















Priority	Measure of Success	Type - Local / National	Good - High or low	2017/18 Result	2018/19 Q2 Result	2018/19 Q3 Result	2018/19 Target	Direction of travel	Average for comparator group	Comments
Securing the Economic Success of Reading	Percentage of people who use sustainable modes of transport (i.e. Bus, cycle, walk)	National	High	79%	Annual	Annual	80%	Not applicable	83% (2013)	Access to employment by public transport (and other specified modes) (working age population) in Reading. Bus journeys continue to increase.
Securing the Economic Success of Reading	Percentage of people who are economically active	National	High	79.60%	78.70%	79.80%	79.70%		80.9% (SE)	Economically active people in Reading has marginally increased over the past 3 months. Reading continues to be below the average for the South East region. Latest data covers the period to Sep 18
Securing the Economic Success of Reading	Growth in Business Rates	National	High	0.10%	Annual Figure	Annual Figure	0.50%	Not applicable	Not Available	
Securing the Economic Success of Reading	Superfast broadband coverage	National	High	98%	On target	On target	99%			Overall progress remained static overall for BT in Q3. We are expecting to see improvement during the final quarter of 2018/19
Ensuring access to decent housing to meet local needs	Number of additional homes completed per annum	Local	High	700	Annual	Annual	671	N/A	Not Available	Annual Figures
Ensuring access to decent housing to meet local needs	Number of additional affordable homes completed (includes council homes and through planning process)	Local	High	TBC	Annual	Annual	406	N/A	N/A	Annual Figures
Ensuring access to decent housing to meet local needs	Numbers of families in bed & breakfast accommodation (shared facilities) - snapshot	Local	Low	17	5	0	0 (Revised Target)		N/A	Performance is continuing to improve, at end December there were 2 families in self contained nightly paid accommodation, but none in shared facilities. Target of 12 has now been revised down to 0.


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Ensuring access to decent housing to meet local needs	Total number of cases where positive action was successful in preventing homelessness - cumulative	Local	High	371	245	341	375		N/A	The annual target will need to be revised in the context of the introduction of new statutory duties in April 2018 under the Homelessness Reduction Act.
Ensuring access to decent housing to meet local needs	Total number of homeless or "at risk" households assisted to secure private rented sector (PRS) accommodation	Local	High	232	133	176	280 (Revised target)		N/A	This figure includes: a) Homeless 'full duty' cases where discharged through a PRS offer; b) prevention and relief cases where PRS accessed. We will need to relook at the target of 280 which was initially given as we were unaware of the impact the new homeless reduction act legislation would have on services.
Protecting & enhancing the lives of vulnerable Adults & Children	Reduced Delayed Transfers of Care for Health & Social Care - DToC	National	Low	Social Care Only delays: 2818	322	326	2106		3.70%	Provisional data for Oct-Nov only - will be updated when Dec 18 data is published by NHS England on 14/02/19
				Total delays: 6579	1231	1015	5030			
Protecting & enhancing the lives of vulnerable Adults & Children	Increased number of service users receiving direct payments	National	High	14.1%	17.10%	16.93%	20%		23.3% (CIPFA 2017/18)	The % of clients with direct payments has dipped slightly this quarter. There is a project to focus on promoting independence through the use of Direct Payments

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Protecting & enhancing the lives of vulnerable Adults & Children	Decrease the permanent new admissions to Residential or Nursing care per 100,000 population for Older People (65+)	National	Low	596.7	256.28	341.71	550 per year per 100,000		568.5 (England 2017/18)	There have been a number of individuals whose needs have required admission to Residential and Nursing placements. This is being monitored carefully via the Performance Board in Adult Social Care.
Protecting & enhancing the lives of vulnerable Adults & Children	Decrease the permanent new admissions to Residential or Nursing care per 100,000 population for Younger people (18-64)	Local	Low	11.3	9.29	10.22	11.5		13.5 (England 2017/18)	Analysis of the new admissions evidences the high level of need, temporary placement was made for crisis intervention and safety. From October 2018, all new admissions for under 65's will be signed off by Director.
Protecting & enhancing the lives of vulnerable Adults & Children	Increase the number of Looked After Children (LAC) in high quality local placements - percentage 20+ miles away	Local	High	35%	36%	33%	25%		426	Of the 85 young people placed 20+ miles from home 63 are beyond 40 miles from Reading. The highest number of young people (25) living 20+ miles are between 60 - 90 miles from Reading and 23 of these are school age requiring visits after school hours. There is a project looking at 20+ mile placements and this has had an effect on the number reducing
Protecting & enhancing the lives of vulnerable Adults & Children	Increase the number of families receiving early partnership support preventing the need for statutory intervention - reducing the number of open children's social care cases	Local	High	1800	1427	Data not Supplied	1600		17%	

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Protecting & enhancing the lives of vulnerable Adults & Children	Increase percentage of permanent social workers (children)	Local	High	65%	56%	57% (Oct)	75%		N/A	A project has been established to measure our current workforce and data should be available for inclusion in the next report
Keeping Readings Environment clean, green and safe	Percentage of household waste sent for re-use, recycling and composting	National	High	30.47%	30.25%	30.83%	39%		40.69% (43.16% Q3)	The low recycling rate corresponds to a reduction in the tonnage of garden waste due to the Winter season and a suspension of the service over Christmas.
Keeping Readings Environment clean, green and safe	Satisfaction with Anti Social Behaviour case handling	Local	High	97.00%	Annual Figure	Annual Figure	97%	not applicable	not applicable	Measure reported annually
Keeping Readings Environment clean, green and safe	Reading Borough Carbon Footprint (kilotonnes of CO2 emissions eq)	National	Low	618*	695	Annual Figure	Not Set?	not applicable	not applicable	2015 data published in 2017
Promoting great education, leisure and cultural opportunities for people in Reading	Reduction in Secondary Fixed Term exclusions -	National	Low	528	1882	Data not supplied	842.5		1088	
Promoting great education, leisure and cultural opportunities for people in Reading	Improved Key stage 2 results and narrowing gap in attainment	National	High	58%	61% Annual	Annual	61%			

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Promoting great education, leisure and cultural opportunities for people in Reading	Reduction in the percentage of young people Not in Education, Employment or Training (NEET)	Local	Low	2.10%	3.70%	Data not supplied	2.80%	▼		
Promoting great education, leisure and cultural opportunities for people in Reading	Percentage of schools rated good or outstanding	National	High	89%	86%	Data not supplied	96%	▼	90%	
Ensuring our Council is fit for the future	Improving customer satisfaction with our front of house service	Local	High	88%	84%	81%	80%	▼	Not Available	Customer Satisfaction for December with Residents scoring Customer service excellent or good
Ensuring our Council is fit for the future	Increase in take up of online services - number of people signed up for an online account	Local	High	48,639	58,899 (Oct)	64,003	10% increase	▲	Not Available	The Number of self-service account users continues to increase with an almost 16,000 increase since March.
Ensuring our Council is fit for the future	Delivery of Medium Term Financial Strategy - total budget requirement	Local	High	125.3m	140,470 Please refer to appendix 1	140,423 Please refer to appendix 1	138,912 m	▲	Not Available	The forecast outturn shows a projected overspend on the General Fund at the end of period 9 (December of £1.511m - an increase of (£0.036m) since that previously reported at the end of period 8. The increase is due to confirmed additional spend within children services (£0.016m) and Directorate of Environment & Neighbourhood service (£0.029m). The other directorates have shown small decreases: Adult social Care (£0.08m) and resources (£0.001m). There has been no change to the forecast outturn for Corporate budgets

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Ensuring our Council is fit for the future	Reducing agency spend - Council wide, including Brighter Futures for Children	Local	Low	10m	3.114m	2.508M	10m		Not Available	There is a decreasing level of temporary and agency spends during 2018/19. Spend has reduced each quarter. Compared to the same period last year spend has reduced by £900,430. Q3 17/18 = 3,480,280. Cumulative spend for 2018/19 = £8.873m
Ensuring our Council is fit for the future	Percentage of Council Tax collected	National	High	96.60%	55.37%	82.61%	83.18% (Dec) 97.1%		In year benchmarking information not available	Cumulative collection up to end December. We did not achieve the target set. <ul style="list-style-type: none"> <li>• Vacancy within recovery team now filled</li> <li>• All backlogs have been addressed and the focus is on plans to improve in-year collection performance</li> <li>• The council tax debit increased by £881k in April 18 through reductions in CTS (25%-35% scheme) which impacts working age claimants on low income, this is equivalent to 0.90% of the total debit, a proportion of this increase will be impacting on our overall collection results.</li> </ul>

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Ensuring our Council is fit for the future	Percentage of Business Rates collected	National	High	96.28%	53.98%	79.08%	81.4% (Dec) 97.25%		In year benchmarking information not available	<p>Cumulative collection up to end December. Target not achieved, collection is below the same period last year (81.30%). The internal transfer of RBC business rates was not completed within the period. This equates to approx. 3.3m and would boost collection by approx. 2.38%, not achieving the target is therefore due to RBC accounts not being paid in November.</p> <ul style="list-style-type: none"> <li>• These balances have now been paid and improved collection should be reflected during the fourth quarter.</li> </ul>