

**Appendix 5: Council Plan Performance Measures Q1 2025/26** **Green** = at or above target **Amber** = within 10% of target **Red** = 10% or more off target

Council Plan Priority	Measure	Units	Target	Actual	Status	Comments
Equal Communities	Residents quitting smoking (No. as measured four weeks after quitting)	No.	155	22	Red	Q1 data is incomplete due to lag in data availability and difference in contract year and financial year. Focus is on the delivery of the annual target (618) rather than quits per quarter.
Economic and cultural success	Housing repairs urgent completed within 2 working days (%)	%	90	75.19	Red	Following the demobilisation of the Wokingham Repairs contract, some refresher training, and the addition of the temporary staff in the back office; there has been a big focus on correct completions and data entry. We are working on the right processes through the system, and making sure staff are clear on the resolution of work orders and stages of jobs which can't be completed on the first visit. We were aware that the emergency repairs and urgent repairs were being completed within targets; but the data in the system was not reflective. We will continue to work through the backlog of data in the WIP as well as making sure the current work is managed correctly both in the back office and out with the trade operatives.
Economic and cultural success	Physical visits to Reading Libraries (annual cumulative)	No.	220,000	75,817	Green	Remains on track for the year and should increase in next quarter due to summer activities.
Economic and cultural success	Planning applications for major development decided on time (% of total)	%	100	66	Red	Local Planning Authorities (LPA's) are at risk of being designated as "underperforming" if targets are not met over the preceding 24 months. The criteria for designation as "underperforming" for major development is less than 60 per cent of an authority's decisions made within the statutory determination period or such extended period as has been agreed in writing with the applicant. This quarters result of 66% is the lowest for some time with the previous 24 months sitting comfortably around 90-100% in time. With the small number of major applications received a small fluctuation makes a marked change in

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					Red	performance. In this quarter there was three major decisions issued but for the one refused the applicant would not agree an extension of time.
Economic and cultural success	Participation at our theatres and museums (No.)	No	325,000	109,054	Green	Cumulative. The visitor numbers across all Cultural venues are buoyant, with increased numbers at Reading Museum Town Hall/ Pantry and South Street. Despite a slightly reduced programme at The Hexagon due to Studio Theatre planning, the venue has retained audience numbers and continued to deliver a busy programme.
Sustainable and Healthy Environment	Missed bins (No. per 100,000 collections)	No.	80	101.77	Red	<p>The service performance target of 80 (or less) missed bins per 100,000 scheduled collections was not met in June, with a performance of 101.77. This is however an improvement on the figure achieved in the same period June 2024, when the performance attained was 112.</p> <p>Missed bin numbers in June 25 exceeding the performance benchmark can in part be attributed to the rescheduling of waste collection rounds from the 9th of June. Conversely the improvement attained against June 2024 figures can also be attributed to the route rescheduling work. The service hope for continued/sustained improvement as a result.</p>
Sustainable and Healthy Environment	Household waste recycled or composted (% of Total)	%	51	51.5	Green	The provisional recycling rate for quarter 1 2025/26 is 51.5%. This compares to 51.5% last year.
Adults and children	Children in care living more than 20 miles from Reading (% of Total)	%	25	39	Red	The shortage of local and national foster carers and children's homes has increased our use of placements which are beyond 20 miles. All children in care living beyond 20 miles have been reviewed to ensure that, where appropriate, plans are in place to move them closer to Reading. We are pro-actively addressing the shortage of local foster carers through

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					Red	the regional fostering recruitment and retention hub, the mockingbird support for foster carers and an increase in foster carer fees; the progression of local children's homes and an Edge of Care offer to prevent children coming into care, prevent breakdown of care and return children home where safe and appropriate to do so.
Adults and children	Children placed in external children's homes (No.)	No.	30	37	Red	The national and local shortage of foster carer, combined with complexity of need means that more children are living in children's homes. Targeted work to increase foster carers and embed our Edge of Care work is underway to meet needs and prevent escalation of need.
Adults and children	Children Looked After (No.)	No.	275	275	Green	Embedding our Edge of Care service and panels, alongside an effective Family Help Service and work to strengthen our front door, is contributing to maintaining a stable number of children in care.
Adults and children	School places for children and young people with Special Educational Needs and Disability (SEND) (cumulative total)	No.	1065	1013	Green	There is a projected need for 1184 specialist places for children with SEND by September 2026, with a milestone target of 1004 places by September 2025, which has been achieved.  Proposals are being brought forward to establish expanded additionally resourced provision capacity at secondary phase in two local secondary schools, to create an additional 60 places for September 2025. Plans are progressing to meet need with the establishment of additional all through 180 place special school provision collocated on two primary school sites in Reading.
Adults and children	Older People (65+) who were still at home 91 days after	%	87	87.8	Green	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

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	discharge from hospital into reablement (%)					improvement in people remaining at home after 91 days.
Adults and children	New contacts to the Advice & Wellbeing hub resulting in a successful outcome not requiring an ongoing service (%)	%	87	87.11	Green	Staff are supporting residents in a proactive manner, signposting residents to voluntary sector and continuing to use a Strength Based Approach.
Adults and children	Children with an Education, Health, and Care Plan (EHCP) with a plan at age 14 for transition into adulthood at age 14 (% of total) <sup>1</sup>	%	60	67	Green	Robust and joined up transition planning between children's and adult's services are ensuring an increasing number of children have transition plans secure from the age of 14.
Fit for the Future	Contracts over £125,000 achieving Social Value (% of total)	%	55	100	Green	All procurements notified to the hub via Procurement Board have included a Social Value criterion and offer as part of the evaluation methodology.
Fit for the Future	Customer satisfaction with the outcome of contact with the Customer Fulfilment Centre (% satisfied or partially satisfied)	%	90	87	Amber	Satisfaction has improved as the service makes process changes. We remain focused on making continued improvements to wait times in relation to a small number of services.
Fit for the Future	Resident contacts handled through self-service channels (% of total)	%	50	To follow		This measure will be reported from the second quarter of the year.

<sup>1</sup> Amended wording proposed: Children and young people between the ages of 14-18, that have been identified that require joint transition planning through SEND/Adult social care to inform care act assessments and support in adult social care (% of total)