

Appendix 7: Corporate Plan Performance Measures Q1 2024/25
Green = at or above target **Amber** = within 10% of target **Red** = 10% or more off target

Corporate Plan Theme	Measure	Units	Target	Actual	Status	Comments
Foundations	Number of self- service transactions via My Account self- service	No.	28,228	28,000	Green	This is the monthly figure for June. Self-service transactions are up 2.8% compared with June last year. We continue to see results in the expected data range following the implementation of a new google tag to measure form submissions. However, we continue to monitor this for accuracy and will report if we see any unexpected changes.
Foundations	Payment of invoices within 30 days of receipt of a compliant invoice	%	90	79	Red	During Q1 2024/25 almost 13,000 invoices were paid within 30 days of the invoice date - an average of 79%. The data for individual months Apr 24 (77%), May24 (77%) and Jun24 (83%) shows a small gradual improvement as more accurate invoices/purchase orders are being processed.
Foundations	Customer satisfaction in the Customer Fulfilment Centre	%	90	92.1	Green	Performance was disrupted during a period of service restructure, with a number of vacancies including in management roles – these have now been recruited to. This indicator continues to improve each month. Improvements to the performance management systems within the service continue, including enhancing the use of qualitative feedback. Stronger recording and reporting is in place, improving the understanding of demand drivers and satisfaction levels.
Foundations	Percentage of responses to Freedom of Information Act requests within 20 days	%	95	73.1	Red	In Q1 the Council sent out responses to 305 FOI requests. Of these, 223 (73.1%) were sent out within the 20 working days target.
Foundations	Percentage of responses to complaints within agreed timescales	%	90	83.4	Red	The percentage of complaints responded to in time for Q1 is the total number of complaints responded to at Stage 1, not the total number received. This is because some complaints received at the end of 23/24 Q4 would have been sent out in Q1. A total of 259 complaints were responded to in Q1 and 216 (83.4%) of these were sent out in time.
Healthy Environment	Percentage of actionable (40mm depth) potholes repaired within 28 days	%	99	99	Green	374 defects were repaired in Q1 24/25.
Healthy Environment	Percentage of residential roads in good condition (not requiring further investigation or work)	%	80	80	Green	The 2024/2025 contract tender was issued at end of July. This includes a further 105 residential roads that will be improved.
Healthy Environment	Food waste recycled (percentage of household waste)	%	16	10.6	Red	Food waste (from schools and the kerbside) represented 10.6% of household waste in Q1 2024/25. This compares to

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						11.4% last year. Food tonnages have stayed the same whilst total household waste has increased. We are aware that some food waste is present in the residual waste, and we need to capture this for recycling.
Healthy Environment	Percentage of total household waste recycled	%	53	51.2	Amber	The provisional recycling rate for Q1 2024/25 is 51.2%. This compares to 52.7% for last year. The level of residual waste received at the recycling centre and the timing of it being weighed out will be a factor.
Healthy Environment	Percentage of fly-tipping incidents investigated resulting in a Fixed Penalty Notice or prosecution	%	26	25	Amber	For Q1 the average is close to being on track for meeting the set targets. However, the percentage of fly-tipping incidents investigated resulting in a Fixed Penalty Notice (FPN) or prosecution is dependent on evidence of the waste source being available. Therefore, the percentage may fluctuate due to public awareness of investigations and enforcement procedures or willingness to provide witness statements. Investigations may still be taking place, but evidence may not be available to allow for enforcement action to be taken.
Inclusive Economy	Number of school places for children and young people with Special educational need and disability (SEND) (cumulative)	No.	1184	940	Red	We project that we need of 1184 places, leaving a shortfall of 244 places. As at any one time, there are typically 4% of children with an Education, Health & Care Plan (EHCP) in Alternative Provision (AP), the 244 projected shortfall could be 'mitigated' by circa 10 places. This still leaves a projected shortfall of 234 places.
Inclusive Economy	Percentage of Care Leavers who are not in education, employment, or training for work (NEET) 17 and 18-year-olds	%	26	20	Red	This is an area of focus with leaving care, the Virtual School and Elevate working together to understand the barriers to education and employment at an individual and system level and to put in place a plan to address these in the Autumn term. The target remains challenging as the national figure for this cohort in 2023 was 28%.
Inclusive Economy	Percentage of Care Leavers who are not in education, employment, or training for work (NEET) 19 to 21-year-olds	%	38	41	Amber	This is an area of focus with leaving care, the Virtual School and Elevate working together to understand the barriers to education and employment at an individual and system level and to put in place a plan to address these in the Autumn term. We are identifying barriers to training and employment and are encouraging re-engagement activity.

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Inclusive Economy	Suspension Rate for primary and secondary school pupils at maintained schools, per 10,000 students	10k	5.7	10.57	Red	<p>A small number of schools (2/60) are suspending pupils at a noticeably higher rate than other settings. These schools are under an Service Level Agreement and monitoring process by Brighter Futures for Children (BFfC). Primary Schools are less disproportionate in issuing suspensions and there are 21 schools that have issued no suspensions at all so far this academic year.</p> <p>BFfC have launched the newly formed Secondary Inclusion Forum in Autumn as a space with secondary schools to discuss and address thematic issues of concern, with regular attendance from Thames Valley Police and Reconnect Service within BFfC focusing on supporting pupils as risk of extra familial harm to help reduce the suspension rate.</p> <p>The development of the revised Behaviour Support Service, with an addition of a primary specialist School Inclusion Officer to be added to the team giving a primary and secondary lead to support schools.</p>
Inclusive Economy	Percentage of people with a learning disability in paid employment	%	6	3.64	Red	This is the monthly figure for June. Staff are supporting residents in a proactive manner, signposting residents to voluntary sector and continuing to use a Strength Based Approach.
Inclusive Economy	Participation at Council cultural venues (cumulative)	No.	87,500	61,210	Red	There have been issues with data capture in Museums for Q1 which has affected actual figures reported.
Inclusive Economy	Number of physical visits to our libraries	No.	67,500	72,653	Green	Cumulative figure, tracking above target due to a strong start to the year in visits. Estimation included for elements of June due to counter failures.
Thriving Communities	Percentage of children in care living more than 20 miles from Reading	%	24	36	Red	This includes children placed historically at a distance who are settled and those in family/ friend's arrangements over 20 miles - these are positive arrangements for these children and there are no plans to move them. Complexity of need has required us to place children in appropriate specialist placements which are beyond 20 miles. We are proactively addressing the shortage of local foster placements through the go live of the regional fostering recruitment and retention

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						hub in July and mockingbird support for foster carers in September; feasibility studies for properties for local children's homes to be completed by Sept and the implementation of an Edge of Care offer to return children home where safe and appropriate to do so.
Thriving Communities	First-time entrants to Youth Justice System per 100,000 aged 10-17	No. /100k	190	230	Red	<p>The absence of Outcome 22 as an available option for prevention and diversion is a potential contributor to higher first-time entrant rates across Thames Valley, when compared with comparator groups in other parts of the country. The recent adoption of Outcome 22 by Thames Valley Police is welcomed as a tool to assist in reducing numbers of children who enter the Youth Justice System for the first time. Nonetheless, the comparatively higher rates of FTEs in Reading compared with other YJS's across Thames Valley, indicates that more work is required in prevention and diversion. This is a priority for the Reading Youth Justice Board.</p> <p>(Outcome 22 is the Home Office outcome code, intended to reflect where a diversionary intervention has been used to result a case that does not meet the public interest test to take any further action. It is an informal outcome that results in an No Further Action, for use with both adult and youth cases)</p>
Thriving Communities	Percentage of children looked after with 3 or more placements during the year	%	11 ¹	11	Green	Children remain stable in placements, due to better matching and permanence planning.
Thriving Communities	Percentage of Older People (65+) who were still at home 91 days after discharge from hospital into reablement	%	87	93.8	Green	This is the monthly figure for June. Work has progressed to improve the referral pathway with the hospitals and ensure the right patients are referred into reablement. This has resulted in an improvement in people remaining at home after 91 days.
Thriving Communities	Percentage of new contacts to the Advice & Wellbeing hub resulting in a	%	85	90	Green	This is the monthly figure for June. Staff are supporting residents in a proactive manner, signposting residents to

¹ This target has been corrected from the originally published Corporate Plan target to bring it in line with the BfC contract performance indicator.

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	successful outcome not requiring an on-going service				Green	voluntary sector and continuing to use a Strength Based Approach.
Thriving Communities	Percentage of service users supported to live independently in the community	%	78	73.8	Amber	This is the monthly figure for June. 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. Residential and nursing care would always be the last resort based on complexity and need.
Thriving Communities	Number of NHS Health Checks delivered to residents	No.	425	1067	Green	The number shown includes NHS Health Checks delivered to 40-47 yr. olds by GPs (734), RBH to their staff (35) and by the Reading Community Wellness Outreach service (298). Only the 40-74 yr. olds data is shown here, so it can be compared to previous quarters and for national reporting purposes. The Reading Community Wellness Outreach (CWO) service delivers NHS Health Checks to a wider age range than the core NHSHC programme (i.e. from 18 yrs. +). In total the CWO service delivered 810 checks to people accessing their service, which includes the 298 to 40-74 yr. olds. Of the cohorts seen 66% of people were found to have very high/high body mass index (BMI) scores, 23% had high or very high blood pressure and 24% with high blood glucose levels, a pre-indicator of diabetes. The data we have shows that people from Asian/Black backgrounds have a higher risk of developing cardiovascular disease and diabetes as a result of these conditions. Reading has a higher proportion of people from these ethnic groups compared to the England average. It is of note, that 49% of people seen at these CWO sessions are from these ethnic groups, which will enable preventative support to be provided and reduce likelihood of developing more serious conditions. The usual age range for the NHS Health checks is from 40 years to 74 years. This project has delivered the checks to everyone over 18 years of age in Reading in order to take an early detection and prevention approach. So far 10% of people seen have been over the age of 74 and 28% have been below age 40.