

2021/22 Performance Report Quarter Four

Committee considering report:	Executive
Date of Committee:	7 July 2022
Portfolio Member:	Councillor Thomas Marino
Report Author:	Jenny Legge/Catalin Bogos
Forward Plan Ref:	EX4003

1 Purpose of the Report

- 1.1 To provide assurance that the core business and council priorities for improvement measures in the [Council Strategy 2019-2023](#) are being managed effectively.
- 1.2 To highlight successes in our core business services, such as the strong response to Covid-19 crisis, achievement of a “Good” Ofsted inspection rating for our Children’s Service, reaching the top 20% position in the country for young people’s participation in education, etc. Similarly, to report improvement achievements, including adult social care user’s positive feedback, launching the investment prospectus and business website, approval of Newbury Town Centre Masterplan, better engagement with residents (including seldom heard) etc. Where performance fell below the expected level, to present information on the remedial action taken and the impact of that action.

2 Recommendation

To note the progress made in delivering the Council Strategy Delivery Plan 2019-2023, a maintained strong performance for the core business areas, good results for the majority of the measures relating to the council’s priorities for improvement, and remedial actions taken where performance was below target.

3 Implications and Impact Assessment

Implication	Commentary
Financial:	To be highlighted and managed by individual services.
Human Resource:	To be highlighted and managed by individual services.
Legal:	To be highlighted and managed by individual services.
Risk Management:	To be highlighted and managed by individual services.
Property:	To be highlighted and managed by individual services.

Policy:	To be highlighted and managed by individual services.			
	Positive	Neutral	Negative	Commentary
Equalities Impact:				
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		x		
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		x		
Environmental Impact:		x		
Health Impact:		x		
ICT or Digital Services Impact:		x		
Council Strategy Priorities or Business as Usual:	x x			Supports all priorities and core business of the Council Strategy 2019-2023.
Data Impact:		x		
Consultation and Engagement:	The information provided for this report, has been signed off by the relevant Head of Service/Service Director and Portfolio Holder.			

4 Executive Summary

4.1 This paper provides updates for each component of the Council Strategy Delivery Plan 2019-2023:

- Non-targeted influencer measures for context.
- Targeted measures for each core business area.
- Targeted measures for each priority for improvement.
- Corporate health measures for internal context.

- 4.2 The **Influencer measures** indicate that the district continued to fare well, compared with other parts of the country, in terms of the cumulative number of cases of Covid-19. The daily confirmed lab cases per 100,000 people was considerably lower than the median figure for all other English authorities. A key measure to mitigate the effect of infections was that the district continued to have a high number of adults who have received their 1st, 2nd and 3rd Covid-19 vaccinations (chart 3).
- 4.3 The economic indicators (economic activity, business rated properties, planning applications) continued to show strong resilience and good recovery.
- 4.4 Work with our communities continued with the creation of a steering group to shape a new approach to providing public services in West Berkshire called Co-production, which is about local people and professionals working in partnership. The initial focus of the group will be the Council's Environment Strategy, which includes supporting green growth and businesses, energy efficiency, protecting and enhancing biodiversity, and sustainable transport.
- 4.5 We continued to [work towards carbon neutrality](#), with a road resurfacing scheme to improve the local roads whilst remaining carbon neutral, in one of the first projects of its kind in the district. Working with our contractor, Vollker Highways and Miles Macadam, the project used an innovative new surface which has a lower-carbon footprint than others. The overall carbon footprint of the project was reduced by 38% which, along with the planting of 152 trees to offset the remainder, has been delivered in a carbon-neutral way. The roads resurfaced as part of the scheme were in Beedon Hill and Old Oxford Road in Beedon, Hose Hill in Burghfield, Reading Road in Burghfield, and Floral Way in Thatcham.
- 4.6 Performance for 2021/22 showed that the Council continued to ensure **core business** service delivery, whilst also managing the response to the ongoing impact of Covid pandemic. The impact was exacerbated by the conflict in Ukraine, which started at the end of the financial year. Core business area achieved strong performance during quarter four. The majority of the measures achieved challenging targets set to maintain the best quartile comparative position nationally. Achievements to note were Covid-19 targeted testing and tracing activity, timeliness of financial assessments, a "Good" rating for our Children and Families Service (on the background of significant demand increase and staff recruitment pressures), and the number of maintained schools that have been judged "Good" or "Better" by Ofsted.
- 4.7 Of the measures which were rated Red, many only marginally missed the targets (by 2 or 3 percentage points) and most of them were impacted by the prioritisation to respond to Covid. A number of areas to highlight to the Executive include:
- Council Tax – where Covid-19 affected residents' ability to pay, and the Council helped them by offering greater flexibility to pay and distributing Covid-19 related financial help.
 - Street cleaning – staff were redeployed to maintain frontline collections to mitigate the lack of HGV drivers available during the pandemic
 - Birchwood Care Home rated as "requires improvement" which resulted in a number of actions to address identified challenges

- The condition of a section of the A4 between Newbury and boundary with Wiltshire which required resurfacing
- The amount of waste being recycled dropped to just below the desired level (provisional data), due to a change in behaviour following the withdrawal of Covid-19 restrictions.

4.8 Improvement activity through the Council Strategy **priorities for improvement** continued to progress, with the majority of measures targeted for this year being achieved. Areas of achievement to note include: the Befriender programme, development of the Inward Investment Prospectus, availability of electric charging points in more WBC maintained car parks, and more people able to access full fibre broadband.

4.9 There were some measures not reporting due to data availability (e.g. educational attainment, and average traffic time - impacted by Covid-19); and a few below target or needing re-profiling, in particular to note:

- Whilst education attainment data was not available, the Education service continued to deliver an extensive range of support activities directly to pupils (including to disadvantaged sub-groups), families and schools' staff to navigate the challenges presented by Covid-19, and created the premises for sound education results.
- Repeat referrals to children's social care – most likely indicative of increasing demand and pressure on the wider services for children and young people
- Maintaining a "Good" level of litter, graffiti and detritus – staff were redeployed
- Develop a Co-Production Framework with our statutory, community and voluntary partners – re-profiled to June 2022

4.10 The council's **corporate health indicators** highlight sound resource management, a budget underspend and stable workforce.

5 Supporting Information

Influencer measures

Refer to Appendix A for more detail

- 5.1 Non-targeted measures of volume were monitored to provide context to the work being carried out across Council services.
- 5.2 The major focus for the district continued to be on **recovery and renewal**. The government removed all mandatory domestic restrictions for controlling Covid-19, and the emphasis was on promoting steps that individuals could take to keep themselves safe and healthy.
- 5.3 The second dose vaccination rate for adults in the district was 78.1%, which was greater than the English rate of 69.1% and means that we rank 13 out of 152 for All English single tier and county councils. 65.3% of our residents have received the third or booster dose, which means we rank 13 out of 152 for All English single tier and county councils.

- 5.4 Overall, the local **economy remained strong**. Economic activity rate (chart 4), unemployment rate (chart 6), total claimant count (charts 8 and 9) and business rated properties (chart 10) further improved or remained stable. The rising cost in living (6.2% nationally in the year to March 2022 up from 5.5% in February) is being monitored to identify any impact on the local economy and the Council.
- 5.5 The strong economy trend was also reflected in the continued recovery of Newbury Town Centre footfall from pandemic levels, and the 12% increase of parking tickets sold in WBC managed car parks compared to the same period in 2019/20 (charts 15 and 16).
- 5.6 The cost of houses in the district continued to rise, including for first time buyers and terraced houses (chart 17).
- 5.7 The local **social indicators** followed national trends. Crime patterns have been affected by the pandemic and government restrictions on social contact.
- 5.8 The number of antisocial incidents reported decreased by 15% (chart 24).
- 5.9 Through co-production work with voluntary sector organisations, and the Housing Strategy Group, the extensive work carried out by the Rough Sleeping and Housing Operations Teams resulted, again, in no rough sleepers at the end of the quarter (chart 42). The number of households in temporary accommodation remained stable (chart 41).
- 5.10 The expected increase in referrals to children's services was due to a number of factors, partly due to agencies referring more, as they recover from reduced service activity due to lockdown restrictions, and partly because of an increased need being identified as a result of household pressures and this rise was reflected in the number of Children in Need (charts 25 and 27).
- 5.11 In adult social care, the number of new adult safeguarding enquiries (chart 36) had substantially increased since last quarter. This was due to the number of S42 enquiries opened as a result of the Birchwood Provider of Concern safeguarding investigation. National guidance required figures reported, which related to an organisational enquiry, must capture all residents impacted. Birchwood has a capacity of 60 and, at the time the organisational abuse enquiry was opened, there were over 50 residents in situ.
- 5.12 Borrowing from libraries continued to rise, being 10% higher than this quarter in 2019/20 (chart 43). Educafe, a community interest company and diverse ethnic communities support agency was [hosted in Newbury Library](#) and provided a safe space for people to make new friends, eat and learn.

Core Business Activities

- 5.13 The majority of the core business measures have achieved strong performance results against challenging targets. Full details about the results achieved are provided in the tables below (one about performance against targets, and one about the latest benchmarking information available) and the subsequent narrative section. Further details are provided in the Exception Reports (Appendix B).

Please note:

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R (red): year-end target will not be met

A (amber): behind schedule, but expected to achieve year-end target

G (green): year-end target will be met.

DNA: Data not available

DNP: Data not provided

Refer to Appendix D for technical conventions

Category	Measure	2021/22			Notes
		RAG	YE Outturn	Target	
Covid-19 response	Number of Covid-19 Targeted Community Testing assisted tests given	G	3,516	≥200	-
	% of Local Contact Covid-19 Tracing calls completed	G	89.6%	≥85%	Q4: 11,454 / 12,950 YE: 27,784 / 30,994
Protecting our children	Ofsted rating of at least Good for our Children and Family Service	G	Good	Good	Result of an OFSTED inspection which took place in March 2022.
	% of Children in Care where the child has been visited in the past 6 weeks (or 12 weeks if this is the agreed visiting schedule)	R	89.8%	≥95%	YE: 149 / 166 During this period of Covid disruption we have chosen to only record 'face to face' visits for this measure. There is regular contact with children using virtual means, and when this measure is included we achieve 93%. See exception report for details
Supporting education	% of maintained schools judged good or better by Ofsted	G	95%	≥95%	YE: 74 / 78

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Category	Measure	2021/22			Notes
		RAG	YE Outturn	Target	
	% of applications receiving one of their three preferences for West Berkshire children (Primary Admissions)	G	Complete in Q1	≥98%	99% achieved in Q1
	% of applications receiving one of their three preferences for West Berkshire children (Secondary Admissions)	G	98.0%	≥95%	-
	% of 16-17 year olds participating in education and training	G	Top 20%	Top 20%	3,199/3,421 = 93.5% of young people meeting the Duty to participate in education and training
Ensuring the wellbeing of older people and vulnerable adults	% of WBC provider services inspected by Care Quality Commission (CQC) and rated as good or better	R	80%	=100%	4/5 = 80% Birchwood was inspected in February 2022, and was rated as requiring improvement. See exception report for details.
	% of financial assessments actioned within 3 weeks of referral to the Financial Assessment & Charging Team	G	99.7%	≥98%	YE: 578 / 580

Category	Measure	2021/22			Notes
		RAG	YE Outturn	Target	
Maintaining our roads	% of the principal road network (A roads) in need of repair	R	3%	≤2%	Whilst investment has remained steady over the financial year (2021/22), the most recent survey has indicated that the section of the A4 between Newbury and the Wiltshire Boundary are a concern. See exception report for details.
Countryside and open spaces	Adopt the Rights of Way Improvement Plan	R	Behind schedule	Complete in April 2022	Service request to amend the target to September 2022 due to high number of responses to consultation and contractor's staffing issues. First draft on track for September 2022.
	Survey the highway verge network, with partners and volunteers, for the wildlife verges project	G	Complete	20% by March 2022	-
	% of household waste recycled, composted and reused	R	49.1% (P)	≥49.5% (≥ 2018/19 outturn)	As the economy opened up and residents could spend more time outdoors, there was a significant fall in the recycling rate during Q4 2021/22 which means the year-end performance is slightly below target. All results are subject to change once validated by DEFRA after Q4. See exception report for details.

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Category	Measure	2021/22			Notes
		RAG	YE Outturn	Target	
	Maintain an acceptable level of litter, detritus and graffiti (as outlined in the Keep Britain Tidy local environmental indicators)	R	Satisfactory	Good	The outturn on this measure has been below target in recent quarters during the pandemic. Contractor resources have been prioritised and re-deployed to help maintain key frontline collection services. See exception report for details.
Providing benefits	Average number of days taken to make a full decision on new Housing Benefit claims	R	20.3	≤19 days	Q4: 20.93 Main reason relates to COVID matters. Self-Isolation (Track & Trace) grant applications and payments support have seen more than a 500% increase since Q3. See exception report for details.
	Council Tax collected as a percentage of Council Tax due	R	97.3%	≥98.8%	For comparison, Q4 2020/21 = 95.9% and residents continued to receive support in response to Covid. See exception report for details.
	Non domestic rates collected as a percentage of non domestic rates due	G	98.3%	≥97%	For comparison, Q4 2020/21 = 95.2%

Category	Measure	2021/22			Notes
		RAG	YE Outturn	Target	
Planning and housing	% of planning appeals won	R	60.4%	≥65% (England average)	YE: 29 / 48 There is no particular change in circumstances within the Service. Small numbers impact on performance variation, but it is noted that this is the second consecutive quarter that the appeal success rate is 50%. Decisions are monitored within the Service and there are no repetitive or predominant aspects to the decisions at this time. See exception report for details.
	% of 'major' planning applications determined within 13 weeks or the agreed extended time	G	93.4%	≥90% (England average)	Q4: 19 / 20 YE: 71 / 76
	% of 'minor' planning applications determined within 8 weeks or the agreed extended time	G	90.7%	≥86% (England average)	Q4: 52 / 55 YE: 244 / 269
	% of 'other' planning applications determined within 8 weeks or the agreed extended time	R	87.1%	≥90% (England average)	YE: 1,085 / 1,245 The number of applications received increased compared to previous years. Q4 performance improved but not to a degree to compensate for lower performance at Q3 (which was impacted by vacancies and sickness). See exception report for details

Category	Measure	2021/22			Notes
		RAG	YE Outturn	Target	
Economic development	Number of webinars and events held to engage with businesses to promote awareness and understanding of council activities	G	4	≥4	44 West Berkshire businesses have received £700k from our ARG Challenge Fund, an innovative scheme aimed at supporting recovery, green growth and digital innovation designed and run by the Economy Team.

Please note:

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Refer to Appendix D for technical conventions

5.14 Performance for the majority of core business activities reported was on target. Many of the measures RAG rated Red were only 2% - 3% below expected levels.

5.15 Where Covid-19 restrictions hindered statutory, face-to-face visits to social care cases, teams offered the service in a different way e.g. closer partnership and interdisciplinary team working, video meetings or telephone calls, to ensure the safety of clients and staff. The demand on the service was increased and residents remain uncomfortable with meeting in person. If virtual visits were included in the count, the rate would be 93%.

5.16 A notable achievement was the Ofsted assessment of our Children and Family Service as "Good". The report praised the effectiveness of our "strong, stable and child-focused leadership team" and recognised the experience that West Berkshire had in supporting asylum-seeking children, noting that unaccompanied children were met with kindness.

5.17 Single assessments, which determine and agree what should happen to address and support the needs of children and how they might be responded to, were carried out within the expected timescale 98.7% of the time.

5.18 Another strong result was that 98% of children will be able to start in one of their top three preferences of secondary school.

5.19 One of our residential care homes, Birchwood, was re-inspected and rated "requires improvement". A combined action plan has been submitted to the Care Quality

Commission, which addresses the Provider of Concern issues, the pre-existing Health and Safety concerns and the CQC regulation breaches. An agreed 'Providers of Concern' Framework response ensures that officers meet regularly to monitor progress and provide support to the home. Berkshire West CCG Infection and Prevention Control team is also included in these regular monitoring meetings. A new Service Manager was appointed bringing a strong background in meeting regulatory standards and in developing services.

- 5.20 The survey on the highway verge network with partners and volunteers for the wildlife verge project was completed on time.
- 5.21 Solutions are being explored to fund required work in response to a recent survey on our A roads, which found that there was a section between Newbury and the Wiltshire boundary that needed to be addressed.
- 5.22 Our levels of litter and street cleansing were judged as "Satisfactory" (as outlined in the Keep Britain Tidy local environmental indicators). As expected, we have been rated lower than we wished, due to contractor resources having to be re-deployed to maintain key frontline collection services, as a result of the impact of Covid-19 on our staff levels.
- 5.23 The timely processing of housing benefit claims, and the collecting Council Tax continued to be impacted by Covid-19. The determination of planning applications continued to be on target with the exception of the "other" planning applications, which were impacted by increasing demand and some vacancies in the team during Q3, and whilst improved during Q4, had not completely mitigate the impact from Q3.

Service requests for amendments:

- Adopt the Rights of Way Improvement Plan
- Amend target from April 2022 to September 2022.

Refer to Appendix C for full details on amendments to measures and targets

National Benchmarking for Core Business Measures (April 2018- March 2021)

- 5.24 No new benchmarking was available at time of publication. In the majority of services, we compared favourably with our peers and continued to maintain our position.
- 5.25 We benchmark against all authorities responsible for delivering the relevant functions, whether they be single tier, county, district or unitary.

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Category	Measure	2018/19 National Qtile/Ran k	2019/20 National Qtile/Ran k	2020/21 National Qtile/Ran k	2020/2 1 Target	2020/21	
						RAG	YE Outturn
Supporting education	% of maintained schools judged good or better by Ofsted	1st Qtile Rank 17/152 (August) (YE: 95.7%)	1st Qtile Rank 22/152 (YE: 95.7%)	1st Qtile Rank: 36/151 (YE: 91.45%)	≥95%	G	94.9%
	% of applications receiving one of their three preferences for West Berkshire children (Primary Admissions)	2nd Qtile Rank 51/152 (YE: 98.4%)	1st Qtile Rank 12/152 (YE: 99.1%)	1st Qtile Rank 15/151 (YE: 99.2%)	≥98%	G	Comple te in Q1
	% of applications receiving one of their three preferences for West Berkshire children (Secondary Admissions)	1st Qtile Rank 27/152 (YE: 97.9%)	1st Qtile Rank 36/152 (YE: 96.6%)	1st Qrtile Rank 15/151 (YE: 98.2%)	≥95%	G	98%
Maintaining our roads	% of the principal road network (A roads) in need of repair	2nd Qtile Rank 18/147 (YE: 2%)	2nd Qtile Rank 19/128 (YE: 2%)	3rd Qtile Rank 49/115 (YE: 3%)	≤2%	R	3%
Collecting your bins and keeping the streets clean	% of household waste recycled, composted and reused	1st Qtile Rank 30/146 (YE: 49.5%)	1st Qtile Rank 32/148 (YE: 50.2%)	1st Qtile Rank 33/149 (YE: 49.0%)	≥49.5% (≥ 2018/19 outturn)	R	49.1% (P)
Collecting Council Tax and Business rates	Council Tax collected as a percentage of Council Tax due	1st Qtile Rank 8/151 (YE: 98.5%)	1st Qtile Rank 8/151 (YE: 98.5%)	2nd Qtile Rank: 68/151 (YE: 95.9%)	≥98.8%	R	97.3%
	Non domestic rates collected as a percentage of non domestic rates due	3rd Qtile Rank 82/151 (YE: 98.4%)	1st Qtile Rank 20/151 (YE: 98.9%)	2nd Qtile Rank: 48/151 (YE: 95.2%)	≥97%	G	98.3%
Planning and Housing	% of 'major' planning applications determined within 13 weeks or the agreed extended time	4th Qtile Rank 258/300 (YE: 78.1%)	2nd Qtile Rank 67/305 (YE: 98.8%)	dna	≥90% (Eng avg)	G	93.4%

Category	Measure	2018/19 National Qtile/Ran k	2019/20 National Qtile/Ran k	2020/21 National Qtile/Ran k	2020/21 Target	2020/21	
						RAG	YE Outturn
	% of 'minor' planning applications determined within 8 weeks or the agreed extended time	4th Qtile Rank 240/301 (YE: 77.5%)	2nd Qtile Rank 108/306 (YE: 90.4%)	2nd Qtile Rank 125/307 (YE: 89.5%)	≥86% (Eng avg)	G	90.7%
	% of 'other' planning applications determined within 8 weeks or the agreed extended time	2nd Qtile Rank 119/309 (YE: 93%)	2nd Qtile Rank 92/309 (YE: 94.8%)	3rd Qtile Rank 224/309 (YE: 84.9%)	≥90% (Eng avg)	R	87.1%

Note: quartile position is described by both text (1st, 2nd, 3rd or 4th Qtile) and colour (dark green, green, light red and red).

Council Strategy Priorities for Improvement:

5.26 Results at the end of Q4 show that progress continued to be made to deliver the Council Strategy priorities for improvement. Further detail by priority for improvement and additional intelligence about achievements and challenges are included in the section below. For the latter, more details are provided in the Exception Reports (Appendix B).

Table 1. Number of measures by priority of improvement and performance status

Priority for Improvement	RAG Status			
	Red	Amber	Green	Other
Ensure our vulnerable children and adults achieve better outcomes	1	0	5	0
Support everyone to reach their full potential	2	0	4	4
Support businesses to start develop and thrive in West Berkshire	2	0	5	0
Develop local infrastructure including housing to support and grow the local economy	0	0	1	5
Maintain a green district	3	0	2	2
Ensure sustainable services through innovation and partnerships	2	0	2	0
	10	0	19	11

Note:

Red: year-end target will not be met

Amber: behind schedule, but expected to achieve year-end target

Green: year-end target will be met.

Other: includes Annual (reported once a year), data not available, data not provided and targets to be confirmed

Ensure our vulnerable children and adults achieve better outcomes

5.27 Overall good results continued to be achieved for this priority for improvement.

5.28 Repeat referrals to children's services continued to rise as partner agencies and services were reverting to pre-Covid-19 ways of working. It was also partly due to increased need due to household pressures on vulnerable families.

5.29 The provisional result for the survey where service users say that our adult social care services have made them feel safe and secure was above target at 91.5%. In Children's Services, three quarters of parents (above the target of 55%) said that their concerns had been reduced by the support they received from the Early Response Hub.

5.30 Nearly three quarters of our care leavers aged 19 to 21 were in employment, education or training, compared to the national figure of 52%, and above our target of 60%.

Support everyone to reach their full potential

5.31 As reported last quarter, data availability continued to be the key issue relating to this priority for improvement. Education attainment outturns for the academic years 2019/20 and 2020/21 were not available, as exams had not taken place due to Covid-19. However, in order to create the premises for good educational outcomes a range of support was provided to pupils, families, teachers and schools.

5.32 The number of people who have volunteered to become Befrienders, and the number of residents they support exceeded the expected targets.

Support businesses to start develop and thrive in West Berkshire

5.33 An Inward Investment Prospectus was developed and a dedicated business website <https://www.businesswestberks.co.uk/> went live in March 2022. The next step is to develop an inward investment strategy.

5.34 The Newbury Town Centre Masterplan was endorsed by the Executive at their meeting on 10 February 2022 as a strategy to reposition the town centre's offer to ensure it continued to meet the needs of residents, businesses, workers and visitors. It also provided a prioritised delivery plan which will support future investment bids. It was expected that the development would be delivered through a Supplementary Planning Document, linked to the development of the Local Plan, however the Local Plan Review has been delayed.

Service requests for amendments:

- Develop an Inward Investment Prospectus - Replace Inward Investment Strategy and demote reporting destination to Council Strategy Delivery Plan
- Adopt a Newbury Town Centre Supplementary Planning Document – Delete and replace
- Publish a Newbury Town Centre Masterplan - Replace Newbury Town Centre Supplementary Planning Document KPI

Develop local infrastructure including housing to support and grow the local economy

5.35 Work was reported to be on track for connecting West Berkshire premises to Full Fibre with an increase from 25% to 39.4% in quarter four.

Maintain a green district

5.36 EV charging was available in 33% of WBC public car parks, achieving the target for the end of this financial year.

5.37 The work to increase the number of additional miles of cycle route was affected by several factors, e.g. staffing, delay due to re-designing schemes, availability and cost of materials, however this is a long-term initiative, and work will continue to ensure there are more routes available to residents.

5.38 Good progress was made towards submitting a planning application to build a solar farm at Grazeley.

5.39 Following the approval of the Environment Strategy Delivery Plan the aims to conduct feasibility studies about afforestation, urban tree planting and natural regeneration were redefined. The development of the West Berkshire Natural Solutions Delivery Partnership (NSDP) brought together key organisations and stakeholders involved in the design and implementation of natural solutions in West Berkshire. The NSDP will work to help shape feasible projects through collaboration and engagement and the inclusion of partner organisations and landowners.

Service requests for amendments:

- Complete a feasibility and cost benefit analysis for large scale afforestation and natural regeneration in the rural area (Strategic Goal) – Delete and replace
- Complete a feasibility and cost benefit analysis for urban tree planting to help improve urban air quality and achieve 20% cover for urban areas in the district (Strategic Goal) - Delete and replace

Refer to Appendix C for full details on amendments to measures and targets

Ensure sustainable services through innovation and partnerships

5.40 An example of co-production and co-operation between partners, the draft Joint Health and Wellbeing Strategy, was approved by the Health and Wellbeing Board and will be considered at the Full Council Meeting in May 2022.

5.41 A draft co-production framework was developed and will progress through the Council's approval gateways.

5.42 The responses to the Resident's Survey were analysed, and follow up exercises carried out around the district. A report will be submitted to elected members at the Executive meeting on 9 July 2022.

Service requests for amendments:

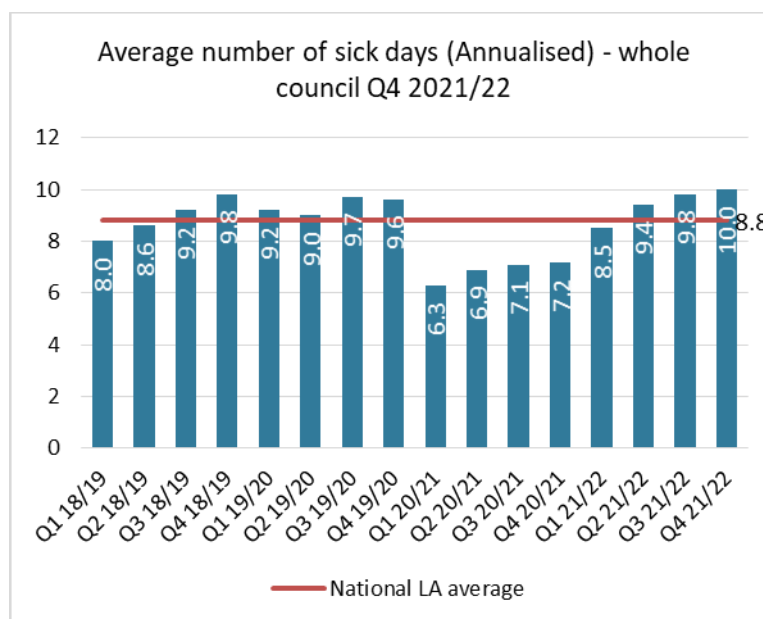
- Develop a Co-Production Framework with our statutory, community and voluntary partners - Amend target date

Refer to Appendix C for full details on amendments to measures and targets

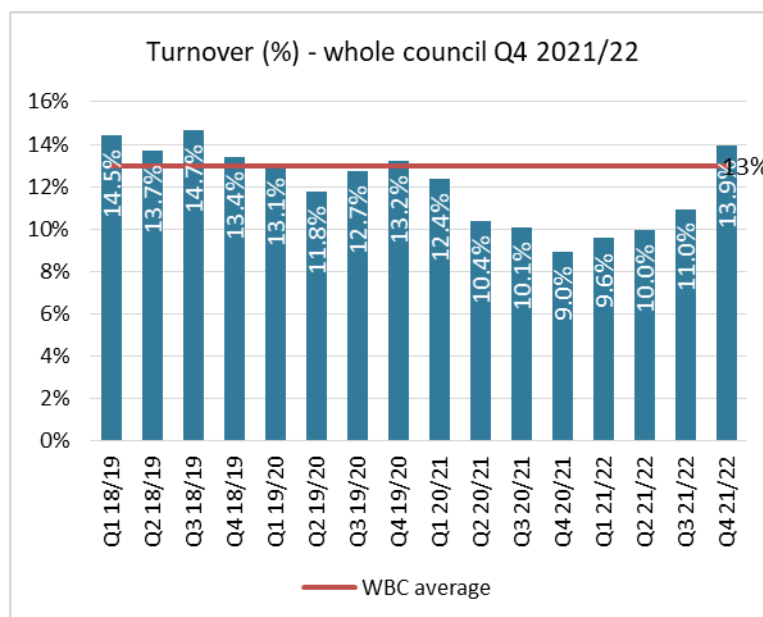
Corporate Health

5.43 The provisional revenue outturn was a £0.2m underspend which will be added to the Council's general reserves.

5.44 Absence levels continued to rise. This trend was reflected in [national figures](#), which saw the sickness absence rate in the UK rise to its highest since 2010. The groups with the highest rates of sickness absence in 2021 included women, older workers, those with long-term health conditions, people working part-time and people working in caring, leisure and other service occupations ([Source: ONS](#)).



5.45 Staff turnover rose to 13.9% to just above the average level.



Proposals

5.46 To note the progress made in delivering the Council Strategy Delivery Plan, a maintained strong performance for the core business areas, good results for the majority of the measures relating to the Council's priorities for improvement and remedial actions taken where performance was below target, which was mostly due to Covid-19.

6 Other options considered

None considered.

7 Conclusion

- 7.1 Quarter four results show that strong performance levels have been maintained and key services delivered to residents as part of the activities in the Core Business category.
- 7.2 Action plans are in place to address performance measures rated "Red" and the Executive is asked to note these actions and the overall performance reported.

8 Appendices

- 8.1 Appendix A - Influencer Measures
- 8.2 Appendix B - Exception Reports
- 8.3 Appendix C – Service amendments to measures and targets in the Council Strategy Delivery Plan
- 8.4 Appendix D - Technical Conventions
- 8.6 Appendix E - Key Achievements Infographics

Subject to Call-In:

Yes: ☒ No: ☐

The item is due to be referred to Council for final approval ☐

Delays in implementation could have serious financial implications for the Council ☐

Delays in implementation could compromise the Council's position ☐

Considered or reviewed by Overview and Scrutiny Management Committee or associated Task Groups within preceding six months ☐

Item is Urgent Key Decision ☐

Report is to note only ☐

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