

Appendix 5: Council Plan Performance Measures Q2 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.	618	182	Red	<p>Q2 data is still incomplete due to a lag in data availability, and the difference between contract year and financial year, and will be updated in Q3. There is usually a two- to three-month delay between when someone quits smoking and when their result appears in our reports. This is because the data can only be confirmed once a person has remained smoke-free for four weeks, and local services need time to verify and record this information accurately.</p> <p>Our stop-smoking contract runs from October to September, while national and local reporting follows the April to March financial year. Because these timeframes do not align, some of the quits achieved later in the contract year are counted in the next financial-year report, which can make current figures look lower than actual progress</p>
Economic and cultural success	Housing repairs (urgent) completed within 2 working days	%	90	73.2%	Red	<p>The performance figures for September remain in line with the previous two months. The Back Office working group continues to focus on correct job management, and a standard operating procedure has now been written, with all back-office staff receiving training and implementing the documented processes from 1-Oct. Adherence to these processes will be monitored to ensure jobs are being raised, varied and completed efficiently and correctly.</p>
Economic and cultural success	Physical visits to Reading Libraries (annual cumulative)	No.	110,000	162,585	Green	<p>Good performance in September, issues and visits are performing well. Year to date (YTD) visits up 7% and YTD issues are up 2%. Issues over Q2 summer are up 6% on last year. Income generating visa service is now supporting well over 2,000 people per month.</p>

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Economic and cultural success	Planning applications for major development decided on time	%	100	100	Green	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. With the small number of major applications received a small fluctuation makes a marked change in performance expressed as a %. In this quarter the one major decision issued was within an agreed timescale giving 100% in time.
Economic and cultural success	Participation at our theatres and museums (annual cumulative)	No	111,475	156,800	Green	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 (per 100,000 collections)	No.	80	78.76	Green	The service performance target of 80 (or less) missed bins per 100,000 scheduled collections was met in September, with a performance of 78.76.
Sustainable and Healthy Environment	Household waste recycled or composted	%	51	48.4	Amber	The provisional recycling rate for Q2 2025/26 is 48.4%. This compares to 51.7% last year. It should be noted that the recycling rate includes garden waste and as a result the figure is both seasonal and can be subject to variations year on year. This year we have seen an exceptionally dry summer, and this has affected the amount of green waste presented. There is also growth in overall waste produced. The combination of these factors has resulted in a reduction in recycling rate on the same period as the year before.

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Adults and children	Children in care living more than 20 miles from Reading	No.	25	38	Red	There are a number of children living at a distance from Reading in stable and loving homes. These children have been matched with their carers and therefore they will not be moving back to within a 20-mile radius. There is a small number of children in this cohort who are yet to be long term matched and we are still seeking loving homes for them in Reading, these decisions are reviewed through care planning meetings, supported by the child's social worker, Independent Reviewing Officer, and panels. Growing local resource through an increase in foster carers and building our own children's residential care homes will increase opportunities for us to keep our children rooted in Reading.
Adults and children	Children placed in external children's homes	No.	30	36	Red	The national and local shortage of foster carer, combined with complexity of need means that more children are living in children's homes. A gold programme is underway to open 3 children's residential homes in Reading in 2026 so that where residential care is the best option for our children, they are living in stable loving homes in Reading. This is in addition to work within our fostering team to increase the number of foster carers locally.
Adults and children	Children Looked After	No.	275	285	Amber	Embedding our Edge of Care service and panels, alongside and 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)	No.	1,065	1,072	Green	School place planning is on track with a consolidation of Additionally Resourced Provision primary places and an additional 20 Additionally Resourced Provision places in secondary schools being made available from Sept 25, maintaining the positive position

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Adults and children	Older People (65+) who were still at home 91 days after discharge from hospital into reablement (%)	%	87	97	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 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	Green	Staff are supporting residents in a proactive manner, signposting residents to voluntary sector and continuing to use a Strength Based Approach which focuses on the positive attributes, abilities and capacities of individuals rather than problems. Annual percentage 87.7
Adults and children	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)	%	67	67	Green	Regular multi-agency meetings ensure that children known to Children's Services who are transitioning to Adult Social Care have a coordinated plan agreed by all professionals involved. We are focused on further improvement by developing a preparation for adulthood independence offer for children not eligible for adult social care, who represent most of the Preparing for Adulthood cohort of children. This work will continue in partnership with stakeholders to ensure inclusive and meaningful support.
Fit for the Future	Contracts over £125,000 achieving Social Value (% of total) ¹	%	55	50	Amber	Half of contracts awarded this quarter have included a social value request and offer (as recorded on procurement monitoring tool), however this value is expected to be higher than reported here since legacy projects started before new governance commenced have also included social value offers but data not able to be tracked for reporting. Systems in both design and in place to improve monitoring

¹ Amended wording proposed "Contracts awarded this quarter over £125,000 securing a Social Value (% of total) offer for delivery"

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Fit for the Future	Customer satisfaction with the outcome of contact with the Customer Fulfilment Centre (% satisfied or partially satisfied)	%	90	87	Amber	<p>Despite continued demand pressures, the service has maintained a high level of satisfaction, although slightly below target.</p> <p>We continuously monitor feedback from customers to identify improvements and have recently awarded a contract for a new telephony platform that will offer additional functionality and integration to support customers.</p> <p>Recent enhancements include:</p> <ul style="list-style-type: none"> • Improved IVR routing and messaging • Improved call back offer during busy periods • Launching voice automation for revenue and benefits enquiries • Ability to report housing repairs online
Fit for the Future	Resident contacts handled through self-service channels (% of total)	%	50	N/A	N/A	Due to the substantial changes and increases to our digital channels over the first two quarters, it is not possible to provide a consistent measure at this stage. This will, however, be reported for Q3.