














	A	B	C	D	E	F	G	H	I	J
1			June 21	Sept 21	Dec-21					
2	Measure/KPI	Reporting frequency	Actual	Actual	Actual	Target	Performance against target	DoT		Comments
3	FOUNDATIONS									
4	Deliver 3-year savings plan (2021-24)	Quarterly	Total £1,437k DACHS £0 DEGNS £975k BFFC £0 Resources £0 Corporate £462k	Total £1,906k DACHS £0 DEGNS £1444k BFFC £0 Resources £0 Corporate £462k	Total £6,096k DACHS £577k DEGNS £1571k BFFC £3,486k Resources £0k Corporate £462k			↑	✓	
5	Customer satisfaction in the Customer Fulfilment Centre (CFC)	Quarterly	88%	88%	n/a	88%				Satisfaction in Reception had been suspended due to Covid and the closure of the Civic these have been re-introduced from January 2022.
6	Enquiries solved at first point of contact (CFC)	Quarterly	87%	86%	89%	86%	●	→		
7	New services achieving the national customer services accreditation	Quarterly	0	0	0			→		
8	Number of services transitioned to the new customer model	Quarterly	3	3	3	8	●	→		
9	Transactions completed via My Account/self-serve	Monthly	70,683	49,727	43,300			↓	✗	

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10	COVID RESPONSE AND RECOVERY									
11	Contact Tracing Rate	Monthly	91%	89%	81%	80%	●	↓	✗	
12	Covid Cases contacted	Monthly	896	1917	2768			↑	✓	
13	THRIVING COMMUNITIES									
14	Children in care in same placement for 2+ years	Quarterly	71%	72%	76%			↑	✓	
15	Education, Health and Care Plans completed within 20 weeks	Quarterly	83%	80%	88%			↑	✓	
16	LA schools rated good or outstanding	Quarterly	93%	94%	93%	98.5%	●	↓	✗	
17	Placements for children more than 20 miles from Reading	Quarterly	33%	32%	30%	25%	●	↑	✓	
18	Youth re-offending rate (Youth Offending Service)	Quarterly	32%	24%	24%			↑	✓	
19	Sufficiency of early years providers	Quarterly	186	n/a	180			↓	✗	

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20	% service users receiving direct payments	Monthly	21.1%	21.4%	21.69%	22%	●	↑	✓	Adult Social Care staff continue to promote the use of DPs and service users have better control over their care.
21	Number of Technology Enabled Care Turnkey Assessments	Monthly	44	61	38	30	●	↓	✗	Technology Enabled Care (TEC) referrals continue to be consistently high (slight dip in December due to the Christmas period). The TEC pathfinder model is fully up and running and demonstrating benefits to both staff and service users.
22	Percentage of new people who contact Advice & Wellbeing Hub who don't go on to a long term service	Monthly	91.4%	91.1%	91.18%	85%	●	↑	✓	Given the number of referrals has increased the team have continued to outperform and ensure residents receive the support they require.

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23	Percentage of adult social care service user reviews completed annually	Monthly	41.4%	39.9%	43.26%	70%				The number of reviews continues to increase and we have reviewed our internal pathways to ensure all reviews of residents care are recorded and actioned.
24	Residential admissions 65+ (per 100,000)	Monthly	19	29	15	36				Given the winter and covid pressure, we continue to work with partners to ensure residents return home and
25	% HMOs licensed under mandatory scheme	Quarterly	40%	41%	41%	43%				Continue to work with HMO Landlords to ensure new and renewal applications submitted using the new on line HMO Licensing Portal
26	No of cases where positive action was successful in preventing & relieving homelessness	Monthly	58	58	26	36.7				
27	Superfast broadband coverage	Quarterly	99.2%	99.2%	99.20%	100%				

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28	HEALTHY ENVIRONMENT									
29	Food waste collection participation	Quarterly	n/a	n/a	80%	50%	●			Steady participation rate with an increase over the Christmas period
30	Food waste collected (kg/hh/wk)	Monthly	2.85 (June)	2.78 (Sept)	2.75 (Dec)	1.4	●	↓	✘	
31	Percentage waste recycled	Quarterly	52%	52%	50.54%	45%	●	↓	✘	
32	Percentage of municipal waste land filled	Quarterly	10.46%	11.43%	14.60%	16%	●	↓	✘	
33	Percentage of actionable potholes repaired within timescale	Quarterly	100%	99%	99%	99%	●	→		
34	INCLUSIVE ECONOMY									
35	Young people in NEET	Quarterly	3.0%	1.6%	2.5%			↓	✘	

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36	Number of jobs created (Kickstart scheme)	Quarterly	30	35	61			↑	✓	New Directions have identified and promoted 300 vacancies under the Kickstart programme. 126 of these roles have been filled, providing work experience for young people and generating £189k in grants for employers. The scheme end in March.
37	Participation at council cultural venues	Quarterly	5,172	52,408	95,091			↑	✓	
38	People aged 16-64 who are unemployed	Quarterly	6.0%	5.3%	4.9%			↑	✓	UC claimant figures continue to decline but is still well above pre covid levels (5,195/ 4.9%) and above regional and national averages. There has been no impact on U/C level following end of furlough and vacancy rates remain high (over 6,000 jobs in greater Reading).