

APPENDIX 8 - CORPORATE PLAN MEASURES SHOWING SIGNIFICANT CHANGE IN PERFORMANCE - Q4/MARCH 2022

Measures showing significant positive change between since previous period

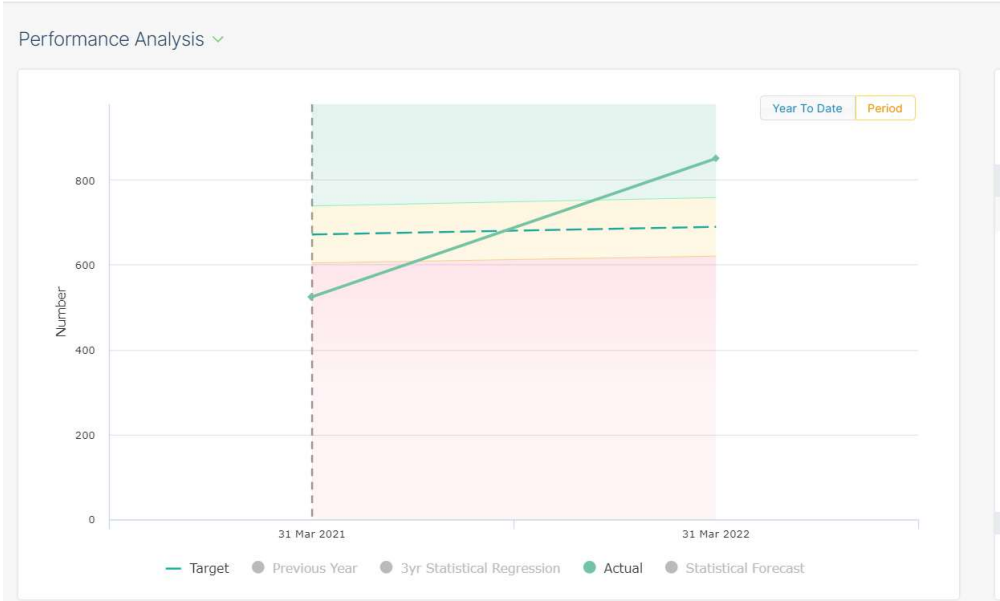
Online transactions

Measure: DoR - Transactions completed via My Account/Self Serve
 Business Unit: Corporate Improvement & Customer Services



Additional homes

Measure: DEGENS - Additional homes
 Business Unit: Planning, Transport & Regulatory Services



TEC assessments

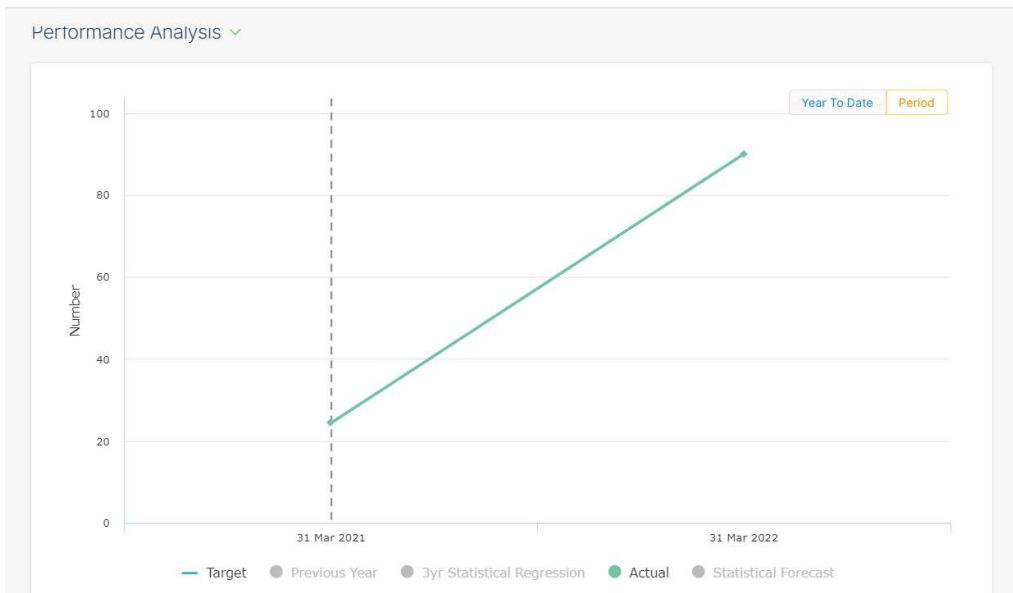
Measure: DACHS - Number of TEC Assessments
 Business Unit: Adult Social Care Operations



Commentary: Referrals to the Council's Technology Enabled Care (TEC) service continue to remain high. Over 145 service users have had their TEC needs assessed in the past 3 months, resulting in over 460 TEC devices being installed to help people live more safely and independently.

Km roads & pavements resurfaced

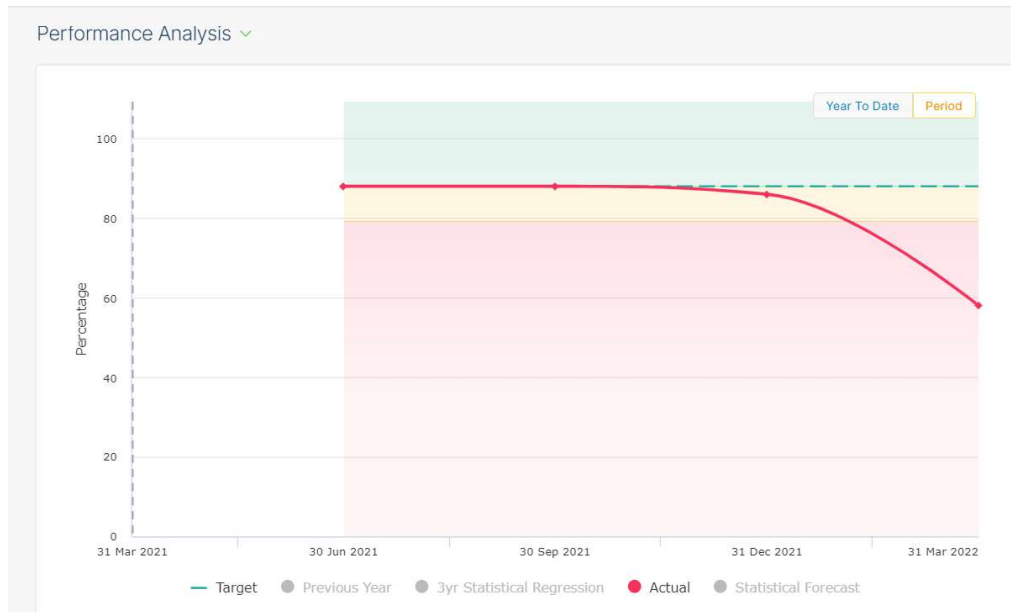
Measure: DEGENS - Kms of roads and pavements resurfaced
 Business Unit: Environmental & Commercial Services



Measures showing significant negative change since previous period

Customer satisfaction

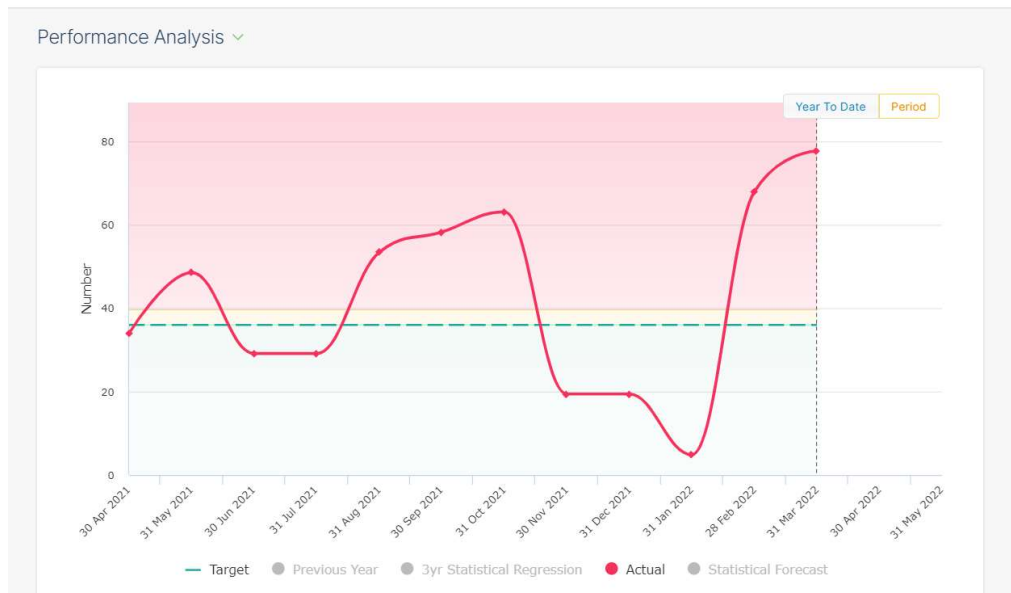
Measure: DoR - Customer Satisfaction in the Customer Fulfilment Centre
Business Unit: Corporate Improvement & Customer Services



Commentary: Customer satisfaction is now being measured using the 8 x 8 system; this only measures the point of the phone call, whereas the previous method measured the whole customer journey. This has led to a decrease in satisfaction scores.

Residential admissions

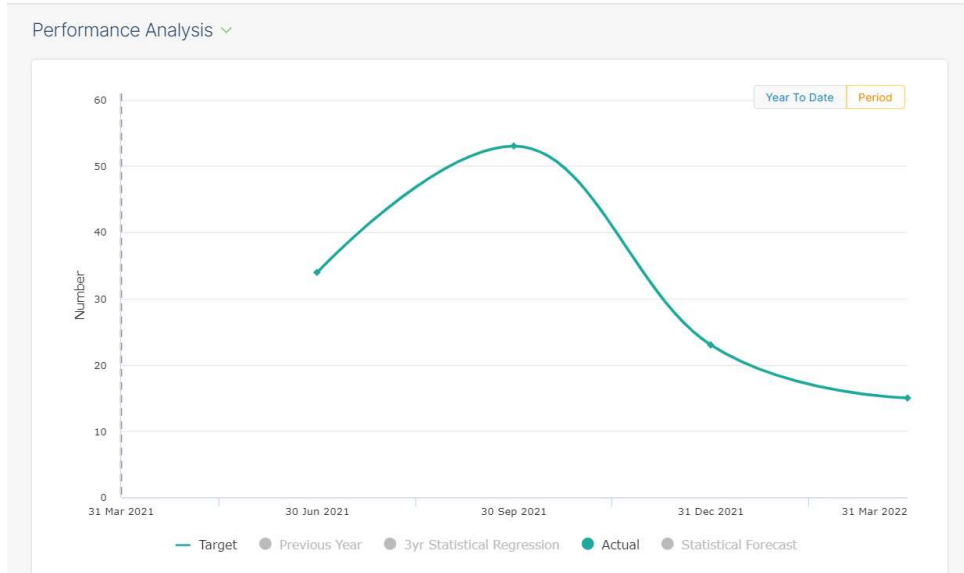
Measure: DACHS - Residential admissions 65+ (per 100,000)
Business Unit: Adult Social Care Operations



Commentary: Due to high needs seen in residents admitted into hospital during the Covid and Winter period, Reading has seen an increase in people requiring residential and nursing home care. This increase relates to 2 more residents in 2021/22 (112 residents), compared with 2020/21 (114 residents).

Jobs created (Kickstart scheme)

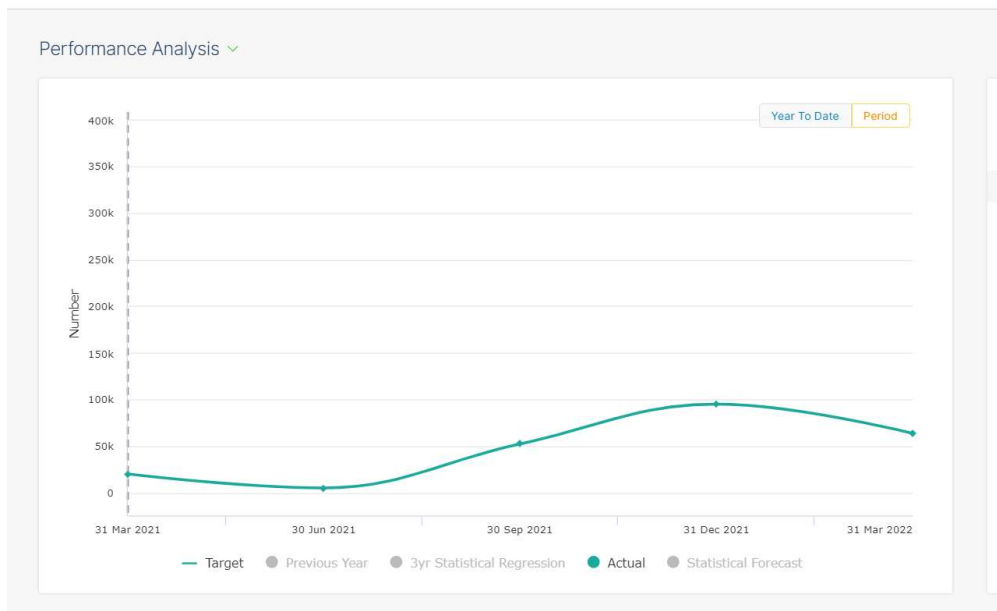
Measure: DEGENS - Number of jobs created
Business Unit: Reading UK CIC



***Commentary:** As the scheme was coming to an end, DWP stopped promoting and referring any candidates onto live vacancies in March 2022. As a result DWP and employers were struggling to find suitable candidates for some of the vacancies which went unfilled.*

Cultural venues

Measure: DEGENS - Participation at council cultural venues
Business Unit: Culture Service (inc. Libraries)



***Commentary:** Downturn in March due to high participation in December at the Hexagon panto.*