

















Title	Frequency	Q1 April - June 22	Target 22/23	Performance against target	Comments
Healthy Environment					
Food waste recycled (percentage of household waste)	Quarterly	11.6%	14%		Lower food waste tonnes compared to the same period last year could be the result of residents having become more aware of the amount of food they were wasting. If lower tonnages are the result of waste reduction, this is a positive outcome. Increased financial pressures may also be causing residents to waste less food. However we are also aware that some food waste is present in the residual waste, and we need to capture this for recycling. Officers will continue to monitor the tonnages.
Percentage total household waste recycled	Quarterly	52%	51%		
Percentage of actionable (40mm depth) potholes repaired within 28 days	Quarterly	93	94		
Percentage of Houses of Multiple Occupation that are licensed	Quarterly	42%	42%		
Thriving Communities					
Number of households prevented from becoming homeless	Monthly	123	112.5		
Older People (65+) who were still at home 91 days after discharge from hospital into reablement	Monthly	96.88%	80%		The service strengthened its referral pathways and reablement intervention to ensure those who have reablement potential can benefit from the service.
Percentage of new contacts to the Advice & Wellbeing hub resulting in a successful outcome not requiring an on-going service	Monthly	92%	80%		ctivity at the Hub remains high and staff are supporting them using a Strength Based Approach to ensure they do not come dependent on long term services.
Percentage of service users supported to live independently in the community	Monthly	77%	74%		Community Based provision remains a priority for Adult Social Care and teams are working with residents and families to remain at home as long as possible
Percentage of service users in receipt of Adult Social Care Direct Payments	Monthly	22.01%	24%		All service users are encouraged to be empowered and take on a Direct Payment allowing them to control their care and support.
Percentage of children in care living more than 20 miles from Reading	Quarterly	30%	28%		Proactive action taken to address the challenge of local place sufficiency (a challenge that Local Authorities across England are experiencing) is beginning to evidence impact, with more children being initially placed in or returning to placements in Reading. A reduction in the overall number of children coming into care means that the number of children who became looked after some years ago and are settled with long term carers beyond 20 miles continues to have a high proportionate impact on this indicator.
Youth re-offending rate	Quarterly	n/a	30	n/a	Not yet available
Proportion of stop smoking service users, who have set a date to stop smoking and are still not smoking 4 weeks later, that are routine and manual workers	Quarterly	n/a	40	n/a	Due to the lag in stop smoking service data, the previous quarter's data (28.5%) is the most robust. This data is still provisional, as the final national dataset is not published 'til later in the year. A rough estimate for Q1, based on previous rates, suggests the actual will be around 25%. We will be able to provide the true actual next quarter.
Number of NHS Health Checks delivered to residents	Quarterly	234	150		
Number of carers supported to maintain their caring role	Quarterly	99	120		We are working with the Carers Provider to increase their provision and support they offer to residents who have a carer role.

Title	Frequency	Q1 April - June 22	Target 22/23	Performance against target	Comments
Inclusive Economy					
Number of visits to our libraries	Monthly	19,240	20,000		There is currently a fault on the issue counting at Central (50% of visits) which we are trying to resolve
Percentage of people with a learning disability in paid employment	Monthly	5%	5%		Where possible, LD service users are supported to engage with education and employment opportunities. This remains a high priority in the Transition and SEND groups.
Percentage of Care Leavers who are not in education, employed or training for work (NEET)	Quarterly	29%	35%		
Participation at Council cultural venues	Quarterly	135,509	100,000		
Number of school places for children and young people with Special educational need and disability (SEND)	Quarterly	453	402		
Cumulative reduction in crime (based on Thames Valley Police crime reporting figures)	Quarterly	n/a	5	n/a	Data for only April and May 2020 has been released, therefore, true indication for Q1 cannot be given at this time
Foundations					
Number of invoices paid within 30 days of invoice date	Monthly	96.6%	80%		
Customer satisfaction in the Customer Fulfilment Centre	Quarterly	64%	89%		64% this has to be noted this is solely collected via the 8 x 8 telephony so only measuring the experience of the telephone call. Previously would have measured manually but would measure the whole customer journey from start to resolution.
Enquiries solved at first point of contact (CFC)	Quarterly	86%	87%		49,433 contacts resolved.
Number of self- service transactions via My Account self- service	Quarterly	20,308	70,000		We have been focusing on the calculation methodology used by Google Analytics to make the published figure as accurate as possible. Changes we have made in this quarter have, we believe, reduced the amount of double counted transactions, and now more accurately reports the current level of customer engagement online. We will continue to review this methodology and provide a further update at the next corporate review date. The target figure was based on current (at the time) reported figures, it is likely this will need reviewing after a further period of reporting (and confirmation that the changes to the process have resulted in more accurate figures)
Deliver the Medium Term Financial Strategy	Quarterly	£149.432 million	£149.990 million		
Percentage of responses to the public on Freedom of Information Act requests made within 20 days	Quarterly	n/a	90	n/a	Due to time lag with collation and reporting, Q1 won't be available til end August.
Percentage of responses to complaints within agreed timescales	Quarterly	n/a	70	n/a	Due to time lag with collation and reporting, Q1 won't be available til end August.
			48.1%		
			14.8%		
			18.5%		
			18.5%	n/a	
			100.0%	Total	