

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	
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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.