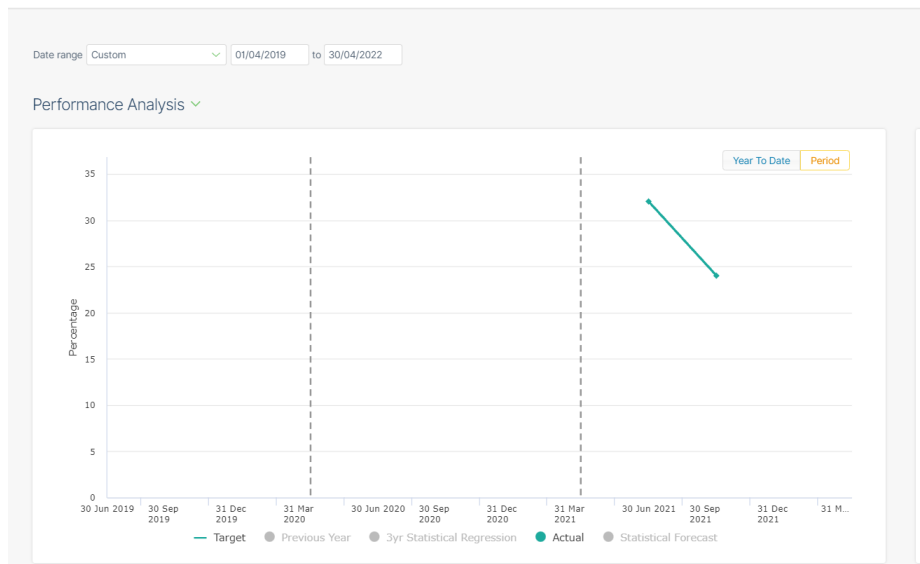


APPENDIX 3 - CORPORATE PLAN MEASURES SHOWING SIGNIFICANT CHANGE IN PERFORMANCE

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

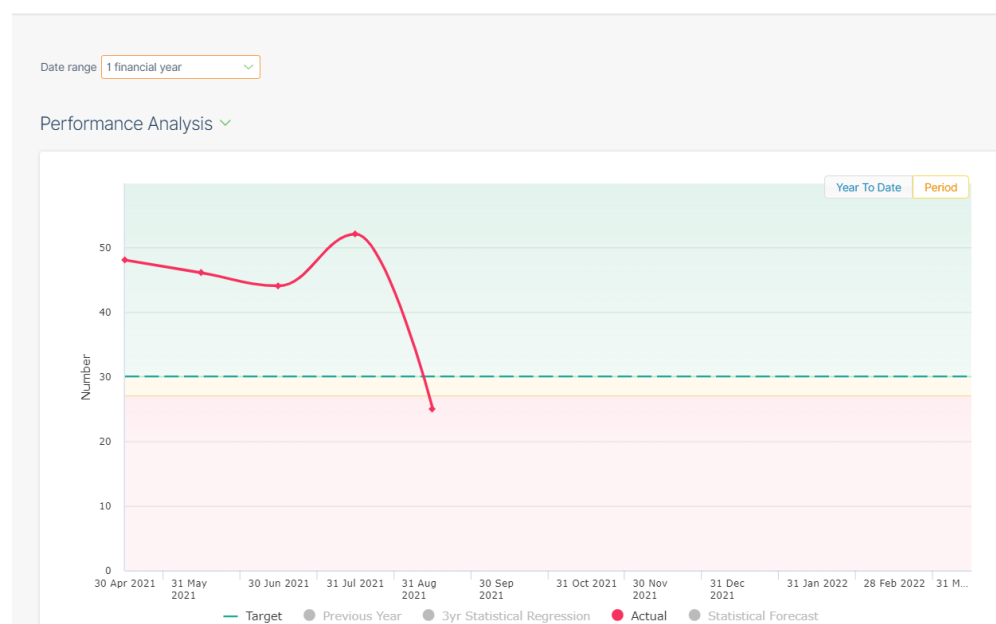
Measure: DoR - Transactions completed via My Account/Self Serve
Deliverable: DoR - Implementation of the Customer Experience Programme



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 people's 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

