

Appendix 5: Council Plan Performance Measures Q1 2026/27 **Green** = at or above target **Amber** = within 10% of target **Red** = 10% or more off target

Council Plan Priority	Measure	Units	Q1 Target	Q1 Actual	Status	Comments
Economic and cultural success	Physical visits to Reading Libraries (annual cumulative)	No.	50,000	68,706	Green	New Central library open for last 2 weeks of June. Already very high monthly total, first full month of impact to come in July. Issues, visits and memberships are already higher, running at double previous levels.
Economic and cultural success	Participation at our theatres and museums	No	68,005	87,013	Green	The heat wave in end May impacted Museum visitor numbers (school visits were all cancelled that week, as were regular events). However, we have still exceeded the quarterly target.
Sustainable and Healthy Environment	Missed bins (per 100,000 collections)	No.	80	67	Green	The service performance target of 80 (or less) missed bins per 100,000 scheduled collections was met in June, with a performance of 73.25. The average for Q1 was 67
Sustainable and Healthy Environment	Household waste recycled or composted	%	51	52	Green	The provisional recycling rate for Q1 2026/27 is 52.3%. This compares to 51.5% in the same quarter of 2025/26. 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. In Q1 increased food levels and decreased kerbside residual (non-recyclable) waste can be seen.
Adults and children	Special Educational Needs children supported in mainstream schools (primary) (%)	%	18.3	21	Green	Reading's trauma informed therapeutic thinking in schools approach is ensuring that more children are accessing a local mainstream place in their neighbourhood.
Adults and children	Special Educational Needs children supported in mainstream schools (secondary) (%)	%	14.8	15	Green	Reading Borough Council SEND Team are working closely with Secondary and College Leaders to continue to grow accessible school places in mainstream secondary schools.
Adults and children	Children Looked After (per 10,000 children)	No.	71.2	69	Green	The number of children in our care remains relatively consistent, reflecting the positive impact of our Edge

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						of Care service and its contribution to reunification outcomes, as well as our wider work with families. The service plays a key role in helping to reframe family narratives, improve children's lived experiences, and support children to return safely to their families where this is appropriate. This is achieved alongside tailored support packages that enable families to make meaningful changes, build resilience, and feel empowered to sustain and maintain those improvements over the longer term.
Adults and children	14- to 18-year-olds that require joint transition planning through SEND / adult social care to inform Care Act Assessments and support into adult social care (% of total identified as requiring this planning)	%	70	70	Green	Multi-agency work is embedded for the majority of children at the transition point to Adult Social Care. Work is being undertaken to identify children known to Children's Services who may transition to Adult Social Care earlier.
Fit for the Future	Contracts over £125,000 achieving Social Value (% of total)	%	60	75	Green	Number of offers received in bids continues to trend upwards; this demonstrates positive adoption of the Policy. 6 in-scope contracts awarded this quarter and meeting policy requirements with 2 exceptions noted due to urgency of provision to be sourced to meet a statutory obligation. Last FY full-year performance was circa 72% achievement, so first quarter is already exceeding this.
Adults and children	Adults whose long-term support needs are met by admission to residential and nursing care homes, for 65 and over (No. per 100,000)	No. per 100,000	139	154	Amber	Oversight of the number of admissions to care homes is a critical area of focus for ASC as we have seen increases in recent years reflecting factors such as ageing population and increasing complexity of need. ASC completed a detailed analysis of the number of admissions in 2025 and continue to explore approaches to reduce the need for care home admissions through our Home First approach and use

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						of reablement and TEC to support independence in the home so that care home admission can be delayed or prevented; as well as supporting people who self-fund to fully explore care alternatives before choosing residential care.
Economic and cultural success	Housing repairs urgent completed within 2 working days	%	90	88.7	Amber	Sustained focus and effort on scrutinising jobs when they are raised, allocated and completed, is reflected in the delivery of repairs on time. We continue to review issues causing late delivery, and the embedded suite of checks facilitates the scrutiny required to ensure this becomes BAU to maintain performance levels. They also allow us to identify issues early, and pinpoint causes of drops in performance. In June, the urgent jobs completed on time dipped to 87% from 90% in May. This figure represents 29 urgent jobs that missed the 2 working days target over the month.
Adults and children	New contacts to the Advice & Wellbeing hub resulting in a successful outcome not requiring an ongoing service (%)	%	90	86.5	Amber	Staff are supporting residents in a proactive manner, signposting residents to voluntary sector and continuing to use a Strength Based Approach.
Equal Communities	Residents setting a quit date who successfully quit smoking	%	60%	48%	Amber	In the first quarter of 2026/27, 275 people set a date to stop smoking. Of these, 154 people (56%) had successfully stopped smoking four weeks later. This was four percentage points below the 60% target.
Economic and cultural success	Planning applications for major development decided on time	%	100	67	Red	Local Planning Authorities (LPAs) 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

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						major applications received a small fluctuation makes a marked change in performance expressed as a %. In this quarter we issued 3 decisions and 2 were determined within the time limit.
Adults and children	Carers supported in last 12 months (no.)	No.	1,193	920	Red	With the new commissioned service the number of carers assessment continues to increase. The data comes from three separate organisations that make up the carer's partnerships. Some will also come back to us for additional processing. Currently the data has not been cross checked to remove duplication so this number will decrease when this happens.
Adults and children	Children in care living more than 20 miles from Reading (% of total)	No.	23	42	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 are 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. Our new children's homes will be open in summer 2026.
Adults and children	Children placed in external children's homes (No.)	No.	25	41	Red	The national and local shortage of foster carers, combined with complexity of need, means that more children are living in children's homes. A programme is underway to open three 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

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						to work within our fostering team to increase the number of foster carers locally. In the summer of 2026 three new children's homes will be opened in Reading.
Fit for the Future	Customer satisfaction with the outcome of contact with the Customer Fulfilment Centre (% satisfied or partially satisfied)	%	85	74	Red	This KPI has been impacted by two factors when moving to the Council's new telephony platform. In the first month of the quarter testing was still impacting data. The new telephony platform also uses a different methodology, making immediate comparisons difficult. In the meantime, supervisors and managers continue to review call feedback to identify any areas for improvements.