

# 2021/22 Performance Report Quarter Two

<b>Committee considering report:</b>	Executive
<b>Date of Committee:</b>	16 December 2021
<b>Portfolio Member:</b>	Councillor Howard Woollaston
<b>Date Service Director agreed report:</b> <i>(for Corporate Board)</i>	16/11/2021
<b>Date Portfolio Member agreed report:</b>	25/11/2021
<b>Report Author:</b>	Jenny Legge/Catalin Bogos
<b>Forward Plan Ref:</b>	Ex.4001

## 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 and where performance has fallen below the expected level, present information on the remedial action taken, and the impact of that action.

## 2 Recommendation(s)

- 2.1 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 is below target.

## 3 Implications and Impact Assessment

Implication	Commentary
<b>Financial:</b>	To be highlighted and managed by individual services.
<b>Human Resource:</b>	To be highlighted and managed by individual services.
<b>Legal:</b>	To be highlighted and managed by individual services.
<b>Risk Management:</b>	To be highlighted and managed by individual services.
<b>Property:</b>	To be highlighted and managed by individual services.
<b>Policy:</b>	To be highlighted and managed by individual services.

	Positive	Neutral	Negative	Commentary
<b>Equalities Impact:</b>				
<b>A</b> Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		x		
<b>B</b> Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		x		
<b>Environmental Impact:</b>		x		
<b>Health Impact:</b>		x		
<b>ICT or Digital Services Impact:</b>		x		
<b>Council Strategy Priorities or Business as Usual:</b>	x x			Supports all priorities and core business of the Council Strategy 2019-2023.
<b>Data Impact:</b>		x		
<b>Consultation and Engagement:</b>	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 cope better, compared with other parts of the country, in terms of the cumulative number of cases of Covid-19.

However, the daily lab confirmed cases per 100,000 people rose dramatically, but in the context of the extensively reported issue of the false negative results issued in error by the testing lab. In addition, the district continued to have a high number of adults who have received their 1<sup>st</sup> and 2<sup>nd</sup> Covid-19 vaccinations (chart 3). Data on the 3<sup>rd</sup> booster jab is not yet available at local authority level.

- 4.3 The economic indicators (economic activity, business rated properties, planning applications) continued to show strong resilience and good recovery, with unemployment increasing only marginally as the furlough scheme comes to an end. The weekly average footfall in Newbury rose by around 16,600 from last quarter and is 46% higher than the same quarter last year. Car parking tickets sales have also increased.
- 4.4 Efforts are continuing to support the local economy. We are distributing funds made available by the Newbury Business Improvement District (BID), which awarded up to £100,000, to help attract visitors back to the town centre. We have also been distributing the Welcome Back grants for local businesses and councils throughout the district to support our high streets, shopping areas and visitor economy to re-open successfully this summer.
- 4.5 An increase in unemployment locally in December 2020, followed the regional and national trends, however the rate subsequently reduced during quarter one.
- 4.6 In the annual report 'Workless households for regions across the UK' by the Office for National Statistics, West Berkshire was highlighted as being one of the top 10 areas with the lowest percentage of workless households in both 2019 and 2020.
- 4.7 Work with our communities to support local residents has continued. Social Care measures show that demand for adult social care support, which was suppressed during the early stages of the pandemic, continue to increase. This increase is replicated in Children's Social Care. Services are monitoring the situation and adapting service delivery to ensure vulnerable residents are triaged and supported appropriately. The number of rough sleepers remains low.
- 4.8 As part of the Government's Afghan Locally Employed Staff (LES) Relocation Scheme, which protects Afghan Locally Employed Staff who have supported British Forces deployed in Afghanistan and are at risk since the UK has withdrawn from the region, West Berkshire Council welcomed three families to the area. The families were provided with accommodation, schooling, access to health care, financial aid, English language teaching, and employment and training assistance. They will also receive indefinite leave to remain, ensuring that they can settle permanently and continue to build their lives and future in the UK.
- 4.9 The Council continues to ensure **core business** service delivery. This area achieved strong performance during quarter two, in particular for, timeliness of assessments, the timeliness of major and minor planning applications' determinations and household waste recycling rates (see also Appendix E Key Achievements Infographics). A number of areas are still impacted by Covid-19 and the ones to highlight to the Executive include:

- Council Tax and Business Rates collection – in particular for business rates a more realistic target should be set to 97% instead of the current one of 99%.
- Street cleanliness - will be analysed and reported in more detail during the next quarter to monitor progress and decide on any further mitigation actions.

4.10 Improvement activity through the Council Strategy **priorities for improvement** continued to progress. The majority of measures remained on track and delivery of outcomes continued this quarter. Areas of achievement to note include: accommodation offered to all rough sleepers, care leavers in employment, education or training and increasing connectivity to full fibre. Our Community Municipal Investment won the prestigious Public Finance Award for Sustainability and Social Value. There are some measures not reporting due to data availability impacted by Covid-19 (e.g. educational attainment, and average traffic time) and a few below target or needing re-profiling, in particular to note:

- GCSE attainment of Children in Care – strategic action proposed to explore a preferred supplier/suppliers for 1:1 tuition
- Develop a measure of community wellbeing – to re-profile target to June 2022 and change reporting to Health and Wellbeing Board
- Submission of Local Plan for examination – to re-profile to March 2023

4.11 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 are monitored to provide context to the work being carried out across Council services.
- 5.2 The major focus for the district is **recovery and renewal**. The government have lifted the majority of restrictions and the emphasis is on promoting vaccination as a means of moving forward. The second dose vaccination rate for adults in the district is 85.4%, which is greater than the English rate of 60.8%, and means that we rank 13<sup>th</sup> out of 59 All English unitary authorities. Overall, out of all residents our rate is 67.7%, which is again higher than the English rate of 60.8%.
- 5.3 Overall, the local **economy has remained strong**. Key indicators such as the economic activity rate (chart 5), business rated properties (chart 11) remained relatively normal, and planning applications (chart 20) are within the usual parameters.
- 5.4 After a slight rise over the last two quarters the unemployment rate (chart 7) has tipped downwards, and at 3% remains better than South East (4.1) and England (5.1) rates. This pattern follows regional and national trends and it was expected that businesses would recover as Covid-19 restrictions were removed.

- 5.5 The recovery is also reflected in the rise in Newbury Town Centre footfall and the number of parking tickets sold in WBC managed car parks (charts 16 and 17).
- 5.6 The cost of houses in the district continued to rise in Q1 (Q2 data is not yet available), including for first time buyers and terraced houses (chart 18).
- 5.7 Our Community Municipal Investment won the prestigious Public Finance Award for Sustainability and Social Value. The Bond raised £1m towards green projects across the district in just 3 months, helping to fund, or partially fund, several environmental projects including Solar PV installations, active travel infrastructure improvements and tree planting.
- 5.8 The local **social indicators** are following the national trends. The number of crimes continue to rise (chart 22). 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 in preventing an increase from previously achieved low number of rough sleepers (chart 43).
- 5.9 Referrals to children's services, have dropped back down to within previous years' range, although S47 (Child Protection enquiries) and the number of child protection plans remain higher than usual, which would suggest that some of the cases are identified at a stage requiring more critical intervention, rather than more early help type of support. Nevertheless, the number of children in care remains stable which means that cases are being supported within their families.
- 5.10 In adult social care, the number of new adult safeguarding enquiries (chart 37) has continued to increase, the trend is being monitored by the service, but there are no specific patterns with regard to location or type of abuse. The number of people accessing reablement support has risen due to a change in the hospital pathways, as a result of COVID. This has meant that a greater number of people are receiving enablement to support timely discharge. Previously not all of these people would have received enablement from the Local Authority and some would have gone straight to Long Term Care or self-funded support (chart 39).
- 5.11 Borrowing from libraries has recovered sharply over the last 3 quarters to near pre-Covid levels (chart 44).

### Core Business Activities

*Refer to Appendix B for Exception Reports*

Please note:

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*

## 2021/22 Performance Report Quarter Two

Category	Measure	RAG	2021/22		Notes
			Q2 (YTD) Outturn	Target	
Covid-19 response	Number of Covid-19 Targeted Community Testing assisted tests given	dna		≥200	New KPI proposed at Q2. Data will be reported at Q3
	% of Local Contact Covid-19 Tracing calls completed	dna		≥85%	New KPI proposed at Q2. Data will be reported at Q3
Protecting our children	Ofsted rating of at least Good for our Children and Family Service	G	Good	Good	Latest available inspection result. OFSTED Inspections are currently on hold due to Covid-19.
	% 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)	A	94.4%	≥95%	YTD: 151 / 160 This measure records face-to-face visits only. Due to Covid-19 visits were made virtually. As restrictions ease, it is believed that usual levels will be achieved.
Supporting education	% of maintained schools judged good or better by Ofsted	R	93.7%	≥95%	This relates to one maintained school, who were inspected in September 2019 and received requires improvement judgement. See exception report for details.
	% of applications receiving one of their three preferences for West Berkshire children (Primary Admissions)	G	Complete in Q1	≥98%	Q1: 99.2%
	% of applications receiving one of their three preferences for West Berkshire children (Secondary Admissions)	G	Complete in Q1	≥95%	

## 2021/22 Performance Report Quarter Two

Category	Measure	RAG	2021/22		Notes
			Q2 (YTD) Outturn	Target	
	% of 16-17 year olds participating in education and training	R	Top 40% (P)	Top 20%	(3,246/3,461) 93.8% Currently 57/152 Based on August performance data. See exception report for details
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	G	100%	=100%	YTD: 5 / 5
	% of financial assessments actioned within 3 weeks of referral to the Financial Assessment & Charging Team	G	99.7%	≥98%	YTD: 1,066 / 1,069
Maintaining our roads	% of the principal road network (A roads) in need of repair	Annual	Reports Q4	≤2%	
Countryside and open spaces	Adopt the Rights of Way Improvement Plan	G	On track	Complete in April 2022	
	Survey the highway verge network, with partners and volunteers, for the wildlife verges project	Annual	Annual - Q4	20% by March 2022	
Collecting your bins and keeping the streets clean	% of household waste recycled, composted and reused	G	52.3% (P)	≥49.5% (≥ 2018/19 outturn)	YTD: 20,391 / 38,969 Q1 has been updated and Q2 data is provisional. All results are subject to change once validated by DEFRA after Q4.
	Maintain an acceptable level of litter, detritus and graffiti (as outlined in the Keep Britain Tidy local environmental indicators)	A	Satisfactory	Good	Contractor resources have been prioritised and re-deployed at various points during the pandemic to help maintain key frontline collection services. See exception report for full details.

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Category	Measure	RAG	2021/22		Notes
			Q2 (YTD) Outturn	Target	
Providing benefits	Average number of days taken to make a full decision on new Housing Benefit claims	A	19.8	≤19 days	Q3: 19.6. Covid related matters are impacting in this area as grant applications and payments have increased over the past months, and the scheme has been extended again until the March 2022. See exception report for details.
Collecting Council Tax and Business rates	Council Tax collected as a percentage of Council Tax due	A	55.0%	≥98.8%	For comparison, Q2 2020/21 = 54.7% Collection is higher than the same period in 2020, however Covid is still having an impact on customer's ability to pay.
	Non domestic rates collected as a percentage of non domestic rates due	R	53.6%	≥99%	Service request made to reduce target to 97% For comparison, Q2 2020/21 = 50.8% Collection is higher than the same period in 2020, however Covid is still having an impact on customer's ability to pay.
Planning and housing	% of planning appeals won	G	69.2%	≥65% (England average)	Q2: 8 / 10 YTD: 18 / 26
	% of 'major' planning applications determined within 13 weeks or the agreed extended time	G	94.9%	≥90% (England average)	Q2: 19 / 20 YTD: 37 / 39
	% of 'minor' planning applications determined within 8 weeks or the agreed extended time	G	93.9%	≥86% (England average)	Q2: 76 / 82 YTD: 138 / 147



## 2021/22 Performance Report Quarter Two

Category	Measure	RAG	2021/22		Notes
			Q2 (YTD) Outturn	Target	
	% of 'other' planning applications determined within 8 weeks or the agreed extended time	G	90.6%	≥90% (England average)	Q2: 309 / 339 YTD: 595 / 657
Economic development	Number of webinars and events held to engage with businesses to promote awareness and understanding of council activities	G	2	≥4	Key speaker at West Berkshire Federation of Small Businesses on 30/09/2021

Please note:

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*

5.12 Performance for the majority of core business activities reported has been on target.

5.13 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. As restrictions have lifted, the number of face to face visits has increased and is just shy of the targeted 95%.

5.14 The Rights of Way Improvement Plan (ROWIP) is on track for completion in April 2022. During the pandemic, many residents took full advantage of the beautiful landscape around us, and showed how much they appreciate it through their responses to the consultation on the ROWIP.

5.15 Areas of challenge this quarter have been in the timely processing of housing benefit claims, collecting Council Tax and non domestic rates, and keeping our streets clean and clear of litter.

5.16 Notable improvements have been achieved regarding all our care homes being rated good or better by the Care Quality Commission, the percentage of household waste being recycled, composted and reused, and determination of planning applications.

### Service requests for amendments:

Add Core Business Category on Covid-19 response with the following KPIs –

## 2021/22 Performance Report Quarter Two

- Number of Covid-19 Targeted Community Testing assisted tests given ( $\geq 200$ )
- % of Local Contact Covid-19 Tracing calls completed ( $\geq 85\%$ )

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

### National Benchmarking for Core Business Measures (April 2018- March 2020)

5.17 Benchmarking data for 2019/20 was published and reported in Q4 2020/21. In the majority of services, we compare favourably with our peers and continue to maintain our position.

5.18 An error was found with the data for planning applications, published by LGInform, this has been queried and corrected. 2020/21 for “minor” and “other” applications is published below.

5.19 We currently benchmark against all English single tier and county councils, however as county, district and unitary councils have different responsibilities, it is proposed that we compare against the relevant national groups (e.g. the type of authorities responsible for delivering particular functions).

Category	Measure	2018/19 National Qtile/Rank	2019/20 National Qtile/Rank	2020/21 National Qtile/Rank	2020/21 Target	2020/21	
						RAG	Q2 (YTD) 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%)	dna	$\geq 95\%$	R	93.7%
	% 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%)	dna	$\geq 98\%$	G	Complete 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%)	dna	$\geq 95\%$	G	Complete in Q1
Maintaining our roads	% of the principal road network (A roads) in need of repair	1st Qtile Rank 17/146 (YE: 2%)	dna	dna	$\leq 2\%$	Annual	Reports Q4

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Category	Measure	2018/19 National Qtile/Rank	2019/20 National Qtile/Rank	2020/21 National Qtile/Rank	2020/21 Target	2020/21	
						RAG	Q2 (YTD) Outturn
Collecting your bins and keeping the streets clean	% of household waste recycled, composted and reused	1st Qtile Rank 31/148 (YE: 50.7%)	1st Qtile Rank 32/149 (YE: 50.2%)	dna	≥ 49.5% (≥ 2018/19 outturn)	G	52.3% (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%	A	55.0%
	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%)	≥99%	R	53.6%
Planning and Housing	% of 'major' planning applications determined within 13 weeks or the agreed extended time	4th Qtile Rank 108/122 (YE: 78.1%)	2nd Qtile Rank 37/124 (YE: 98.8%)	dna	≥90% (England average)	G	94.9%
	% of 'minor' planning applications determined within 8 weeks or the agreed extended time	4th Qtile Rank 102/123 (YE: 77.5%)	2nd Qtile Rank 49/125 (YE: 90.4%)	2nd Qtile Rank 54/126 (YE: 89.5%)	≥86% (England average)	G	93.9%

### Council Strategy Priorities for Improvement:

Refer to Appendix B for Exception Reports

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	0	2	3	1
Support everyone to reach their full potential	1	2	4	5
Support businesses to start develop and thrive in West Berkshire	0	0	5	0
Develop local infrastructure including housing to support and grow the local economy	1	0	1	4
Maintain a green district	0	2	3	2
Ensure sustainable services through innovation and partnerships	1	1	2	0
	<b>3</b>	<b>7</b>	<b>18</b>	<b>12</b>

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**

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

5.21 As we enter the colder months our work with partner agencies ensures that homeless households and rough sleepers are successfully supported into accommodation.

5.22 Repeat referrals to children's services have continued to rise as partner agencies and services are reverting to ways of working as before the Covid-19 restrictions.

#### **Service requests for amendments:**

- % parents receiving support from the Early Response Hub who reported that their concerns had reduced (Based on completed Feedback forms) – Reduce target from  $\geq 70\%$  to  $\geq 55\%$  due to changes in the focus of the KPI

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

### **Support everyone to reach their full potential**

5.23 Data availability is the key issues to report relating to this priority for improvement. Education attainment outturns for the academic year 2019/20 are not available, as exams have not taken place due to Covid-19. Support is being provided to pupils and schools to minimise the impact of the pandemic.

5.24 Teacher assessed grades are available for Children in Care for the 2020/21 academic year. Please note that this is a small cohort of 9 children. 44% of this small cohort achieved 5 or more GCSE's, which although less than the targeted 75%, is still a significant achievement given the disruption from Covid-19.

5.25 Work on developing an approach to measure community wellbeing has unearthed some significant issues in obtaining data. The number of residents supported by a Befriender continues to be better than the target.

#### **Service requests for amendments:**

- Develop an approach to measure community wellbeing (including community resilience) based on proxy indicators (Strategic Goal) – re-profile delivery date from July 2021 to December 2022

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

### **Support businesses to start develop and thrive in West Berkshire**

- 5.26 A provider has been successfully appointed to prepare an Inward Investment Strategy.
- 5.27 Activities are on track to deliver the Newbury Town Centre Masterplan study by December 2021. Following engagement with the public, the Supplementary Planning Document is being prepared.

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

- 5.28 In July 2021, the government published a revised National Planning Policy Framework, which had significant implications on the emerging Local Plan Review. Following external legal opinion in August, and again in October following more changes to the Planning Practice Guidance, the service are re-profiling the timetable and commissioning additional work.
- 5.29 Work is reported to be on track for connecting West Berkshire premises to Full Fibre, with an increase from 25% to 27% at Q2.

### **Service requests for amendments:**

- Submit a New Local Plan for examination (Strategic Goal) – re-profile target date from November 2022 to tbc

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

### **Maintain a green district**

- 5.30 EV charging is becoming available in more WBC public car parks with four further venues in readiness for implementation soon.
- 5.31 Newbury station officially opened its multi-story car park, which provides more than 160 additional parking spaces along with the second of two new cycling hubs. The cycling hubs provide 300 extra spaces and are fitted with CCTV, as well as environmentally-friendly motion sensor LED lighting. A new bike repair stand also features within the redevelopment, encouraging more active methods of transportation.
- 5.32 Further plan refurbishments include seven ticket gates on the north side and six on the south side, which will be located inside of the station. There will also be improvements to the public access, making walking and linking to buses easier, electric car charging points and improved walking routes between the station and town centre. The station will also host business growth units and waiting areas, moving the station building closer to the recently installed lift bridge.
- 5.33 The project to gain planning permission for a solar farm at Grazeley is progressing well and a co-developer has been appointed to the board.
- 5.34 The feasibility and cost benefit analysis for afforestation and urban tree planning is behind schedule. To bring this activity back on track, additional resources were approved and the new members of staff will be in place by the end of November 2021.

In order to have the right information and partnerships in place to look at these projects and deliver them alongside other relevant organisations, a Natural Solutions Delivery Partnership has been established (September 2021).

5.35 In addition, in relation to the time required from the Countryside team, there has had to be a focus on dealing with the impacts of Ash Dieback as a priority

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

### **Ensure sustainable services through innovation and partnerships**

5.36 Work is progressing to support and enhance partnership working. A draft Joint Health and Wellbeing Strategy, produced with extensive engagement from partner organisations and residents, has been consulted on and will be submitted to the Council meeting on 2 December 2021. Although, this is after the target date of September 2021, this strategy is an example of co-production and co-operation between partners.

5.37 The review of how the Council engages with Town and Parish Councils is progressing well and received detailed and useful feedback from the engagement process. Work has begun on the co-produced report, however this approach of enhanced engagement takes more time and the report is expected to be completed by February 2022 instead of December 2021.

5.38 The Resident's survey has been sent out to a random 5,000 residents and the service is optimistic about the current response rate.

### **Service requests for amendments:**

- Review and report on how we engage with West Berkshire Parish and Town Councils – re-profile target date from December 2021 to February 2022

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

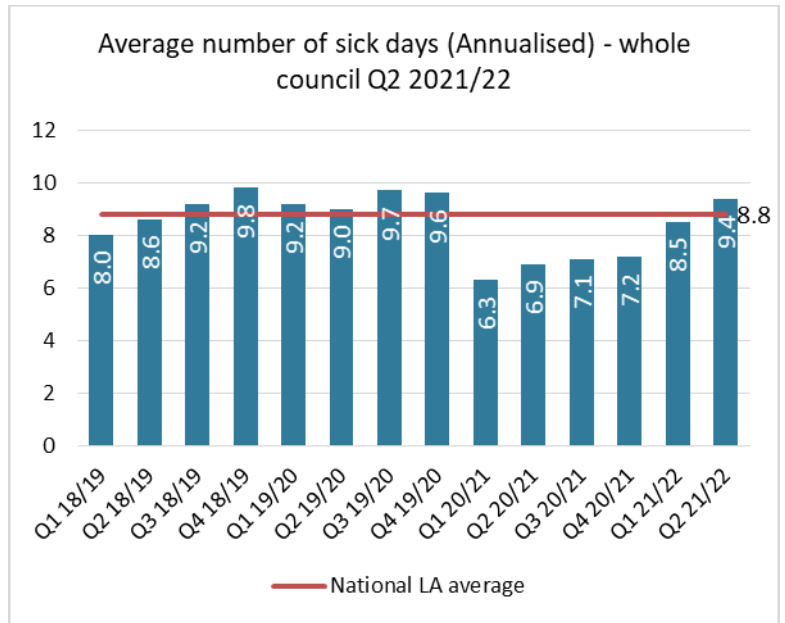
### **Corporate Health**

5.39 The quarter two financial position shows a year-end forecast of a £0.3m under spend, after taking account of provision that was made in reserves for specific risks at the time of budget setting. Without this provision, the forecast would be an over spend of £0.9m. Further details are available from the quarterly financial monitoring reports.

5.40 Absence levels have steadily risen from Q2 2020/21, noticeably so this quarter. This may be due to children returning to school and people being encouraged to be in the office more often. It has been reported by Public Health England, that there is no particularly nasty new virus around, however, after 18 months of social distancing and mask wearing, scientists believe people's immune defences have weakened.

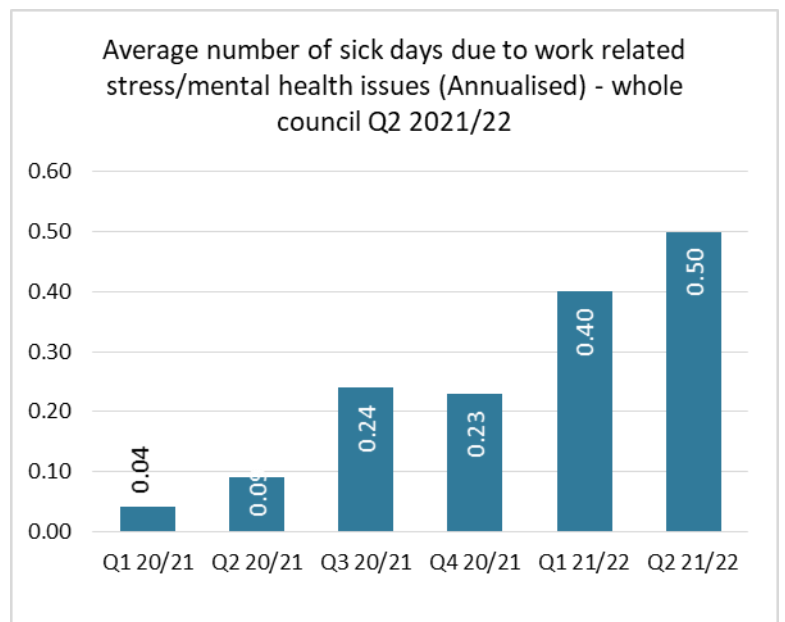
5.41 It is not due to Covid-19 self-isolation days lost as they are not included in the sickness figures. These are days where staff are not working due to self-isolation and can not be recorded as sickness as this would trigger sick pay entitlements, which is not

permissible under the Green Book and National Joint Council (NJC) for local government services guidance during Covid-19.

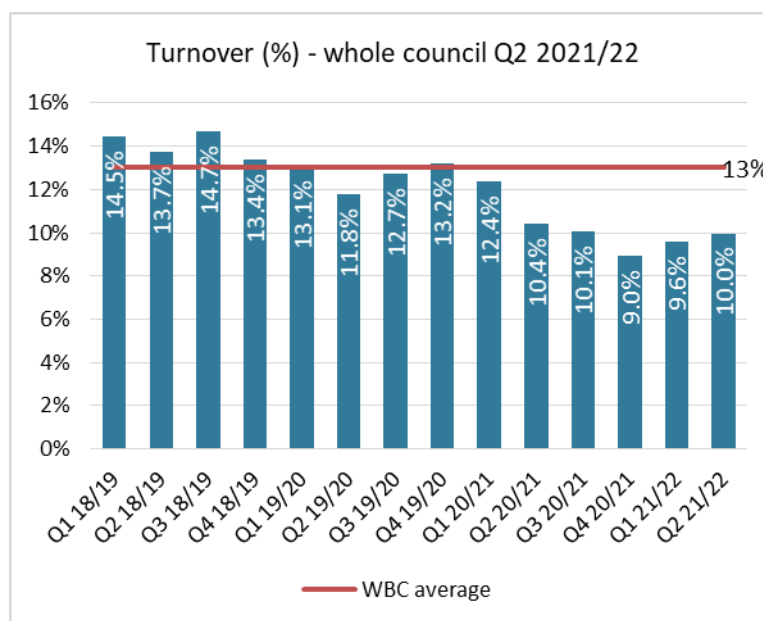


5.42 The annualised figure (the number of days lost divided by the average head count), for the average number of days lost was 0.5. However in terms of the actual number of days lost to work related stress during quarter two 2020/21 the figure has risen to 240 (up by 85, from 155 in quarter one), out of a total of 1,542 days due to general stress, depression and poor mental health.

5.43 The impact on mental health was highlighted in the Covid-19 Staff Survey and an Employee Assistance Programme was launched to provide a counselling service for any personal, work or family issues. In quarter one, this service was accessed 37 times by members of staff, a total overall since quarter two 2020/21 of 119 contacts made. Q2 data is not yet available from the provider.



5.44 Staff turnover continued to be around 10%.



## Proposals

5.45 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 is below target, which is mostly due to Covid-19.

## 6 Other options considered

None considered.

## 7 Conclusion

- 7.1 Quarter two 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 The district continued to cope better than other areas with the Covid-19 challenges. As the restrictions have been lifted, there are strong signs of recovery for the local, resilient economy. However, as expected, pressure is increasing regarding demand for children and adult social care services.
- 7.3 Action plans are in place to address performance measures rated “Amber” or “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 requests to amend measures and targets

8.4 Appendix D - Technical Conventions

8.6 Appendix E – Key Achievements Infographics

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### Corporate Board's recommendation

\*(add text)

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### Background Papers:

\*(add text)

### 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

**Wards affected:** \*(add text)

### Officer details:

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