events that took place across West Berkshire recently relating to the Cultural Olympiad. A series of events had been undertaken as part of 'The Berkshire Giant' project. Over the preceding week this had involved three community celebrations as well as a 'Giants trail', a community fair, and poetry and film workshops. Chris Jones reported that thousands of adults and children had taken part or attended and extremely positive feedback had been received.

A poetry event had also taken place at the Watermill Theatre involving schools, cub groups, young people with special needs, older people with Alzheimer's, community groups and private sector groups, who took part in a writing workshop to create original poetry based on the Olympic motto 'Higher, Faster, Stronger'. The poems would be displayed on a poetry trail in the grounds of the theatre until September.

With regard to the Olympic torch relay, Chris Jones reported the following:

- A full event plan had been finalised and approved by Corporate Board. Every conceivable eventuality had been considered, including road closures, the safe movement of large numbers of young people, crowd safety and missing children, and had been well received by the Thames Valley Resilience Forum;
- The plan had been tested through a multi-agency desk top exercise and all learning from this had been incorporated;
- The plan included information on how to deal with extreme weather, and this information would be made available to staff, schools and stewards;
- Steward training was underway and the required number of volunteers was expected to be achieved;
- The process would be evaluated following the event for lessons to be learned.

Councillor Rendel asked for details of the costs associated with the district hosting the torch relay and associated events. Councillor Carol Jackson-Doerge replied that where other organisations were providing volunteers or events, the costs were absorbed by those organisations; for West Berkshire Council, the cost of volunteers was limited to staff time. Councillor Rendel queried whether volunteers were being reimbursed for travel expenses to attend training in Newbury. Chris Jones responded that they were not, however if there were sufficient numbers, a training session would be scheduled for the East of the district for those based further away.

The Cultural Olympiad programme was to be delivered as part of normal business. To achieve this, the Arts and Leisure Service budget had a commissioning budget of £30,000 which was being used to commission work with local groups. A further £20,000

had been allocated for infrastructure. Councillor Hilary Cole informed the Commission that when LOCOG had been invited to bring the Olympic torch to West Berkshire, there had been an understanding that there would be no cost to West Berkshire, however since then it had become apparent that in order to maintain public safety, a sum of £20,000 would be required. Nick Carter confirmed that this sum had been agreed after the Council's budget setting process in March, and had been allocated to the civil contingencies budget for day to day management.

Councillor Jeff Beck asked what media plans were in place to forewarn communities about the disruption that would occur on 11 July, but also on 10 July when the torch relay would be in Reading. Chris Jones responded that it was recognised that torch activity occurring close to the Council's borders would have an effect on West Berkshire communities and communication plans had accounted for this. Communication routes would include social media, leaflet drops to houses en route and talking to ShopWatch. Local bus companies were making their own arrangements. There was a possibility that the overhead matrix signs on the M4 and A34 could be used.

The Chairman recognised the quantity of work required to manage a project of this size and thanked Chris Jones for his role. Councillor Cole commented that the amount of work undertaken was exceptional for an event that would be just a few hours long.

22. Youth Clubs

Item 9 on the agenda, Youth Clubs, was not discussed by the Commission, but was deferred to a future meeting.

The Chairman explained that the Officers involved in this item were required to prepare for an Ofsted inspection and he had therefore excused them from attending this meeting. The item was to be postponed until the next meeting of the Commission.

RESOLVED that the Director for Communities be asked to confirm an Officer's attendance at the next meeting and the Commission's best wishes be extended for the upcoming Ofsted inspection.

23. Health Scrutiny Panel

(Councillor Rendel declared a personal interest in Agenda item 10 by virtue of the fact that his wife was a GP in West Berkshire. As his interest was personal and not prejudicial he determined to take part in the debate and vote on the matter).

The Commission considered a report (Agenda Item 10) on the work of the Health Scrutiny Panel (HSP).

Councillor Webb reported that the Health Scrutiny Panel had met on 19 June 2012 and the following topics had been discussed:

- Dignity and Nutrition in Hospitals: A representative from the Royal Berkshire Hospital had attended and agreed that a questionnaire would be given to all patients being released from hospital who were over 65;
- Child Poverty Strategy: An update had been received indicating that a number of events would be taking place over the next few weeks. The Panel expected the outcomes to be reported to them;
- Health and Wellbeing Board: A number of meetings were taking place that were shadowing clinical groups. Procedures were being set up in preparation for taking over from the PCT next year.

Councillor Hunneman asked how the dignity and nutrition in hospital questionnaire would be administered for those who were less able to respond. Councillor Webb responded

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION - 26 JUNE 2012 - MINUTES

that the LINK was managing the process, but questionnaires might be handed to carers where this was appropriate. If it was considered necessary, questionnaires could be followed up.

Councillor Hunneman informed the Commission of a concern that had been raised at a recent Safer Communities Partnership meeting relating to an apparent increase in the number of suicides across the district. Nick Carter commented that this was a public health issue and would be raised at the Health and Wellbeing Board not the Safer Communities Partnership or the Health Scrutiny Panel.

Councillor Webb informed the Commission that a Domestic Abuse Task Group had been formed with six Members, terms of reference and a scoping document had been produced and the first meeting was due to take place on 20 July 2012.

Resolved that the report and verbal update be noted.

24. Resource Management Working Group

The Commission considered a report (Agenda Item 11) on the work of the Resource Management Working Group (RMWG).

Councillor Rendel reported to Members that the next meeting would be taking place on 2 July 2012, and advised that the items for discussion would be:

- Asset Management
- Establishment Report Q4 2011/12
- Financial Outturn Report 2011/12

Councillor Rendel advised that the RMWG requested that a further item be added to the work programme to consider the impact on the Council's finances of Local Authority maintained schools converting to academy status. The Commission agreed for this item to be added.

Resolved that a further item be added to the RMWG work programme to consider the impact on the Council's finances of Local Authority maintained schools converting to academy status.

25. West Berkshire Forward Plan June 2012 to September 2012.

The Commission considered the West Berkshire Forward Plan (Agenda Item 12) for the period covering June 2012 to September 2012.

Resolved that the Forward Plan be noted.

26. Overview and Scrutiny Management Commission Work Programme

The Commission considered its work programme and that of the Health Scrutiny Panel and Resource Management Working Group for 2011/12.

The Chairman proposed that the annual report of the Commission be added to the work programme for review at the next meeting. The Commission agreed.

Resolved that the annual report of the Commission be added to the work programme for review at the next meeting.

(The meeting commenced at 6.30 pm and closed at 7.30 pm)

CHAIRMAN

Date of Signature

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Agenda Item 4.

Title of Report:	Actions from previous meetings
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	31 July 2012

Purpose of Report: To advise the Commission of the actions arising from previous meetings

Recommended Action: To note the report

Overview and Scrutiny Management Commission Chairman	
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Executive Report

1. Introduction

- 1.1 This report provides the Overview and Scrutiny Management Commission with an update on the actions arising from its previous meeting.

2. Resolutions

- 2.1 **Resolution:** The Portfolio Holder for Strategy, Council Plan and Housing be invited to the next meeting of the Commission to discuss housing and homelessness, along with a representative of Sovereign Housing

Action / response: This action is complete.

- 2.2 **Resolution:** The Resource Management Working Group to receive the supplementary information in relation to Taceham House for inclusion in their consideration of the asset management structure;

Action / response: This action is complete

- 2.3 **Resolution:** The Commission be updated on the progress of reconsidering the decision to introduce a 50mph speed limit on the A4 Bath Road in Padworth

Action / response: The ID is currently awaiting agreement of a date for consideration with Councillor Graham Jones, who will be taking the place of Councillor David Betts for this item.

- 2.4 **Resolution:** the Director for Communities be asked to confirm an Officer's attendance at the next meeting and the Commission's best wishes be extended for the upcoming Ofsted inspection

Action / response: This action is complete

- 2.5 **Resolution:** A further item be added to the RMWG work programme to consider the impact on the Council's finances of Local Authority maintained schools converting to academy status.

Action / response: This item has been added to the work programme.

- 2.6 **Resolution:** The annual report of the Commission be added to the work programme for review at the next meeting.

Action / response: This item is considered in a separate agenda item.

Appendices

There no appendices to this report.

Agenda Item 8.

Title of Report:	Key Accountable Measures and Activities 2011/12. Update on Progress: Year end Outturns
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	31 July 2012

Purpose of Report: To present to the Commission the year end outturn against the key accountable measures and activities 2011/12.

Recommended Action: To note year end outturn against the key accountable measures and activities.

Overview and Scrutiny Management Commission Chairman	
Name & Telephone No.:	Councillor Brian Bedwell – Tel (0118) 9420196
E-mail Address:	bbedwell@westberks.gov.uk

Contact Officer Details	
Name:	Elaine Walker
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Executive Summary

1. Introduction

1.1 The purpose of this report is to provide an update on progress against the Council's key accountable measures and activities for year end, 2011/12.

2. Commentary on performance

2.1 In total, there are 39 key measures or activities monitored and reported at this level.

2.2 27 (69%) measures are reported as green for year end – this compares to 74% for 2010/11 although with significantly more measures monitored (77 / 102). Areas where services have achieved notable success against annual targets include:

- *Adult Social Care*: financial assessments completed within 3 weeks of referral to Welfare Benefits team;
- *Children in care*: looked after children whose cases are reviewed within required timescales;
- *Customer Focus*: enquiry resolution time for face to face callers.

2.3 12 (25%) 'reds' being reported for year end – i.e. have not been achieved by year end. These are in relation to:

- *the proportion of adult social care service users receiving self-directed support.*
- *increasing level of commissioned early intervention services in CYP directorate by 10%.*
- *people presenting as homeless, who are prevented from being homeless.*
- *the proportion of pupils achieving 5+ A*-C GCSEs (including English and Maths).*
- *reducing the number of primary schools below the national floor standards.*
- *narrowing the achievement gap between SEN / non SEN scoring level 4 or above in English and Maths at the end of KS2 to 52%*
- *increasing the proportion of children eligible for free school meals who achieve 5+A*-C at GCSE by age 16 to 30%*
- *young people 16-19 who are NEET*
- *adopting the Core Strategy.*
- *achieving an average of 5 days to register a planning application.*
- *the proportion of 'major' planning applications determined within 13 weeks. / 'minor planning applications determined within 8 weeks. / 'other' planning applications determined within 8 weeks.*

- *Contact centre calls answered within 30 seconds.*

Appendices

Appendix A – West Berkshire Council: key accountable measures and activities 2011/12: update on progress. Year end.

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Key accountable measures and activities 2011/12

Update on progress

Year end: Jan-March 2012

compiled by:

Performance, Research & Consultation Team

Strategic Support Unit

westberks.gov.uk/performance

May 2012

Purpose of this report

To provide an update on progress against the Council's key accountable measures and activities for year end, 2011/12.

The key measures / activities within this report have been distilled from those routinely monitored and managed through individual service plans to focus more singularly on those which are of particular importance / significance key to the ongoing work of the Council as a whole. This report therefore:

- 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.

Conventions used in this report

Throughout the report we have used a RAG 'traffic light' system to report progress:

- ★ means we have either achieved or exceeded what we set out to do;
- ◆ means we were behind schedule (in year), but still expected to achieve or complete the measure / activity by year end;
- indicates we have not achieved the activity or target within the year;

indicators reported as Ⓞ were annual indicators that could only be reported at a particular point in time – i.e. GCSE results or the road condition survey, whilst;

indicators reported as U are where the quarterly data was not available.

In total, there are 39 key measures or activities which are appraised by the Executive through this reporting mechanism. These are reported on a thematic basis in order to take a more descriptive account of the core functions of the authority.

The table below presents these in more detail. Along with a description of the measure, the table also provides:

- *Column 2*: an indication of whether or not the Council has direct / complete control over the measure.
- *Column 3*: an indication of the impact on either, service users or the community more generally, should the measure not be achieved.
- *Column 4*: the previous year's outturn.
- *Column 5*: the current year's target, quarterly outturn and RAG rating.
- *Column 6*: any supporting commentary provided.

Commentary on performance

Overview of performance outturns	Q1	Q2	Q3	YE
Green	28	23	22	27
Amber	2	7	4	0
Red	0	3	8	12
Annual (yet to be reported)	8	6	3	0
Unavailable at time of publication	1	0	2	0

The summary table above shows how the measures are reported for each quarter.

For year end, 27 (69%) measures or activities are reported as having been achieved (this compares to 74% achieved for 2010/11). Areas where services have achieved notable success against annual targets include:

- (Adult Social Care) Financial assessments completed within 3 weeks of referral to Welfare Benefits team;
- (Children in care) Looked after children whose cases are reviewed within required timescales;
- (Customer Focus) Enquiry resolution time for face to face callers.

There are 12 measures which have not been achieved and therefore reported as 'red'. 3 of these reported red in Q4, two turning from green to red (Commissioned early intervention services in CYP Directorate and average number to register a planning application) and one turning from amber (Young people who are NEET):

Title	Target	YE outturn	Red	Impact
Adult social care				
Proportion of service users receiving self-directed support (including personal budgets).	50%	23% (724 / 2,574)	Q2	Medium
Children in care				
increase level of commissioned early intervention services in CYP directorate by 10%.	£1,172,600	£1,117,626	Q4	Medium
Housing				
proportion of people presenting as homeless, where the homelessness has been relieved.	85%	78% (468 / 600)	Q3	High
Supporting schools and young people				
proportion of pupils achieving 5+ A*-C GCSEs (including English and Maths).	62%	61%	Q2	High
reducing the number of primary schools below the national floor standards.	2	6	Q3	High
Narrow the achievement gap between SEN / non SEN scoring level 4 or above in English and Maths at the end of KS2 to 52%	<52%	55%	Q3	Medium
Increase the proportion of children eligible for free school meals who achieve 5+A*-C at GCSE by age 16 to 30%	30%	18.1%	Q3	Medium
Young people 16-19 who are NEET	4%	4.4%	Q4	High
Planning				
adoption of the Core Strategy.	Publish March '12.	Will not be published.	Q2	High
achieve an average of 5 days to register a planning application.	5 days	6 days	Q4	High

Key accountable measures and activities 2011/12: Update on progress – Year end

'major' planning applications determined within 13 weeks.	46%	28%		
'minor' planning applications determined within 8 weeks.	46%	16%	Q3	High
'other' planning applications determined within 8 weeks.	83%	24%		
Customer focus				
proportion of Contact Centre calls answered within 30 secs.	80%	76% (127,417 / 167,185)	Q3	High

More information – outturns and commentary - on each of these measures is contained in the main body of this report.

This report – along with previous quarters' updates on progress – are published at westberks.gov.uk/performance.

2011/12 West Berkshire Council key accountable measures – Year end									
Measure / activity	Direct influence	Community / service impact	2010/11 Year end outturn	2011/12 Target	Q1 outturn	Q2 (YTD) outturn	Q3 (YTD) outturn	Year end outturn	Supporting commentary
Adult Social Care									
Financial assessments completed within 3 weeks of referral to Welfare Benefits team	Y	High	71%	80%	100% ★	100% ★	99.7% ★	99.7% ★	YTD outturn: 702 / 704. ★
Carers receiving a carer's assessment or review during the year	Y	High	18%	20%	25% ★	23% ★	20% ★	24% ★	Rolling 12 mths outturn: 618 / 2,574 ★
Care assessments completed within 28 days	Y	High	65%	65%	67% ★	66% ★	64% ◆	65% ★	Rolling 12 mths outturn: 1,016 / 1,624 ★
Service users and carers receiving Self Directed support (including personal budgets)	Y	Medium	10%	50%	19% ★	22% ★	24% ■	28% ■	Rolling 12 mths outturn: 724 / 2,574. Provisional data. Actuals available in July. This has been delayed due reduced capacity. Additionally, due to vacancies in the long term care teams and the operating model restructure, the capacity to complete the reviews to move existing clients onto Self Directed Support has been restricted. See exception report for further

2011/12 West Berkshire Council key accountable measures – Year end											
Measure / activity	Direct influence	Community / service Impact	2010/11 Year end outturn	2011/12 Target	Q1 outturn	Q2 (YTD) outturn	Q3 (YTD) outturn	Year end outturn	Supporting commentary		
Children in Care											
Initial assessments for children's social care that are carried out within 10 working days of referral	Y	Medium	80%	80%	92%	87%	85%	84%	84%	★	Year end outturn: 825 / 981
Core assessments conducted within 35 working days	Y	Medium	83%	80%	64%	73%	76%	81%	81%	◆	YTD outturn: 434 / 533.
Looked after children whose cases are reviewed within required timescales	Y	High	98%	95%	100%	100%	100%	100%	100%	★	Q4 outturn: 470 / 470
Looked after children with 3 or more moves in a year	Y	High	6%	< 9%	0%	0%	2%	5%	5%	★	Q4 outturn: 6 / 123.
Child Protection Plans lasting 2 years or more	N	Medium	0%	< 5%	0%	0%	0%	0%	0%	★	Q4 outturn: 0 / 326.
The level of commissioned early intervention services in the Children and Young People Directorate	Y	Medium	£1,066,000	£1,172,600	£1,066,000	£1,066,000	£1,095,000	£1,117,626	£1,117,626	◆	Problems with procurement and recruitment have impacted on the timescale this indicator. See exception report for further information.
Youth offending											
Number of young people entering the Youth Justice System	N	High	124	< 120	15	29	38	55	55	★	Q4 outturn: 17.

2011/12 West Berkshire Council key accountable measures – Year end										
Measure / activity	Direct influence	Community / service Impact	2010/11 Year end outturn	2011/12 Target	Q1 outturn	Q2 (YTD) outturn	Q3 (YTD) outturn	Year end outturn	Supporting commentary	
Housing										
People presenting as homeless who are prevented from being homeless	Y	High	New	85%	85%	79%	78%	78%	78%	YTD outturn: 468 / 600. The Housing service is facing increased demand for homelessness services, reflecting a national trend. The Council has no other option but to take a homeless application. Nationally, we have seen a 13% increase in homelessness compared to last year, and this is mirrored in West Berkshire. See exception report for further information.
High priority housing grants approved within 9 weeks of receipt of full grant application	Y	High	New	95%	92%	96%	96%	97%	97%	YTD outturn: 116 / 119.
Benefits										
Average amount of time taken to make a full decision on new benefit claims	Y	High	17 days	< 18.5 days	18.28 days	18 days	18 days	17.7 days	17.7 days	

2011/12 West Berkshire Council key accountable measures – Year end										
Measure / activity	Direct influence	Community / service Impact	2010/11 Year end outturn	2011/12 Target	Q1 outturn	Q2 (YTD) outturn	Q3 (YTD) outturn	Year end outturn	Supporting commentary	
Benefits										
Average time taken to make a full decision on changes in a benefit claimant's circumstances	Y	Medium	6 days	< 8 days	6.18 days	7 days	8 days	8 days	8 days	
Supporting schools and young people										
Pupils gaining 5 or more high grades at GCSE, including English and Maths	N	High	61%	62%	---	61%	---	60.1%	60.1%	Lower than expected GCSE results in 6 out of 10 secondary schools. Specific impact caused by drop in performance in mathematics in 5 schools - including a 12% drop at Little Heath School. See exception report for further information.
Pupils scoring level 4 or above in English and Maths at the end of KS2	N	High	74.1%	74.5%	---	75%	75%	75%	75%	
The achievement gap between SEN / non SEN scoring level 4 or above in English and Maths at the end of KS2	N	Medium	56.3%	< 52%	---	---	55%	55%	55%	There was a reduction in the number of statemented children falling below the benchmark. This reflects the high level special needs of this cohort. See exception report for further information.

2011/12 West Berkshire Council key accountable measures – Year end											
Measure / activity	Direct influence	Community / service impact	2010/11 Year end outturn	2011/12 Target	Q1 outturn	Q2 (YTD) outturn	Q3 (YTD) outturn	Year end outturn	Supporting commentary		
Supporting schools and young people											
Children eligible for free school meals who achieve 5+A*-C at GCSE by age 16	N	Medium	28.7%	30%	---	⊙	18.1%	18.1%	18.1%	■	Across the board, performance in Maths was depressed, this was particularly pronounced in two secondary schools. See exception report for further information. (Previously reported in error in Q3)
The number of primary schools below national floor standards	N	High	9	2	---	⊙	6	6	6	■	The number of schools falling below national floor standards has fallen from 9 to 6 this year. Of the remaining schools, one has only 8 yr6 pupils. All schools have been assessed as good or satisfactory and are expected to be above floor level in 2012. See exception report for further information.
Complete the construction phase of Trinity School sports hall	Y	Medium	New	Aug 2011	On track	★	Complete	Complete	Complete	★	
Young people 16-19 who are NEET	N	High	4.4%	4%	4.3%	★	7.8%	4.4%	4.4%	◆	Year end outturn: 205 / 4664. National changes to the way in which NEET figures are calculated have impacted negatively on the presentation of West Berkshire figures. See

2011/12 West Berkshire Council key accountable measures – Year end										
Measure / activity	Direct influence	Community / service Impact	2010/11 Year end outturn	2011/12 Target	Q1 outturn	Q2 (YTD) outturn	Q3 (YTD) outturn	Year end outturn	Supporting commentary	
Waste										
Proportion of waste recycled / composted / reused	Y	Medium	42%	42%	45.8%	43%	49%	46%		Q2 & Q3 result amended with confirmed results. This result is also subject to change once figures are validated by DEFRA. Validated figures are produced by DEFRA from data WBC put into Waste Data Flow (WDF).
Level of litter, detritus and graffiti (as outlined in the Keep Britain Tidy local environmental indicators)	Y	Medium	'Good'	'Good'	Not avail.	'Good'	'Good'	'Good'		
Planning										
A five year land supply of ready to develop housing sites	Y	Medium	Not available	5 yrs	---		---	5.2 years		
Adopt the Local Development Framework's core strategy	N	High	Not adopted	Mar 2012	On target	Will not be publ.	Will not be publ.	Will not be publ.		The examination into the Core Strategy has been suspended by the Planning Inspector to allow the Council time to rectify a procedural issue relating to the Sustainability Appraisal / Strategic Environmental Assessment

2011/12 West Berkshire Council key accountable measures – Year end									
Measure / activity	Direct influence	Community / service Impact	2010/11 Year end outturn	2011/12 Target	Q1 outturn	Q2 (YTD) outturn	Q3 (YTD) outturn	Year end outturn	Supporting commentary
Average number of days to register a planning application (based on quarterly performance)	Y	High	7.7 days	5 days	21 days	10 days	7 days	6 days	work, following a High Court judgement in March 2011. The examination will not resume until February 2012, therefore the Core Strategy will not be adopted by March 2012. See exception report for further information. The under-performance was due to a vacant post in January 2012. This has since been appointed to. See exception report for further information.
Planning									
Planning applications determined within the government guidelines (based on qtrly performance);	Y	High		As per indiv. targets	On profiled target for each measure	On profiled target for each measure	Profiled targets will not be met.	Profiled targets will not be met.	Decisions for applications submitted since 1 January 2012 are meeting the performance targets set. However, due to the backlog of submissions prior to this date, we will be unable to meet the year end target. See exception report for further information.
<ul style="list-style-type: none"> 'major': 60% within 13 weeks 'minor': 65% within 8 weeks 'other': 75% within 8 weeks 			'major':46% 'minor':46% 'other':83%						
The proportion of planning appeals which are upheld	Y	High	38%	< 35%	29%	27%	22%	24%	YTD outturn: 29 / 123. (Reported performance for Q1,

2011/12 West Berkshire Council key accountable measures – Year end										
Measure / activity	Direct influence	Community / service impact	2010/11 Year end outturn	2011/12 Target	Q1 outturn	Q2 (YTD) outturn	Q3 (YTD) outturn	Year end outturn	Supporting commentary	
compared to the national average										Q2, & Q3) was incorrect due to an error in the performance report tools. This has now been rectified and signed off by internal audit.
Highways										
Principal road network in need of repair	Y	Medium	5%	5%	---	---	---	5%	5%	
Average time to repair a street lighting fault, where the fault is under WBC control	Y	Medium	6.5 days	< 7 days	6.12 days	6.07 days	6 days	6 days	6 days	
Highways										
Complete junction improvements to A4 / Langley Hill in Calcot	Y	High	New	Nov 2011	On target	On target	Completed	Completed	Completed	
Introduce variable parking message signs in Newbury	Y	High	New	Oct 2011	On target	On target	Completed	Completed	Completed	Completed October 2011.

2011/12 West Berkshire Council key accountable measures – Year end									
Measure / activity	Direct influence	Community / service impact	2010/11 Year end outturn	2011/12 Target	Q1 outturn	Q2 (YTD) outturn	Q3 (YTD) outturn	Year end outturn	Supporting commentary
Culture									
Number of visits to cultural venues supported by WBC	N	Medium	1,535,766	1.5m	399,742	798,353	1,216,437	1,594,165	
Customer Focus									
Contact Centre calls answered within 30 seconds	Y	High	79%	80%	74%	77%	76%	76%	YTD outturn: 127,417 / 167,185 calls. Increased demands on the service and a reduction in the establishment have tested the resilience of the service. See exception report for further information.
Average queuing time for face to face callers	Y	High	6 mins	< 8 mins	4.79 mins	4.97 mins	4.93 mins	4 mins	The queuing time is half that of last year, despite the number of face-to-face having increased. 2010/11 = 19,529 2011/12 = 20,138
Customer Focus									
Enquiry resolution time for face to face callers	Y	High	9 mins	< 10 mins	8.9 mins	9.6 mins	9.8 mins	9 mins	
Proportion of customers rating Contact Centre customer care as 'good' or 'excellent'.	Y	High	99%	95%	94%	91%	94%	95%	YTD outturn: 54 / 57. 1 dissatisfied feedback was a result of another service not returning call. The other two

2011/12 West Berkshire Council key accountable measures – Year end										
Measure / activity	Direct influence	Community / service Impact	2010/11 Year end outturn	2011/12 Target	Q1 outturn	Q2 (YTD) outturn	Q3 (YTD) outturn	Year end outturn	Supporting commentary	
Website users rating of West Berkshire Council website (Socitm Better Connected Survey)	Y	Medium	3 stars	3 stars	---	🎯	---	🎯	3 stars	<p>resulted from the issue (drainage) not being resolved."</p>

2011/12 West Berkshire Council key accountable measures – Year end – exception reports to support ‘red’ measures / activities

Service Unit		Adult Social Care					
PI Owner		Jan Evans					
Indicator		Description of Indicator					
ASC 3		Increase the number of service users and carers receiving Self Directed Support (including Personal Budgets) to 50%					
Period	Result Q1	Result Q2	Result Q3	Result Q4	Target	Service Impact (High/Medium/Low)	
Quarter 4	19% (550 / 2,935) ★	22% (636 / 2,888) ■	24% (690 / 2,819) ■	28% (725 / 2,574) ■	50%	Medium	
REASON FOR RED:							
Initial target was based on the introduction of a streamlined Personal Budgets process that has been delayed due to limited capacity. Additionally, due to vacancies in the long term care teams and the operating model restructure, the capacity to complete the reviews to move existing clients onto Self Directed Support (SDS) has been restricted.							
RECOMMENDED ACTION:							
Continue to develop a new streamlined Personal Budgets process, going live in May 2012. Target reviews to move clients onto SDS for those clients with the simpler care packages and where the market can provide appropriate service provision.							
All Local Authorities underestimated complexity of linking process to back office financial, IT and performance systems and in recognition target for 2012-13 has been adjusted downwards to reflect national and local priorities and local resources available. Collation of results is based on statutory Dept of Health reports.							
IMPACT OF ACTION:							
Numbers of clients on Self Directed Support should continue to increase due to a quicker process and targeted reviews.							
RISKS ASSOCIATED WITH ACTIONS:							
New process not implemented quickly enough to increase the numbers as expected. Clients will continue to receive services through a commissioned process. Ongoing risks include current potential and future legal challenges and judicial reviews, operational demand including safeguarding and staffing capacity, vacancies and recruitment.							

Youth Services and Commissioning						
Service Unit	Youth Services and Commissioning					
PI Owner	Julia Waldman					
Indicator	Description of Indicator					
YC 9	Increase the level of commissioned early intervention services in the CYP directorate by 10%					
Period	Result Q1	Result Q2	Result Q3	Result Q4	Target	Service Impact
Quarter 4	★ £1,066,000 + 0%	YTD ♦ £1,066,000 + 0%	YTD ★ £1,095,000 + 3%	YTD ■ £1,117,626 +5%	£1,172,600 +10%	Medium
REASON FOR RED:						
<p>This indicator relates to developments associated with the receipt of a new government early intervention grant which was provided for 2011-12, and replaced a range of grants with a single grant. The funding was intended to support existing provision funded through grants, such as Children’s Centres, as well as the development of new provision. This was an opportunity to extend both the type of early interventions available and providers delivering these, including from the PVI sector. A target was set therefore to demonstrate a commitment to create local growth in this sector to meet local priorities. New initiatives to meet key priorities were developed, for example specialist substance misuse provision for the Family Intervention Partnership. However the target was not achieved for a number of reasons:</p> <ul style="list-style-type: none"> • New initiatives took longer to procure and/or become operational than expected, due for example to recruitment timescales of the provider. • The development of a parenting practitioners register to create more agility and range in the provision of parenting support programmes took more than six months to be agreed, which in turn impacted on recruitment and planning or parenting programmes via this route. • Towards the later part of the year concerns about overspend in other areas resulted in a contingency approach to spending from this area as it could be used to support other service areas. This proved to be helpful as monies were used to pay, for example, for additional costs of independent Family Group Conference co-ordinators. • There were also capacity pressures associated with undertaking the work related to contracting resulting from cuts in other parts of the service area • Activities to develop the local VCS marketplace identified a need for further work to attract additional providers into the area able to deliver the more specialist resources being sought. For example joint work with health to develop a peer mentoring scheme. 						
RECOMMENDED ACTION:						
<p>The lessons have been learned from and a number of actions implemented. A commissioning framework based on an annual cycle of work has been developed, implementation of which will allow for the longer lead in time clearly required to move from commissioning to procurement and contract delivery</p>						

for new evidence-based and high quality initiatives. Some monies assigned in year will also be spent in 2012-13. Discussions have been held with VCS CYP Forum about targeting new providers into the district and support for this agreed. Monies have been distributed differently across different service teams, extending the capacity to undertake purchasing-related work informed by the wider strategic commissioning oversight

IMPACT OF ACTION:

Improved planning, monitoring and performance management.

RISKS ASSOCIATED WITH ACTIONS:

Longer term government funding levels associated with early intervention is uncertain making it more difficult to award medium term contracts.

Service Unit		Social Care Commissioning & Housing						
PI Owner	June Graves							
Indicator	Description of Indicator							
SCCH2	Percentage of people presenting as homeless where the homelessness has been prevented or relieved							
Period	Result Q1	Result Q2	Result Q3	Result Q4	YTD	Target	Service Impact (High/Medium/Low)	
Quarter 4	84% (132/156) ★	74% (121/163) ◆	75% (111/148) ■	78% (104 / 133) ■	78% (468/600)	85%	High	
REASON FOR RED:								
<p>The Housing service is facing increased demand for homelessness services, reflecting a national trend. Due to the benefit reforms and the current economic climate, the prevention tools that have been successful in the past are increasingly becoming less accessible, e.g. most private rented accommodation is well above the Local Housing Allowance level (and thus unaffordable) and landlords are increasingly reluctant to take applicants on benefits, as there is a buoyant rental market in WB. This leaves the Council with no other option but to take a homeless application, and increasingly, applicants who approach the Council for assistance wish to make an application. It should be noted that this is a national trend, with Councils reporting a 13% increase in homelessness year on year according to figures released by DCLG in December, and not West Berkshire-specific.</p>								
RECOMMENDED ACTION:								
<p>The Housing Service continues to focus on prevention tools as the first response to approaches from households who are threatened with homelessness. This includes negotiating with landlords, supporting applicants with rent deposits and rent in advance, and challenging incorrect service of notice. However, as this is a national trend and lots of people are presenting as homeless, is beyond of the Council's control. There are limited actions that we can take, other than to continue to offer a prevention-led service. The target for 2012/13 has been set to maintain the level achieved this year reflecting the continuing increased demand and the definition is in line with statutory P1E housing returns and therefore can not be amended and will allow us to appropriately benchmark.</p>								
IMPACT OF ACTION:								
<p>Due to the underlying factors, and further anticipated changes in welfare benefits, this increasing trend is anticipated to continue. Prevention will remain the focus but it is anticipated that there will be a further increase in applications.</p>								
RISKS ASSOCIATED WITH ACTIONS:								
None.								

Service Unit		Education																		
PI Owner	Ian Pearson																			
Indicator	Description of Indicator																			
ED1	Increase the proportion of pupils gaining 5+A*-C at GCSE, including English and Maths to 62%																			
Period	Result Q1	Results Q2 ■	Results Q3	Result Q4	Target	Service Impact (High/Medium/Low)														
Quarter 4	-	60.1%	-	-	62%	High														
REASON FOR RED:																				
<p>Overall, GCSE results in West Berkshire were relatively flat as measured by those achieving 5 + A* - C grades, including English & Maths. 60.1% achieved this measure, in comparison to a national figure of 58.20%. When the measure is reduced to simply 5 + A*-C the West Berkshire figure increases to 60.8%, in comparison to 58.7% nationally.</p> <p>When GCSE 'equivalent' qualifications are stripped out of the statistics, West Berkshire's GCSE 5 A* - C including English and Maths percentage pass is 58.40%, some 6% above the national figure of 52.40%</p> <p>As well as absolute score, another key measure is the progress students make i.e. the journey they have made from the end of KS2 to GCSE results at the end of KS4.</p> <p>Using this measure, 2011 progress in West Berkshire is as set out below in English and Maths.</p> <p>As can be seen, nationally, progress in Maths is below that in English, though on both measures, West Berkshire scores well above the national average.</p> <p>Last year's GCSE Maths results varied across secondary schools, with some delivering a significant improvement. Unfortunately however, four larger schools slipped back, which had a negative impact on overall performance.</p> <p>This matter was the subject of a separate Overview & Scrutiny Commission review in February 2012.</p>																				
Key factors identified in these schools as contributing to lower performance include:																				
<ul style="list-style-type: none"> • Leadership and management of Maths • Quality of teaching and learning in some groups 																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2">% making expected progress</th> </tr> </thead> <tbody> <tr> <td style="width: 50%;">England</td> <td style="width: 50%;">English</td> </tr> <tr> <td></td> <td>Maths</td> </tr> <tr> <td>West Berkshire</td> <td>71.80%</td> </tr> <tr> <td></td> <td>64.80%</td> </tr> <tr> <td></td> <td>76.30%</td> </tr> <tr> <td></td> <td>68.60%</td> </tr> </tbody> </table>							% making expected progress		England	English		Maths	West Berkshire	71.80%		64.80%		76.30%		68.60%
% making expected progress																				
England	English																			
	Maths																			
West Berkshire	71.80%																			
	64.80%																			
	76.30%																			
	68.60%																			

- Ineffective monitoring and evaluation of student progress
- Unreliable data, including weak moderation
- Lack of appropriate intervention for those students at risk of underachievement
- A significant number of students capable of achieving a C grade in maths actually achieved a D grade

IMPACT OF ACTION:

- Deployment of the part-time LA Maths Advance Skills Teacher (AST) to support the Head of Department and staff to improve the quality of teaching.
- AST, supported by the School Improvement Partner (SIP) working with staff on tracking, progression and intervention programmes.
- Review with each secondary of forecast results for 2012.

We recognise the importance of sharing good practice across schools; the AST leads a Head of Maths Network, where the current focus is on Leadership and Management. The most recent meeting included a presentation from Trinity School, to share how did they did so well in last year's KS4 results, and from a Birmingham school who have been doing some intervention work.

Training for Teaching Assistants (TAs) who support secondary classes, was identified by Maths Heads of Department as a need. The LA is currently in the process of organising this training.

The importance of a good grounding in Maths at Primary level is key to raising standards in secondary schools. In support of this, West Berkshire has enthusiastically embraced a national programme to train Primary Maths Specialists. The first cohort completed their 18 month training programme in December 2011. This has provided 16 trained specialists, who will now be deployed across primary schools in West Berkshire to champion, inspire and support Maths teaching. A further cohort is currently being trained too, to build even greater capacity.

RISKS ASSOCIATED WITH ACTIONS:

As schools convert to academy status the LA loses its influence on improving standards. There are also risks associated with the downsizing of the School Improvement Team due to the Council's budgetary constraints as capacity is stretched. The review of secondary school forecast results for 2012 shows a significant increase forecast in each school. This is expected to have the net effect of putting the aggregated West Berkshire result back in to the top quartile nationally.

Service Unit		Education				
PI Owner	Ian Pearson					
Indicator	Description of Indicator					
ED3	Narrow the achievement gap between SEN / non SEN scoring level 4 or above in English and Maths at the end of KS2 to 52%					
Period	Result Q1	Result Q2	Results Q3	YE	Target	Service Impact (High/Medium/Low)
Quarter 3	-	-	55%	55%	<52%	Medium
REASON FOR RED:						
<p>The reduction target appears to have been over ambitious, but the outturn shows an improvement of 1.3% over the previous year. (2010/11 outturn 56.3%). The main reason for not achieving the target was a reduction in the number of statemented children falling below the benchmark. This reflects the high level special needs of this cohort.</p> <p>As outlined in a recent Ofsted report on SEN, nationally, the standard of SEN provision in mainstream school varies considerably. Much of this is a combination of some individual pupil expectations being too low and a lack of diagnostic understanding and awareness of appropriate interventions and strategies. These issues are reflected in West Berkshire, alongside the fact our population has growing levels of more severe needs, and hence, closing the gap becomes harder.</p>						
IMPACT OF ACTION:						
<p>The new inspection framework has a dedicated focus on the progress of SEN pupils, which will further strengthen the case for greater attention being given to SEN in both attainment and progress (achievement).</p> <p>LA support and interventions will increasingly include:</p> <ul style="list-style-type: none"> • Wider implementation of 'Achievement for All', a national programme, supported by the DfE, which focuses on raising the achievement of SEN pupils. • Support for visits and training provided by the SEN School Improvement Adviser and the Special Needs Support Team • Specific training on monitoring progress, setting realistic targets and intervention packages. • Advice on resources and strategies • Supporting Special Educations Needs Co-ordinators (SENCOs) in schools. 						
IMPACT OF ACTION: Further reduce the SEN / non SEN gap by improving SEN pupils' achievement						
RISKS ASSOCIATED WITH ACTIONS: School Improvement and SNST capacity, staffing levels and expertise in schools and the need for schools to refocus attention on SEN pupil progress.						

Service Unit		Education				
PI Owner	Ian Pearson					
Indicator	Description of Indicator					
ED5	Increase the proportion of children eligible for free school meals who achieve 5+A*-C at GCSE by age 16 to 30%					
Period	Result Q1	Result Q2 YTD	Result Q3 YTD	YE	Target	Service Impact (High/Medium/Low)
Quarter 4	-	-	18.1%	18.1% ■	30%	Medium
REASON FOR RED:						
<p>This indicator requires pupils to have achieved a grade of C or above in English AND Maths at GCSE.</p> <p>Reviewing summer 2011 results it is clear that across the board, performance in Maths was depressed. This was particularly pronounced in two West Berkshire secondary schools with statistically significant FSM cohorts attaining well in English, but below 20% in Maths.</p> <p>Another issue which has resulted in undershooting the 2011 target was that while attaining well in Maths (in four secondary schools this was 50%+ and in one 75%) the combined indicator was much lower because the same pupils did not achieve a C in English.</p> <p>While the combined outturn was 18.1%, three secondary schools did record combined results over the 30% target.</p>						
IMPACT OF ACTION:						
<p>It should be noted that schools 'own' their results and a number have indicated that these are predicted to be better in 2012.</p> <p>A report on GCSE Maths performance was considered by Overview and Scrutiny Management Commission on 21 Feb 2012. It included a number of ways in which the council was seeking to raise standards in secondary (and primary) schools.</p> <p>Another area for review going forward will be to assess the impact of how schools have used the additional funding made available by the current government through the 'Pupil Premium', which specifically targets FSM pupils and is aimed at raising their achievement. It may be sensible for this to be a future scrutiny topic.</p>						
RISKS ASSOCIATED WITH NEW REMEDIAL ACTION						
<p>For the proposed action to translate into improved performance it will require collaborative work with schools and acknowledgement of where and how improvements can be made. While this level of support and challenge is available, it will depend on 'buy-in' from all schools, including academies through the relevant service level agreement.</p>						

Service Unit	Education					
PI Owner	Ian Pearson					
Indicator	Description of Indicator					
ED8	Reduce the nos. of primary schools below national floor standards from 9 to 2					
Period	Result Q1	Result Q2	Results Q3 ■	Result Q4	Target	Service Impact (High/Medium/Low)
Quarter 4	-	-	6	-	2	High
REASON FOR RED:						
<p>The national floor standards for primary schools means more than 60% of pupils should achieve the standard of 'level four' in both English and Mathematics and more pupils than average make the expected levels of progress between Key Stage 1 and Key Stage 2.</p> <p>Within West Berkshire, the number of primary schools below the national floor standard fell from 9 to 6 schools in 2011 which is the right direction of travel.</p> <p>These schools are (a) Fir Tree Primary (b) The Winchcombe, (c) Whitelands Park, (d) The Willows, (e) Shefford and (f) Chaddleworth (these latter 2 schools, although federated as a single school have been counted separately). Also, within one of these schools there are only 8 Year 6 pupils, meaning a percentage measure is not statistically significant for national data purposes.</p>						
RECOMMENDED ACTION:						
<p>A range of actions have already been undertaken in Fir Tree Primary, including the setting up of an Interim Executive Board, the appointment of a new headteacher and strengthening links with Trinity and Kennet School. The headteacher of Kennet School is also chair of the school's Interim Executive Board.</p> <p>A new headteacher was appointed in Whitelands Park in summer 2011 along with a new chair of governors for autumn 2011.</p> <p>Both Fir Tree Primary and Whitelands Park are also currently part of the Improving Schools Programme. This means that they have additional School Improvement Adviser support; subject support. They have termly meetings with the School Improvement Adviser, School Improvement Manager and English and mathematics lead to review data and make judgements on progress to challenging targets. In addition, a 2 day supported self review was undertaken by the school improvement team in September 2011 and a further one day review is scheduled in June 2012. A 1 day review was carried out in Whitelands Park in November and a further review is scheduled in March 2012.</p> <p>A 2 day review is scheduled in the Winchcombe School in September 2012 and work is ongoing with the school to raise standards.</p> <p>Shefford and Chaddleworth are also part of the Improving Schools Programme and School Improvement staff are working with the Headteacher to ensure greater challenge and support are provided in KS2.</p> <p>The Willows is working in partnership with Hampstead Norreys, a school judged to be an outstanding school and in 2010 was one of the highest attaining in the country. 2012 Willows results were deemed to be an unexpected dip. The school is receiving additional School Improvement Adviser support to ensure 2012 targets are met.</p>						

Additional support for each of these schools is extra to the 5 days SIA support, including performance management of the headteacher, which schools receive as part of the LA service level agreement. Early identification of risk factors and the application of challenge and support has paid off.

IMPACT OF ACTION:

Fir Tree Primary was inspected in October 2011 and judged to be a satisfactory school. The school is on track to be above floor in 2012.

The Winchcombe school was inspected in November 2011 and judged to be a good school. The school is on track to be above floor in 2012.

The Willows is a 'good' school and we expect it to be above the floor target in 2012.

Whitelands Park received an HMI monitoring visit in January 2012 and was judged to be making satisfactory progress. The school is on track to be above floor in 2012.

Shefford and Chaddleworth were inspected in July 2010 and judged to be satisfactory. They are on track to be above the floor target in 2012, but only have a combined Year 6 cohort of 3 so will be excluded from any national statistics (note in this case each child counts for 33.% of the school's score).

RISKS ASSOCIATED WITH ACTIONS:

None.

The creation of the School Improvement Management Board, where officers and Members can review the signs and needs of schools at potential risk, together with clear, tiered intervention strategy have led to earlier corrective interventions.

Service Unit		Youth and Commissioning					
PI Owner	Julia Waldman						
Indicator	Description of Indicator						
ED 13	Reduced the proportion of young people 16-19 who are NEET to 4%						
Period	Result Q1	Result Q2	Result Q3	Results Q4	Target	Service Impact	
Quarter 4	★ 4.3% (172 / 4,004)	◆ 7.8% (312 / 4,004)	■ 4.4% (212 / 4,818)	■ 4.4% (205 / 4,664)	4%	High	
REASON FOR RED:							
<p>This indicator has been flagged at an early stage in the year as one that should be amended downwards due primarily to national changes to the way in which NEET figures are calculated, which has impacted negatively on the presentation of West Berkshire figures. In addition there has been a significant reduction in resources available to deliver information, advice and guidance for young people since 2010/11 of approximately 30%. In addition the current economic climate is making it difficult for young people to find employment and in this respect West Berkshire's percentage increase is smaller than the national increase in young unemployed people. The 4.4 outturn equates to 18 fewer young people not in work or learning than the target.</p>							
RECOMMENDED ACTION:							
<p>The current contract for IAG for young people is currently being re-tendered and this provides an opportunity to ensure that WBC funded provision is targeted at those who are NEET or at risk of NEET. In addition changes to structure of targeted youth support will ensure that resources can be used effectively to address the needs of this group. These need to be linked in to wider partnership activity and other initiatives that support families into work, young people's attendance at school, raise aspirations and address the barriers to young people taking up learning and job opportunities. Support from the Raising Participation Partnership has now been agreed from summer 2012 onwards.</p>							
IMPACT OF ACTION:							
<p>This should ensure early identification and provision of effective targeted support of at risk groups and individuals.</p>							
RISKS ASSOCIATED WITH ACTIONS:							
<p>However the positive impact of local action will be impacted by the local economic condition which will affect job opportunities.</p> <p>For 2012/13 the target has been refocused on Year 12 and is measures as of 30th January (Q4) to give a more stable and accurate picture. From 2013/14 onwards, The Raising of the Participation initiative will make the measure, as it stands, redundant.</p>							

Planning and Countryside						
Service Unit	Planning and Countryside					
PI Owner	Gary Lugg					
Indicator	Description of Indicator					
PLC 2	Full Council to adopt Local Development Framework's Core Strategy by March 2012					
Period	Result Q1	Result Q2	Result Q3	Result Q4	Target	Service Impact (High/Medium/Low)
Quarter 4	★ On track	■ Suspended by the Planning Inspector.	■ -	■ -	Adopt by March 2012	High – The Planning Policy Team are unable to progress the Core Strategy until the breach is rectified. Furthermore the team are unable to progress other LDF documents in detail until such time as the Core Strategy is approved.
REASON FOR RED:						
<p>The examination into the Core Strategy was suspended by the Planning Inspector to allow the Council time to rectify a procedural breach relating to the SA/SEA work following a High Court Judgment in March 2011. The examination did not resume until February 2012 which meant it was not possible to meet the target of adopting the Core Strategy by March 2012.</p> <p>Further hearings are now scheduled for 15th May to last 3 days with the possibility of extra days being added in the following week.</p>						
RECOMMENDED ACTION:						
<p>The Council needs to rectify the breach and has undertaken a further consultation on the revised SA/SEA. The results of the consultation were reported to Full Council in Jan/Feb 2012. As the delay was beyond the control of the Council it recommended that in future targets should be set for actions that are within the Council's control.</p>						
IMPACT OF ACTION:						
<p>The delay in the adoption of the Core Strategy has a knock on effect in the production of other LDF documents.</p>						
RISKS ASSOCIATED WITH ACTIONS:						
<p>The Core Strategy might still be found unsound.</p>						

Planning and Countryside						
Service Unit	Planning and Countryside					
PI Owner	Gary Lugg					
Indicator	Description of Indicator					
PLC 3	Achieve an average of 5 days to register a planning application by Q4 (based on quarterly performance)					
Period	Result Q1	Result Q2	Result Q3	Result Q4	Year end	Target
Quarter 4	★ 21.0 days	★ 9.8 days	★ 7.1 days	■ 6.0 days	11.0 days	5 days
						High
REASON FOR RED: The team had a vacant post in January / February.						
RECOMMENDED ACTION: Vacant post now recruited to and new post holder is being trained. It is difficult to allow for unforeseen vacant posts so no adjustment in the target is recommended.						
IMPACT OF ACTION: Through put of applications is now returning to target level.						
RISKS ASSOCIATED WITH ACTIONS: Limited risk of increased appeals.						

Service Unit	Planning and Countryside						Service Impact (High/Medium/Low)
PI Owner	Gary Lugg						
Indicator	Description of Indicator						
PLC 4	Planning applications determined within the government guidelines.						
Period	Result Q1	Result Q2	Result Q3	Result Q4	Year end	Q4 outturn for apps rec'd since 1/1/12	
Majors	33% Target: 0%	50% Target: 50%	16% Target: 60%	31% Target: 60%	28% Target: 60%	100% Target: 60%	High
Minors	1% Target: 0%	1% Target: 0%	13% Target: 35%	34% Target: 65%	16% Target: 65%	91% Target: 65%	High
Others	5% Target: 70%	6% Target: 60%	25% Target: 70%	56% Target: 75%	24% Target: 75%	98% Target: 75%	High
REASON FOR RED:							
<p>All decisions made on applications submitted since 1st January are exceeding the performance targets for decisions made in 8 weeks that we set locally for Q4 in 2011/12 (65% for Minors; 75% of Others; and 60% of Majors within 13 weeks). There are, however, some applications submitted before 1st January that, as predicted and reported last quarter, have resulted in the actual reported performance being less than the targets. However, as previously proposed, the concerted work to clear the backlog by the end of Q4 has given the intended foundation that allows next year's (2012/13) performance to achieve all the targets in the way that is already being achieved for applications being submitted since January 1st.</p> <p>As reported in Q3, the recovery targets for the year have not been met because of specific issues / events. There was an initial difficulty appointing suitable temporary staff to start helping with the backlog and, after appointing three, one left before making any contribution and a further appointment process had to be carried out.</p> <p>In respect of other establishment vacancies being filled, there was a series of internal appointments which created further vacancies elsewhere in the Service.</p> <p>In response to concern expressed by members, the timing of the start of the period allowed for members to 'call-in' applications to Committee, was altered to coincide with the allocation of the case to an officer rather than from the date that the application first publicised on the 'weekly list'. This has meant that the earliest date by which decisions could be made under delegated powers, was extended. Action taken to address backlogs in Registration</p>							

have allowed us to reinstate the normal practices with regard to 'weekly lists' and this no longer causes the additional delay to the decision making period that had become necessary and without having any impact on the call-in time that is available to members.

The development industry requested that negotiation and amendments are allowed over a longer period of time than is allowed when strict 8 and 13 week deadlines are imposed. This has been facilitated in the interest of helping economic recovery and dealing with long running applications without the need to resort to the appeal process. Both of these changes came about after the recovery targets had been set.

The recovery in performance involves processing the large number of applications which had been held up in the backlog. Having suffered the original delays it becomes impossible to meet a high percentage of decision targets within the set period. Attention has been given to clearing as many applications through the system as possible and this has impacted on percentage performance statistics.

RECOMMENDED ACTION:

Appointed temporary resource to deal with backlog that resulted from staff turnover of Development Control case officers and in the Registration Team. If similar circumstances arise in future it is recommended that recovery targets are not set at such an ambitious level, additional temporary resource is brought in earlier to allow for unforeseen loss of resource and to cover internal recruitment (so creating additional internal vacancies).

IMPACT OF ACTION:

Allocation and Registration backlog eliminated. Case officer backlogs has reduced and high level performance is re-established in respect of applications received since 1st January 2012. All applications in the backlog have been decided by the end of Q4, other than those where it is prudent to devote more time to the application in order to achieve the optimum outcome. There are no longer any backlogged applications outstanding simply due to resourcing issues.

RISKS ASSOCIATED WITH ACTIONS:

Limited risk of increased appeals if reductions in negotiation options result in an increase in refusals.

Service Unit		Customer Services					
PI Owner	Sean Anderson						
Indicator	Description of Indicator						
CUS 2	Customer Service calls answered within 30 seconds						
Period	Result Q1	Result Q2	Result Q3	Result Q4	Target	Service Impact	
Quarter 4	♦ 74% (29,031 / 39,043)	♦ 77% (60,911 / 79,540)	♦ 76% (92,066 / 121,494)	♦ 76% (127,417 / 167,185)	80%	High	
REASON FOR RED:							
<p>An increase in calls handled and a reduction in establishment resulted in this target not being met. In the past four quarters the service has absorbed libraries and free school meals into its portfolio and reduced its establishment. At the same time there has been further pressure due to an increase in demand caused by a compulsory data matching exercise between Housing Benefit and Working Families Tax Credit, which suspended a significant number of benefit claims. In addition there was a significant increase in call volumes as a consequence of queries about Council Tax Direct Debits and about the new waste collection arrangements. Housing Benefit claims and debt recovery arrangements for residents in arrears with Council Tax, and recent High Wind Weather conditions have also added to call volumes and prevented the service achieving this target. Whilst many of the above have been unanticipated they do constitute a level of consistent and over profiled demand – previously these could have been reasonably responded to but with a reduction in establishment of 6fte this target tested the resilience of the service</p>							
RECOMMENDED ACTION:							
<p>Target could be achieved – however this could only be achieved by ‘pushing’ enquiries to the ‘back office’. This would negatively impact on the capacity of those services and be contrary to the principles that created Customer Services i.e. 80% of enquiries being dealt with at the first point of contact. It would by consequence create a light touch service which would undoubtedly lead to the double handling of information and increase workload in service areas.</p> <p>Operationally this service has been working actively to broaden the knowledge and skills of its advisors – this is providing a more flexible resource that can be mobilised to those high demand areas. This ability has however been diminished as referred to above but we continue to develop the skills of advisors to maintain flexibility.</p> <p>With a reduction in resource and increasing demand this target will continue to be challenge. The quality of our response will remain a priority – along with the clear recognition that responsiveness is also a desired outcome. Given that set out above we would look to review this target in 2012/13 with a view to capturing a rounded balance of measures around responsiveness and quality of service. The service has instigated a number of initiatives in order to improve capacity as alluded to above – and with some success.</p> <p>Despite this performance achievement in this area has perennially proven to be difficult by year end. Looking ahead the resource landscape will in all probability continue to diminish.</p>							
IMPACT OF ACTION: If adopted this action would balance the requirement for a responsive and effective service.							
RISKS ASSOCIATED WITH ACTIONS: No risks have been identified with this action							

End of report

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Agenda Item 9.

Title of Report:	Scrutiny review into the process in place for the repair of pot holes
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	31 July 2012

Purpose of Report: To outline the results of the investigation into the processes in place for the repair of pot holes.

Recommended Action: That the Overview and Scrutiny Management Commission endorses the recommendations of the Task Group prior to their consideration by the Executive.

Task Group Chairman	
Name & Telephone No.:	Councillor Brian Bedwell – Tel (0118) 942 0196
E-mail Address:	bbedwell@westberks.gov.uk
Contact Officer Details	
Name:	David Lowe
Job Title:	Scrutiny and Partnerships Manager
Tel. No.:	01635 519817
E-mail Address:	dlowe@westberks.gov.uk

Executive Report

1. Introduction

- 1.1 Following receipt of a Motion to Council by Councillor Keith Woodhams on 22 September 2011 on the Council's approach to dealing with potholes, the Overview and Scrutiny Management Commission (OSMC) agreed at its meeting of 22 November 2011 to conduct a review of the subject.
- 1.2 This report provides the findings and recommendations arising from the review and provides detail on its Terms of Reference and methodology.
- 1.3 For the purpose of brevity, the term 'potholes' used throughout this report includes reference to sunken drain covers.

2. Terms of Reference

- 2.1 The Terms of Reference for the task group were to review the Council's approach to filling potholes and attending sunken drain covers and in particular:
- The systems and processes currently in place;
 - Alternative operational models and practices in use elsewhere;
 - The most effective method of obtaining value for money; and
 - Report to the OSMC thence the Executive with recommendations as appropriate.

3. Methodology

- 3.1 The review has been conducted by a small, cross-party task group, working with Council officers. The members of the working group were Councillors Brian Bedwell, Keith Woodhams and Emma Webster. Councillor Bedwell was elected as the Chairman.
- 3.2 The task group held the meetings outlined in the table below.

Meeting date	Meeting focus
Thursday 29 March 2012	<ul style="list-style-type: none">• Election of the Chairman• Agreement of the Terms of Reference• Presentation of Councillor Woodham's pre-review research• Briefing on the operational practice in West Berkshire (Melvyn May, Highway Manager)• Briefing on the trends for insurance claims (Ian Priestley, Chief Internal Auditor)
Tuesday 22 May 2012	<ul style="list-style-type: none">• Follow up on the matters arising from the first meeting• Consideration of the findings from the national review of pot hole repair• Draft formulation of recommendations

3.3 The minutes from these meetings are shown at Appendices A and B respectively.

4. The national report – *Prevention and a Better Cure*

4.1 During the course of the review, a national report (*Prevention and a Better Cure*) was issued by the Department for Transport. The task group considered the findings and recommendations of this report and they were incorporated into its own work.

4.2 The recommendations arising from the Department for Transport's review are structured around three key messages:

- (a) Prevention is better than cure – intervening at the right time will reduce the amount of potholes forming and prevent bigger problems later
- (b) Right first time – do it once and get it right, rather than face continuous bills. Guidance, knowledge and workmanship are the enablers to this
- (c) Clarity for the public – local highway authorities need to communicate to the public what is being done and how it is being done.

5. Acknowledgements and thanks

5.1 The Chairman and Members of the task group would like to acknowledge and thank all those who supported and gave evidence to the review, including Councillor Keith Woodhams for his preparatory work.

6. Findings

6.1 The findings of the task group are outlined below.

Background

- (1) West Berkshire Council's highway network comprises:
 - 1,270 km or approximately 6 million m² of road (610km of classified A, B and C roads, and 660km of unclassified roads)
 - 850 km or approximately 1.3 million m² of footway
 - 29,000 road gullies
 - 2,800 kerb weirs.
- (2) The Council has in place a Term Contract for Highways and Bridgeworks based on the New Engineering Contract 3 (NEC3) Term Maintenance form of contract to deliver the following highway services:
 - Response to emergencies
 - Routine highway and footway maintenance
 - Major highway and footway improvements
 - Cyclic maintenance (gully cleansing etc)
 - Drainage maintenance
 - Winter service
 - Bridge maintenance.

- (3) The Council's Term Maintenance contractor is Volker Highways Ltd which is a major player within the UK's construction industry. The majority of maintenance schemes are managed through this contract.

Reporting potholes

- (4) In order to identify the location of potholes, the Council employs routine highways inspections, reports from the public, elected members and officers. Non-inspection reports from members of the public play an important part in allowing the authority to understand where potholes are located outside of surveyed areas. All known pothole locations are recorded on to an electronic mapping system.
- (5) Although the authority does not actively promote the methods by which the public can report potholes, they are able to do so directly to the Council by telephone (through Customer Services), via the website, e-mail and by letter. Defects can also be reported through the websites Fix My Street, Fill That Hole and Directgov. There may however be scope for improved communication with the general public and specific groups.

Dealing with potholes

- (6) There are four broad approaches that can be taken to the fixing of potholes. These are:
- Resurfacing to full width sections of road greater than 100m in length, carried out as part of the Three Year Highway Improvement Programme
 - Machine patching, used to deal with targeted larger scale patches within the road where a machine planes away the defective section and a new surface is re-laid
 - Hand patching, undertaken by the Council's contractor squaring the hole, or pothole plug, cleaning, filling and compacting the material
 - Plugging the hole, used when an instant fix is required for safety purposes to enable the Council to meet its duties under the Highways Act 1980.
- (7) The occurrence of potholes increases during periods of bad weather.
- (8) Following the 2009 and 2010 severe winter weather events the Council introduced a dedicated pothole repair team to carry out permanent repairs to potholes through a prioritised programme. This change of approach has led to the number of potholes being reported to the Council falling year on year. In 2011/12 the number was 794, a fall from 1426 the previous year and 1842 for 2009/10. The practice of other highway authorities around the country is coming broadly into line with that in West Berkshire.
- (9) Based on the current evidence, providing a dedicated 'find and fix' team would be difficult to justify in the current economic climate in cost /benefit terms, however, with additional funding, there could be scope

for the introduction of one to supplement the proactive and reactive programmes currently in use. The introduction of any such team could however never ensure that the Council would always be aware of the existence of every pothole on every road. Any expectation to the contrary is unrealistic. It should also be borne in mind that the Council cannot repair potholes the existence of which it is unaware.

- (10) Guidelines issued by the Department for Transport stipulate the factors that must be taken into account when determining whether action must be taken on a pothole and the time within which it should occur. They include:
 - the size and depth of the pothole
 - traffic type, speed and volume
 - road alignment
 - visibility
 - the position in relation to road width.
- (11) If the circumstances of the pothole are assessed by highways inspectors as requiring immediate action then it will be made safe, by plugging, within either 2 or 24 hours. Lower risk potholes are programmed for repair as part of the planned schedule.
- (12) As the Council retains, through its contractor, control of all of the resources required for repair (plant, labour, material and traffic management), it is able to push down operating costs. The cost of addressing potholes in West Berkshire is around £40/m² which compares extremely favourably with the national average of around £75/m². This is achieved in large part by non-reliance on expensive, branded/proprietary materials.
- (13) It is assessed by Highways officers that only around 5% of pothole repairs fail and the term contract with Volker incorporates arrangements for the making good of sub-standard work identified within three months of completion. The figure highlighted at (11) above indicates that even if the cost for rework is included within the price of the contract, the Council is still achieving good value for money.
- (14) All Council officers and contractors have received appropriate training in the use of the materials and techniques used for repair that are recommended by national guidance.

- (15) As the number of pothole reports has decreased, through the combination of less severe winter weather and improved maintenance practices, so has the amount of materials needed by the Council to plug them.

Tonnes of repair material used.	2008/09 t	2009/10 t	2010/11 t	2011/12 t
Canadar	526	628	740	325
3mm Bitumen Macadam	99	158	197	68
Viafix	-	-	2.5	0.8
Instarmac	-	-	25	25
Totals	625	786	965	419

- (16) To some extent this reduction has however been offset by the introduction in June 2011 of the dedicated hand patching team, which for the part of 2011/12 during which it operated applied some 452 tonnes at a cost of £35/m². This structured, 'right first time', programmed approach to pothole maintenance has further reduced operating costs.
- (17) The Council is already complying in large part with the recommendations made by the Department for Transport in its report *Prevention and a Better Cure*. Further detail is shown as part of Appendix B.
- (18) Customer satisfaction with the Council's performance in the prevention and treatment of potholes is not monitored. This gives rise to the risk of anecdotal evidence being given undue credence.

Insurance claims

- (19) The number of insurance claims made to the Council for damage caused by potholes to vehicles is falling, after rising to a peak of 237 during 2009/10. Despite any perception to the contrary, the expenditure by the authority on the settlement of all highways claims is very modest and has reduced drastically – with a continuing downward trend – from a peak in excess of £20,000 in 2007/08 to only £260 in 2010/11 (the last full year for which figures are available). The 2007/08 figure included settlements for two personal injury claims that were unrelated to potholes. The average payout is around £250 per claim.
- (20) Comparison by the Chartered Institute for Public Finance and Accountancy (CIPFA) of West Berkshire Council data for public liability claims for highways – an element of which will encompass those relating to potholes – shows that the Council's performance is well above the average for highways authorities.
- (21) The Council is only liable for payment for damage arising from potholes if it does not have a robust maintenance programme in place or if it has been made aware of a pothole and not taken the required action within an appropriate timescale.

- (22) The administrative overhead for the processing of claims for damage caused by potholes is not significant, it being absorbed within the duties of a single member of staff.

7. Conclusions

- 7.1 Although anecdotally there appears to be some public concern about potholes in the district, generally the Council is dealing with them. Specifically, and in relation to the Terms of Reference:
- The systems and processes in place in West Berkshire are effective at mitigating the effect of potholes;
 - Systems in operation by the Council are generally similar to those in operation in other highways authorities and in some cases in advance of them. The Council's practice is in line with the national thinking as articulated in *Prevention and a Better Cure*;
 - The Council is obtaining significant value for money.
- 7.2 There is however, as always, scope for improvement, particularly in the Council's communication with the general public and specific groups.
- 7.3 *Prevention and a Better Cure*, provides a sound framework for the Council to continue to drive upwards its performance in the way that it seeks to prevent rather than cure, get it right first time and provide clarity for the public.

8. Recommendations

- 8.1 The Task Group recommends that the Executive Member for Highways should:
- (1) Comply fully with the recommendations arising from the Department for Transport's report *Prevention and a Better Cure*.
 - (2) Establish and promote a 'spot the pot hotline' for the public reporting of pothole locations.
 - (3) Develop and deliver a communications plan to engage the public in the reporting of potholes. This might be achieved through the publication of leaflets, through the Council's website or through advertising. Any materials should be written in ways that do not required prior technical knowledge.
 - (4) Arrange for the authority's approach to the handling of potholes to be explained to parish councils at the District/Parish Conference.
 - (5) Arrange for the authority's approach to the handling of potholes to be explained to Members of Thatcham Town Council.
 - (6) Arrange for the authority's approach to the handling of potholes to be explained to Members of the Council at a Member Development Seminar.
 - (7) Produce and distribute to all Member of the Council guidance on the methodology in place for pothole maintenance.

- (8) Give consideration to the introduction of a permanent 'find and fix' team to complement the existing proactive schemes already in place.
- (9) Give consideration to the Council taking part in the national MORI survey every two years, in order to monitor the public's satisfaction with the Council's pothole maintenance activities.

Appendices

Appendix A – Minutes of the task group meeting held on 29 March 2012

Appendix B – Minutes of the task group meeting held on 22 May 2012

OVERVIEW AND SCRUTINY TASK GROUP

The Process in Place for the Repair of Pot Holes

MINUTES

Thursday 29th March 2012

Present: Councillors: Brian Bedwell (Chairman), Keith Woodhams
Others: Ian Priestley (Chief Internal Auditor), Melvyn May (Highway Manager), David Lowe (Scrutiny and Partnerships Manager), Elaine Walker (Principal Policy Officer)

Apologies: Councillor Emma Webster

1. Election of Chairman

Councillor Keith Woodhams nominated Councillor Brian Bedwell to be Chairman. This was agreed and Councillor Brian Bedwell was elected Chairman.

2. Agreement of the scope and Terms of Reference

Councillor Brian Bedwell began by stating that this meeting was intended to discuss and agree the Terms of Reference for the Task Group including what information would be required, who would be invited to participate and where agreed activity might sit.

Melvyn May queried this approach, stating that several changes had been made to the procedures for reporting and responding to pot holes since a previous review approximately a year ago.

It was agreed that a discussion would be held to understand whether the changes that had taken place were sufficient to address the concerns stated in the motion that had been raised at Council by Councillor Keith Woodhams. Any outstanding issues would be included in Terms of Reference for this Task Group.

3. Background Briefing

Councillor Keith Woodhams presented a summary of a report he had compiled, explaining that evidence to support his statements had been provided anecdotally by local residents and garages. They key points raised in his report were:

- The need for early reporting of pot holes;
- Streamlining the administration of processes;
- Altering the materials used to repair pot holes;
- Reducing the number of claims being received;
- Reducing the cost of claims;

- Improving the Council's reputation;
- Reducing the cost of administering the claims received.

4. Pot hole repair practice in West Berkshire

The Task Group received a report from Melvyn May regarding the current processes in place for the reporting and repair of pot holes. He reported that the information supplied was reflective of the changed processes that had come into effect as a result of a previous review approximately one year previously. The processes are currently in line with those used by Hampshire County Council.

Melvyn May drew attention to the statistics in his report showing a significant reduction in the number of reported pot holes from 1842 in 2009/10 to 794 in 2011/12, also reflected in a reduction in the cost of materials required for repair.

Following some discussion, it was understood that the current process meant that once a pot hole had been reported, either to the Council directly, through inspection, or via third party reporting, an assessment would take place of the relative urgency for repair. Repairs were categorised to be undertaken within 2 hours, 24 hours or 28 days as appropriate.

In all cases, a temporary repair would be undertaken initially, with the location being built into a rolling programme of works for a later, permanent, repair. The order of repairs would be largely dependent on a risk assessment and location.

Councillor Keith Woodhams stated that residents had brought to his attention a number of instances where a significant amount of time had passed between the pot hole being seen, and a white line being marked around it. He quoted two examples which had not been reported so they could be monitored. Melvyn May responded that pot holes must be reported, as there was no guarantee that routine inspections would locate them quickly. Councillor Keith Woodhams believed that there was a lack of confidence that the Council would repair the pot hole successfully even if it was reported and suggested that this may be why not all pot holes are reported. He suggested that it would be beneficial to promote reporting to the public. Melvyn May responded that the Council would need to be prepared for a potential increase in workload, and therefore costs, to deal with the additional pot holes reported. He also pointed out that pot holes reported to the Council were generally less specific about severity, and so further work was often needed to confirm how quickly a response would be required. However, on balance, he considered that it could be beneficial to produce a leaflet explaining the reporting and repair process.

Councillor Keith Woodhams further stated that he had been told of incidents where the repair to pot holes had been dislodged within a short time by heavy vehicles, and these had not been refilled. He asked whether the materials used were suitable for the job. Councillor Woodhams asked why the Council did not use Viafix as he understood that this was used elsewhere as a permanent repair and could be used quickly. Melvyn May responded that Viafix does not provide a suitably sound permanent repair, and is prohibitively expensive to use in high quantities; the Council's amended processes are now able to capture hand repaired pot holes within three months. He agreed to contact Islington Council for their conclusions from a trial of Viafix.

Melvyn May explained to the Task Group that where issues were identified in the current process, these were addressed. For example an individual contractor had

been identified as requiring further training and this was undertaken.

Melvyn May reported that a 'Find and Fix' team were now operating reactively to temporarily repair identified pot holes. Evidence had been received in the form of public comments that this was resulting in improvements.

Councillor Brian Bedwell asked whether it would be possible to undertake a permanent repair on some occasions rather than always undertaking a temporary repair and following up with a permanent repair. Melvyn May responded that consideration was being given to providing a permanent repair in the first instance for any pot hole allocated a 28 day order. Whilst it would be possible in most instances to allocate this within the rolling programme of works, there would be a budget implication which might prevent the plan from going ahead. Ian Priestley explained that a planned maintenance programme was cheaper to run than a reactive programme. Melvyn May agreed to confirm with Hampshire County Council whether they were able to undertake any permanent repairs in the first instance.

Councillor Brian Bedwell requested further information about the possibility of a greater number of permanent repairs being undertaken initially in order to reduce the cost of following a temporary repair with a permanent one. Melvyn May responded that aside from the costs, the conditions were often prohibitive – the weather being a key factor in when a permanent repair could be carried out. He was also concerned that making ad hoc changes to the new process, which had shown improvement, would be confusing and difficult to maintain. Melvyn May explained that the increased cost associated with immediate permanent repairs should be considered against the risk of a claim arising from the pot hole. Current information suggested that the increased cost could not be justified.

David Lowe suggested that it might be useful to compare the unit costs of each method and benchmark these to another area, with a similar rural/urban environment.

Councillor Brian Bedwell queried the number of roads in Thatcham that appeared to have more requirement for repair than other areas. Melvyn May responded that many roads in Thatcham had been built using concrete with a layer of bitumen and tar on top. These suffered from delamination where sections of the top layer came away. Although not dangerous, they were aesthetically displeasing, and the public often appeared to judge a road's safety by its appearance.

Melvyn May informed the Task Group that a Members seminar had been held in November to clarify the processes and issues around pot holes. He suggested a further seminar may be of use to new Members and those who had been unable to attend. He also queried whether this may be a suitable subject for a future District Parish Conference. Councillor Keith Woodhams suggested meeting with Thatcham Town Council to explain directly.

Melvyn May explained to the Task Group that an annual road condition survey was undertaken which provided a holistic view of areas needing attention. He explained that advances were being made to allow more accurate locating of pot holes as opposed to other anomalies. Councillor Brian Bedwell asked if there was any equipment available that would help improve the road condition. Melvyn May responded that although there were improved processes that could be put in place, the cost of these would be high and would need to be weighed against the risk of not implementing them.

David Lowe asked whether it would be possible to benchmark the condition of

West Berkshire Roads with those in other, similar, areas to understand whether the area has an actual problem or a perceived problem. Councillor Keith Woodhams stated that he believed this to be an actual problem and quoted two specific cases:

- Northfield Road
- Mini roundabout at Bowling Green Road and Northfield Lane

Melvyn May agreed to check these cases specifically.

Councillor Brian Bedwell asked how the size of a pot hole was determined. Melvyn May responded that the easiest and quickest method was to use a spirit level and tape measure as this could account for any size, shape and location of pot hole. He further confirmed that a sketch of the pot hole was included on the report form which was signed and may form part of the evidence in a claim. Additionally, a photograph was taken where a claim is made.

Councillor Keith Woodhams expressed concern that some pot holes may not meet the nationally set criteria to require intervention, but they still posed some risk to drivers. He asked whether an inspector would consider how likely the condition or size of a pot hole would worsen, and not rely solely on the measurement of the pot hole at the time he was there. He asked whether an immediate repair could be undertaken to prevent a pot hole from worsening. Melvyn May responded that these pot holes would still be recorded, and where possible and appropriate, they would be included in the rolling programme of maintenance. He added that there currently was no client 'find and fix' team (working proactively). This could be explored; however there would be associated costs around health and safety, training and insurance.

Actions:

- Melvyn May to confirm with Hampshire County Council whether they are able to undertake any permanent repairs in the first instance.
- Melvyn May to contact Islington Council for their conclusions from a trial of Viafix.
- David Lowe to compare the unit costs of each method and benchmark these to another area, with a similar rural/urban environment.
- Melvyn May to check the specific cases quoted by Councillor Keith Woodhams.

Proposed Recommendations:

- To engage the public and promote the reporting of pot holes.
- To publish an information leaflet about reporting pot holes
- To communicate the processes of reporting and repair of pot holes:
 - through holding a second Member's seminar
 - at a future District Parish Conference
 - by meeting with Thatcham Town Councillors.
- To instigate a permanent client 'Find and Fix' van for proactive repair.

5. Insurance Claims

Ian Priestley informed the Task Group that the figures that had been provided to the Task Group detailing insurance claims were based on the insurance year which

ran from November to October. He further noted that the number and value of claims had dropped significantly since 2007; however he noted that the high value paid in 2007 did include two personal injury claims that were not related to pot holes.

Ian Priestley agreed that there was still potential for the value of claims in 2010/11 to be significant as there was a number outstanding, however he explained that there was an expectation of 96% or more of claims to be repudiated, and on average £250 to be paid per claim upheld.

Councillor Brian Bedwell asked what were the staffing costs for processing claims. Ian Priestley did not have this information available, but agreed to provide it at a later date.

Confirmation was requested on when a claim could be repudiated. Ian Priestley explained that this would happen when the Council was found to have correctly dealt with a pot hole according to national standards, ie:

- if the Council was not aware of the pot hole and it had a robust maintenance programme in place, it would not be liable for claims resulting from it;
- if it was aware of the pot hole and had processed it correctly for appropriate repair within the appropriate timescale, again, it would not be liable for claims made.

Councillor Keith Woodhams raised a concern about the time between a pot hole appearing, and it being reported to the Council. He was concerned that during this time, the pot hole could cause damage to a number of vehicles, the drivers of which would not be able to make a claim. He queried whether it would be possible to address this.

David Lowe questioned whether the Council should allow residents to believe they are entitled to payment in all cases.

The Group recognised that there had been a reduction in the number of pot holes recently. Melvyn May suggested that this could be due to improvements in the process and methods of repair, in addition to less severe winter weather conditions.

David Lowe asked if there was information available to benchmark the level of insurance claims against other areas. Ian Priestley responded that the information was being collected through a CIPFA benchmarking exercise, but would not be available for some months.

Actions:

- Ian Priestley and Melvyn May to investigate staffing costs for processing claims.

6. Refinement of the scope and Terms of Reference

Councillor Brian Bedwell summarised the meeting, stating that a lot of information had been received and it was clear from the figures provided as well as anecdotal evidence that both the number of pot holes, and the number of claims resulting from pot holes, had reduced over the past year. He suggested that no further analysis would be required for this Task Group, and he requested that actions agreed during this meeting be undertaken prior to one further meeting, and that should any further recommendations be forthcoming, they be raised at the final meeting. This was agreed.

7. Agreement of future meeting dates and activity

Councillor Brian Bedwell requested one further meeting to summarise findings and agree final recommendations. A meeting date was to be agreed towards the end of April.

OVERVIEW AND SCRUTINY TASK GROUP

The Process in Place for the Repair of Pot Holes

MINUTES

Tuesday 22 May 2012

Present: Councillors: Brian Bedwell (Chairman), Keith Woodhams
Others: Mark Edwards (Head of Highways and Transport), Ian Priestley (Chief Internal Auditor), David Lowe (Scrutiny and Partnerships Manager), Elaine Walker (Principal Policy Officer)

Apologies: Councillor Emma Webster, Melvyn May (Highway Manager)

1. Minutes and Matters Arising

Councillor Brian Bedwell welcomed everyone to the meeting and introduced the scrutiny review subject for the benefit of Mark Edwards who had not been present at the previous meeting.

Mark Edwards reported the results of Melvyn May's enquiries to Hampshire County Council and Islington Council into repair methodology and materials. He explained that Islington Council had used Viafix for some years but due to its expense it was only used where another material was not suitable, such as heavily trafficked roads. Hampshire County Council used a range of materials dependent on the circumstances, reflecting West Berkshire's approach. Mark Edwards continued that the quality of a repair was dependent on the work of the contractor, and recognised that weather conditions or other circumstances might prevent a repair being made to the expected standard.

Councillor Keith Woodhams stated that contractors required guidance as to how to repair pot holes to the required standard. He believed that confidence needed to be built with the public that materials were suitable and repairs were being undertaken rapidly as they appeared to fail too quickly. Mark Edwards informed the group that a relatively small number of repairs failed (estimated to be approximately 5%), and where this happened, the contractor undertook to repair the pot hole for a second time at no cost to the Council. He further noted that should a claim arise between the first and second repair, these would be directed to the contractor. Councillor Woodhams concluded that if this was an issue of the public's perception of incorrect materials or inadequate repair, then this needed to be addressed.

Mark Edwards disputed the fact that this was an area of significant concern for members of the public due to the fact that only a few reports were being made.

Councillor Woodhams responded that members of the public would often report pot holes to local councillors as they did not have confidence that the Council would make a repair appropriately.

Councillor Bedwell asked what information was available regarding the cost of processing claims. Ian Priestley presented estimated information from the past five years. He stressed that the basis for working out the financial values had been estimated through speaking with the officer who dealt with claims. He noted that the Council were rarely required to pay claims due to the methods used by the Highways Service to manage pot holes. He further drew attention to the fact that should the number of claims be reduced, it would not save significant sums of money as only one officer dealt with the workload and this was alongside other work.

Councillor Woodhams stated that the number of claims was weather dependent. Mark Edwards agreed relating that in March, a dry month, there had been two claims, and in April, a wet month, there had been ten claims. He also noted that sometimes the weather contributed by obscuring the pot hole from sight for example if it was full of water or snow. Councillor Woodhams noted that whatever the reason for the pot hole, and whether or not a claim was successful, the motorist would still have potentially sizeable repair bills for their car, and this was what he wanted to address.

2. National Pot Holes Review Report

Councillor Bedwell introduced a national report that had been published in April 2012 entitled 'Prevention and a Better Cure – Pot Holes Review'. David Lowe explained that although the group had been aware that this work was being undertaken, it had been fortuitous that the report had been published to coincide with the Council's scrutiny review. He suggested that the group consider the report and its recommendations, and decide how it might impact on this scrutiny review. He asked whether Highways were considering the recommendations outside of this review. Mark Edwards responded that Highways had been expecting this report for some time, and welcomed it as there had never been a code of practice around pot holes before. He noted that this would provide a common approach to national activity, and was pleased to note that many of the recommendations reflected the Council's current or planned practice, for example around hand-patching.

Councillor Woodhams asked Mark Edwards to explain the different types of repair that could be made. Mark Edwards replied that there were four broad categories of road maintenance in use:

- 1 – Plugging the hole. This was undertaken in situations where an instant fix was required for safety purposes.
- 2 – Hand Patching. This involved the contractor squaring the hole, or pot hole plug, cleaning, filling and compacting the material.
- 3 – Machine Patching. This was intended to deal with larger scale patching repairs but not full width resurfacing. A machine would plane away the whole section of road and relay the surface.

4 – Resurfacing, or other surface treatment.

The Group requested further information about hand patching. Mark Edwards explained that there was a dedicated vehicle and crew capable of hand patching approximately 30 small areas each day. The vehicle was owned and managed by the contractor, and they were given a map that all pot holes had been plotted onto, including those previously plugged, and instructed to deal with the worst areas first. This has been ongoing for the last year, and funding would allow this to continue until October. It was noted that despite the increased use of hand patching, there would remain a need for pot hole plugging to be carried out.

Councillor Bedwell asked whether there would be any benefit in the Council owning its own vehicle for this purpose. Mark Edwards explained that a decision had been taken 12 years previously that the best approach would be for a contractor to undertake repairs, whilst the Council concentrated on inspection, management and design of the highways.

Councillor Bedwell requested further information on how the pot hole map was managed. Mark Edwards replied that all reported pot holes were mapped. Areas for repair were decided by removing from consideration areas that were due to be resurfaced in the next year (approximately 50 roads), and working around the rest of the area. He commented that the process would never be complete as pot holes continued to arise.

Councillor Bedwell requested that the process be circulated to the group to clarify what happened.

Councillor Woodhams informed the Group of two pot holes situated by the Bear Hotel on the A4 in Hungerford which had been there for at least a week without being repaired or highlighted with a white line. He believed that the public felt that the Council had responsibility for repairing each pot hole instantly, and when this did not happen, they lost faith in making the report. He also believed that when the public saw what they felt to be a bad repair, or a plug being dislodged, they lost confidence in the process. In his opinion, this lack of confidence needed to be addressed by correcting the public's perception, and circulating a leaflet to explain the process and encourage reporting. Mark Edwards confirmed that this section of road was due for resurfacing in the summer but reported pot holes would continue to be repaired until that time.

The group discussed the public's reticence in reporting pot holes and agreed that people needed to take some responsibility for the matter, and that it was unreasonable to expect pot holes to be repaired if they were not reported. Mark Edwards noted that public reports were relied upon between inspections.

Councillor Woodhams requested clarification on the claim that if a repair failed, then the second fix would be at the expense of the contractor. He asserted that the cost of the second fix would merely be absorbed elsewhere in the contract. Mark Edwards responded that only completed work was paid for and this was measured by the metre. He clarified that the second fix was only free if the original repair failed within three months and there were no extenuating circumstances not within the control of the contractor.

In response to a questions, Mark Edwards explained that pot holes that had been

plugged were more likely to fail than those that had been hand patched, however it was possible for these to fail too. Councillor Woodhams asked whether it was sensible to continue to plug pot holes if they failed easily and asked if this was exacerbating the problem. David Lowe responded that the national review addressed this in recommending that pot holes were repaired properly first time wherever possible. Mark Edwards confirmed that this was the approach used. David Lowe continued by asserting that public perception appeared to consider that plugging the hole was the routine response, but the reality was that this was only undertaken in emergency situations. Councillor Bedwell requested a written description of the different types of repair to be circulated to Members to assist them when they were approached by the public. Councillor Woodhams also requested that a simplified version be produced for the public.

Councillor Woodhams asked for further information regarding the inspector's role. Mark Edwards explained that the inspector would assess pot holes that were reported and those on their inspection routes, and would instruct contractors to repair them if appropriate. He noted that reports, particularly those received from members of the public were often not accurate in respect of location or dimension and needed to be inspected before allocating resources to repair them.

Returning to the national review and its recommendations, Councillor Bedwell recognised that they were in line with the Council's review and asked David Lowe to lead the group through a discussion of each one.

Taking the recommendations in the order they were presented in the report's executive summary:

THEME: PREVENTION IS BETTER THAN CURE

Recommendation 4 - Economic Benefits of Highway Maintenance

To evaluate and justify the need for investment in maintenance of the local highway network, the Department for Transport should work in conjunction with local highway authorities to develop advice on determining economic costs and benefits.

Response: This was a national recommendation and not one for the Council.

Recommendation 5 - Commitment of Highway Maintenance Budgets

The Government should commit to establishing budgets for highway maintenance for the full four years of Comprehensive Spending Review periods. This will provide greater budget certainty for the highway sector. Local highway authorities should ensure their funding for highways maintenance is aligned to this time period.

Response: The majority of this recommendation related to national policy. However Mark Edwards explained to the group that the DfT used to set a fixed grant for one year, with further finance being provisional. This year the government had confirmed a three year grant providing certainty for activity within this timescale. The Council's MTFS was for three years which did not fully align.

Recommendation 6 - Prevention is Better than Cure

Local highway authorities should adopt the principle that 'prevention is better than cure' in determining the balance between structural, preventative and reactive maintenance activities in order to improve the resilience of the highway network

and minimise the occurrence of potholes in the future.

Response: Mark Edwards confirmed that this was already the Council's approach.

Recommendation 7 - Informed Choices

Local highway authorities should ensure that appropriate competencies are available to make the right choices when designing and specifying techniques and materials for the maintenance and repair of highways. These competencies can be secured through training, collaboration with neighbouring authorities or external advice.

Response: Mark Edwards confirmed that all inspectors and contractors were fully and appropriately accredited. Training was maintained and included updates on new materials as they became available.

Recommendation 8 - Guidance on Materials

Comprehensive guidance should be made available in the design, specification and installation of materials for the maintenance and repair of highways, to ensure the use of appropriate materials for the right site. This guidance should be produced by the sector for the sector.

Response: Mark Edwards informed the group that the intent was for the trade to produce this guidance. Councillor Bedwell referred back to his earlier request for guidance to be produced by Highways.

Recommendation 15 - Co-ordinating Street Works

All parties undertaking works on the highway should share and co-ordinate short and long term programmes of work for up to four years in advance, based on good asset management practice.

Response: Mark Edwards confirmed that this was already the Council's approach

Recommendation 16 - Minimising Highway Openings

All parties involved in reinstatements must consider the need to minimise long term damage from the installation, renewal, maintenance and repair of utility and highway apparatus through alternative and innovative ways of working. Trenchless technology should be considered as part of this decision making process.

Response: Mark Edwards confirmed that this was already the Council's approach

THEME: RIGHT FIRST TIME

Recommendation 14 - Quality of Repairs and Reinstatements

To drive up standards, a quality scheme similar to a National Highway Sector Scheme should be developed by the sector to cover all aspects of manual surfacing operations, including pothole repairs and reinstatements, and its use specified by local highway authorities and utility companies.

Response: This was a national recommendation and not one for the Council.

Recommendation 13 - Guidance on Repair Techniques

Local highway authorities should consider the guidance provided in the ADEPT report Potholes and Repair Techniques for Local Highways and adopt as

appropriate to their local circumstances.

Response: Mark Edwards advised that this was a technical version of the national report intended for use by highways management. It had only just been published and the Highways team were still working through the findings.

Recommendation 11 - Inspection and Training

Local highway authorities should utilise inspection manuals to support implementation of their inspection policies. They should also ensure that highway inspectors are trained, qualified and competent in the identification and assessment of defects, including potholes, through a scheme accredited by the Highway Inspectors Board.

Response: Mark Edwards explained that this recommendation had been included as, in some areas it was possible that some contractors and employees were not accredited. He confirmed that anyone undertaking this work for the Council was accredited and drew the group's attention to the results of an internal audit which found the contract to be well controlled.

Recommendation 12 - Technology

Local highway authorities should consider using proven technology and systems for the effective identification and management of potholes.

Response: Mark Edwards explained that as part of the routine safety inspections GPS hand held technology was used to record all pot holes on a single WDM system.

Recommendation 17 - Research and Innovation

The sector will benefit from supporting, co-ordinating, contributing and disseminating research on all aspects of pothole operations. Innovation from such research may continue to provide opportunities for improvement of pothole management and operations.

Response: The group did not consider this to be a recommendation requiring action.

THEME: CLARITY

Recommendation 3 - Public Communications

Local highway authorities should have an effective public communications process that provides clarity and transparency in their policy and approach to repairing potholes. This should include a published policy and details of its implementation, including the prevention, identification, reporting, tracking and repair of potholes.

Response: Councillor Bedwell summarised earlier discussions by requesting that a leaflet be produced for the public which explained how to report a pot hole, and what they could expect from the Council. He further requested a slightly more detailed document for use by Members including the different levels of repair, and particularly asked for information about the white lines drawn around pot holes.

Mark Edwards informed the group that a draft leaflet had been prepared with the intention of making it available to the public on the website as well as in normal leaflet distribution areas. He agreed to distribute this to the group for comment.

Ian Priestley requested that the leaflet included some information about the Highways Act in order to manage the public's expectation around claims and compensation.

Mark Edwards confirmed that Customer Services, who receive reports from the public, were aware of how to record them and that the system was able to identify repeat reports.

Councillor Bedwell requested the subject be taken to the next District Parish Conference.

Recommendation 2 - Public Opinion Surveys

Local highway authorities should monitor public satisfaction with road, footway and cycleway condition and repair annually through the National Highways and Transport Public Satisfaction Survey or their own surveys. The findings can be used to benchmark performance and taken into consideration in local highway maintenance policies.

Response: David Lowe stated that there was no longer a Council survey from which to draw results. Mark Edwards informed the group that a national survey was run by MORI which the Council had been involved in one year; however it was prohibitively expensive to take part every year. He reported that Councillor David Betts had recommended that the Council take part every two or three years. Councillor Bedwell agreed that this group could recommend this approach.

Recommendation 10 - Permanent Repairs Policy

Local highway authorities should adopt permanent repairs as the first choice. Temporary repairs should only be used where safety cannot be managed using alternative approaches and in emergency circumstances.

Response: Mark Edwards confirmed that this was already the Council's approach as had been discussed earlier by the group.

Recommendation 9 - Definition of Potholes

To provide clarity, local highway authorities should adopt dimensional definitions for potholes based on best practice as part of their maintenance policy. Response times and treatment of potholes should be based on local needs, consideration of all highway users, and an assessment of risk.

Response: Mark Edwards confirmed that this would be explained in the document circulated to Members.

Recommendation 1 - Strengthen Well-maintained Highways

Well-maintained Highways should be revised and strengthened to include all recommendations of this Review which are relevant to local highway authorities.

Response: The group accept this recommendation.

Councillor Bedwell drew the group's attention to Councillor Woodhams' draft recommendations noting that they were broadly in line with the national report. He asked whether Councillor Woodhams thought his recommendations had been addressed, or whether he would like to raise any further points.

Councillor Woodhams noted in particular his recommendation to engage the public

with a 'Spot the Pot' hotline, stating that he believed this title would be beneficial. Councillor Bedwell did not believe that the reporting line could be renamed and suggested that a press release be prepared using this phrase, at an appropriate time to highlight the work being undertaken.

Councillor Woodhams continued by saying that the national recommendations did cover what he was looking to achieve.

4. Final Recommendations and Activity

Actions:

- Mark Edwards to circulate to the group the processes involved in repairing pot holes.
- Mark Edwards to circulate to the group a draft leaflet for the public which explained how to report a pot hole, and what they could expect from the Council.
- Mark Edwards to produce a document for distribution to Members which included the different levels of repair, and use of white lines.

Recommendations:

- A leaflet be published by Highways to inform the public of the pot hole repair process.
- An information pack be distributed to Members to provide greater information about the process of pot hole repair.
- Highways to take part in the national MORI survey every two years in order to monitor public satisfaction.
- A press release be prepared including the phrase 'Spot the Pot' to highlight highways work.
- The next District Parish Conference agenda to include an item on pot holes to support improved communication with the public.

Agenda Item 10.

Title of Report:	The management of the transition from District Council provision of youth clubs
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	26 th June 2012

Purpose of Report: To advise the commission of the process undertaken to manage the transfer of youth clubs from local authority control and the arrangements in place resultantly

Recommended Action: To consider the content of the report and scrutinise the matter accordingly

Task Group Chairman	
Name & Telephone No.:	Councillor Brian Bedwell – Tel (0118) 942 0196
E-mail Address:	sellison@westberks.gov.uk
Contact Officer Details	
Name:	Julia Waldman
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Tel. No.:	01635 519810
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Executive Report

1. Introduction

- 1.1 At their meeting of 29 May 2012, Members of the Overview and Scrutiny Management Commission agreed to scrutinise the process that had been undertaken to manage the transfer of youth club provision in the district out of the Council's control, following the decision by the Executive to do so, and the subsequent impact on the running of the clubs.
- 1.2 This report gives information on the transfer process at each of the seven youth clubs for which the Council ceased providing and sets out their current position or status. It also outlines other activities that have been undertaken in support of 'Open Access' or a universal youth service.

2. Transfer and current position

- 2.1 The transfer process and current position is set out in the sections below.

Moorside Senior Club – Thatcham

Day	Wednesday
Time	1830 – 2030
Frequency	Weekly
Venue	Moorside Community Centre
Number of YP attending	15 – 35
Age	14+

Key points

- An officer attended meetings with Thatcham Town Council to discuss ways to maintain this provision within the local community.
- BACYP received funding from the Council to support the community in maintaining the provision and positive links were made between TCC and BACYP resulting in the club being re-opened in April 2012.
- The Council is providing the venue at no cost for the first year.
- Equipment and resources are also freely available for the club to use.
- TTC fund 2 part time staff to lead the club.
- There are volunteers from the community also supporting the club
- Numbers of young people on the register are 15
- At the request of TTC a youth worker brought some young people to a Council meeting to convey their ideas for provision.
- The youth service detached team actively refer young people to the Moorside provision

The Garage Drop In

Day	Monday and Wednesday
Time	1830 – 2130
Frequency	Weekly
Venue	The Garage, Linear Park

Number of YP attending	Varies but up to 10
Age	11 – 19 years

Key points

- An officer attended meetings with Holybrook Parish Council to discuss ways to maintain this provision within the local community.
- The Council donated the equipment and furniture in the 'garage' for continued use by young people in the community
- BACYP received funding from WBC to support the community in maintaining the provision and positive links have been made
- A survey undertaken over the summer of 2011 indicated that the young people wanted the 'garage' to remain as a Drop In facility and the Parish Council were made aware of this.
- The part time and volunteer staff are working together to maintain a fortnightly provision at present.
- The youth service detached team actively refer young people to the 'garage' provision

Lambourn Youth Club

Day	Monday
Time	1830 – 2030
Frequency	Fortnightly
Venue	The Lambourn Centre Close End, Hungerford
Number of YP attending	10
Age	13 – 17 years

Key points

- An officer attended meetings with Lambourn Parish Council to discuss ways to maintain this provision within the local community.
- BACYP received funding from West Berkshire Council to support the community in maintaining the provision and positive links have been made.
- West Berkshire Council donated the equipment for continued use by young people in the community
- The youth service detached team will link their sessions to the provision as and when it is set up.

Kennet School DofE

Day	Wednesday
Time	1530 – 1700
Frequency	Once a week and 2 residential a year
Venue	Kennet School
Number of YP attending	5
Age	Yr 9 (13 – 14 years)

Key points

- In agreement with the youth work team the member of staff leading on this transferred to newly configured D of E team and the provision has continued.

Mobile Provision-‘Blue Bus’ and ‘Rural Navigator’

Day	Wednesday and Thursday
Time	1600 – 1800 and 1800 - 2000
Frequency	Weekly
Venue	Mortimer, Purley, Beenham Bradfield and Burghfield
Number of YP attending	3 – 20
Age	11 – 19

Key points

- A service level agreement was made with BACYP to enable the Rural Navigator mobile provision to visit the areas above, staffed by a BACYP worker and volunteers.
- The Blue Bus was de-commissioned as part of the savings required from the service.

Kintbury Youth club

Day	Monday
Time	1830 - 2030
Frequency	Fortnightly
Venue	Kintbury
Number of YP attending	6 – 8
Age	11 – 15

Key points

- An officer attended meetings with Kintbury Parish Council to discuss ways to maintain this provision within the local community.
- BACYP received funding from West Berkshire Council to support the community in maintaining the provision and positive links were made between KPC and BACYP resulting in the provision being maintained.
- Kintbury Management Committee applied for and were successful in accessing funds from the ‘Community Solutions’ grant.
- At the request of KPC a youth worker brought some young people to a Council meeting to convey their ideas for activities.

John O’Gaunt

Day	Monday and Wednesday
Time	1900 - 2100
Frequency	Weekly
Venue	Hungerford
Number of YP attending	30+
Age	13 – 19

Key points

- Public meeting held to hear community opinion on the sustainability of the centre.
- BACYP offered to support organisations wishing to take on the youth provision at the centre.
- Community members negotiated a service level agreement allowing them to run the centre for a pilot year (2012/13).
- Financial support provided by the 'Community solutions Grant'.
- 1 evening youth club session maintained.

3. Other activity

3.1 In addition, the Councils is giving the following support Open Access provision in communities

- Greater Greenham Youth project – Awarded £15k for development of provision in 2012/13.
- Riverside youth and community centre – Awarded £12k from the 'Community Solutions Grant' which has supported provision at the centre
- BACYP were successful in winning the 'Quick Quote Process' to continue work in developing and maintaining Open access provision across West Berkshire and manage a small grants award scheme to enable communities to support provision for young people.

4. Recommendation

4.1 It is recommended that the Members of the Commission note the contents of the report and conduct scrutiny on the topic.

Appendices

There are no Appendices to this report.

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Agenda Item 12.

Title of Report:	Annual Scrutiny Report 2011/12
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	31 July 2012

Purpose of Report: To present to the Commission the annual Scrutiny Report 2011/12.

Recommended Action: To note the information.

Overview and Scrutiny Management Commission Chairman	
Name & Telephone No.:	Councillor Brian Bedwell – Tel (0118) 9420196
E-mail Address:	bbedwell@westberks.gov.uk

Contact Officer Details	
Name:	Elaine Walker
Job Title:	Principal Policy Officer
Tel. No.:	01635 519441
E-mail Address:	ewalker@westberks.gov.uk

Executive Report

1. Introduction

- 1.1 At its meeting of 26 June 2012, the Overview and Scrutiny Management Commission requested to receive the annual report of scrutiny activity undertaken over the 2011/12 municipal year by the Overview and Scrutiny Management Commission, Health Scrutiny Panel and Resource Management Working Group.
- 1.2 The Scrutiny Annual Report 2011/12 is shown at appendix A.

Appendices

Appendix A – Scrutiny Annual Report 2011/12.

Title of Report:	Scrutiny Annual Report 2011/12
Report to be considered by:	Corporate Board
Date of Meeting:	22 May 2012
Forward Plan Ref:	EX2307

Purpose of Report: To inform Corporate Board of the Scrutiny activity undertaken during the municipal year 2011/12

Recommended Action: To note the contents of this report.

Reason for decision to be taken: N/A

Other options considered: N/A

Key background documentation: N/A

The proposals contained in this report will help to achieve the following Council Strategy priority(ies):

- CSP1 – Caring for and protecting the vulnerable**
- CSP2 – Promoting a vibrant district**
- CSP3 – Improving education**
- CSP4 – Protecting the environment**

The proposals will also help achieve the following Council Strategy principle(s):

- Putting people first**
- Living within our means**
- Empowering people and communities**
- Transforming our services to remain affordable and effective**
- Doing what’s important well**

The proposals contained in this report will help to achieve the above Council Strategy priorities and principles by:

Portfolio Member Details	
Name & Telephone No.:	Councillor Graham Jones - Tel (01235) 762744
E-mail Address:	gjones@westberks.gov.uk
Date Portfolio Member agreed report:	

Contact Officer Details	
Name:	Elaine Walker
Job Title:	Principal Policy Officer
Tel. No.:	01635 519441
E-mail Address:	ewalker@westberks.gov.uk

Implications

Policy: None
Financial: None
Personnel: None
Legal/Procurement: None
Property: None
Risk Management: None
Equalities Impact Assessment: Not Required - Information only
Corporate Board's Recommendation:

NOTE: The section below does not need to be completed if your report will not progress beyond Corporate or Management Board.

Is this item subject to call-in?	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>
If not subject to call-in please put a cross in the appropriate box:		
The item is due to be referred to Council for final approval	<input type="checkbox"/>	
Delays in implementation could have serious financial implications for the Council	<input type="checkbox"/>	
Delays in implementation could compromise the Council's position	<input type="checkbox"/>	
Considered or reviewed by Overview and Scrutiny Management Commission or associated Task Groups within preceding six months	<input type="checkbox"/>	
Item is Urgent Key Decision	<input type="checkbox"/>	
Report is to note only	<input type="checkbox"/>	

Executive Summary

1. Introduction

- 1.1 This report outlines the scrutiny activity undertaken by the authority in the municipal year 2011/12. It contains an overview of the year and gives detail on each of the activities undertaken.

2. Overview of the last 12 months

- 2.1 Over the last twelve months the Overview and Scrutiny Management Commission, the Health Scrutiny Panel and the Resource Management Working Group have completed 21 scrutiny reviews and three items were called in for review.

3. Equalities Impact Assessment Outcomes

- 3.1 There is no decision to be made and therefore no Equality Impact Assessment has been undertaken.

4. Recommendation

- 4.1 The members of Corporate Board are asked to note the contents of this report.

Executive Report

1. Introduction

- 1.1 This report outlines the scrutiny activity undertaken by the authority in the municipal year 2011/12. It contains an overview of the year and gives detail on each of the activities undertaken. It includes a commentary, where it is possible to give it, on the value that the activity has added.

2. Overview of the last twelve months

- 2.1 In May 2011 the scrutiny structure was streamlined with the Overview and Scrutiny Management Commission (OSMC), Health Scrutiny Panel (HSP) and Resource Management Working Group (RMWG) remaining.
- 2.2 Over the course of the last year, the three Committees have conducted scrutiny reviews across all areas of the Council, and have regularly reviewed and challenged financial and performance information.
- 2.3 Three decisions have been called in to the Overview and Scrutiny Management Commission for review. In all cases, the original decision was upheld. These decisions were:
- (1) ID2266: The Three Year Highway Improvement Programme 2011/12 – 2013/14.
 - (2) Provisional Outturn Report 2010-11
 - (3) Funding Arrangements Framework for Domiciliary Care and Non-residential Services

3. Activity in Detail

- 3.1 Overview and Scrutiny Management Commission.

- (1) *Transfer of the West Berkshire Council CCTV control room to the Royal Borough of Windsor and Maidenhead.* The Commission reviewed the processes used during the project following reported public concern during the switch over period.

Added Value: Five recommendations which focussed on learning lessons from the project were identified and accepted by the Executive.

- (2) *Schools' Severe Weather Plans.* The Commission explored the progress being made by schools in preparing severe weather plans in order to minimise disruption to pupils and parents in light of recent weather conditions.

Added Value: The Commission was able to explore this issue in a public arena and make appropriate recommendations.

- (3) *Preparations for the London 2012 Olympics.* The Commission has received two updates on West Berkshire's preparations for the Olympic

Games, including information about the Olympic torch route through the district.

Added Value: The Commission was provided information on the wide ranging activities required to be undertaken by the Council in preparation for and during the Olympic Games.

- (4) GCSE Maths Results. The Commission reviewed information relating to GCSE maths results in light of quarter 2 - 2011/12 performance returns, which had been lower than expected.

Added value: Members of the Commission were made aware of the wider issues impacting on this performance indicator and were able to discuss the subject in a public arena.

- (5) *Examination of facilities in place for younger people.* The Commission undertook a review of this subject following an earlier review in 2008/9 as this remained a high priority for residents of West Berkshire.

Added value: The Commission formulated a number of recommendations for submission to the Executive.

The following items were also reviewed by the Commission:

- (6) *Quarterly Performance Reports.* The Commission reviewed the Council's performance reports each quarter, enabling issues to be examined, and recommendations to be made.
- (7) *Preliminary Flood Risk Assessment.* The details of this report were reviewed prior to its submission to DEFRA.
- (8) *Performance Indicator: Affordable Housing units.* The Commission explored the factors causing this indicator to be reported as red in quarter 2 2010/11 and were satisfied at the actions being taken by officers.

Scrutiny reviews initiated and due for completion during 2012/13.

- (9) *Methodology of repairing potholes.* The Commission is currently scrutinising the methodology for identifying and repairing potholes, recognising that amendments had been made following a previous review a year earlier.
- (10) *Housing Allocation Policy.* The Commission expressed a desire to be involved in the process of amending the Housing Allocation Policy.
- (11) *Assessing and assuring the 2012/13 performance 'scorecard'.* The Commission have established a working group to help develop the measures and targets that will be incorporated into the Council Strategy.

3.2 Health Scrutiny Panel

- (1) *Review into Dignity of Care for Older People in Hospitals.* The Panel commissioned a review of this subject to be undertaken by the Local Involvement Network (LINK) in order to understand local issues not explored by a similar national review undertaken by the Care Quality Commission.

Added Value: The Panel were able to contribute to and provide direction to this public review.

- (2) *Ambulance Service Quality Indicators.* The Panel received a report on changes to the South Central Ambulance Service (SCAS) performance reporting targets.

Added Value: Members were able to challenge the information provided in a public forum.

- (3) *Commissioning of General Practitioner Services.* The Panel discussed the proposed changes to GP commissioning arrangements and how this would affect services in the east of the District.

Added Value: Members were able to explore and challenge areas of concern in a public forum

- (4) *Update on the "Six Lives" Review:* The HSP considered the Council's response to a national report on the provision of public services to those with Learning Disabilities.

Added Value: The Panel were able to challenge the Council's response ensuring it was appropriate and robust.

- (5) *Scrutiny Review of NHS Continuing Healthcare.* The Panel explored guidelines and directions for continuing healthcare for the district's residents. A subsequent and ongoing review being undertaken by the Council is also to be reported to the Panel.

Added Value: Members were able to question the approach taken by the PCT in a public forum.

3.3 Resource Management Working Group (RMWG)

- (1) *Car Parking Charges and Income: Season tickets and PCN payments.* Officers presented information to the RMWG in order to clarify differences between forecast and actual income figures.

Added Value: The RMWG provided challenge to officers and were able to make suggestions for improvement.

- (2) *Financial Monitoring.* Members examined financial reports throughout the year as reported across the Council.

Added Value: Members were able to explore and challenge areas of concern in a public forum and provide suggestions directly to officers.

- (3) *Establishment Monitoring.* The RMWG regularly examined the figures reported across the Council on staffing establishment.

Added Value: The exercises provided challenge to officers and allowed examination of the Council's establishment in public.

- (4) *Strategic Risk Register.* The RMWG examined the assessment of risk for individual items on the register.

Added Value: The review enabled identified risks to be explored in a public setting. The Group recommended that the risk register be scrutinised on an annual basis.

- (5) *School Academies.* The RMWG considered the effect of schools becoming academies on the capacity of the Local Education Authority.

Added value: Ten recommendations were identified for submission to the Overview and Scrutiny Management Commission and subsequently endorsed by the Executive.

- (6) *Geographical Information Systems (GIS).* The Group heard from officers how GIS was currently used by the Council and its potential for future use.

Added Value: Members were able to explore potential uses for GIS in a public forum.

- (7) *Highways Asset Management Plan.* The RMWG were consulted on the plan prior to its submission for approval by Individual Decision.

Added Value: The Group were able to explore the plan and make suggestions for improvement. The public meeting was of additional benefit to the consultation process for the plan.

- (8) *Timelord Programme.* The RMWG received a closing report on the Timelord Programme.

Added Value: The successful completion of the project was confirmed by Members in a public forum.

4. Recommendation

- 4.1 It is recommended that Corporate Board notes the contents of this report.

Appendices

There are no Appendices to this report.

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Agenda Item 13.

Title of Report:	Health Scrutiny Panel
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	31 July 2012

Purpose of Report: To provide an update on the work of the Health Scrutiny Panel.

Recommended Action: To note the information.

Health Scrutiny Panel Chairman	
Name & Telephone No.:	Councillor Quentin Webb – Tel (01635) 201435
E-mail Address:	qwebb@westberks.gov.uk

Contact Officer Details	
Name:	Elaine Walker
Job Title:	Principal Policy Officer
Tel. No.:	01635 519441
E-mail Address:	ewalker@westberks.gov.uk

Executive Report

1. Introduction

1.1 This report provides an update on the work undertaken by the Health Scrutiny Panel since the report made at the last OSMC meeting.

1.2 The Committee met on 19 June 2012 and the following items were discussed:

(1) Dignity and Nutrition in Hospitals

There was now an agreement to run a survey for 500 people across the Royal Berkshire Hospital (RBH). The aim was to begin the survey at the hospital in July 2012.

(2) An update on the Anti-Child Poverty Strategy

The Panel received a report on the Anti-Child Poverty Strategy which the Council aimed to achieve in 2020.

(3) An update on the Health and Wellbeing Board

The Panel received information explaining the history behind the creation of the Health and Wellbeing Board (HWB) and an update on its progress.

1.3 The Health Scrutiny Panel are next due to meet on Tuesday 11 September 2012.

2. Work Programme

2.1 The latest work programme for the Health Scrutiny Panel is contained within item 16 of this agenda.

Appendices

There are no Appendices to this report.

Agenda Item 14.

Title of Report:	Resource Management Working Group
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	31 July 2012

Purpose of Report: To provide an update on the work of the Resource Management Working Group.

Recommended Action: To note the information.

Resource Management Working Group Chairman	
Name & Telephone No.:	Councillor Tony Vickers – Tel (01635) 230046
E-mail Address:	tvickers@westberks.gov.uk

Contact Officer Details	
Name:	Stephen Chard
Job Title:	Policy Officer
Tel. No.:	01635 519462
E-mail Address:	schard@westberks.gov.uk

Executive Report

1. Introduction

- 1.1 The Resource Management Working Group (RMWG) last met on 2 July 2012. A summary of the main discussions held are as follows:

Asset Management

- 1.2 The Working Group was briefed on the Council's current Asset Management Plan (AMP) and the process for review of the AMP and its procedures. Information was provided to Members on areas including:

- (1) The costs identified and the level of priority given to required maintenance in schools/other Council buildings and the actual funding allocated. Following this discussion, John Ashworth agreed that a greater level of explanation for the figures provided will be incorporated as part of the next edition of the AMP/Capital Strategy and Programme. It will also be circulated to Working Group Members in advance of this.
- (2) The criteria for retaining, disposing of and acquiring property. Members were advised that this is very much an evolving criteria and while the most appropriate use for a property due for disposal is considered, the current presumption is to sell the property and maximise the capital return for the Council. An 'Asset Challenge' methodology was being introduced whereby the use of/need for a property was discussed with relevant service areas. A disposal list existed and was updated annually. It was confirmed that assets for disposal were identified as potential capital receipts as part of the budget build process.
- (3) Members questioned whether the timescale given for some of the subjects in the action plan had been given enough priority, i.e. Taceham House and the London Road Industrial Estate (LRIE). John Ashworth was of the view that the introduction of the Asset Challenge methodology would help to avoid delays and advised that a report on the redevelopment of Taceham House had been drafted/options were being actively pursued. The complexities of the LRIE meant that this project had taken time.
- (4) It was felt by Members that the existing AMP served more as a list of assets rather than a strategy which was a need. In response, Members were advised that as part of the current year's refresh of the document it was the intention to include a greater deal of direction for the Council's assets.
- (5) A new web based database was soon to be introduced. The new package had been purchased to replace the existing and very basic database with a more sophisticated/modern model that would put the Council in line with other local authorities.

- (6) Members gave consideration to the suggestion from the Overview and Scrutiny Management Commission to consider the examination of the timeline relating to the use and sale of Taceham House. Members were of the view that the report should proceed as planned through to the Executive, a decision could then be taken as to whether the item should be called-in or whether it should be added to the work programme for a future meeting when it could help to create a focussed debate for further asset management discussions.

Establishment Report – Quarter Four 2011/12

- 1.3 Members noted this report.

Provisional Financial Outturn Report: 2011/12 Financial Year

- 1.4 Members were advised that the provisional outturn was a £491k underspend. However, a view was given by a Member that this should have been reported as a much higher figure and the £491k underspend was only achieved by utilising 2011/12 funds in 2012/13. Joseph Holmes reported that the view was taken that it was more appropriate to allocate funding from the 2011/12 financial year to the areas identified in the outturn report in 2012/13 rather than to start the new financial year with a potential deficit. Funding had been allocated to the bad debt provision in 2012/13 from the 2011/12 budget in recognition of the double dip recession.
- 1.5 The Working Group were also informed that the Council is not to take up the capitalisation directive for spreading the costs of statutory redundancy over a longer time frame. Joseph Holmes explained that due to the comparatively small number of statutory redundancies/relatively small amount of money involved together with the borrowing costs that would be incurred from capitalisation, this approach was not taken forward.
- 1.6 The level of funding remaining to be committed in Housing and Performance was queried (£537k). It was confirmed that this related to the Disabled Facilities Grant, much of this money was allocated but due to the nature of the Grant it had not been committed in year. The remaining funds were therefore effectively spent.

2. Next meeting

- 2.1 The meeting scheduled for 7 August 2012 has been cancelled and the following date is 25 September 2012 although this is subject to change. The following items are on the draft agenda:
 - (1) MTFS – item to particularly focus on the impact on the MTFS from the introduction of the Local Government Finance Bill in 2013/14 and beyond as well as the potential impact of Business Rate Reform.
 - (2) Latest budget report.
 - (3) Risk Register.

3. Work Programme

- 3.1 The latest work programme for the Working Group is contained within item 16 of this agenda. An item to consider the impact of Local Authority maintained schools

converting to academy status on the Council's finances has been added to the work programme, date to be confirmed.

Appendices

There are no appendices to this report.

West Berkshire Council Forward Plan – August 2012 to November 2012

Reference	Decision and Purpose	Decision Body	Decision Path	Directorate	Contact	Lead Member (Portfolio Holder for . . .)	Part II	Date Report Published	Consultee(s)	Notes	Decision Month
AUGUST 2012											
ID2431	Adoption of Parish Plans <i>To adopt Parish Plans.</i>	ID	01/08/12	Resources	Jo Naylor	Partnerships, Equality, The Visions, Communities		TBC	Local Members and Stakeholders	If needed	August 2012
ID2443	Approval of Village Design Statements <i>To approve Village Design Statements.</i>	ID	01/08/12	Environment	Paula Amorelli	Planning, Transport Policy, Property		TBC	Local Members and Stakeholders	If needed	August 2012
ID2526	Statutory requirement to annual review the Adoption Service Statement of Purpose <i>To report on the work of the Adoption Team</i>	ID	01/08/12	Communities	June Kemp	Children & Young People, Youth Service, Education		TBC			August 2012
ID2419	West Berkshire Forward Plan - September 2012 to December 2012 <i>To advise Members of items to be considered by West Berkshire Council over the next four months.</i>	ID	16/08/12	Resources	Moira Fraser	Leader of Council		08/08/12	All Members, published on website for local residents	Not subject to call in.	August 2012
SEPTEMBER 2012											
ID2432	Adoption of Parish Plans <i>To adopt Parish Plans.</i>	ID	01/09/12	Resources	Jo Naylor	Partnerships, Equality, The Visions, Communities		TBC	Local Members and Stakeholders	If needed	September 2012
ID2444	Approval of Village Design Statements <i>To approve Village Design Statements.</i>	ID	01/09/12	Environment	Paula Amorelli	Planning, Transport Policy, Property		TBC	Local Members and Stakeholders	If needed	September 2012
ID2420	West Berkshire Forward Plan - October 2012 to January 2013 <i>To advise Members of items to be considered by West Berkshire Council over the next four months.</i>	ID	13/09/12	Resources	Moira Fraser	Leader of Council		05/09/12	All Members, published on website for local residents	Not subject to call in.	September 2012

The items included in the Forward Plan were correct at the time of publication. The Forward Plan may, however, change and you are advised to contact Moira Fraser – Tel: 01635 519045 or e-mail: mfraser@westberks.gov.uk to confirm the contents of any agenda before attending a meeting. Executive decisions may be taken by the Executive acting as a collective body or by officers acting under delegated powers.

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West Berkshire Council Forward Plan – August 2012 to November 2012

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ID2521	A343 Andover Road, Newbury - Relocation of Pedestrian Crossing <i>To inform the Executive Member for Highways and Transport of the results of the consultation of a proposal to relocate a pedestrian crossing and allow a decision to be made as to whether to proceed with the proposal.</i>	ID	18/09/12 ID	Environment	Neil Stacey	Highways, Transport (Operational), ICT & Corporate Services, Customer Services		10/09/12			September 2012
ID2518	Petition for removal of proposed parking charges at Burdwood Centre car park, Thattham <i>To respond to a petition that has been submitted to the Council.</i>	ID	26/09/12 ID	Environment	Mark Cole	Highways, Transport (Operational), ICT & Corporate Services, Customer Services		18/09/12			September 2012
GA2524	Annual Governance Statement 2011/12 <i>To review the Annual Governance Statement.</i>	GA	10/09/12 GA	Resources	Ian Priestley	Performance, Strategic Support, Emergency Planning, Community Safety		31/08/12			September 2012
GA2525	Heads of Service Assurance Statements <i>To outline the areas of concern raised by Heads of Service in their Assurance Statements.</i>	GA	10/09/12 GA	Resources	Ian Priestley	Performance, Strategic Support, Emergency Planning, Community Safety		31/08/12			September 2012
EX2520	Re-tender of the Council's Insurance Contract (Paragraph 3 - information relating to the financial/business affairs of a person)	EX	06/09/12 EX	Resources	Ian Priestley	Community Care, Insurance	Yes	29/08/12			September 2012

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EX2514	County Archive <i>To seek approval to continue with the current joint arrangement.</i>	EX	06/09/12 EX	Environment	Amanda Loaring	Countryside, Environmental Protection, 'Cleaner and Greener', Culture		29/08/12			September 2012
EX2478	Finance Report - Quarter 1	EX	06/09/12 EX	Resources	Joseph Holmes	Finance, Economic Development, Health & Safety, Pensions		29/08/12			September 2012
EX2528	Community Care (Adult Social Care) Compliments and Complaints Report <i>To outline the approach to handling complaints for Adult Social Care and to provide information about the number and type of complaints within Community Care (Adult Social Care). To highlight the number and nature of compliments received from April 2011 to March 2012. To illustrate how compliments and compliments are logged and monitored, and review the actions taken as a result of the lessons learned.</i>	EX	06/09/12	Communities	Mary Page	Community Care, Insurance		29/08/12			September 2012
C2459	Changes to the Constitution, Parts 7, 9,10 and 13 <i>To consider changes to the Financial Rules of procedure and Protocols in light of legislative changes.</i>	C	27/09/12 C 10/09/12 GA	Resources	Joseph Holmes	Leader of Council		31/08/12			September 2012
C2501	Proposed Member Development Programme for 2012 to 2015 <i>To ask Council to agree the Member Development Programme for 2012/13</i>	C	27/09/12 C	Resources	Jude Thomas	Leader of Council		19/09/12	Members		September 2012

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C2522	Pre Planning Application Process and Charging <i>To seek Council authority to charge for pre planning application advice and for Council to delegate authority to amend the charging scheme to the Head of Planning and Countryside</i>	C	27/09/12 C	Environment	Gary Lugg	Planning, Transport Policy, Property		19/09/12	Development Industry Panel (Planning Service Customer Panel) will be consulted on 29th June 2012		September 2012
OCTOBER 2012											
ID2433	Adoption of Parish Plans <i>To adopt Parish Plans.</i>	ID	01/10/12	Resources	Jo Naylor	Partnerships, Equality, The Visions, Communities		TBC	Local Members and Stakeholders	If needed	October 2012
ID2445	Approval of Village Design Statements <i>To approve Village Design Statements.</i>	ID	01/10/12	Environment	Paula Amorelli	Planning, Transport Policy, Property		TBC	Local Members and Stakeholders	If needed	October 2012
ID2421	West Berkshire Forward Plan - November 2012 to February 2013 <i>To advise Members of items to be considered by West Berkshire Council over the next four months.</i>	ID	18/10/12	Resources	Moir Fraser	Leader of Council		10/10/12	All Members, published on website for local residents	Not subject to call in.	October 2012
EX2350	Proposal for Redevelopment of Taceham House (Paragraph 3 - information relating to the financial or business affairs of a particular person) <i>To consider the options for Taceham House and agree best course of action.</i>	EX	18/10/12 EX	Communities	Mel Brain	Strategy, Council Plan, Housing	Yes	10/10/12			September 2012
EX2513	Director of Public Health <i>To agree a model for public health across the six Berkshire Unitaries.</i>	EX	18/10/12 EX	Resources	Andy Day	Leader of the Council		10/10/12			October 2012
EX2515	Home Care Reablement Reconfiguration	EX	18/10/12 EX	Communities	Stephen Stace	Community Care, Insurance		10/10/12			October 2012

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West Berkshire Council Forward Plan – August 2012 to November 2012

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EX2492	Localising Support for Council Tax in England <i>To make a decision on the scheme to be adopted by West Berkshire Council as a replacement for Council Tax benefit</i>	EX	18/10/12 EX	Resources	Bill Blackett	Finance, Economic Development, Health & Safety, Pensions		10/10/12	Formal consultation with Taxpayers and major precepting authorities is a requirement of the legislation introducing Localisation of Council Tax support		October 2012
EX2500	Residential and Nursing Placement Policy <i>To seek approval of the policy post consultation.</i>	EX	18/10/12 EX	Communities	Tandra Forster	Community Care, Insurance		10/10/12	wider consultation with stakeholders		October 2012
EX2527	School Funding Reform April 2013 <i>To agree the required new funding formula for schools in West Berkshire</i>	EX	18/10/12 EX	Resources	Claire White	Finance, Economic Development, Health & Safety, Pensions		10/10/12	All maintained and Academy Schools, Schools Forum		October 2012
NOVEMBER 2012											
ID2434	Adoption of Parish Plans <i>To adopt Parish Plans.</i>	ID	01/11/12	Resources	Jo Naylor	Partnerships, Equality, The Visions, Communities		TBC	Local Members and Stakeholders	If needed	November 2012
ID2446	Approval of Village Design Statements <i>To approve Village Design Statements.</i>	ID	01/11/12	Environment	Paula Amorelli	Planning, Transport Policy, Property		TBC	Local Members and Stakeholders	If needed	November 2012

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West Berkshire Council Forward Plan – August 2012 to November 2012

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ID2422	West Berkshire Forward Plan - December 2012 to March 2013 <i>To advise Members of items to be considered by West Berkshire Council over the next four months.</i>	ID	15/11/12	Resources	Maira Fraser	Leader of Council		07/11/12	All Members, published on website for local residents	Not subject to call in.	November 2012
EX2491	Schools and Early Years Settings - Place Strategy 2013-2018. <i>To determine a strategy for managing school organisation and ensure that there are sufficient school places to meet overall demand; there are sufficient school places in the right locations to meet demand; the provision of school places are managed in a cost effective manner.</i>	EX	29/11/12 EX	Communities	Caroline Corcoran	Children & Young People, Youth Service, Education		21/11/12	Schools, relevant Council Officers		November 2012
EX2479	Finance Report - Quarter 2	EX	29/11/12 EX	Resources	Joseph Holmes	Finance, Economic Development, Health & Safety, Pensions		21/11/12			November 2012

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OVERVIEW & SCRUTINY MANAGEMENT COMMISSION WORK PROGRAMME 2012/13

Agenda Item 16.

Reference	Subject/purpose	Methodology	Expected outcome	Review Body	Dates	Lead Officer(s)/ Service Area	Portfolio Holder(s)	Status: In Progress Completed	Comments
OSMC/11/104	Anti-Child Poverty Strategy	To monitor the strategy	Monitoring item	HSP	Start: On-going End: April 2012	Julia Waldman – 2815 Children and Young People	Cllr Irene Neill	In Progress	To report back...
OSMC/11/105	Dignity and Nutrition – Hospitals To review the Care Quality Commission report on Dignity and Nutrition - Hospitals	To survey and hold focus groups detailing information		HSP	Start: July 2011 End: .2012	LINK, Age UK	Cllr Joe Mooney	In Progress	Consultation/ survey to commence in July 2012. Update from LINKs.
OSMC/11/106	Update on the Health and Wellbeing Board To receive updates from the Health and Wellbeing Board	To update members on Health and Wellbeing Board	Monitoring item	HSP	Ongoing	June Graves	Cllr Joe Mooney	In Progress	for discussion on ...
OSMC/11/107	Update on the Health Service in West Berkshire	To update members on the changes to Health Service in West Berkshire	Monitoring item	HSP	Ongoing	Bev Searle - Director Joint Partnerships and Commissioning	Cllr Joe Mooney	In Progress	
OSMC/11/119	Continuing Healthcare (CHC) To examine the operation of the NHS CHC scheme in the NHS Berkshire West area	In meeting review		HSP	Start: Jan 2012 End: April 2012	Jan Evans – 2736 Adult Social Care	Councillor Joe Mooney	In Progress	Awaiting results
OSMC/12/122	Home Care To understand and critically appraise the systems and process in place for the provision of Home Care	TBD		HSP	Start: TBD End: TBD	Jan Evans – 2736 Adult Social Care	Councillor Joe Mooney	To be scheduled	Item incorporated at OSMC meeting of 21/02/12. Scope and ToR to be provided at the meeting of 17/04/12
OSMC/12/124	The effect of health service reorganisation on local provision and private finance initiatives (PFI).			HSP	Start: TBD End: TBD				
OSMC/09/02	Performance Report for Level One Indicators To monitor quarterly the performance levels across the Council and to consider, where appropriate, any remedial action.	In meeting review with information supplied by, and questioning of, lead officers.	Monitoring item	OSMC	Start: each Q End: OSMC 01/11/11	Jason Teal – 2102 Policy & Communication	Councillor Anthony Stansfeld	In Progress	Quarterly item.
OSMC/11/103	Olympics and Diamond Jubilee Events 2012. To review and monitor events in West Berkshire	In meeting review.		OSMC	Update 1: 2/12 Update 2: 5/12	Chris Jones 2558 Culture & Youth	Carol Jackson-Doerge	Complete	Updates following briefing in November 2011. Further update to be provided in May 2012.
OSMC/11/120	Potholes To examine the methodology in operation for the repair of pot holes	Task group review with information supplied by, and questioning of, lead officers and external partners.		OSMC	Feb-12	Mark Edwards – 2208 Highways & Transport	Councillor David Betts	In Progress	Item to begin following the completion of Item 78, Councillors Brian Bedwell, Emma Webster, Keith Woodhams participating. First meeting held on 29/03/12.

OVERVIEW & SCRUTINY MANAGEMENT COMMISSION WORK PROGRAMME 2012/13

Reference	Subject/purpose	Methodology	Expected outcome	Review Body	Dates	Lead Officer(s)/ Service Area	Portfolio Holder(s)	Status: In Progress Completed	Comments
OSMC/11/129	Housing Allocations policy To contribute to the development of a new policy	In meeting policy development supported by task group and individual Member activity.		OSMC	Feb-12	Mel Brain - 2403 Social Care Commissioning and Housing	Councillor Alan Law	In Progress	Added to work programme at the 10 January 2012 meeting, following a suggestion by Corporate Board
OSMC/12/123	Domestic Abuse To understand and critically appraise the systems and process in place for the management of domestic abuse in the District	TBD		OSMC	Start: Sept 2012 End:	Davy Pearson, Robin Rickard (TBC)	Councillor Anthony Stanfeld	To be scheduled	Item incorporated at OSMC meeting of 21/02/12. Scope and ToF to be provided at the meeting of 17/04/12
OSMC/12/128	Youth Justice To review the outcomes being achieved following the changes made to police interventions with young people and the resultant drop in people entering the youth justice system.	In meeting review with information supplied by, and questioning of, lead officers.		OSMC	Start: Sept 2012 End: Sept 2012	Susan Powell, Robin Rickard	Councillor Anthony Stanfeld		Item raised in response to performance reported at Q2 2011/12. See agenda and minutes of 21/02/12. To be heard at OSMC in September 12
OSMC/12/130	Consultation The effectiveness of consultation undertaken by the Council	Task group review with information supplied by, and questioning of, lead officers and external partners.		OSMC	Start: TBD End: TBD	Jason Teal – 2102 Policy & Communication	Councillor Anthony Stanfeld	To be scheduled	item incorporated at OSMC meeting of 2012-04-17
OSMC/12/131	Youth Clubs To review the process undertaken to manage the transfer of youth clubs from local authority control and the arrangements in place resultantly.			OSMC	Start: 31/07/12 End:		Councillor Irene Neill	In Progress	item incorporated at OSMC meeting of 29/05/12. for discussion on 26/06/12
OSMC/12/133	Annual Scrutiny Review 2011/12 To receive the annual scrutiny review report	In meeting view of annual scrutiny report		OSMC	Start: 31/07/12 End:31/07/12			In Progress	item incorporated at OSMC meeting of 29/05/12. for discussion on 26/06/12
OSMC/12/134	Housing and Homelessness To consider the factors contributing to an increase in homelessness.	In meeting review with representatives from Sovereign Housing and CAB		OSMC	Start: 31/07/12 End:	June Graves	Councillor Roger Croft	In Progress	item incorporated at OSMC meeting of 26/06/12
OSMC/09/57	Revenue and capital budget reports To receive the latest period revenue and capital budget reports To consider any areas of concern.	Information supplied by, and questioning of, lead officer via in meeting review	Monitoring item	RMWG	Latest report to each meeting	Andy Walker – 2433 Finance	Councillor Alan Law	In Progress	May lead to areas for in depth review.

OVERVIEW & SCRUTINY MANAGEMENT COMMISSION WORK PROGRAMME 2012/13

Reference	Subject/purpose	Methodology	Expected outcome	Review Body	Dates	Lead Officer(s)/ Service Area	Portfolio Holder(s)	Status: In Progress Completed	Comments
OSMC/09/63	Establishment Reports To receive the latest report on the changes to the Council's establishment.	Information supplied by, and questioning of, lead officer via in meeting review	Monitoring item	RMWG	Consider Q2 & Q4 reports	Robert O'Reilly – 2358 Human Resources	Councillor Anthony Stanfeld	In Progress	May lead to areas for in depth review.
OSMC/11/10	Energy Saving To review the Council's policies and procedures for Energy Saving.	In a meeting review the Council's procedures to Energy Saving		RMWG	Start: April 2012 End: April 2012	Adrian Slaughtier	Councillor Hilary Cole	Complete	Review to be undertaken in April 2014.
OSMC/11/11	Risk Register To scrutinise individual items on the Risk Register on an annual basis.	In meeting review and scrutinise individual items on Risk Register.	Monitoring item	RMWG	Ongoing	Ian Priestley	Councillor David Betts	In Progress	Next request Sept 2012
OSMC/11/12	Medium Term Financial Strategy To review the role and format of the MTFS	In meeting review of the MTFS		RMWG	Start: Sept/Oct 2012 End: Oct 2012	Andy Walker	Councillor Alan Law	In Progress	Discussed by RMWG - 27/12. Item to cover the impact on the MTFS from the intro of the Local Gov Finance Bill in 13/14 and beyond as well as the potential impact of Bus Rate Reform.
OSMC/11/13	Procedures for Blue Badge Holder To review the operation of the new procedures, criteria and rules of use for Blue Badge holders following the introduction of them in January 2012.	In meeting review.		RMWG	Start: Jan 2013 End: Jan 2013	Mark Edwards	Councillor David Betts	In Progress	Requested by RMWG on 26 July 2011
OSMC/12/121	Asset Management To understand and critically appraise the systems and process in place for the management of the Council's assets	In meeting review with information supplied by, and questioning of, lead officers.		RMWG	Start: July 2012 End: July 2012	John Ashworth	Councillor Keith Chopping	Complete	Considered in depth on 27/12. Possible return to a future meeting with consideration of process for Taceham House as an example.
OSMC/12/132	School Academies To consider the impact of Local Authority maintained schools converting to academy status on the Council's finances.			RMWG	Start: TBD End: TBD		Councillor Irene Neill	To be scheduled	Item incorporated at OSMC meeting of 2012-06-26

Key:
OSMC

HSP
RMWG

Overview and Scrutiny Management Commission
Health Scrutiny Panel
Resource Management Working Group

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