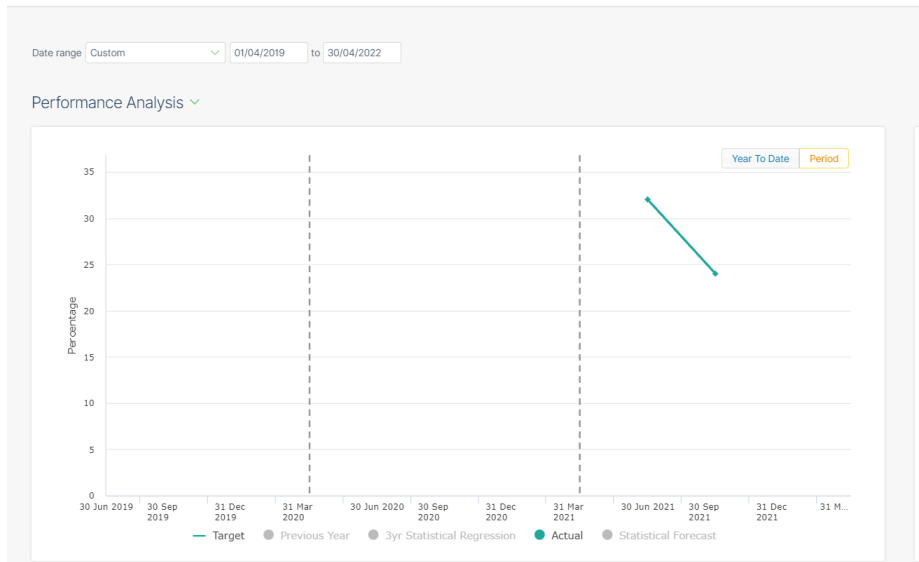


## APPENDIX 3 - CORPORATE PLAN MEASURES SHOWING SIGNIFICANT CHANGE IN PERFORMANCE

### Measures showing significant positive change between Q1 and Q2

#### Youth re-offending rate

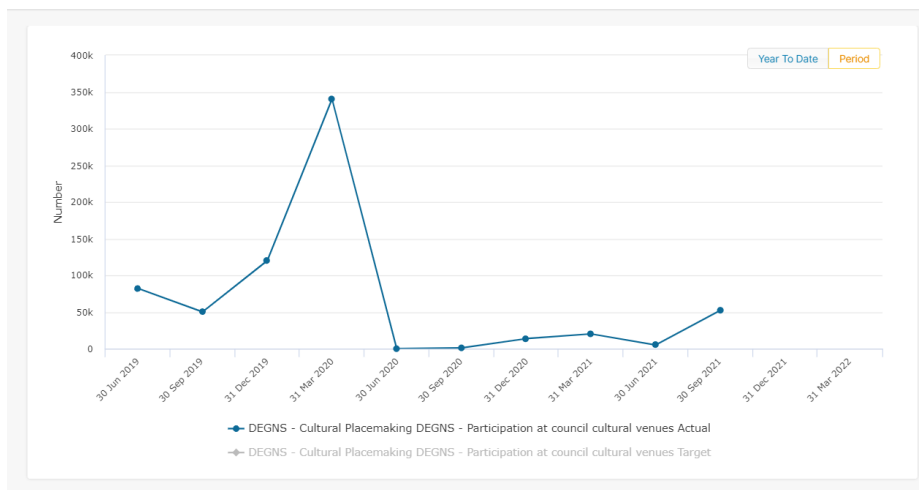
Measure: BFC - Re-offending rate (Youth Offending Service)  
 Deliverable: BFC



#### Participation at Council cultural venues

*Commentary: Venues opened to the public fully in mid July, when restrictions fully eased.*

Measure: DEGNS - Participation at council cultural venues  
 Deliverable: DEGNS - Cultural Placemaking



## Measures showing significant negative change between Q1 and Q2

### Transactions completed via My Account/ self-serve

*Commentary: The Q1 figure include annual service renewals which typically at Reading fall towards the end and start of the financial year, such as Garden Waste Subscription (14,539 applications in 2021). This is reflected in the increase (relative to the adjacent quarters) in the amount of online form submissions for the Q1 period*

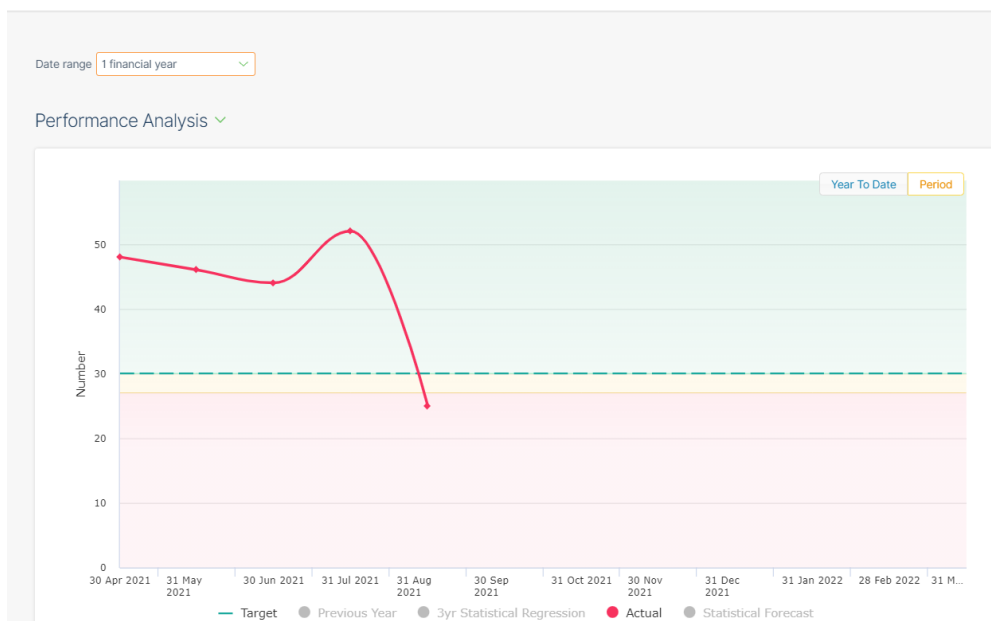
Measure: DoR - Transactions completed via My Account/Self Serve  
Deliverable: DoR - Implementation of the Customer Experience Programme



### No of TEC Turnkey Assessments

*Commentary: Technology Enabled Care (TEC) usage by service users in Reading has doubled since the same period in 2020, which highlights the impact of the project. Service user satisfaction levels in relation to TEC have been high and staff feedback on the ease of the TEC system has also been received.*

Measure: DACHS - Number of TEC Turnkey Assessments  
Deliverable: DACHS - Adult Transformation Programme



## Residential admissions 65+

*Commentary: The dependency levels of people presenting to Adult Social Care from Hospital is increasing. Whilst the Home First ethos is embedded in our practice there are examples where peoples needs cannot be met at home and therefore need to be admitted into residential homes. However we are continuing to operate well below the target and seek to maintain this impressive performance.*

Measure: DACHS - Residential admissions 65+ (per 100,000)  
Deliverable: DACHS - Adult Transformation Programme

