

<b>Title of Report:</b>	<b>Key accountable measures and activities 2011/12. Update on progress: Q3 outturns</b>	<b>Item 8</b>
<b>Report to be considered by:</b>	Overview and Scrutiny Management Committee	
<b>Date of Meeting:</b>	17 <sup>th</sup> April 2012	
<b>Forward Plan Ref:</b>	N/A	

**Purpose of Report:**

- To report quarter 3 progress against the key accountable measures and activities for West Berkshire Council 2011/12.
- To report by exception those measures / activities not achieved / expected to be achieved and cite remedial action that is being taken.

**Recommended Action:**

1. To note progress against the key accountable measures and activities.
2. Review those areas reporting as either 'amber' or 'red' to ensure that appropriate corrective or remedial action is put in place.

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# Executive Report

## 1. Purpose

- 1.1 The purpose of this report is to provide an update on progress against the Council's key accountable measures and activities for Q2, 2011/12.

## 2. Commentary on performance

- 2.1 Of the 39 key accountable measures and activities, 3 are yet to be reported and will be reported in Q4.

- 2.2 Of the remaining 33 key accountable measures and activities, 22 are reported as green.

- 2.3 4 key measures are signposted as amber – i.e. behind anticipated performance, but expect to achieve the target by year end. These are:

- Children's core assessments conducted on time.
- The proportion of young people who are NEET.
- Proportion of customers rating of customer care of Contact centre as 'good' or 'excellent'
- Adults social care assessments conducted on time.

- 2.4 There are 8 reds being reported in Q3.

- The proportion of adult social care service users receiving self-directed support.
- The proportion of pupils gaining 5+ high grades at GCSE.
- To have adopted the Local Development Framework by March 2012)
- People presenting as homeless, who are prevented from being homeless.
- The achievement gap between pupils with Special Educational Needs (SEN) and non-SEN in English and Maths at Key Stage 2. (Annual)
- Number of primary schools below national floor standards. (Annual)
- Contact centre calls answered within 30 seconds.
- Planning applications determined within the government guidelines

## Appendices

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Appendix A – West Berkshire Council: key accountable measures and activities 2011/12: update on progress. Quarter 3.