



## **WOKINGHAM BOROUGH COUNCIL**

A Meeting of the **OVERVIEW AND SCRUTINY  
MANAGEMENT COMMITTEE** will be held in David Hicks 1  
- Civic Offices, Shute End, Wokingham RG40 1BN on  
**WEDNESDAY 20 SEPTEMBER 2017 AT 7.00 PM**

A handwritten signature in black ink, appearing to read 'Manjeet Gill', is written over a faint rectangular stamp.

Manjeet Gill  
Interim Chief Executive  
Published on 12 September 2017

The role of Overview and Scrutiny is to provide independent “critical friend” challenge and to work with the Council’s Executive and other public service providers for the benefit of the public. The Committee considers submissions from a range of sources and reaches conclusions based on the weight of evidence – not on party political grounds.

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# **WOKINGHAM BOROUGH COUNCIL**

## **Our Vision**

A great place to live, an even better place to do business

## **Our Priorities**

Improve educational attainment and focus on every child achieving their potential

Invest in regenerating towns and villages, support social and economic prosperity, whilst encouraging business growth

Ensure strong sustainable communities that are vibrant and supported by well designed development

Tackle traffic congestion in specific areas of the Borough

Improve the customer experience when accessing Council services

## **The Underpinning Principles**

Offer excellent value for your Council Tax

Provide affordable homes

Look after the vulnerable

Improve health, wellbeing and quality of life

Maintain and improve the waste collection, recycling and fuel efficiency

Deliver quality in all that we do

## MEMBERSHIP OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

### Councillors

|                        |                                  |                        |
|------------------------|----------------------------------|------------------------|
| Keith Baker (Chairman) | Laura Blumenthal (Vice-Chairman) | Parry Batth            |
| Lindsay Ferris         | Kate Haines                      | Pauline Helliar-Symons |
| Ken Miall              | Ian Pittock                      | Malcolm Richards       |
| Bill Soane             | Chris Smith                      | Shahid Younis          |

### Substitutes

|                         |             |                       |
|-------------------------|-------------|-----------------------|
| Philip Houldsworth      | Abdul Loyes | Imogen Shepherd-DuBey |
| Rachelle Shepherd-DuBey |             |                       |

| ITEM NO. | WARD          | SUBJECT   | PAGE NO. |
|----------|---------------|---|----------|
| 12.      |               | <b>APOLOGIES</b><br>To receive any apologies for absence.   |          |
| 13.      |               | <b>MINUTES OF PREVIOUS MEETING</b><br>To confirm the Minutes of the Meeting held on 11 July 2017.   | 5 - 14   |
| 14.      |               | <b>DECLARATIONS OF INTEREST</b><br>To receive any declarations of interest.   |          |
| 15.      |               | <b>PUBLIC QUESTION TIME</b><br>To answer any public questions.<br><br>A period of 30 minutes will be allowed for members of the public to ask questions submitted under notice.<br><br>The Council welcomes questions from members of the public about the work of this committee.<br><br>Subject to meeting certain timescales, questions can relate to general issues concerned with the work of the Committee or an item which is on the Agenda for this meeting. For full details of the procedure for submitting questions please contact the Democratic Services Section on the numbers given below or go to <a href="http://www.wokingham.gov.uk/publicquestions">www.wokingham.gov.uk/publicquestions</a> |          |
| 16.      |               | <b>MEMBER QUESTION TIME</b><br>To answer any Member questions.  |          |
| 17.      | None Specific | <b>LEADER AND EXECUTIVE MEMBER UPDATES</b><br>To discuss priorities for the year ahead with Councillor Charlotte Haitham Taylor (Leader of the Council) and Councillor Chris Bowring (Executive Member for Highways and Transport).   | 15 - 20  |

|            |               |  |                |
|------------|---------------|--|----------------|
| <b>18.</b> | None Specific | <b>COUNCIL PLAN PERFORMANCE MONITORING Q1 2017-18</b><br>To consider the Council Plan Performance Monitoring report for the first quarter of 2017/18 – April to June 2017.   | <b>21 - 66</b> |
| <b>19.</b> | None Specific | <b>CONSIDERATION OF THE CURRENT EXECUTIVE FORWARD PROGRAMME</b><br>To consider the current published version of the Executive Forward Programme.   | <b>67 - 70</b> |
| <b>20.</b> | None Specific | <b>OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME</b><br>To discuss the work programme of the Overview and Scrutiny Management Committee and Overview and Scrutiny Committees.   | <b>71 - 82</b> |
| <b>21.</b> | None Specific | <b>UPDATE REPORTS FROM CHAIRMEN OR NOMINATED MEMBER OF THE OVERVIEW AND SCRUTINY COMMITTEES</b><br>For the Chairman or nominated Member of the Committee to report back in its activities including any requests to undertake reviews. | <b>83 - 84</b> |
| <b>22.</b> |               | <b>MEETING DATES 2017/18</b><br>To consider the dates for three additional meetings of the Committee in 2017/18.   | <b>85 - 86</b> |

**Any other items which the Chairman decides are urgent**

A Supplementary Agenda will be issued by the Chief Executive if there are any other items to consider under this heading.

**CONTACT OFFICER**

|                       |   |
|-----------------------|---|
| <b>Neil Carr</b>      | Democratic & Electoral Services Specialist    |
| <b>Tel</b>            | 0118 974 6058                                 |
| <b>Email</b>          | neil.carr@wokingham.gov.uk                    |
| <b>Postal Address</b> | Civic Offices, Shute End, Wokingham, RG40 1BN |

## MINUTES OF A MEETING OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE HELD ON 11 JULY 2017 FROM 7.00 PM TO 9.45 PM

### **Committee Members Present**

Councillors: Keith Baker (Chairman), Laura Blumenthal (Vice-Chairman), Parry Batth, Ken Miall, Ian Pittock, Malcolm Richards, Bill Soane, Chris Smith and Shahid Younis

### **Other Councillors Present**

Councillors: Abdul Loyes, Rachelle Shepherd-DuBey, Gary Cowan, David Lee, Charles Margetts and Oliver Whittle

### **Officers Present**

Andy Couldrick, Chief Executive  
Heather Thwaites, 21st Century Council Programme Director  
John Spurling, Category Manager Growth and Delivery  
Neil Carr, Democratic and Electoral Services Specialist

### **14. APOLOGIES**

Apologies for absence were submitted by Lindsay Ferris, Kate Haines and Pauline Helliars-Symons.

**Abdul Loyes and Rachelle Shepherd-Dubey attended the meeting as substitutes.**

### **15. MINUTES OF PREVIOUS MEETING**

The Minutes of the meeting of the Committee held on 30 May 2017 were confirmed as a correct record and signed by the Chairman.

### **16. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **17. PUBLIC QUESTION TIME**

In accordance with the agreed procedure the Chairman invited members of the public to submit questions.

The following question was submitted by Pam Stubbs. An answer was provided by Councillor David Lee, Executive Member for Strategic Highways and Planning.

#### **Question**

Tonight, there is to be yet another Local Plan Update. Why are you bothering with this when it has become increasingly obvious that landowners and developers are ignoring the Local Plan Process and are exploiting Wokingham's inability to maintain a workable and robust five year land supply, which would protect both Towns and Parishes from being ambushed with premature planning applications? These are sites which should be reviewed within the scope of the new Local Plan.

As there are such large numbers of approved applications, which would satisfy five or even ten years of housing, why not declare all applications over three years old as "out of date" and then warn applicants of those which, in theory, should start building in the immediate future. After all, these are the developers who are holding the sites back until the housing market picks up again, whilst they are still looking for new land on which to apply. This would at least give local residents the opportunity to object on current grounds

not just on historical information. Three years would seem to be a long time in planning and many issues which could influence a decision have changed quite dramatically.

### **Answer**

In response to the first part of the question, I would totally agree with you. Some developers are clearly holding back. We have granted planning approvals for over 10,500 houses. Developers are not delivering the housing they should and then winning appeals by arguing that the Council did not have an adequate 5 Year Land Supply.

In addressing this issue the Executive, at its meeting on 27 July, will be recommended to approve the release of reserve sites and land south of Cutbush Lane to bolster the housing land supply. In effect, this will deliver a 6 Year Land Supply and will make it more risky for developers to go to appeal. We have to challenge developers on sustainability. All our Core Strategy policies are in place and they still carry substantial weight.

We are very concerned about the current situation and I would say that it is incumbent upon all of us to challenge the Government's position which is allowing developers to ride rough-shod over Councils' established positions. I would urge all Members of the Borough, Town and Parish Councils to write to the Government on this issue.

In response to the second part of the question, I would suggest that we are strengthening our reasons to refuse as part of the Local Plan Update. We need to address the situation whereby Planning Inspectors recognise our 5 Year Land Supply but then go on to say that the National Planning Policy Framework states that there is a presumption in favour of sustainable development. The major sustainability issue we face is the impact of traffic congestion. It is possible to identify sites for new schools and leisure facilities but more challenging to build new roads within some of our existing communities. These are the issues which our Planning Officers and the Planning Committee need to focus on.

Finally, I am happy to meet with any of the Town and Parish Councils to explain the Borough Council's approach to these issues.

### **18. MEMBER QUESTION TIME**

There were no Member questions.

### **19. 21ST CENTURY COUNCIL**

The Committee considered a report, set out at Agenda pages 15 to 35, which provided an update on the 21<sup>st</sup> Century Council programme.

The report reminded Members of the projected benefits arising out of the programme, viz:

- improved availability of, and access to, Council services through digital channels;
- swifter resolution of issues and queries;
- ability for residents to track the progress of issues;
- greater focus on problem solving and customer responsiveness;
- a leaner, more efficient Council costing significantly less to run.

Appended to the report at Annex A was the most recent progress report to the Executive (May 2017) and a submission from UNISON (Annex B). Annex C contained a number of key lines of enquiry approved by the Chairman in advance of the meeting.

In addition to the written submissions the Committee received evidence from the following witnesses:

**Oliver Whittle (Executive Member for Finance, 21<sup>st</sup> Century Council, Internal Services and Human Resources); Charles Margetts (Deputy Executive Member for Finance, 21<sup>st</sup> Century Council, Internal Services and Human Resources); Heather Thwaites (21<sup>st</sup> Century Council Programme Director) and Andy Couldrick (Chief Executive)**

Heather Thwaites addressed the Committee and gave details of progress relating to the 21<sup>st</sup> Century Council programme to date. Heather outlined the defined outcomes of the programme which were to change the way in which the Council was organised, supported by modern IT, in order to understand customers better and meet their needs. The programme would deliver savings of £4m per annum and would ensure that vulnerable residents were supported and protected.

Phase 1 of the programme had been completed, going live on 3 July 2017. The go live process had been successful with few problems reported. Phase 1 involved 244 staff, 100 of whom had been placed “at risk”, with 80 eventually being redeployed. Of the 80 redeployed staff, 31 had been promoted and 41 remained on the same grade.

Heather stated that there had been a high level of understanding amongst staff about the proposed changes and the reasons behind them. Staff morale was felt to be as good as could be expected in an organisation undergoing such major changes. The implementation of Phase 1 was on budget and would deliver savings of £2.1m. All significant risks had been identified and mitigated.

Phase 2 of the programme would focus on the Council’s outward-facing services and would involve greater emphasis on the role of Members and communications between Officers, Members and residents.

### **Hilary Rothery and Joe Donnelly, UNISON**

Hilary Rothery addressed the Committee and set out a number of concerns identified by UNISON relating to the development and implementation of the 21<sup>st</sup> Century Council programme. These related to the Council’s strategic approach, the way it complied with its statutory duties and policies and the treatment of staff.

UNISON’s concerns were based on feedback from other Councils which had adopted the consultant’s (Ignite) operating model. UNISON noted that the Council was the first unitary authority to adopt this operating model and, as such faced higher level risks.

Hilary highlighted a number of questions in its paper in the Agenda, including:

- Why had the Council embarked on this major savings initiative before updating its priorities?
- Why did the Council make commitments relating to consultation and equalities only to ignore them in delivering major projects?
- Why had no other unitary Council adopted the Ignite operating model?
- Were Members confident that all key risks relating to the project were being managed effectively?

UNISON recognised the financial challenges facing the Council with the likely impact on jobs. However, the Union reserved the right to raise concerns in a constructive manner.

### **Gary Cowan, Member for Arborfield**

Gary Cowan addressed the Committee and referred to the discussion at its previous meeting about potential measures to improve communication between Members, Officers and residents. Gary noted the potential opportunities from the 21<sup>st</sup> Century Council programme for better quality information and improved methods of communication which would assist elected Members in their roles.

The Committee put questions to the witnesses using the framework provided by the key lines of enquiry set out on Page 31 of the Agenda:

### **Key Line of Enquiry 1 – Update on Concept**

Members noted that the witnesses' introductory remarks had provided an update on the implementation of 21<sup>st</sup> Century Council to date;

### **Key Line of Enquiry 2 – Staff Morale**

Members raised the following points:

- What evidence was there relating to the current levels of morale in the organisation? Heather Thwaites stated that in any change programme there would be peaks and troughs relating to morale. Feedback from staff, change agents and managers indicated that staff were positive about their new roles.
- Hilary Rothery commented that feedback from UNISON members and other staff indicated that morale was generally poor. Hilary felt that staff had found it easier to talk openly to UNISON during Phase 1 of the programme and many of them had highlighted concerns about the paucity of information, for example, in relation to new job roles.
- How could Members develop an accurate picture relating to staff morale? Heather Thwaites reported that a new Change Readiness Survey was being carried out and staff were able to feed back to the change agents who were supporting the programme.
- What was the role of Ignite in implementing the programme? Andy Couldrick commented that 21<sup>st</sup> Century Council was a Council programme with support from Ignite. The Council could have worked with one of the larger consultancies, but working with Ignite gave the Council much greater scope to shape the process. Ignite had been retained following a procurement framework process.
- Members recognised that both sides of the argument could be correct in that major reorganisations such as 21<sup>st</sup> Century Council would always produce winners and losers. Joe Donnelly commented that UNISON felt that the HR process in Phase 1 of the programme had caused increased uncertainty and anxiety rather than visa-versa.
- Were lessons learnt from Phase 1 of the programme being collated and used to improve the delivery of Phase 2? Heather Thwaites confirmed that this process was

ongoing and that information from the latest Change Readiness Survey would be fed into the process. Both management and UNISON agreed that a key outcome of the programme was a successful Council with highly motivated staff.

- Councillor Charles Margetts reported on the work of the Member Working Group overseeing 21<sup>st</sup> Century Council. A major aim of the working group was to retain key members of staff.
- How would the 21<sup>st</sup> Century Council programme team work with UNISON as the programme moved into Phase 2? Heather Thwaites reported that regular meetings had been held during Phase 1 and these would continue as the programme progressed.

### **Key Line of Enquiry 3 – IT**

Heather Thwaites confirmed that Phase 1 of the programme was now live and that the new supporting IT had worked successfully with very few problems.

### **Key Line of Enquiry 4 – Finances**

Members noted that Phase 1 of the programme had been delivered on budget and would achieve a saving of £2.1m.

### **Key Line of Enquiry 5 – Councillor Interactions**

Gary Cowan referred to the opportunities afforded by 21<sup>st</sup> Century Council to develop Member roles and improve lines of communication. Members felt that there was still a lack of clarity about the changing roles of Members as a result of the programme. Oliver Whittle confirmed that contact with Members was now stepping up in order to address this issue. Andy Couldrick confirmed that Phase 2 would include more discussions with Town and Parish Councils about the delivery of locality services. This may be a useful subject for further scrutiny by the Committee.

### **Key Line of Enquiry 6 – Risk Mitigation**

Members sought clarification on the management of key risks following developments such as the imminent departure of the Chief Executive and changes to the Council's Executive. Andy Couldrick confirmed that the programme would continue to run smoothly following his departures as the change programme had been co-owned and co-created by a team of people.

New processes and systems would be rigorously tested before going live. It was essential to develop suitable feedback mechanisms to ensure that residents could feed back on what worked and what didn't. All parties agreed that major changes such as 21<sup>st</sup> Century Council would encounter teething problems, but that these would be overcome.

In relation to the number of interim and agency staff being used, Heather Thwaites reported that these staff filled a number of roles. For example, when services were under review it was sensible to retain interim staff rather than incur redundancy costs as a result of service changes. Exit strategies were developed to ensure that the costs relating to interim staff were minimised.

The Chairman confirmed that final decisions had not yet been taken on an interim replacement for the Chief Executive.

**RESOLVED** That:

- 1) the witnesses be thanked for attending the meeting and answering Member questions on the 21<sup>st</sup> Century Council programme;
- 2) copies of the additional witness submissions and follow-up information be circulated to Members;
- 3) a summary of the lessons learnt from Phase 1 of the programme be circulated to Members;
- 4) the development of locality services and improved methods of communication between Members, Officers and residents be the subject of a further scrutiny session;
- 5) an update on the development of “21<sup>st</sup> Century Councillor” roles be circulated to Members.

**20. LOCAL PLAN UPDATE**

The Committee considered a report, Agenda pages 33 to 35, and a presentation which provided details of progress on the Local Plan Update. Appended to the report were the key lines of enquiry approved by the Chairman in advance of the meeting.

John Spurling, Growth and Delivery Manager, introduced the presentation which highlighted improvements in strategic development following the introduction of the Core Strategy in 2006. This had delivered the master planning of new developments (SDLs) and a significant increase in developer contributions per property from £5k to £28k. To date the Council had received £350m in S106 developer contributions and Community Infrastructure Levy.

John highlighted the community benefits arising from the Council’s approach such as new schools, neighbourhood centres and public open spaces. However, it was also apparent that developers had not built houses quickly enough and were now challenging the Council’s 5 Year Land Supply position at appeals. This pressure would continue to build until the updated Local Plan was in place. In order to address this issue the Council’s Executive would be considering a report at its meeting on 27 July 2017. The report would recommend the release of reserve sites to increase the current land supply position.

Councillor David Lee circulated a paper which set out progress relating to the Local Plan Update, viz:

- Issues and Options Consultation – completed;
- Call for sites to be included in the plan – completed but Wokingham BC sites can still be added;
- Desk top review of all submitted sites – ongoing;
- Master Planning on sites and review of housing numbers – September to October 2017;
- Preferred site options and draft policies consultation – Summer 2018;
- Submit updated Local Plan for Inspection - aiming for early 2019;
- Following Examination in Public and follow-up changes – plan goes live.

Members put questions to David Lee using key lines of enquiry set out in the report. These related to the implementation of the major steps in updating the Local Plan, the consultation process and the timescales involved. The following points were raised:

- What lessons have we learned from the development of the SDLs? David Lee commented that, with hindsight, it may have been better to ensure that big sites were allocated to a number of developers rather than just one. The Council was delivering significant improvements to local infrastructure but, as highlighted in the response to the public question earlier, it was not possible to build new roads in parts of the Borough. This meant that traffic congestion was becoming a major issue for local communities. One idea worth considering was the provision of circular buses which could take residents from new estates to town centres and transport hubs, thereby reducing the number of cars on our roads.
- Why were agreed planning conditions relaxed following decisions by the Planning Committee? David Lee stated that if conditions were agreed by the Committee they should be enforced. David suggested that Members notify him of any examples relating to the relaxation of conditions.

David Lee confirmed that he would be speaking to his counterparts in the other Berkshire unitaries in order to develop a joint approach to the Government about the actions of developers in relation to the 5 Year Land Supply.

**RESOLVED** That:

- 1) David Lee and John Spurling be thanked for attending the meeting and answering Member questions;
- 2) progress relating to the Local Plan Update be noted;
- 3) Members contact David Lee with examples relating to the relaxation of Planning conditions.

## **21. EXECUTIVE MEMBER UPDATES**

The Committee considered a report, set out at Agenda pages 37 to 39, which reminded Members of the earlier decision to hold discussions with Executive Members early in the municipal year. The aim of the discussions was to increase awareness of the key policy and service issues over the year ahead and to identify areas where Overview and Scrutiny could provide effective challenge and support. Members had agreed the principle that Overview and Scrutiny would add more value if it was proactive rather than reactive.

Two Executive Members were in attendance to give an outline of the challenges in the year ahead and to answer Member questions developed around the following key lines of enquiry:

- Development of new policies and amendments to existing policies;
- Structures to be used to support policy development, e.g. working parties;
- Planned consultations over the year ahead;
- Timescales for the completion of new policies and major service changes.

David Lee, Deputy Leader and Executive Member for Strategic Highways and Planning, addressed the Committee and provided an update based on the key lines of enquiry set out in the report. David referred to the discussion on the previous Agenda item which had covered a number of important areas of work for the year ahead.

David also updated Members on plans to review the Borough Design Guide. This would address issues such as road widths and the number of parking spaces required for new developments. The aim was to have an updated Design Guide in place by the end of the year. The process would be overseen by a small working group of Members.

Oliver Whittle, Executive Member for Finance, 21<sup>st</sup> Century Council, Internal Services and Human Resources addressed the Committee. Oliver stated that his portfolio was wide, including 21<sup>st</sup> Century Council, which was discussed earlier in the meeting. In relation to other areas Oliver was working to improving budget monitoring across the organisation. He was also reviewing the annual public budget engagement exercise with a move to an electronic consultation under consideration.

In relation to the Council's funding settlement, Oliver had already written to the Chancellor about the projected move to a negative revenue support grant. Linked to this, discussions were ongoing with the other Berkshire unitaries about the possibility of a pilot scheme relating to the retention of business rates.

Oliver was reviewing the Council's procurement process in order to strengthen Member oversight. He also had a watching brief in relation to Optalis, the Joint Waste Board and the Schools Forum.

In relation to budget monitoring, Members raised the issue of Capital projects. Some schemes were funded from the Capital budget whilst others were partly funded by income generation, such as leisure facilities. Oliver confirmed that he was looking at the development of better business cases and simplified financial information which would assist Executive Members and the Overview and Scrutiny Committees.

**RESOLVED** That:

- 1) Councillors Lee and Whittle be thanked for attending the meeting and answering Member questions;
- 2) progress on the key issues identified during the discussions be reported at a future meeting of the Committee.

## **22. CONSIDERATION OF THE CURRENT EXECUTIVE AND IEMD FORWARD PROGRAMMES**

The Committee considered a copy of the Executive Forward Programme and the Individual Executive Member Decision Forward Programme as set out on Agenda pages 43 to 49.

**RESOLVED:** That the Forward Programmes be noted.

## **23. COMMITTEE WORK PROGRAMMES**

The Committee considered its forward Work Programme and that of the Overview and Scrutiny Committees as set out on Agenda pages 51 to 61. Members also considered the

volume of work to be undertaken during the year and agreed that additional meetings should be included in the Council's meetings schedule.

**RESOLVED** That:

- 1) the forward Work Programmes be noted;
- 2) the number of Overview and Scrutiny Management Committee meetings during the year be increased from six to nine.

**24. UPDATE REPORTS FROM CHAIRMEN OR NOMINATED MEMBER OF THE OVERVIEW AND SCRUTINY COMMITTEES**

The Committee considered updates from the Chairmen of the Overview and Scrutiny Committees.

**RESOLVED:** That the updates be noted.

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|-----------------------------|---|
| <b>TITLE</b>                | <b>Leader and Executive Member Updates</b>                      |
| <b>FOR CONSIDERATION BY</b> | Overview and Scrutiny Management Committee on 20 September 2017 |
| <b>WARD</b>                 | None Specific   |
| <b>LEAD OFFICER</b>         | Andrew Moulton, Assistant Director, Governance                  |
| <b>LEAD MEMBER</b>          | Leader and Executive Member for Highways and Transport          |

## **OUTCOME / BENEFITS TO THE COMMUNITY**

Overview and Scrutiny is one of the checks and balances which ensure that the Council and its partners make and implement effective decisions.

Discussions between the Committee and Executive Members are aimed at developing greater understanding of key issues over the year ahead and identifying issues which can benefit from challenge and/or support from Overview and Scrutiny.

The outcome will be greater clarity on the challenges facing the Council and a more robust decision making process.

## **RECOMMENDATION**

The Committee is recommended to:

- 1) consider the submissions from the Leader and the Executive Member for Highways and Transport;
- 2) identify any issues which will benefit from challenge and/or support from the Overview and Scrutiny Committees over the year ahead.

## **SUMMARY OF REPORT**

As part of the Overview and Scrutiny work programme for 2017/18 Members have identified the benefit of discussions with the Council's Executive Members. The aim of the discussions is to increase awareness of the key policy and service issues over the year ahead and to identify areas where Overview and Scrutiny is available to provide effective challenge and support.

Members have agreed the principle that Overview and Scrutiny can add more value if it is proactive rather than reactive. This will be achieved if issues are scrutinised prior to implementation and emerging policies are considered at an earlier stage.

Councillors Haitham Taylor and Bowring have been invited to attend the meeting to discuss the key issues and policies to be considered in the next year.

## **Background**

As part of the Overview and Scrutiny work programme for 2017/18 Members have identified the benefit of early discussions with the Council's Executive Members. The Overview and Scrutiny Committees aim to facilitate this process by:

- considering issues which reflect local needs and concerns;
- prioritising topics for scrutiny which have the most impact or benefit;
- involving local residents and stakeholders;
- being flexible enough to respond to new or urgent issues.

The aim of the discussions with Executive Members is to increase awareness of the key policy and service issues over the year ahead and to identify areas where Overview and Scrutiny is available to provide effective challenge and support. Members have agreed the principle that Overview and Scrutiny can add more value if it is proactive rather than reactive. This will be achieved if issues are scrutinised prior to implementation and emerging policies are considered at an earlier stage.

Councillors Charlotte Haitham Taylor and Chris Bowring have been invited to attend the meeting to discuss their portfolios and the key issues to be considered in the next year.

### **Councillor Haitham Taylor is Leader of the Council**

The Leader's responsibilities include:

- Appointing Members to the Executive and making changes during the Municipal Year;
- Co-ordination of Strategy and overseeing the production of the Council Plan;
- Working with Executive Members to co-ordinate the Council's services and advising the Executive on progress against the Council's financial targets;
- Developing the Council's Communications and Marketing Strategy;
- Raising the Council's profile and promoting consultation, communication and participation with residents, community groups, businesses and the public sector;
- Overseeing the operation of Council-owned companies and their subsidiaries;
- Overseeing the Council's IT function.

### **Councillor Bowring is Executive Member for Highways and Transport**

This portfolio includes responsibility for:

- Production of the Council's Local Transport Plan and the Community, School and Subsidised Transport Strategy;
- Monitoring highway maintenance plans, including street scene and signage and winter road maintenance;

- Representing the Council on outside bodies and in negotiations with regional, national and Government bodies;
- Parking policy, implementation and management, including Civil Parking Enforcement (CPE);
- Provision of cost-effective home to school transport services;
- Liaison with train operating companies and Network Rail on strategic planning issues;
- Communication and media relations relating to Highways and Transport services.

Annex A contains the key lines of enquiry agreed by the Chairman and submitted to the Leader and Executive Member for Highways and Transport in advance of the meeting.

### **FINANCIAL IMPLICATIONS OF THE RECOMMENDATION**

***The Council faces severe financial challenges over the coming years as a result of the austerity measures implemented by the Government and subsequent reductions to public sector funding. It is estimated that Wokingham Borough Council will be required to make budget reductions in excess of £20m over the next three years and all Executive decisions should be made in this context.***

|                                   | How much will it Cost/ (Save) | Is there sufficient funding – if not quantify the Shortfall | Revenue or Capital? |
|-----------------------------------|-------------------------------|---|---------------------|
| Current Financial Year (Year 1)   | NA                            | NA  | NA                  |
| Next Financial Year (Year 2)      | NA                            | NA  | NA                  |
| Following Financial Year (Year 3) | NA                            | NA  | NA                  |

#### **Other financial information relevant to the Recommendation/Decision**

To be considered as part of the discussions.

#### **Cross-Council Implications**

The roles of Leader and Executive Member for Highways and Transport impact on a wide range of areas which have an impact across the organisation and the Borough

#### **List of Background Papers**

NA

|                                   |   |
|-----------------------------------|---|
| <b>Contact</b> Neil Carr          | <b>Service</b> Democratic Services      |
| <b>Telephone No</b> 0118 974 6058 | <b>Email</b> neil.carr@wokingham.gov.uk |
| <b>Date</b> 8 September 2017      | <b>Version No.</b> 1                    |

**Key Lines of Enquiry**  
**Charlotte Haitham Taylor – Leader of the Council**

***Introduction***

In order to assist the committee in their discussions we have created some indications on the lines of questioning we wish to pursue. These are not exclusive and we reserve the right to look at any other areas which emerge during the discussion. It would be helpful to the operation of the Committee if all answers are as brief as possible.

**Presentations**

In line with good custom and practice for other councils presentations are not allowed during the meeting but they can be circulated in advance if considered to be helpful for our discussions.

**Line 1 – Remit**

The remit of the Leader and the Executive is documented in the Constitution. It is not particularly clear in the current Constitution exactly what specific “point” responsibilities the Leader has. Almost all the sections of 5.2.6 refer to things like “working with”, “overseeing”, “ensuring that there is an appropriate level...”and so on. There are many leadership models ranging from strong hands on to total delegation. Can the leader clarify what leadership model she is operating under and what specific areas she feels directly responsible for?

**Line 2 – Priorities**

Can you please clarify exactly what your priorities are for the next two years? In answering can you explain why you have chosen these and what your plan is to address them?

**Line 3 – Communications with Councillors**

Increasingly there are many comments from councillors that they feel “by passed” by officers when actions are currently underway. There are many examples where councillors are informed of things after they have happened or not informed at all. Whilst this appears to occur across the Council, Highways appear to be the one service that continually crops up. Councillors should be considered as a valuable asset in keeping their residents informed of what is occurring in their ward. Can the Leader comment on this and, if she agrees, what remedies are being put in place?

**Line 4 – Town Centre Regeneration**

Wokingham Town Centre regeneration is now well under way which will ultimately bring benefits to all residents. However, other towns in the Borough do have their own needs especially around capital investment. Costs for the Wokingham regeneration have continually increased and been accepted without much public scrutiny. Can the Leader please comment on these points especially around the investment elsewhere and the increasing costs?

**Line 5 – Budgeted Savings**

Can the Leader please comment on whether the budgeted savings are likely to be achieved? If any are unlikely to be achieved can the Leader please clarify what steps are planned to rectify this.

## **Line 6 – Independent Remuneration Panel & Executive**

With the impending report of the new IRP due in November can the Leader please clarify their views on the size of the Executive (which has increased by two), multiple SRAs and the interaction between Fire Authority, NED & SRA payments?

## **Key Lines of Enquiry**

### **Chris Bowring - Executive Member for Highways and Transport**

#### **Introduction**

In order to assist the Committee in their discussions we have created some indications on the lines of questioning we wish to pursue. These are not exclusive and we reserve the right to look at any other areas which emerge during the discussion. It would be helpful to the operation of the Committee if all answers are as brief as possible.

#### **Presentations**

In line with good custom and practice for other councils presentations are not allowed during the meeting but they can be circulated in advance if considered to be helpful for our discussions.

#### **Line 1 – Communications**

Highways, in particular, are one of those services that residents see instantly as they try and navigate holdups in the road network. For some time now Councillors have been blindsided by actions taken on the roads without any advanced notice. As Councillors are usually the first port of call for questions by residents this lack of information has led to extreme frustration by residents as they expect their local Councillor to know. It is also an inefficient way to operate as with the information Councillors can help to stop residents contacting the Council as they can be the line of information. Can you inform the Committee what is being done about this lack of information?

#### **Line 2 - Policies**

Can you please inform the Committee of any creation or deletion of policies for the next fiscal year? Can you also cover any planned amendments of existing policies for the next fiscal year?

#### **Line 3 – Arrangements**

Can you please inform the Committee of how you plan to develop these over the next fiscal year? Will backbenchers be involved – e.g. a working party? Will this involvement be cross party? If a working party will the chairman be independent?

#### **Line 4 – Consultation**

Can you please inform the committee of any consultations planned for any of these?

#### **Line 5 – Timescales**

Whilst accepting that timescales have to be flexible what is the target completion of these activities? If there are any intermediate steps (e.g. consultations) can you include them in the timescales.

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|                             |   |
|-----------------------------|---|
| <b>TITLE</b>                | <b>Council Plan Performance Monitoring – Q1 2017/18</b> |
| <b>FOR CONSIDERATION BY</b> | Overview & Scrutiny on 20 September 2017                |
| <b>WARD</b>                 | None Specific   |
| <b>DIRECTOR</b>             | Graham Ebers, Director of Corporate Services            |

**OUTCOME / BENEFITS TO THE COMMUNITY**

Accountability and transparency of the delivery of key council priorities and to inform decision making.

**RECOMMENDATION**

Note the latest performance indicators and major projects.

**SUMMARY OF REPORT**

**The areas of performance are reported as follows**

The direction of travel is overall positive (+11) There are 20 indicators that showed better performance than the previous quarter and 9 indicators that showed a worse performance.

**Indicators with a RED rating are:**

- % Children in care at the end of the period who were in a placement more than 20 miles from their home (excluding unaccompanied asylum seeking children, children placed with parents and children in receipt of short breaks support).
- Permanency 1: % of children leaving care who achieved permanence (adopted, returned home or a special guardianship order is granted).
- % CP Visits due in the period which were on-time (within 10 days of the previous visit).
- Shinfield Eastern Relief Road

**Indicators with an AMBER rating are:**

- % Looked After Children living within 20 miles of Berkshire West – Geographical area of Reading, Wokingham and West Berkshire (excluding unaccompanied asylum seeking children, children placed with parents and children in receipt of short breaks support).
- Number of initial carers assessments completed
- % Primary Schools with a Current Ofsted Rating of “Good” or better
- % Secondary Schools with a current Ofsted rating of “good” or better
- Children who attend a Wokingham school (Primary, Secondary or Special) who are at a school with an Ofsted rating of “good” or better.

- Kgs of residual household waste per household per annum – *The kgs of residual waste that are NOT sent for recycling eg. Waste to energy*
- Phoenix Avenue
- Percentage of household waste reuse, recycling and composting
- Five year housing supply
- Nine Mile Ride Extension (South)
- Lower Earley Way Dualling
- California Cross Roads
- Business Rates collection
- Rents collection
- Return on Investments
- % of successfully defended appeal decisions (dismissed)
- Number of opportunities (new employment, apprenticeships and graduate posts) negotiated through ESPs
- The % of calls answered

**Changes to the performance indicators/targets for 2017/18.**

The changes to the performance indicators and targets for 2017/18 are recorded in Appendix B – Council Plan Monitoring Report Changes in Indicators 2017-18.

**Background**

The Council plan and the Council Plan Update set out the Council’s principles and priorities. This Council Plan Performance Monitoring Report shows the Council’s performance across 48 performance indicators and 19 key projects.

This report covers the first Quarter (April – June) of 2017/2018

As the first report of the financial year the indicators have been refreshed to ensure they remain relevant, and where appropriate, they have been updated.

**Analysis of Issues**

The report shows the overall performance of the council against its performance indicators and its key projects. The report details the targets for each indicator, provides a comparator benchmark for the previous year’s actual performance and the actual performance in the first quarter.

Each indicator and project is assigned a RAG (Red, Amber, Green status) which defines whether the indicator is on target (Green), close to target (Amber) or missing the target (Red). These statuses are defined within the target.

Each indicator and project has a direction of travel which records how the indicator or project has changed since the previous update (normally quarterly but some indicators are annual). Indicators and projects are allocated to a Director and the lead Executive Member.

Each indicator or project has a commentary which details further information related to that indicator or project. This narrative enables the reader to understand the data and explains any variances and actions being taken.

### **FINANCIAL IMPLICATIONS OF THE RECOMMENDATION**

***The Council faces severe financial challenges over the coming years as a result of the austerity measures implemented by the Government and subsequent reductions to public sector funding. It is estimated that Wokingham Borough Council will be required to make budget reductions in excess of £20m over the next three years and all Executive decisions should be made in this context.***

|                                   | How much will it Cost/ (Save) | Is there sufficient funding – if not quantify the Shortfall | Revenue or Capital? |
|-----------------------------------|-------------------------------|---|---------------------|
| Current Financial Year (Year 1)   | N/A                           | N/A   | N/A                 |
| Next Financial Year (Year 2)      | N/A                           | N/A   | N/A                 |
| Following Financial Year (Year 3) | N/A                           | N/A   | N/A                 |

#### **Other financial information relevant to the Recommendation/Decision**

None

#### **Cross-Council Implications** (how does this decision impact on other Council services, including properties and priorities?)

This report covers the whole of the council's operations.

#### **Reasons for considering the report in Part 2**

None

#### **List of Background Papers**

Appendix A – Council Plan Monitoring Report Q1 2017-2018

Appendix B – Council Plan Monitoring Report Changes in Indicators 2017-18

|                                 |  |
|---------------------------------|--|
| <b>Contact</b> Paul Ohsan Ellis | <b>Service</b> Strategy & Commissioning  |
| <b>Telephone No</b> Ext 6096    | <b>Email</b><br><a href="mailto:paul.ohsan.ellis@wokingham.gov.uk">paul.ohsan.ellis@wokingham.gov.uk</a> |
| <b>Date</b> 23/08/2017          | <b>Version No.</b> v1.0  |

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# Community



Look after vulnerable people

## Key Indicators

| Indicator   | Target (plus target range for RAG)  | 16/17 Actual | 17/18 Qtr. 1 Actual      | RAG          | Direction of Travel (Better/Worse/No change) | Director / Executive Member     | Commentary |
|---|---|--------------|--------------------------|--------------|--|---------------------------------|------------|
| % referrals in 17/18 which are repeat referrals within 12 months of a previous referral to Children's Social Care                         | <b>20% or Less</b><br><b>Green:</b> 20% or less<br><b>Amber:</b> 20.1% to 22%<br><b>Red:</b> Over 22% | 21.3%        | 16.6%                    | <b>Green</b> | Better                                       | Judith Ramsden/<br>Mark Ashwell |            |
| % Children who became subject of a Child Protection Plan (CPP) who are subject to a CPP for a second or subsequent time within 24 months. | <b>Less than 10%</b><br><b>Green:</b> Less than 10%<br><b>Amber:</b> 10 – 15%<br><b>Red:</b> Over 15% | 18.9%        | 4%<br>(1 of 25 children) | <b>Green</b> | Better                                       | Judith Ramsden/<br>Mark Ashwell |            |

# Community



| Indicator  | Target (plus target range for RAG)   | 16/17 Actual | 17/18 Qtr. 1 Actual       | RAG   | Direction of Travel | Director / Executive Member     | Target (plus target range for RAG)  |
|--|--|--------------|---------------------------|-------|---------------------|---------------------------------|---|
| % Children who became subject of a Child Protection Plan for a second or subsequent time ever  | <b>20% or less</b><br><br>Green: 20% or less<br>Amber: 21-30%<br>Red: Over 30% | 34.8%        | 20% (5 of 25 children)    | Green | Better              | Judith Ramsden/<br>Mark Ashwell | Following a sample review of these cases in spring 2017 a more robust approach is being taken where PLO is being considered as opposed to another period of child protection planning.  |
| % Looked After Children living within 20 miles of Berkshire West -- Geographical area of Reading, Wokingham and West Berkshire (excluding unaccompanied asylum seeking children, children placed with parents and children in receipt of short breaks support) | <b>70%</b><br><br>Green: 70% or more<br>Amber: 64-69.9%<br>Red: Less than 64%  | 61.2%        | 64.1% (41 of 64 children) | Amber | Better              | Judith Ramsden/<br>Mark Ashwell | This figure will continue to be below target until local capacity is developed and new entrants into care are consistently placed locally. We would not move already settled children to local placements in order to meet this target.<br><br>11 of those children living beyond 20 miles are placed in residential settings.<br><br>Of those children in fostering placements, 76% are placed within 20 miles of Berkshire West. Of those children in non-fostering placements, 21% are placed within 20 miles of Berkshire West. |

# Community



| Indicator   | Target (plus target range for RAG)  | 16/17 Actual           | 17/18 Qtr. 1 Actual       | RAG   | Direction of Travel | Director / Executive Member     | Target (plus target range for RAG)   |
|---|---|------------------------|---------------------------|-------|---------------------|---------------------------------|--|
| % Children who <u>entered Care in the period</u> who were placed more than 20 miles from their home (excluding unaccompanied asylum seeking children, children placed with parents and children in receipt of short breaks support)           | <b>14% or less</b><br><br>Green: 14% or less<br>Amber: 15% to 25%<br>Red: Over 25%  | 19% (4 of 21 children) | 11% (1 of 9 children)     | Green | Better              | Judith Ramsden/<br>Mark Ashwell | One child was placed in an emergency placement over 20 miles from their home for one night. They were then moved to a placement in the Wokingham area the following day.   |
| % Children <u>in care at the end of the period</u> who were in a placement more than 20 miles from their home (excluding unaccompanied asylum seeking children, children placed with parents and children in receipt of short breaks support) | <b>35% or less</b><br><br>Green: 35% or less<br>Amber: 35.1 to 40%<br>Red: Over 40% | 40%                    | 42.2% (27 of 64 children) | Red   | Worse               | Judith Ramsden/<br>Mark Ashwell | This figure will continue to be below target until local capacity is developed and new entrants into care are consistently placed locally. We would not move already settled children to local placements in order to meet this target. As the indicator above shows, almost all children entering care in quarter 1 2017-18 have been placed within 20 miles of their home. |

# Community



| Indicator  | Target (plus target range for RAG)  | 16/17 Actual                 | 17/18 Qtr. 1 Actual        | RAG   | Direction of Travel (Better/ Worse/ No change) | Director / Executive Member     | Commentary  |
|--|---|------------------------------|----------------------------|-------|--|---------------------------------|---|
| Permanency 1:<br>% of children leaving care who achieved permanence (adopted, returned home or a special guardianship order is granted)            | <b>65% or more</b><br><br>Green: 65% or more<br>Amber: 60% to 64.9%<br>Red: Less than 60% | 61.3%<br>(19 of 31 children) | 10%<br>(1 of 10 children)  | Red   | Worse  | Judith Ramsden/<br>Mark Ashwell | All the 9 children who did not achieve permanence were care leavers who reached their 18 <sup>th</sup> Birthday in Q1. Of these, 4 are “staying put” with their foster carers, 3 moved into independent living accommodation and 2 moved into Residential Care commissioned by Adults’ Social Care.   |
| Permanency 2:<br>% of children currently in non-residential care who have been in care for more than three months who are in a permanent placement | <b>63% or more</b><br><br>Green: 63%<br>Amber: 57 to 62%<br>Red: Less than 57%            | 63.0%                        | 75%<br>(39 of 52 children) | Green | Better   | Judith Ramsden/<br>Mark Ashwell | 39 children are in permanent placements with their foster carers; all have been placed for longer than 12 months (one for 7 years). Of the remaining 13 children: 2 left care to be adopted, 1 turned 18 and is in a staying-put arrangement with the same foster carer; 4 are asylum seekers in their original foster homes with no moves, but cannot be classed as permanent due to immigration status; 2 have an LA plan to support SGO to relative who they have been placed with throughout; 1 further child had their LA plan for adoption ready within 4 months and is awaiting the court outcome; 2 children are with the foster carers that they will stay with post proceedings; 1 child’s LA plan is adoption but they are still in proceedings. |

# Community



| Indicator  | Target (plus target range for RAG)   | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG   | Direction of Travel (Better/ Worse/ No change) | Director / Executive Member              | Commentary  |
|--|--|--------------|---------------------|-------|--|--|---|
| 29<br>% CP Visits due in the period which were completed on-time (within 10 days of the previous visit). | <b>82%</b><br><b>Green:</b> 82% or more<br><b>Amber:</b> 78% to 81.9%<br><b>Red:</b> Less than 78% | 79.3%        | 76.4%               | Red   | Worse  | Judith Ramsden/<br>Mark Ashwell          | 97.4% of visits took place within 15 working days of the previous visit. Where Social Workers are having difficulty accessing children, all appropriate and proportionate steps are taken to safeguard the child in accordance with the level of risk and the child's plan. |
| Percentage of reablement packages of care ceased in the period where reablement was successful           | <b>Green:</b> 70% or more<br><b>Amber:</b> 60% to 69.9%<br><b>Red:</b> Less than 60%               | 70.8%        | 94.1%               | Green | Better   | Judith Ramsden /<br>Julian McGhee-Sumner |   |

# Community



| Indicator   | Target (plus target range for RAG)   | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG          | Direction of Travel (Better/ Worse/ No change) | Director / Executive Member             | Commentary  |
|---|--|--------------|---------------------|--------------|--|---|---|
| The proportion of people who use services who feel safe (reported from the annual Adult Social Care User Experience Survey – ASCOF measure 4A)                  | <b>Improvement</b><br><br><b>Green:</b> 73% or more<br><b>Amber:</b> 67 to 72.9%<br><b>Red:</b> Less than 67%                              | 70%          | NA                  | NA           | NA   | Judith Ramsden/<br>Julian McGhee-Sumner | Annual indicator. Quarterly data not available  |
| Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population (ASCOF measure 2A(2)) | <b>Reduction</b><br><b>Green:</b><br><b>Amber:</b><br><b>Red:</b><br>Target to be confirmed. This will be the BCF target agreed with WISP. | 444.5        | 68.66               | <b>TBC</b>   | Better   | Judith Ramsden/<br>Julian McGhee-Sumner | Target to be confirmed. This will be the BCF target agreed with WISP.<br><br>Comparative data for reference:<br>South East 2015-16: 576.6<br>England 2015-16: 628.2 |
| Delayed Transfers of Care (DTOC) - Total number of hospital delayed days  | <b>Green:</b> Less than 4,116 Apr 17 – Mar 18<br><br>Less than 1,029 a quarter   | 3,751        | 744                 | <b>Green</b> | Better   | Judith Ramsden/<br>Julian McGhee-Sumner |   |

# Community



| Indicator  | Target (plus target range for RAG)   | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG   | Direction of Travel (Better/Worse/ No change) | Director / Executive Member             | Commentary  |
|--|--|--------------|---------------------|-------|---|---|---|
| Number of initial carers assessments completed<br><br>31   | <b>Increase to 215 for 2017-18 (53 a quarter)</b><br><br>Green: 53 or more<br>Amber: 42 to 52<br>Red: Less than 42 | 213          | 43                  | Amber | Worse   | Judith Ramsden/<br>Julian McGhee-Sumner | Carers assessments are always offered if a carer has been identified when assessing the cared-for, however, take up is often low. Operational managers are reviewing how the assessment is offered by practitioners to increase the chances of it being accepted. |
| The proportion of adults with a learning disability who live in their own home or with their family (ASCOF measure 1G) | Green: 79% or more<br>Amber: 75 to 78.9%<br>Red: Less than 75%   | 78%          | 79.3%               | Green | Better  | Judith Ramsden/<br>Julian McGhee-Sumner |   |

# Community



| Indicator                         | Target (plus target range for RAG)  | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG          | Direction of Travel (Better/Worse/No change) | Director / Executive Member      | Commentary |
|-----------------------------------|---|--------------|---------------------|--------------|--|----------------------------------|------------|
| Leisure Centre Attendance Numbers | <b>Increase by 2% to 860,092.56 (215,023 per quarter)</b><br><br>Green – 215,023 or over<br>Amber – 150,000 – 215,023<br>Red – 150,000 or below | 843,228      | 225,099             | <b>Green</b> | No Change                                    | Judith Ramsden /Norman Jorgensen |            |

# Community



| Indicator   | Target (plus target range for RAG)   | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG          | Direction of Travel (Better/ Worse/ No change) | Director / Executive Member         | Commentary  |
|---|--|--------------|---------------------|--------------|--|-------------------------------------|---|
| Percentage of housing stock which meets decent homes standard (Percentage of stock that meet the Decent Homes standard - with Gorse Ride South and Tape Lane properties excluded) | <b>100%</b><br>90-100% is <b>Green</b> .<br>70-80% is <b>Amber</b> .<br><70% is <b>Red</b> . | 98%          | 99%                 | <b>Green</b> | Better   | Graham Ebers / Julian McGhee-Sumner | At the end of the first quarter the Decency percentage rose one percent to 99%, with 38 homes yet to meet the standard. |

# Community



| Indicator  | Target (plus target range for RAG)  | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG          | Direction of Travel (Better/Worse/ No change) | Director / Executive Member         | Commentary   |
|--|---|--------------|---------------------|--------------|---|-------------------------------------|--|
| 34<br>% of formal Homelessness decisions (Part VII of the Housing Act 1996) in the quarter that are made within 45 working days and at the snapshot count at the end of each quarter % of initial emergency temporary accommodation placements for families made out of Borough (OBP). | 70% within 45 days<br><br>(higher is better)<br>70-100% is <b>Green</b><br>50-70% is <b>Amber</b><br><50% is <b>Red</b> |              | 93%                 | <b>Green</b> | Better  | Graham Ebers /Julian McGhee-Sumner  | The achievement of 93% is due to the Homelessness Service committing extra time (in the face of a staff vacancy, now almost filled) to making decision as quickly as possible. In this quarter, the (no fault) end of Assured Shorthold Tenancy and Parental Eviction featured mainly as the reason for homelessness.  |
|  | </=60% (OBP)<br>(lower is better)<br><br>0-60% = <b>Green</b><br>60-70% = <b>Amber</b><br>70%+ = <b>Red</b>             |              | 47%                 | <b>Green</b> | Better  | Graham Ebers / Julian McGhee-Sumner | Although still green, the increase relates to the large number of decisions that were made in the quarter (which usually result in a B&B placement). However, the continued on-target figures reflect the ongoing emphasis on creative solutions together with the slight increase in available alternatives and our ongoing strategic aim to provide more local temporary accommodation |

# Community



| Major Projects                                   |                           |       |  |   |   |
|--|---------------------------|-------|--|---|---|
| Project  | Estimated Completion Date | RAG   | Direction of Travel (Better/ Worse/ No change) | Director / Executive Member             | Commentary  |
| Fosters  | October 2017              | Green | No change                                      | Judith Ramsden/<br>Julian McGhee-Sumner |   |
| 35<br>Integration with Health (Better Care Fund) | TBC                       | Green | No change                                      | Judith Ramsden/<br>Julian McGhee-Sumner | 19/07/17 -Non elective admissions (NEL) in 16/17 are 12,784, which is 1% better than the plan. Nurse led Rapid Response commenced in September producing a strong performance in the avoidance success. Step Up facility in Wokingham Community Hospital is being planned for 17/18 to drive more NEL avoidance. Permanent placements in care have fallen by 15 placements compared with the start of the year. Delayed Transfer of care from hospital has improved by 7% year on year. There is a challenge to increase reablement capacity, to look at criteria and skill mix, with recruitment and sustainability of the care market is a focus moving into the year. Graduation has been applied for, to be announced in the Autumn. The 2017 spring budget DCLG additional ASC funding (iBCF) of £169k will support DTOC and sustainability of care market. Phase 2 for the hub is delayed and now forms part of Phase 2 of the 21 <sup>st</sup> Century Council. equipment/staff on hand. 3 <sup>rd</sup> quarter report for delayed transfer figures has Wokingham RAG rated green; WISH |

# Community



|  |  |  |  |  |   |
|--|--|--|--|--|---|
|  |  |  |  |  | <p>service progressing well. Reviewed CHASC PID has been agreed in principle by partner agency boards, final amendments are being made prior to submission at HWBB in February for final approval and progression of this scheme. Integrated Hub progressing to phase 2 for WBC (transfer of additional comms – emails, faxes). Slough target implementation date of April 2017, commencing with GP referrals to the Hub.</p> |
|--|--|--|--|--|---|

# Community



## Improve health, wellbeing and quality of life

| Key Indicators  |   |                |                     |              |  |  |  |
|---|---|----------------|---------------------|--------------|--|--|--|
| Indicator   | Target (plus target range for RAG)  | 16/17 Actual   | 17/18 Qtr. 1 Actual | RAG          | Direction of Travel (Better/ Worse/ No change) | Director / Executive Member            | Commentary   |
| Number of cycle trips on the A329 corridor (LSTF project investment area)<br>37 | 11%<br><br>=> 11% = <b>Green</b><br>6%-11% = <b>Amber</b><br><= 6% = <b>Red</b> | 16105<br>0.17% | 18357<br>14.2%      | <b>Green</b> | Better   | Josie Wragg /Chris Bowring & David Lee | Base year 2013 shows 16077 cycle trips.<br>2017 data shows 18357 cycle trips, this is a 14.2% increase over base<br><br><b>This is a yearly survey</b> |

# Community



## Improve educational attainment and focus on every child achieving their potential

| Key Indicators   |   |                           |                     |       |  |                                 |   |
|--|---|---------------------------|---------------------|-------|--|---------------------------------|---|
| Indicator  | Target (plus target range for RAG)  | 16/17 Actual              | 17/18 Qtr. 1 Actual | RAG   | Direction of Travel (Better/ Worse/ No change) | Director / Executive Member     | Commentary  |
| 38<br>% Primary Schools with a Current Ofsted Rating of "Good" or better | <b>Improvement</b><br>Green: Improvement or 100%<br>Amber: Less than 100% but No Change<br>Red: Deterioration | 92% (as at 31 March 2017) | 92%                 | Amber | No Change                                      | Judith Ramsden/<br>Mark Ashwell | Inspection outcomes published in Q1:<br><br>No change in % in quarter 1 despite one school achieving a first inspection outcome of Good (Wheatfield Primary School has only 60 pupils). |

# Community



| Indicator  | Target (plus target range for RAG)  | 16/17 Actual               | 17/18 Qtr. 1 Actual | RAG          | Direction of Travel (Better/ Worse/ No change) | Director / Executive Member     | Commentary   |
|--|---|----------------------------|---------------------|--------------|--|---------------------------------|--|
| % Secondary Schools with a current Ofsted rating of "good" or better<br><br>39 | <b>Improvement</b><br><b>Green:</b> Improvement or 100%<br><b>Amber:</b> No Change compared to previous quarter<br><b>Red:</b> Deterioration compared to previous quarter | 89% (as of 31 March 2017)  | 89%                 | <b>Amber</b> | No change                                      | Judith Ramsden/<br>Mark Ashwell | Inspection outcome published in Q1:<br><br>Emmbrook Senior School: Good, previously Good |
| % Special Schools with a current Ofsted rating of "good" or better             | <b>Improvement</b><br><b>Green:</b> Improvement or 100%<br><b>Amber:</b> No Change compared to previous quarter<br><b>Red:</b> Deterioration compared to previous quarter | 100% (as at 31 March 2017) | 100%                | <b>Green</b> | No change                                      | Judith Ramsden/<br>Mark Ashwell | No inspection outcomes published in Q1   |

# Community



| Indicator  | Target (plus target range for RAG)   | 16/17 Actual              | 17/18 Qtr. 1 Actual | RAG   | Direction of Travel (Better/ Worse/ No change) | Director / Executive Member     | Commentary  |
|--|--|---------------------------|---------------------|-------|--|---------------------------------|---|
| Children who attend a Wokingham school (Primary, Secondary or Special) who are at a school with an Ofsted rating of “good” or better<br><br>40 | <b>Improvement</b><br><br>Green: Improvement or 100%<br>Amber: No Change compared to previous quarter<br>Red: Deterioration compared to previous quarter | 89% (as of 31 March 2017) | 89%                 | Amber | No change                                      | Judith Ramsden/<br>Mark Ashwell | No change in % in quarter 1 despite one school achieving a first inspection outcome of Good (Wheatfield Primary School has only 60 pupils). |

# Community



| Major Projects                          |                           |       |  |                             |  |
|---|---------------------------|-------|--|-----------------------------|--|
| Project                                 | Estimated Completion Date | RAG   | Direction of Travel (Better/Worse/No change) | Director / Executive Member | Commentary   |
| Secondary School in the South<br><br>41 | September 2017            | Green | No change                                    | Josie Wragg / Mark Ashwell  | Building works completed and property handed over to Bohunt Trust. |

# Community



| Provide affordable homes   |   |              |                     |       |  |   |   |
|--|---|--------------|---------------------|-------|--|---|---|
| Key Indicators   |   |              |                     |       |  |   |   |
| Indicator  | Target (plus target range for RAG)              | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG   | Direction of Travel (Better/Worse/No change) | Director/Executive Member                         | Commentary  |
| Number of affordable dwellings permitted (including where an offsite contribution received) (annual)<br>42 | Green 200<br>Amber 180-199<br>Red less than 180 | 337          | 41                  | Green | No change                                    | Graham Ebers / Julian McGhee-Sumner / Simon Weeks | The target within the new Housing Strategy 2015 – 2018 is to complete 1000 new affordable homes in the next 3 years. Figure is for new permissions granted (i.e. outline and full). |

# Community



| Indicator   | Target (plus target range for RAG)  | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG   | Direction of Travel (Better/ Worse/ No change) | Director/ Executive Member          | Commentary  |
|---|---|--------------|---------------------|-------|--|-------------------------------------|---|
| Number of affordable dwellings completed (annual)<br><br>43 | <b>372</b><br><br>Green – 300 or above<br>Amber – between 150 to 299 completions<br>Red – below 150 completions | 212          | 57                  | Green | Better   | Graham Ebers / Julian McGhee-Sumner | <p>There have been 57 affordable housing completions in quarter 1. A good number of developments are expected to complete this year including extra care schemes at Fosters and Bulmershe and WHL schemes including Phoenix Avenue, therefore we have increased the target to 372 (our target last year was 230).</p> <p>These figures are based on the most up to date information which is provided by RPs, who are in turn informed by developers. Whilst we closely monitor this data and meet with RPs each quarter to discuss development programmes, slippage can occur.</p> <p>Our target within the 2015 – 18 Housing Strategy is for 1000 affordable housing completions. Should there be a number of additional windfall sites coming forward we could still meet this target.</p> |

# Community



| Major Projects                             |                           |       |   |                                    |   |
|--|---------------------------|-------|---|------------------------------------|---|
| Project                                    | Estimated Completion Date | RAG   | Direction of Travel (Better/Worse/ No change) | Director / Executive Member        | Commentary  |
| Phoenix Avenue (formerly Eustace Crescent) | Spring/Autumn 2017        | Amber | Worse   | Graham Ebers /Julian McGhee-Summer | <p>The first 22 units were delivered in May 2017, with the remainder being delivered over the summer/early autumn.</p> <p>Note that the final units may not be available until early October, rather than late August as previously expected.</p> |

# Place



45

| Key Indicators   |                                    |              |                     |       |  |                                |  |
|--|------------------------------------|--------------|---------------------|-------|--|--------------------------------|--|
| Indicator  | Target (plus target range for RAG) | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG   | Direction of Travel (Better/Worse/No change) | Director /Executive Member     | Commentary   |
| Kgs of residual household waste per household per annum – <i>The kgs of residual waste that are NOT sent for recycling eg. Waste to energy</i> | 665 = G<br>680 = A<br>700 = R      | 696 kgs      | 688 kgs             | Amber | Better                                       | Josie Wragg / Norman Jorgensen | Estimated annual performance shows an improvement. |
| Percentage of household waste reuse, recycling and composting  | 42% = G<br>40% = A<br>39% = R      | 38.91%       | 41.10%              | Amber | Better                                       | Josie Wragg/ Norman Jorgensen  | Annual performance shows an improvement.           |

# Place



46

| Major Projects   |                           |       |  |                              |  |
|--|---------------------------|-------|--|------------------------------|--|
| Project  | Estimated Completion Date | RAG   | Direction of Travel (Better/Worse/No change) | Director / Executive Member  | Commentary   |
| <p><b>Street Lighting Upgrade Project:</b><br/>                     Joint procurement with Slough and Reading BC's to replace approx. 8100 aging WBC street lighting columns and install more than 12,500 low energy LED lanterns, approx. 5200 of which on existing columns. The project also includes approx. 2300 conversions of recently installed lanterns from traditional lamps to LED's. The successful contractor is Volker Highways. The project includes relevant WBC non-highway street lighting assets and the Town and Parish Councils, who own street lighting, are being given the opportunity to be included. 70% of the project will be funded by a DfT Challenge Fund grant - up to £8.12m.</p> | March 2018                | Green | No Change                                    | Josie Wragg / Chris Bowering | The project is proceeding well with 81% (4186) of Lantern Replacements completed and 27% (2190) of Column Replacements completed. To match resource levels and the works in the other two boroughs, the contractor has "front loaded" the WBC project with lantern replacement work and is expecting to have the majority of these done in the early part of 2017/18. Column replacements will continue to the end of the project in March 2018. Both are currently on target. Heritage style units have now been included in the project. Of the 14 Town & Parish Councils that own street lighting 1 is not likely to be relevant for the project (Remenham), 1 has currently only expressed an interest to participate (Earley) and 12 have confirmed the works they wish to be included. The Comms Plan is being |

# Place



|  |  |  |  |  |   |
|--|--|--|--|--|---|
|  |  |  |  |  | implemented and a project specific web page is available on the WBC Web Site. |
|--|--|--|--|--|---|

## Ensure strong sustainable communities that are vibrant and are supported by well-designed development

| Key Indicators              |   |              |                     |       |  |                             |   |
|-----------------------------|---|--------------|---------------------|-------|--|-----------------------------|---|
| Indicator                   | Target (plus target range for RAG)                                  | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG   | Direction of Travel (Better/Worse/No change) | Director / Executive Member | Commentary  |
| 4/ Five year housing supply | <b>100%</b><br>100% = Green<br>98.5% = Amber<br>98% and below = Red | 98.5%        | 98.5%               | Amber | No change                                    | Josie Wragg / David Lee     | The latest housing land supply statement was published in June 2017, which provided an up to date position as of 31 March 2017.<br>In three recent appeals (Stanbury House, Park Lane and Broughton), the housing need was increased. The council maintains its position of having a five year housing land supply against the OAN as set out in the SHMA and this can be seen in the 31 March 2017 Five Year Housing Land Supply Statement. The supply against the level of need concluded by the appeal Inspectors is marginal, being just under 5 years.<br>At the July Executive, the council is considering the release of allocated |

# Place



|  |  |  |  |  |  |  |  |   |
|--|--|--|--|--|--|--|--|---|
|  |  |  |  |  |  |  |  | reserve sites and another site to help boost the housing land supply position. The government are scheduled to consult on a new standard methodology for calculating housing need on or before the 20 July. The implications are currently unknown. |
|--|--|--|--|--|--|--|--|---|

# Place



49

| Indicator   | Target (plus target range for RAG)       | 16/17 Actual      | 17/18 Qtr. 1 Actual  | RAG | Direction of Travel (Better/Worse/No change) | Director / Executive Member | Commentary          |
|---|--|-------------------|--|-----|--|-----------------------------|---------------------|
| New Homes Survey which is monitored annually - % satisfied with their new home (annual) | 80%<br>Amber – 70-79%<br>Red – below 70% | 84% (2017 survey) | Survey is completed annually – next survey is due early 2018 | N/A | N/A  | Josie Wragg / Simon Weeks   | Completed annually. |

# Place



50

| Indicator                                    | Target (plus target range for RAG)   | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG          | Direction of Travel (Better/Worse/No change) | Director / Executive Member | Commentary   |
|--|--|--------------|---------------------|--------------|--|-----------------------------|--|
| % of S106 which is allocated against schemes | <p><b>Green</b> 90% &amp; above</p> <p><b>Amber</b> 80% to 89%</p> <p><b>Red</b> Below 80%</p> | 98%          | 96% (Q4 2016 98%)   | <b>Green</b> | Worse  | Josie Wragg / Simon Weeks   | Q1 allocation marginally lower than previous quarter but target still overachieved |

# Place



## Tackle traffic congestion in specific areas of the Borough

### Key Indicators

| Indicator   | Target (plus target range for RAG)  | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG | Direction of Travel | Director/ Executive Member   | Commentary                    |
|---|---|--------------|---------------------|-----|---------------------|------------------------------|-------------------------------|
| Journey times on key routes across the Borough (reported Annually (in arrears)- Q4 only)<br><br>Average time in minutes to travel one mile in the morning peak period across all chosen routes. | 2.96 and less = <b>Green</b><br>Between 3.60 & 2.96 = <b>Amber</b><br>3.60 or more = <b>Red</b> |              |                     |     |                     | Josie Wragg / Chris Bowering | Completed Annually in arrears |

51

# Place



52

| Major Projects                   |                           |       |  |                             |   |
|----------------------------------|---------------------------|-------|--|-----------------------------|---|
| Project                          | Estimated Completion Date | RAG   | Direction of Travel (Better/Worse/No change) | Director / Executive Member | Commentary  |
| Arborfield Cross Relief Road     | 2018/19                   | Green | No Change                                    | Joise Wragg/<br>David Lee   |   |
| North Wokingham Distributor Road | 2019/20                   | Green | No Change                                    | Joise Wragg/<br>David Lee   |   |
| South Wokingham Distributor Road | 2020/21                   | Green | No Change                                    | Joise Wragg/<br>David Lee   |   |
| Nine Mile Ride Extension (South) | Autumn 2020               | Amber | No Change                                    | Joise Wragg/<br>David Lee   | Scheme behind programme due to delay signing S106 agreement for MFT site. Scope remains to realign programme. |
| Lower Earley Way Dualling        | Winter 2018               | Amber | No Change                                    | Joise Wragg/<br>David Lee   | Scheme behind programme. Scope remains to realign programme.  |
| Winnersh Relief Road Phase 2     | Autumn 2020               | Green | No Change                                    | Joise Wragg/<br>David Lee   |   |
| Barkham Bridge                   | Autumn 2019               | Green | No Change                                    | Joise Wragg/<br>David Lee   |   |
| California Cross Roads           | Spring 2020               | Amber |  | Joise Wragg/<br>David Lee   | Delays to recruiting project manager  |
| Shinfield Eastern Relief Road    | Winter 2016               | Red   | No Change                                    | Joise Wragg/<br>David Lee   | Not a WBC delivered project. Summer 2017 expected completion  |

# Performance



## Offer excellent value for your Council Tax

### Key Indicators

| Indicator                                   | Target (plus target range for RAG)  | 16/17 Actual         | 17/18 Qtr. 1 Actual | RAG          | Direction of Travel (Better/Worse/No change) | Director / Executive Member   | Commentary                    |
|---|---|----------------------|---------------------|--------------|--|-------------------------------|-------------------------------|
| Revenue Budget Monitoring Forecast Position | <b>Green</b> +/- 1%<br><b>Amber</b> +/- 1.5%<br><b>Red</b> +/- 2%   | £(55)k underspend    | Nil                 | <b>Green</b> | No Change                                    | Graham Ebers / Oliver Whittle | Forecast for Q1 is to budget. |
| Capital Budget Monitoring Forecast Position | <b>Break- even (Nil variance)</b><br><br>Red = +/- over 2.5%<br>Amber = +/- over 1% to 2.5%<br>Green = +/- 1% | £(3,833)K underspend | Nil                 | <b>Green</b> | No change                                    | Graham Ebers / Oliver Whittle | Forecast for Q1 is to budget. |

53

# Performance



54

| Indicator                 | Target (plus target range for RAG)   | 16/17 Outturn | 17/18 Qtr. 1 Actual | RAG          | Direction of Travel (Better/Worse/No change) | Director / Executive Member     | Commentary  |
|---------------------------|--|---------------|---------------------|--------------|--|---------------------------------|---|
| Council tax collection    | <b>98.85% (Annual)</b><br><b>30.44% (Q1 target)</b><br>R = Below 28%<br>A = 28%-30%<br>G = Above 30% | 99.60%        | 30.50%              | <b>Green</b> | No change                                    | Graham Ebers/<br>Oliver Whittle | Above Target for Q1   |
| Business Rates collection | <b>98.50% (Annual)</b><br><b>31.15% (Q1 Target)</b><br>R = Below 29%<br>A = 29%-31%<br>G = Above 31% | 99.70%        | 30.61%              | <b>Amber</b> | Worse  | Graham Ebers/<br>Oliver Whittle | Slightly below target but will pick up as recovery action is taken through the year |
| Rents collection          | <b>98.50% (Annual)</b><br><b>24.63% (Q1 Target)</b><br>R = Below 22%<br>A = 22%-24%<br>G = Above 24% | 98.79%        | 22.84%              | <b>Amber</b> | No change                                    | Graham Ebers/<br>Oliver Whittle | Below target but will pick up as recovery action is taken through the year          |

# Performance



| Indicator              | Target (plus target range for RAG)                                 | 16/17 Outturn | 17/18 Qtr. 1 Actual | RAG          | Direction of Travel (Better/ Worse/ No change) | Director / Executive Member     | Commentary   |
|------------------------|--|---------------|---------------------|--------------|--|---------------------------------|--|
| Returns on investments | <b>0.50%</b><br>R below 0.30%<br>A 0.30%- 0.5%<br>G 0.5% and above | 0.49          | 0.41                | <b>Amber</b> | No change                                      | Graham Ebers/<br>Oliver Whittle | Some high rated investment maturing means average rate of return are slightly lower in Q1 but will pick up in Q2 |

55

| Major Projects   |                           |              |  |                                |  |  |
|------------------|---------------------------|--------------|--|--------------------------------|--|--|
| Project          | Estimated Completion Date | RAG          | Direction of Travel (Better/ Worse/ No change) | Director / Executive Member    | Commentary   |  |
| Assets Programme | 31/01/2018                | <b>Green</b> | <b>No Change</b>                               | Graham Ebers /<br>Stuart Munro | Initial Area Wide Reviews complete. The Model for Community Asset Transfer is adopted and the principles contained therein are being implemented in transfers to Town and Parish Councils. The principles of MCAT can now be |  |

# Performance



|  |  |  |  |  |  |
|--|--|--|--|--|--|
|  |  |  |  |  | incorporated within the Asset Management Plan for adoption post C21 Council. |
|--|--|--|--|--|--|

# Performance



## Deliver quality in all that we do, including the statutory services for which we are responsible

| Key Indicators  |   |              |                     |              |  |                             |   |
|---|---|--------------|---------------------|--------------|--|-----------------------------|---|
| Indicator   | Target (plus target range for RAG)  | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG          | Direction of Travel (Better /Worse/ No change) | Director / Executive Member | Commentary  |
| % of successfully defended appeal decisions (dismissed) | <b>65%</b><br>65% or more = <b>Green</b><br>61.75% - 64.99% = <b>Amber</b><br>Less than 61.75% = <b>Red</b> |              | 62.5%               | <b>Amber</b> | Worse  | Josie Wragg/<br>Simon Weeks | The first quarter outturn represents a small under performance against target. We review and circulate all appeals decisions and will continue to focus on any decisions that are allowed where they potentially raise significant policy issues in the determination process.<br><br>65% or more = Green<br>61.75% - 64.99% = Amber<br>Less than 61.75% = Red<br><br><b>Appeal decisions - target 5% above likely new Government target.</b> |

57

# Performance



| Indicator   | Target (plus target range for RAG)  | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG          | Direction of Travel (Better /Worse/ No change) | Director / Executive Member | Commentary  |
|---|---|--------------|---------------------|--------------|--|-----------------------------|---|
| Proportion of planning breaches resolved by negotiation | <b>50%</b><br>50% or more = <b>Green</b><br>47.50% - 49.99% = <b>Amber</b><br>Less than 47.50% = <b>Red</b> |              | 87%                 | <b>Green</b> | Better   | Josie Wragg/Simon Weeks     | 50% or more = Green<br>47.50% - 49.99% = Amber<br>Less than 47.50% = Red<br><br><b>Planning enforcement – focus on negotiation to reflect focus of the new Local Planning Enforcement plan but more robust approach to taking action where necessary.</b> |

# Performance



| Indicator  | Target (plus target range for RAG)  | 16/17 Actual | 17/18 Qtr. 1 Actual               | RAG          | Direction of Travel (Better /Worse/ No change) | Director / Executive Member      | Commentary   |
|--|---|--------------|-----------------------------------|--------------|--|----------------------------------|--|
| % of service users satisfied with environmental regulatory services (shared service) Annual monitoring | <b>80%</b><br>80% or more = <b>Green</b><br>76% - 79.99% = <b>Amber</b><br>Less than 76% = <b>Red</b> |              | <b>Data not available for Q1.</b> | <b>Green</b> | Better   | Josie Wragg/<br>Norman Jorgensen | Q1 - Data for Q4 will not be available until the end of July 2017 because of the inherent time lag in submission of responses within each quarter.<br><br>Data collected and supplied by West Berkshire.<br><br><b>Environmental Shared Service – target 5% above standard set for shared service by Joint Strategic Review Panel.</b> |

# Performance



## Improve the customer experience when accessing Council Services

### Key Indicators

| Indicator                                     | Target (plus target range for RAG)  | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG          | Direction of Travel (Better/Worse/No change) | Director/ Executive Member      | Commentary  |
|---|---|--------------|---------------------|--------------|--|---------------------------------|---|
| % first contact resolution - calls and emails | <b>65%</b><br>65% or more = <b>Green</b><br>60% - 64.99% = <b>Amber</b><br>Less than 60% = <b>Red</b> | 65%          | 66.5%               | <b>Green</b> | Better                                       | Graham Ebers/<br>Oliver Whittle |   |
| The % of calls answered                       | <b>95%</b><br>95% or more = <b>Green</b><br>90% - 94.99% = <b>Amber</b><br>Less than 90% = <b>Red</b> | 93%          | 92.4%               | <b>Amber</b> | Worse  | Graham Ebers/<br>Oliver Whittle | All Elections calls were rerouted through Customer Services to assist the Elections team during the general election. 81.3% of these were fixed at first point, however impact has been a slight decrease in % of calls answered. |

# Business



**Invest in regenerating towns and village, support social and economic prosperity, whilst encouraging business growth**

## Key Indicators

| Indicator  | Target (plus target range for RAG) | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG   | Direction of Travel (Better/Worse/No change) | Director / Executive Member | Commentary  |
|--|------------------------------------|--------------|---------------------|-------|--|-----------------------------|---|
| Number of NEET young people, aged 16-24 years, who have been given employment support                | 92 = G<br>78 = A<br>> 78 = R       | 131          | 39                  | Green | No Change                                    | Josie Wragg/Stuart Munro    | Young people seen through the elevate Programme                                   |
| Number of opportunities (new employment, apprenticeships and graduate posts) negotiated through ESPs | 60 = G<br>51 = A<br>> 51 = R       | 75           | 15                  | Amber | No Change                                    | Josie Wragg/Stuart Munro    | Numbers dependent on planning applications and should pick up in the next quarter |
| Number of new businesses engaged with  | 70 = G<br>60 = A<br>> 60 = R       | 70           | 23                  | Green | No Change                                    | Josie Wragg/Stuart Munro    |   |

# Business



| Major Projects                 |  |       |  |                             |  |
|--------------------------------|--|-------|--|-----------------------------|--|
| Project                        | Estimated Completion Date                    | RAG   | Direction of Travel (Better/ Worse/ No change) | Director / Executive Member | Commentary   |
| Wokingham Regen: Peach Place   | 2018   | Green | No change                                      | Graham Ebers / Stuart Munro | Work started in January 2017 and is progressing well with demolition of original Peach Street buildings completed, foundations poured and steelworks being erected along Peach Street. Development remains on target to be complete for Christmas 2018   |
| Wokingham Regen: Elms Field    | 2020   | Green | No change                                      | Graham Ebers / Stuart Munro | Following assessment of the Stage 1 tenders the Council has identified their preferred Stage 2 contractor, McLaughlin & Harvey. Stage 2 discussions have commenced and pre-construction works will start later this summer.  |
| Wokingham Regen: Carnival Pool | Phase 1 completed<br>Phase 2 – complete 2021 | Green | No change                                      | Graham Ebers / Stuart Munro | Carnival Phase 1 completed in May as per programme and the new Carnival multi-storey car park opened for public parking on June 15. The new bowling alley is currently being fitted out and is due to open later in 2017. The Council consulted on Carnival Phase 2 in April-May 2017 and feedback has been used to help shape the designs, which include a new home for Wokingham Library and total rebuild of leisure centre. A planning application is due to be submitted imminently and plans will be uploaded on the planning portal for the LPA statutory consultation. |

# Workforce



| Key Indicators   |   |              |                     |       |  |                               |   |
|--|---|--------------|---------------------|-------|--|-------------------------------|---|
| Indicator  | Target (plus target range for RAG)                            | 16/17 Actual | 17/18 Qtr. 1 Actual | RAG   | Direction of Travel (Better/Worse/No change) | Director / Executive Member   | Commentary  |
| Turnover - Number of people voluntary leaving the service as a percentage of the service headcount                   | G: 15% - 20%<br>A: 10% - 15% or 20% - 25%<br>R: < 10% or >25% | 15.57%       | 16.73%              | Green | No change                                    | Graham Ebers / Oliver Whittle |   |
| Absence - Average days lost to sickness absence per employee (headcount) within the last 12 months                   | G: <= 6.6 days<br>A: 6.7 – 7.5 days<br>R: > 7.5 days          | 6.45         | 6.08                | Green | No change                                    | Graham Ebers / Oliver Whittle |   |
| Workforce Satisfaction - Percentage of the workforce that is either satisfied or very satisfied with working for WBC | G: >=80%<br>A: 70% - 80%<br>R: < 70%                          | N/A          | N/A                 | N/A   | N/A  | Graham Ebers / Oliver Whittle | This is taken from our bi-annual employee satisfaction survey and relates to the question “I enjoy working here and would recommend it to friends & family, either agree or disagree” |

# Workforce



| Major Projects  |                           |       |  |                               |   |
|-----------------|---------------------------|-------|--|-------------------------------|---|
| Project         | Estimated Completion Date | RAG   | Direction of Travel (Better/Worse/No change) | Director / Executive Member   | Commentary  |
| People Strategy | 31 March 2020             | Green | No Change                                    | Graham Ebers / Oliver Whittle | The people strategy remains on target with key milestones being delivered against initial plans. Work packages and timescales are continually being considered against the developing proposals of the 21C programme. |

**Appendix B – Council Plan Monitoring - Changes in Corporate Indicators**

65

|   |
|---|
| <b>Removed indicators</b>   |
| % Care Proceedings completed in 16/17 within 26 weeks of application  |
| % Looked After Children living within 20 miles of Berkshire West  |
| SHINE participants - physical activity programme for adults 60 and over living in the Wokingham Borough.  |
| % of children who wait less than 16 months between entering care and moving in with their adoptive family – 3 year rolling average                              |
| Proportion of adoptive families who are matched to a child who waited more than 3 months from approval to being matched to a child                              |
| Care Governance: Number of providers assessed as Amber or Red or changed from Amber to Red that came onto Wokingham LA's Cautions list in the period            |
| Care Governance: Number of providers on Wokingham LA's Caution list changing from Red to Amber or removed from the list   |
| Number of schools becoming academies  |
| Number of schools causing concern   |
| <b>New indicators</b>   |
| Permanency 1:<br>% of children leaving care in the period who achieved permanence (adopted, returned home or a special guardianship order is granted)           |
| Permanency 2:<br>% of children currently in non-residential care who have been in care for more than three months who are in a long term placement              |
| % Children who became subject of a Child Protection Plan for a second or subsequent time ever   |
| % Children who have entered Care in the period and were placed more than 20 miles from their home (excluding unaccompanied asylum seeking children)             |
| % Children in care at the end of the period who were in a placement more than 20 miles from their home (excluding unaccompanied asylum seeking children)        |
| The proportion of people who use services who feel safe (reported from the annual Adult Social Care User Experience Survey – ASCOF measure 4A)                  |
| Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population (ASCOF measure 2A(2)) |
| Delayed Transfers of Care (DIOC) - Total number of hospital delayed days  |
| Number of initial carers assessments completed  |

The proportion of adults with a learning disability who live in their own home or with their family (ASCOF measure 1G)

**Modified Targets**

SHINE participants - physical activity programme for adults 60 and over living in the Wokingham Borough. **Target reduced** from 45 per quarter to 30 per quarter.

Leisure Centre Attendance Numbers. **Target reduced** from 3% to 2% increase but on a far higher baseline i.e. approx. 565k in 2016/17 to 860k in 2017/18.

Number of affordable dwellings completed (annual). **Target increased** from 230 to 372 per year in line with the new Housing Strategy 2015-2018.

# WOKINGHAM BOROUGH COUNCIL EXECUTIVE FORWARD PROGRAMME

THIS DOCUMENT IS A "NOTICE" IN ACCORDANCE WITH  
THE LOCAL AUTHORITIES (EXECUTIVE ARRANGEMENTS)(MEETINGS AND ACCESS TO INFORMATION)(ENGLAND)  
REGULATIONS 2012

## Executive Forward Programme - September to December 2017

Updated 11 September 2017

| Ref No.                                    | Subject for Decision   | Decision to be taken by | List of Documents to be submitted to the Decision Maker for consideration and Background Documents | Contact Details (Director/ Author) | Responsible Lead Member | Statement as to whether the item is likely to be considered in private and if so the reasons why / Explanation for any deferment of item |
|--|--|-------------------------|--|------------------------------------|-------------------------|--|
| <b>Executive Meeting 28 September 2017</b> |  |                         |  |                                    |                         |  |
| WBC950                                     | <b>Shareholders' Report</b><br>Purpose: To consider various items related to the business of the Council owned companies, including their trading position | Executive               |  | Graham Ebers/<br>Emma Lyons        | Oliver Whittle          | N/A<br>(Previously named Council Owned Companies' Business)  |
| WBC951                                     | <b>21st Century Council - Update</b><br>Purpose: To provide an update on the 21st Century Council Project  | Executive               |  | Heather Thwaites/                  | Oliver Whittle          | N/A  |
| WBC960                                     | <b>Waste and Recycling Collection Options</b><br>Purpose: To consider options to improve recycling performance from April 2019                             | Executive               |  | Josie Wragg/<br>Peter Baveystock   | Simon Weeks             | N/A<br>Deferred from July Executive in order to undertake additional financial modelling   |
| WBC962                                     | <b>Childcare Sufficiency 2017</b><br>Purpose: To agree the Wokingham Childcare Strategy 2017   | Executive               |  | Judith Ramsden/                    | Mark Ashwell            | N/A  |
| WBC964                                     | <b>Woodley Car Parking Trial</b><br>Purpose: To consider extending the current Woodley Car Parking Trial beyond September 2017                             | Executive               |  | Josie Wragg/<br>Alex Deans         | Chris Bowring           | N/A  |

|        |  |           |  |  |                                       |  |
|--------|--|-----------|--|--|---------------------------------------|--|
| WBC932 | <b>Peach Place Residential</b><br>Purpose: To agree the long-term arrangements for the residential units at Peach Place in Wokingham   | Executive |  | Graham Ebers/<br>Bernie Pich, Louise Strongitharm  | Stuart Munro,<br>Julian McGhee-Sumner | This item has been deferred as some points of detail still need to be resolved.<br><br>Yes - it is likely that part of the report will be considered at a private meeting of the Executive. This is because it is likely that the report will contain information which is commercially sensitive and relates to the financial and business affairs of a person. |
| WBC966 | <b>Wokingham Town Centre Regeneration - Letting of Elms Field Building Contract</b><br>Purpose: To progress with the Elms Field project as part of the Wokingham Town Centre Regeneration Programme  | Executive |  | Graham Ebers/<br>Bernie Pich                       | Stuart Munro                          | Yes - it is likely that part of the report will be considered at a private meeting of the Executive. This is because it is likely that the report will contain information which is commercially sensitive and relates to the financial and business affairs of a person.  |
| WBC967 | <b>Property Portfolio Investment Strategy</b><br>Purpose: To agree to investment in a property portfolio and the criteria used in evaluating opportunity purchases   | Executive |  | Graham Ebers/<br>Chris Gillett                     | Stuart Munro,<br>Oliver Whittle       | Yes - It is likely that part of the report will be considered at a private meeting of the Executive. This is because it is likely that the report will contain information which is commercially sensitive and relates to the financial and business affairs of a person.  |
| WBC968 | <b>Property Charges to Early Years Providers</b><br>Purpose: To lease two properties to Early Years providers for less than best value and waiver costs. This is to enable the delivery of early years provision and to fulfil a statutory duty (to ensure there are | Executive |  | Graham Ebers,<br>Judith Ramsden/<br>Piers Brunning | Mark Ashwell,<br>Stuart Munro         | Yes - it is likely that part of the report will be considered at a private meeting of the Executive. This is because it is likely that the report will contain information which is commercially sensitive and relates to the financial and  |

|   |   |           |  |                             |                |   |
|---|---|-----------|--|-----------------------------|----------------|---|
|   | sufficient childcare places under the Childcare Act 2006)   |           |  |                             |                | business affairs of a person                                |
| <b>Executive Meeting 26 October 2017</b>  |   |           |  |                             |                |   |
| WBC956  | <b>Shareholders' Report</b><br>Purpose: To consider various items related to the business of the Council owned companies, including their trading position                              | Executive |  | Graham Ebers/<br>Emma Lyons | Oliver Whittle | N/A<br>(Previously named Council Owned Companies' Business) |
| 69<br>WBC957  | <b>Revenue Monitoring 2017/18 - end of September 2017</b><br>Purpose: To consider the Revenue Monitoring Report, including Treasury Management Indicators, to the end of September 2017 | Executive |  | Graham Ebers/<br>John Ogden | Oliver Whittle | N/A   |
| WBC958  | <b>Capital Monitoring 2017/18 - end of September 2017</b><br>Purpose: To consider the Capital Monitoring Report to the end of September 2017  | Executive |  | Graham Ebers/<br>John Ogden | Oliver Whittle | N/A   |
| <b>Executive Meeting 30 November 2017</b>   |   |           |  |                             |                |   |
| WBC963  | <b>Shareholder's Report</b><br>Purpose: To consider various items related to the business of the Council owned companies, including their trading position                              | Executive |  | Graham Ebers/<br>Emma Lyons | Oliver Whittle | N/A   |
| <b>The Executive will not be holding a meeting in December - there are no items programmed for this month</b> |   |           |  |                             |                |   |

**Members of the Executive:-**

|                          |  |
|--------------------------|--|
| Charlotte Haitham Taylor | Leader of Council  |
| David Lee                | Deputy Leader of the Council, Strategic Highways and Planning                    |
| Julian McGhee-Sumner     | Adults' Services, Health, Wellbeing and Housing                                  |
| Stuart Munro             | Business and Economic Development and Regeneration                               |
| Mark Ashwell             | Children's Services  |
| Norman Jorgensen         | Environment, Sports, Environmental Health, Leisure and Libraries                 |
| Oliver Whittle           | Finance, 21 <sup>st</sup> Century Council, Internal Services and Human Resources |
| Chris Bowring            | Highways and Transport   |
| Simon Weeks              | Planning and Enforcement   |

**Note:**

Unless the matter has been listed as being likely to be discussed in private, copies of the reports associated with the above decisions will be available no earlier than five days before the meeting at the Council Offices, Shute End, Wokingham; on the Council's website; by contacting a member of the Democratic Services Team on 0118 974 6053 or by emailing [democratic.services@wokingham.gov.uk](mailto:democratic.services@wokingham.gov.uk)

## **OVERVIEW & SCRUTINY WORK PROGRAMME 2017/2018**

**Please note that the Work Programme is a 'live' document and is subject to change at short notice. The information in this Work Programme, including report titles is draft and is subject to approval by the Overview and Scrutiny Management Committee.**

## OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

| DATE OF MEETING | ITEM   | PURPOSE OF REPORT  | REASON FOR CONSIDERATION                  | RESPONSIBLE OFFICER / CONTACT OFFICER |
|-----------------|--|--|---|---------------------------------------|
| 16 October 2017 | <b>Discussion with an Executive Member</b>         | To discuss priorities for the year ahead and scope for pre-decision scrutiny with Stuart Munro, Executive Member for Business, Economic Development and Regeneration | Work Programme                            | Neil Carr                             |
|                 | <b>Budget Update and Budget Engagement Process</b> | To consider progress on the Council's Budget for 2018/19 and the 2017 public Budget Engagement Exercise  | Annual Update                             | Oliver Whittle/<br>Graham Ebers       |
|                 | <b>Executive Forward Programme</b>                 | To consider the upcoming Executive Forward programme   | Standing Item                             | Democratic Services                   |
|                 | <b>Reports from O&amp;S Chairmen</b>               | Standing Item  | Coordination between the Committees       | Committee Chairmen                    |
|                 | <b>Work Programmes</b>                             | To consider the Work Programmes for the Management Committee and the three Overview and Scrutiny Committees  | Coordination between the O & S Committees | Democratic Services                   |

| DATE OF MEETING  | ITEM  | PURPOSE OF REPORT  | REASON FOR CONSIDERATION                  | RESPONSIBLE OFFICER / CONTACT OFFICER |
|------------------|---|--|---|---------------------------------------|
| 22 November 2017 | <b>Discussion with Executive Members</b>                      | To discuss priorities for the year ahead and potential issues for pre-decision scrutiny with Councillors Norman Jorgensen and Simon Weeks            | Work Programme                            | Neil Carr                             |
|                  | <b>Six Monthly Review</b>                                     | To review the decisions made by the Overview and Scrutiny Committees during the first half of the 2017/18 Municipal Year and subsequent action taken | Work Programme                            | Neil Carr                             |
|                  | <b>Executive Forward Programme and IEMD Forward programme</b> | To consider upcoming Executive and Individual Executive Member Decision items  | Standing Item                             | Democratic Services                   |
|                  | <b>Reports from O&amp;S Chairmen</b>                          | Standing Item  | Coordination between the Committees       | Committee Chairmen                    |
|                  | <b>Work Programmes</b>  | To consider the Work Programmes for the Management Committee and the three Overview and Scrutiny Committees  | Coordination between the O & S Committees | Democratic Services                   |

| <b>DATE OF MEETING</b> | <b>ITEM</b>   | <b>PURPOSE OF REPORT</b>   | <b>REASON FOR CONSIDERATION</b>           | <b>RESPONSIBLE OFFICER / CONTACT OFFICER</b> |
|------------------------|---|--|---|--|
| <b>9 January 2017</b>  | <b>21<sup>st</sup> Century Council</b>                        | To consider an update on the 21 <sup>st</sup> Century Council programme including the development of locality services and the 21 <sup>st</sup> Century Councillor | Work Programme                            | Heather Thwaites                             |
|                        | <b>Performance Management and the Council Plan</b>            | To consider the development of the new Council Plan and the supporting performance management regime   | Work Programme                            | Paul Ohsan.Ellis                             |
|                        | <b>Executive Forward Programme and IEMD Forward programme</b> | To consider upcoming Executive and Individual Executive Member Decision items  | Standing Item                             | Democratic Services                          |
|                        | <b>Reports from O&amp;S Chairmen</b>                          | Standing Item  | Coordination between the Committees       | Committee Chairmen                           |
|                        | <b>Work Programmes</b>  | To consider the development of the O&S Work Programmes for 2018/19 and the individual Work Programmes for the Committees in the remainder of 2017/18               | Coordination between the O & S Committees | Democratic Services                          |

## CHILDREN'S SERVICES OVERVIEW AND SCRUTINY COMMITTEE

| DATE OF MEETING  | ITEM   | PURPOSE OF REPORT   | REASON FOR CONSIDERATION   | RESPONSIBLE OFFICER / CONTACT OFFICER |
|------------------|--|---|--|---------------------------------------|
| 14 November 2017 | <b>Children's Services Performance Indicators</b>              | <ul style="list-style-type: none"> <li>• To receive an update and monitor Children's Services performance measured by local indicators</li> </ul>                                     | Standing item to assess performance and identify areas of concern                      | CS Performance & Information Team     |
|                  | <b>School PIs and Ofsted Reports, School Improvement</b>       | <ul style="list-style-type: none"> <li>• To receive information on schools' performance, and to review recent Ofsted Report</li> <li>• Narrowing the gap – progress report</li> </ul> | Standing item to assess performance and identify areas of concern                      | Head of Learning and Achievement      |
|                  | <b>Childcare Sufficiency Strategy</b>                          | <ul style="list-style-type: none"> <li>• To update the Committee on the development and implementation of the additional free 15 hours of childcare</li> </ul>                        | To enable the Committee to evaluate the strategy                                       | Head of Strategic Commissioning       |
|                  | <b>Schools causing concern – Part 2</b>                        | <ul style="list-style-type: none"> <li>• To receive information about any school(s) causing concern</li> </ul>  | Standing item to give an early indication of any school(s) in danger of underachieving | Head of Learning and Achievement      |
|                  | <b>Children's Services O&amp;S Committee Forward Programme</b> | <ul style="list-style-type: none"> <li>• To consider the forward programme of the Committee</li> </ul>  | Standing item  | Democratic Services / Luciane Bowker  |

| <b>DATE OF MEETING</b> | <b>ITEM</b>  | <b>PURPOSE OF REPORT</b>  | <b>REASON FOR CONSIDERATION</b>  | <b>RESPONSIBLE OFFICER / CONTACT OFFICER</b> |
|------------------------|--|---|--|--|
| <b>23 January 2018</b> | <b>Children's Services Performance Indicators</b>              | <ul style="list-style-type: none"> <li>To receive an update and monitor Children's Services performance measured by local indicators</li> </ul>                                   | Standing item to assess performance and identify areas of concern                      | CS Performance & Information Team            |
|                        | <b>School PIs and Ofsted Reports, School Improvement</b>       | <ul style="list-style-type: none"> <li>To receive information on schools' performance, and to review recent Ofsted Report</li> <li>Narrowing the gap – progress report</li> </ul> | Standing item to assess performance and identify areas of concern                      | Head of Learning and Achievement             |
|                        | <b>Childcare Sufficiency Strategy</b>                          | <ul style="list-style-type: none"> <li>To update the Committee on the development and implementation of the additional free 15 hours of childcare</li> </ul>                      | To enable the Committee to evaluate the strategy                                       | Head of Strategic Commissioning              |
|                        | <b>Schools causing concern – Part 2</b>                        | <ul style="list-style-type: none"> <li>To receive information about any school(s) causing concern</li> </ul>  | Standing item to give an early indication of any school(s) in danger of underachieving | Head of Learning and Achievement             |
|                        | <b>Children's Services O&amp;S Committee Forward Programme</b> | <ul style="list-style-type: none"> <li>To consider the forward programme of the Committee</li> </ul>  | Standing item  | Democratic Services / Luciane Bowker         |

| DATE OF MEETING | ITEM  | PURPOSE OF REPORT   | REASON FOR CONSIDERATION  | RESPONSIBLE OFFICER / CONTACT OFFICER |
|-----------------|---|---|---|---------------------------------------|
| 20 March 2018   | <b>Children's Services Performance Indicators</b>                           | <ul style="list-style-type: none"> <li>To receive an update and monitor Children's Services performance measured by local indicators</li> </ul>                                   | Standing item to assess performance and identify areas of concern                         | CS Performance & Information Team     |
|                 | <b>School Performance Indicators and Ofsted Reports, School Improvement</b> | <ul style="list-style-type: none"> <li>To receive information on schools' performance, and to review recent Ofsted Report</li> <li>Narrowing the gap – progress report</li> </ul> | Standing item to enable the Committee to assess performance and identify areas of concern | Head of Learning and Achievement      |
|                 | <b>Schools causing concern – Part 2</b>                                     | <ul style="list-style-type: none"> <li>To receive information about any school(s) causing concern</li> </ul>  | Standing item to give an early indication of any school(s) in danger of underachieving    | Head of Learning and Achievement      |
|                 | <b>Children's Services O&amp;S Committee Forward Programme</b>              | <ul style="list-style-type: none"> <li>To consider the forward programme of the Committee</li> </ul>  | Standing item   | Democratic Services / Luciane Bowker  |

## COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

| DATE OF MEETING | ITEM  | PURPOSE OF REPORT  | REASON FOR CONSIDERATION                       | RESPONSIBLE OFFICER / CONTACT OFFICER |
|-----------------|---|--|--|---------------------------------------|
| 6 November 2017 | <b>To review the potential impact of changes to the Right to Buy policy</b> | To consider an update on the Government's Right to Buy proposals included in the Housing and Planning Act 2016, including levies   | Requested by the Committee on 13 March 2017    | Simon Price                           |
|                 | <b>Wokingham Town Centre Regeneration</b>                                   | To consider an update on the progress towards and impact of the Wokingham Town Centre Regeneration   | Requested by the Chair and Vice Chair May 2017 | Bernie Pich                           |
|                 | <b>Unauthorised encampments</b>   | To consider an update on Unauthorised Encampments in the Borough in 2017 and the response to the ideas and feedback from Members. A comparison to the previous year with explanation for differences | Requested by the Committee 21 November 2016    | Jude Whyte                            |
|                 | <b>Work Programme</b>   | To consider the work programme for the committee for 2017/2018 so that the resources of the committee can be used as effectively as possible   | Standing Item                                  | Democratic Services                   |

| <b>DATE OF MEETING</b> | <b>ITEM</b>  | <b>PURPOSE OF REPORT</b>   | <b>REASON FOR CONSIDERATION</b>                    | <b>RESPONSIBLE OFFICER / CONTACT OFFICER</b> |
|------------------------|--|--|--|--|
| <b>15 January 2018</b> | <b>Community Safety Partnership &amp; Policing</b>         | To consider an annual review of the operation of the Borough's Community Safety Partnership and an Update on Policing                        | Required by legislation                            | Sup Rob France/Joanne Castro                 |
|                        | <b>Parking Standards for Houses in Multiple Occupation</b> | To consider standards for parking in relation to Houses in Multiple Occupation (HMOs) and the Council's powers for enforcement               | Request by Bill Luck as part of O&S Work Programme | Arabella Yandle                              |
|                        | <b>Work Programme</b>                                      | To consider the work programme for the committee for 2017/2018 so that the resources of the committee can be used as effectively as possible | Standing Item                                      | Democratic Services                          |

## HEALTH OVERVIEW AND SCRUTINY COMMITTEE

| DATE OF MEETING              | ITEMS  | PURPOSE OF REPORT   | REASON FOR CONSIDERATION  | RESPONSIBLE OFFICER / CONTACT OFFICER             |
|------------------------------|--|---|---|---|
| 08<br>15<br>November<br>2017 | <b>Impact of 21st Century Council project on health and social care services</b> | To be informed of the potential Impact of the 21st Century Council project on health and social care services | To be informed of the potential Impact of the 21st Century Council project on health and social care services | Judith Ramsden,<br>Director of People Services    |
|                              | <b>Local Account</b>   | To receive the Local Account  | To monitor performance  | Judith Ramsden,<br>Director of People Services    |
|                              | <b>Update on Optalis</b>   | Update on Optalis following the merger of Optalis Ltd with the Royal Borough of Windsor and Maidenhead        | To monitor performance  | Angela Morris,<br>Operations Director,<br>Optalis |
|                              | <b>Pharmaceutical Needs Assessment – consultation</b>                            | To be consulted on the draft Pharmaceutical Needs Assessment  | To participate in consultation  | Darrell Gale, Consultant<br>in Public Health      |
|                              | <b>Optometry Services in Wokingham Borough</b>                                   | To be updated on Optometry services provision Wokingham Borough   | For information   | Wokingham Clinical<br>Commissioning Group         |
|                              | <b>Performance Outcomes Report</b>   | To monitor performance and identify any areas of concern  | Challenge item  | Democratic Services                               |
|                              | <b>Health Consultation Report</b>  | Challenge item  | Challenge item  | Democratic Services                               |

| <b>DATE OF MEETING</b> | <b>ITEMS</b>                       | <b>PURPOSE OF REPORT</b>                                 | <b>REASON FOR CONSIDERATION</b> | <b>RESPONSIBLE OFFICER / CONTACT OFFICER</b> |
|------------------------|------------------------------------|--|---------------------------------|--|
| <b>22 January 2018</b> | <b>Performance Outcomes Report</b> | To monitor performance and identify any areas of concern | Challenge item                  | Democratic Services                          |
|                        | <b>Update on GP alliance</b>       | Update on arrangements                                   | Update                          | NHS Wokingham CCG                            |
|                        | <b>Health Consultation Report</b>  | Challenge item   | Challenge item                  | Democratic Services                          |
|                        | <b>Healthwatch update</b>          | Challenge item   | Challenge item                  | Healthwatch Wokingham Borough                |
| <b>DATE OF MEETING</b> | <b>ITEMS</b>                       | <b>PURPOSE OF REPORT</b>                                 | <b>REASON FOR CONSIDERATION</b> |  |

| DATE OF MEETING | ITEMS                              | PURPOSE OF REPORT  | REASON FOR CONSIDERATION | RESPONSIBLE OFFICER / CONTACT OFFICER |
|-----------------|------------------------------------|--|--------------------------|---------------------------------------|
|                 |                                    |  |                          | RESPONSIBLE OFFICER / CONTACT OFFICER |
| 7 March 2018    | <b>Performance Outcomes Report</b> | To monitor performance and identify any areas of concern | Challenge item           | Democratic Services                   |
|                 | <b>Health Consultation Report</b>  | Challenge item   | Challenge item           | Democratic Services                   |
|                 | <b>Healthwatch update</b>          | Challenge item   | Challenge item           | Healthwatch Wokingham Borough         |

**Currently unscheduled topics:**

- Draft Quality Accounts (April 2018)
  - Berkshire Healthcare NHS Foundation Trust
  - Royal Berkshire Hospital NHS Foundation Trust
  - South Central Ambulance NHS Foundation Trust
- Update on work of Clinical Commissioning Group
- Weekend 'bed blocking'
- Update on progress of Optalis
- Progress of Community Health and Social Care implementation

**Chairman's Report**  
**Community and Corporate Overview and Scrutiny Committee**  
**Monday 4 September 2017**

The Committee met on 4 September 2017 and considered the following issues:

- **Strategic Review of Voluntary Sector Services (Place Commissioning) –** Members considered a report on the review of Voluntary and Community sector providers being undertaken by Place Commissioning. This mirrored the review previously reported to the Committee by the People Commissioning service.

The outcomes from the two reviews would be a move to a contract-based rather than a grants-based relationship between the Council and service providers. This would enable a greater focus on performance against agreed targets and clearer value for money. The three organisations funded by the Place service were Wokingham Job Support Club, Woodley Town Council (TCMI) and Earley Town Council (Help Shop).

Members welcomed the proposals but emphasised the importance of keeping Members informed about any changes involving service providers in their wards.

- **Highways and Transport Update –** An update report covered:
  - Highways Asset Management;
  - Measures to ensure quality and timeliness of roadworks;
  - Highways England Smart Motorway acoustic barriers;
  - M4/J10 improvement works.

The report also gave details of stakeholder workshops held to discuss the challenges and opportunities facing the service over the next 20 years. Members asked about the penalties available relating to roadworks which overran, the development of new performance indicators and communication with Members through the Highways for Members inbox.

Officers confirmed that a Member briefing on communications would be held later in the year. It was also agreed that Officers write to all Members setting out the process for raising issues including the operation of the Highways for Members inbox.

- **Cycle Lanes Update –** Members considered a report which gave details of progress on the introduction of cycle lanes and the ongoing work with the Borough's schools to promote cycle safety.

The report also gave details of performance monitoring and resident feedback relating to new cycleways including the Lower Earley Way Cycleway and the A329 corridor. Works on the final phase of the latter would be completed in 2018. Members noted that over 11,000 children had been trained over the past 9 years through the Council's Bikeability scheme.

Members asked about the collection of data for performance management of the new cycleways and the process for communicating with local Members, residents and road users. Members also asked about the benefits of cycling and walking in relation to air quality and health and wellbeing.

- **Work Programme** – the Committee confirmed its work programme for the next two meetings. The next meeting (6 November) would consider:
  - The Government's Right to Buy Policy;
  - Wokingham Town Centre Regeneration;
  - Unauthorised traveller encampments.

**Shahid Younis**

**Chairman**

|                             |   |
|-----------------------------|---|
| <b>TITLE</b>                | <b>Meeting Dates 2017-18</b>                                    |
| <b>FOR CONSIDERATION BY</b> | Overview and Scrutiny Management Committee on 20 September 2017 |
| <b>WARD</b>                 | None Specific   |
| <b>LEAD OFFICER</b>         | Andrew Moulton, Assistant Director, Governance                  |

|  |
|--|
| <p><b>OUTCOME / BENEFITS TO THE COMMUNITY</b></p> <p>Overview and Scrutiny is one of the checks and balances which ensure that the Council and its partners make and implement effective decisions.</p>                                    |
| <p><b>RECOMMENDATION</b></p> <p>Members are requested to agree additional meetings of the Committee on:</p> <ul style="list-style-type: none"> <li>• 16 October 2017,</li> <li>• 21 February 2018 and</li> <li>• 16 April 2018.</li> </ul> |

## Background

At the meeting on 11 July 2017, the Committee considered its work programme for 2017/18 and decided to include additional meeting dates in the diary. The additional dates are set out above – meetings to commence at 7pm.

|   |   |
|---|---|
| <b>List of Background Papers</b>  |   |
| Minutes of the Overview and Scrutiny Management Committee on 11 July 2017 |   |
| <b>Contact</b> Neil Carr  | <b>Service</b> Democratic Services      |
| <b>Telephone No</b> 0118 974 6058   | <b>Email</b> neil.carr@wokingham.gov.uk |
| <b>Date</b> 8 September 2017  | <b>Version No.</b> 1                    |

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