

**Appendix 6: Council Plan Performance Measures Q3 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.	464	411	Red	Q1 data is now complete and updated, showing that 131 4WQs were achieved out of the 154 4WQs target for the quarter Q2 data now complete and updated, showing that 148 4WQs were achieved out of the 154 4WQs target for the quarter Performance is slightly below the required trajectory, with 279 four-week quits achieved across Q1–Q2 against an expected 308 (based on 154 per quarter); however, delivery and budget remain on track. Quarter 3 performance is projected to remain in line with previous quarters, with an estimated 133 four-week quits, noting that this figure may vary due to the standard two- to three-month time lag in verified smoking data availability. Final and validated Quarter 3 figures will be confirmed at the point of Quarter 4 reporting. Overall performance is anticipated to be on track or close to target, with improvement expected in Quarter 4.
Economic and cultural success	Housing repairs urgent completed within 2 working days	%	90	74.5	Red	The KPI figures for December show a marked improvement in the delivery of repairs across all priorities. We expect to maintain these figures and see further improvements over the coming months. The working group is analysing the data, and monitoring jobs raised, with a particular focus on ensuring emergency and urgent jobs that need to be rebooked due to no access issues, are done so within target to meet the deadlines (trade operatives will attend urgent and emergency jobs three times in the case of no access and this can lead to the completion of the job falling out of the KPI target timeframe).
Economic and cultural success	Physical visits to Reading Libraries (annual cumulative)	No.	165,000	237,908	Green	Steady performance in December, issues and visits continue to perform well. YTD visits remain up 7 %

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						and YTD issues are up 2%. Service has joined up over 5,000 people this year. 33,000 reservations placed YTD. Best Q3 performance since 2018/19. Visits at 98% of December 2019.
Economic and cultural success	Planning applications for major development decided on time	%	100	50	<b>Red</b>	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 we issued 4 decisions but 2 were refusals and in these negotiations an applicant is unlikely to agree to extensions of time.
Economic and cultural success	Participation at our theatres and museums	No	250,575	272,417	<b>Green</b>	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 (per 100,000 collections)	No.	80	76	<b>Green</b>	The service performance target of 80 (or less) missed bins per 100,000 scheduled collections was met in December, with a performance of 75.79
Sustainable and Healthy Environment	Household waste recycled or composted	%	51	48.4	<b>Amber</b>	The provisional recycling rate for quarter 3 2025/26 is 48.4%. This compares to 47.5% last year. The food waste communications campaign started mid-November and involved stickers attached to general waste bins and households receiving leaflets along with extra caddy liners to support food waste recycling over the Christmas period.

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Adults and children	Children in care living more than 20 miles from Reading	%	25	37	Red	There are some 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	294	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.	1065	1072	Green	Strategic analysis for phase transfer planning for September 2026 is currently being undertaken to inform broader SEND provision across Reading. We ensure children and young people have access to schools within their local community. New Special School build for September 2027 is currently on track and key expansion programmes will be delivered for

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						September 2026 to ensure sufficient provision for all children with Education, Health, and Care Plans.
Adults and children	Older People (65+) who were still at home 91 days after discharge from hospital into reablement (%)	%	87	88.9	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.  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)	%	60%	68%	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. Outcomes toolkit supporting this work has been launched across the local area to ensure Preparing for Adulthood (PfA) Outcomes are embedded within the Annual Review process and transition to Adult Services is robustly discussed when required. Reference to Care Act Assessments has now been included in the new Annual Review paperwork providing better identification and joint planning.
Fit for the Future	Contracts awarded this quarter over £125,000 securing a Social Value (% of total) offer for delivery	%	55	60	Green	Number of offers improved from last quarter. Some measures to ensure receipt of offers were less impactful than planned, therefore review of governance checkpoints and refinement of controls will be put in place to deliver a notable uplift next quarter.
Fit for the Future	Customer satisfaction with the outcome of contact with	%	90	84	Amber	The Contact Centre now offer customers the option of a callback to help avoid long waiting times. This was

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	the Customer Fulfilment Centre (% satisfied or partially satisfied)				Amber	introduced late August-25 for Council tax and then rolled out across housing and regulatory / waste service lines. Due to 8x8's configuration, customers who opt-into a callback lose the automated post call survey functionality, which has contributed to a decline in our customer satisfaction percentage. Next Steps: As we transition to a new telephony platform, the callback feature will be available across all call types. This change is expected to restore customer satisfaction performance to normal levels and potentially improve overall percentages.
Fit for the Future	Resident contacts handled through self-service channels (% of total)	%	50	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.