

## Service requests for amendments to measures and targets in the Council Strategy Delivery Plan: Q2 2021/22

	Service	KPI	Current target	Proposed target	Proposal/request
CORE BUSINESS: Covid-19 response					
1.	C&W	Number of Covid-19 Targeted Community Testing assisted tests given	n/a	≥200	To be added so as to monitor the response to Covid-19
2.	C&W	% of Local Contact Covid-19 Tracing calls completed	n/a	≥85%	To be added so as to monitor the response to Covid-19
CORE BUSINESS: Collecting Council Tax and Business rates					
3.	F&P	Non domestic rates collected as a percentage of non domestic rates due	≥99%	≥97%	<p>Many businesses are still struggling with COVID related matters.</p> <p>So far this year 826 reminders have been issued and we are just about to issue 491 summonses. In 2019/20 at this point 531 reminders had been issued and only 213 summonses.</p> <p>We are continuing to give greater flexibility to rate payers in offering extended payment plans.</p>

	Service	KPI	Current target	Proposed target	Proposal/request
<b>PRIORITY FOR IMPROVEMENT: Ensure our vulnerable children and adults achieve better outcomes</b>					
4.	CFS	% parents receiving support from the Early Response Hub who reported that their concerns had reduced (Based on completed Feedback forms) Action from Early Help Strategy for Children's Social Care (Strategic Goal)	≥70%	≥55%	The wording of this indicator was amended from 'reduced or maintained' to 'reduced'. The target was not changed to come in line with this and, as a result, we are now Amber. Performance for reduced or maintained would be a high 92%
<b>PRIORITY FOR IMPROVEMENT: Support everyone to reach their full potential</b>					
5.	C&W	Develop an approach to measure community wellbeing (including community resilience) based on proxy indicators (Strategic Goal)	July 2021	December 2022	Initial scoping has been undertaken. A set of 42 measures have been identified, but there are some significant issues with obtaining some of the data.
6.	S&G	Undertake work to review customer experience across the top 5 most common transactions and all available channels	n/a	March 2022	To fulfil placeholder KPI around customer feedback
<b>PRIORITY FOR IMPROVEMENT: Develop local infrastructure including housing to support and grow the local economy</b>					
7.	D&R	Submit a New Local Plan for examination (Strategic Goal)	November 2022	March 2023	Service request to change target date due to changes in government policies.
<b>PRIORITY FOR IMPROVEMENT: Ensure sustainable services through innovation and partnerships</b>					
8.	C&W	Review and report on how we engage with West Berkshire Parish and Town Councils	December 2021	February 2022	Despite making good progress with the review it is anticipated that the report will not be completed by the target date.