



# WOKINGHAM BOROUGH COUNCIL

A Meeting of the **OVERVIEW AND SCRUTINY  
MANAGEMENT COMMITTEE** will be held in the Council  
Chamber - Civic Offices, Shute End, Wokingham RG40 1BN  
on **THURSDAY 17 MARCH 2022 AT 7.00 PM**

Susan Parsonage  
Chief Executive  
Published on 9 March 2022

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.

Note: Although non-Committee Members and members of the public are entitled to attend the meeting in person, space is limited due to the ongoing Coronavirus pandemic. You can, however, participate in this meeting virtually, in line with the Council’s Constitution. If you wish to participate either in person or virtually via Microsoft Teams, please contact Democratic Services. The meeting can also be viewed live using the following link:  
<https://youtu.be/4NagcxBul0M>

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# WOKINGHAM BOROUGH COUNCIL

## Our Vision

***A great place to live, learn, work and grow and a great place to do business***

### Enriching Lives

- Champion outstanding education and enable our children and young people to achieve their full potential, regardless of their background.
- Support our residents to lead happy, healthy lives and provide access to good leisure facilities to complement an active lifestyle.
- Engage and involve our communities through arts and culture and create a sense of identity which people feel part of.
- Support growth in our local economy and help to build business.

### Safe, Strong, Communities

- Protect and safeguard our children, young and vulnerable people.
- Offer quality care and support, at the right time, to prevent the need for long term care.
- Nurture communities and help them to thrive.
- Ensure our borough and communities remain safe for all.

### A Clean and Green Borough

- Do all we can to become carbon neutral and sustainable for the future.
- Protect our borough, keep it clean and enhance our green areas.
- Reduce our waste, improve biodiversity and increase recycling.
- Connect our parks and open spaces with green cycleways.

### Right Homes, Right Places

- Offer quality, affordable, sustainable homes fit for the future.
- Build our fair share of housing with the right infrastructure to support and enable our borough to grow.
- Protect our unique places and preserve our natural environment.
- Help with your housing needs and support people to live independently in their own homes.

### Keeping the Borough Moving

- Maintain and improve our roads, footpaths and cycleways.
- Tackle traffic congestion, minimise delays and disruptions.
- Enable safe and sustainable travel around the borough with good transport infrastructure.
- Promote healthy alternative travel options and support our partners to offer affordable, accessible public transport with good network links.

### Changing the Way We Work for You

- Be relentlessly customer focussed.
- Work with our partners to provide efficient, effective, joined up services which are focussed around you.
- Communicate better with you, owning issues, updating on progress and responding appropriately as well as promoting what is happening in our Borough.
- Drive innovative digital ways of working that will connect our communities, businesses and customers to our services in a way that suits their needs.

## MEMBERSHIP OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

### Councillors

Pauline Helliar-Symons (Chairman)	Alison Swaddle (Vice- Chairman)	Sam Akhtar
Rachel Burgess	Paul Fishwick	Jim Frewin
Guy Grandison	Norman Jorgensen	Sarah Kerr
Rebecca Margetts	Jackie Rance	Rachelle Shepherd-DuBey

### Substitutes

Keith Baker	Chris Bowring	Anne Chadwick
Jenny Cheng	Stephen Conway	Peter Dennis
Gary Cowan	Lindsay Ferris	Barrie Patman
Simon Weeks	Vacancy	

ITEM NO.	WARD	SUBJECT	PAGE NO.
88.		<b>APOLOGIES</b> To receive any apologies for absence.	
89.		<b>MINUTES OF PREVIOUS MEETING</b> To confirm the Minutes of the Extraordinary Call-In Meeting held on 8 February 2022 and the Meeting held on 23 February 2022.	5 - 22
90.		<b>DECLARATION OF INTEREST</b> To receive any declarations of interest.	
91.		<b>PUBLIC QUESTION TIME</b> To answer any public questions. A period of 30 minutes will be allowed for members of the public to ask questions submitted under notice.  The Council welcomes questions from members of the public about the work of this Committee. 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>	
92.		<b>MEMBER QUESTION TIME</b> To answer any Member questions.	
93.	None Specific	<b>QUARTER 3 21/22 PERFORMANCE REPORT</b> To consider the Q3 Performance Report for 2021/22.	23 - 74

<b>94.</b>	None Specific	<b>CHANGE</b> To consider an update on the work of the Council's Business Change service.	<b>75 - 80</b>
<b>95.</b>	None Specific	<b>5 YEAR HOUSING LAND SUPPLY</b> To consider an update on the Council's 5 Year Housing Land Supply and related issues.	<b>81 - 86</b>
<b>96.</b>	None Specific	<b>TREE PROTECTION &amp; BIODIVERSITY TASK &amp; FINISH GROUP</b> To consider the report of the Tree Protection and Biodiversity Task and Finish Group.	<b>To Follow</b>
<b>97.</b>	None Specific	<b>OVERVIEW &amp; SCRUTINY WORK PROGRAMMES 2022/23</b> To consider suggestions for inclusion in the Overview and Scrutiny Committee Work Programmes for 2022/23.	<b>87 - 100</b>
<b>98.</b>	None Specific	<b>COUNCIL MOTIONS</b> To consider a review of Council Motions approved over the past three years.	<b>101 - 118</b>
<b>99.</b>	None Specific	<b>CONSIDERATION OF THE CURRENT EXECUTIVE FORWARD PROGRAMME</b> To consider the current published version of the Executive Forward Programme.	<b>119 - 124</b>
<b>100.</b>	None Specific	<b>COMMITTEE WORK PROGRAMMES</b> To discuss the work programme of the Overview and Scrutiny Management Committee and the Overview and Scrutiny Committees.	<b>125 - 134</b>
<b>101.</b>	None Specific	<b>ACTION TRACKER</b> To review the latest Action Tracker report.	<b>135 - 140</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.

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## MINUTES OF A MEETING OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE HELD ON 8 FEBRUARY 2022 FROM 7.00 PM TO 9.00 PM

### **Committee Members Present**

Councillors: Alison Swaddle (Vice-Chairman), Sam Akhtar, Rachel Burgess, Jim Frewin, Guy Grandison, Norman Jorgensen, Sarah Kerr, Rebecca Margetts, Jackie Rance and Rachelle Shepherd-DuBey

### **Other Councillors Present**

Councillors: Chris Bowring, Peter Dennis, John Halsall, Clive Jones and Maria Gee

### **Officers Present**

Neil Carr, Democratic and Electoral Services Specialist  
Andy Glencross, Assistant Director, Highways and Transport  
Martin Heath, Traffic Management, Parking and Road Safety Team Manager

### **26. APOLOGIES**

Apologies for absence were submitted from Paul Fishwick and Pauline Helliard-Symons.

Chris Bowring and Peter Dennis attended the meeting as substitutes.

### **27. DECLARATION OF INTEREST**

There were no declarations of interest.

### **28. PUBLIC QUESTION TIME**

There were no public questions.

### **29. MEMBER QUESTION TIME**

There were no Member questions.

### **30. CALL-IN OF EXECUTIVE MEMBER DECISION**

The Committee considered two reports relating to the Call-In of an Individual Executive Member Decision (IEMD) relating to the proposed Wokingham Borough-wide Off Street Car Parks Order 2021. The first report, set out at Agenda pages 5 to 22, gave details of the Executive Member decision and the subsequent Call-In. The second report, set out at Agenda pages 23 to 26, set out the Officer response to the Call-In.

The first report stated that an IEMD meeting was held on 16 December 2021 to consider the proposed Wokingham Borough-wide Off Street Car Parks Order 2021. The IEMD report stated that the Council needed to make changes to its existing Off-Street Borough Car Parks Order in line with the Borough-wide parking management improvement plan. The main purpose of these changes was stated as:

- Enabling the Council to enforce against increasing instances of anti-social behaviour in existing car parks;
- Providing a separate Order for existing and new Park and Ride car parks;
- Responding to resident requests for clarity on charging;
- Limiting the maximum stay permitted at California Crossroads car Park;

- Incorporating provisions enabling the Council to designate electric vehicle charging parking bays in any Off-Street Car Parks.

Following consideration of the report, the decision was taken to:

- Instruct officers to proceed with the making of relevant Off-street Car Parks Traffic Regulation Orders;
- Instruct officers to write to all objectors and to advise them of this decision.

The report confirmed that Section 1.4.2 of the Council's Constitution stated that all decisions of the Council will be made in accordance with the following principles:

- a) proportionality (i.e. the action must be proportionate to the desired outcome);
- b) due consultation and the taking of professional advice from Officers;
- c) human rights will be respected and considered at an early stage in the decision making process;
- d) a presumption in favour of openness;
- e) clarity of aims and desired outcomes; and
- f) when decisions are taken by the Executive, details of the options which were taken into account and the reasons for the decision will be recorded.

In line with the Council's Constitution, the Individual Executive Member Decision was called-in, on 23 December 2021, by Councillors Boyt, Bray, Conway, Doran and Jones.

The Call-In was submitted on the basis that:

"The decision has contravened Section 1.4.2 a), d) and e) of the Council's Constitution, insofar as it cannot be determined from the information provided, whether the action is proportionate to the desired outcome and 1.4.2 e) there is no clarity of aims and desired outcomes."

The second report – the Officer response – stated that the decision to approve the Wokingham Borough-Wide Off-Street Car Parks Order 2021 and the preceding formal public consultations had been undertaken in accordance with the Council's Constitution and the statutory requirements for a Traffic Regulation Order. This was the same approach that the Council followed for all other Traffic Regulation Order changes and was an open and transparent process which allowed the comments and objections of residents to be considered by the Council.

The report stated that the IEMD report made clear that there were a number of reasons for bringing forward the Wokingham Borough-Wide Off-Street Car Parks Order 2021, but that it was primarily about updating some out of date information in the previous order and separating the town centre car parks from the new Park and Ride sites. Alongside this Officers took the opportunity to introduce some additional measures which would improve

the Council's ability to address anti-social behaviour within car parks following experiences during the Covid-19 pandemic.

In relation to the specific questions raised as part of the Call-In, the report provided the following responses:

Question 1 - What are the recommendations made by Thames Valley Police? Are they proportionate to the problem? What happens where ASB is committed but (as is likely to be the case) the perpetrator does not register his/her vehicle?

Answer - Following a series of ASB episodes affecting our Carnival M/S car park, park and ride sites and other Council operated car parks during the COVID lockdown period, Thames Valley Police made recommendations to the Community Safety Team and Parking Services that time periods in which car parks operate should be considered as deterrents to antisocial behaviour. The police also recommended the introduction of CCTV to provide evidential support to any enforcement action that may become possible by police. Such measures exist in other local authority areas and police advised that they are a successful deterrent as stated at the meeting.

Question 2 - This implies that everyone using the car parks in the evening and on a Sunday will have to register their vehicle and check in and out. What evidence is there that perpetrators of anti-social behaviour will comply with this requirement? If they do not, how does this requirement assist with identifying them?

Answer - The Wokingham Borough-Wide Off-Street Car Parks Order 2021 will provide the Council with the flexibility to introduce the requirement to check in and out in the evenings and on a Sunday in the future, as the need to address any issue arises.

Question 3 - How will this requirement impact on residents who use the car park and forget to check in? Will enforcement officers be active 24/7? What is included in the policy that would avoid innocent residents being fined simply for failing to display a ticket during times when there is no charge for using the car park? How are residents being informed of the change, which will require them to have a ticket at all times, when previously there was no requirement and people used to using the car park would not even look at the ticket machines overnight or on a Sunday?

Answer - The Wokingham Borough-Wide Off-Street Car Parks Order 2021 makes no changes to the requirement for car park users to check in and anyone who forgets to check in will be liable to penalty just as they are now. Enforcement officers will be active for those periods when enforcement is necessary to ensure that car park terms and conditions are being met. Residents will be informed of the requirement check in or obtain a ticket on signs within the car parks just as they are now. In the event that we are making changes to our car park terms and conditions we will of course ensure that these are appropriately communicated through the local press and our various social media channels.

Question 4 - The supporting CCTV will help to deter ASB, but can it be used to prosecute offenders?

Answer - Yes our CCTV can be used to assist in the prosecution of offenders.

Question 5 - Members have been told variously that the CCTV cameras were installed due to theft of catalytic converters, to reduce emissions caused by queuing cars, and now to deter ASB. Section 1.4.2 d) states there should be a presumption of 'openness'. This is not apparent here.

Answer - The CCTV cameras within our car park and out on the Borough highway network have primarily been introduced to reduce congestion, shorten journey times and enable residents to make effective choices on where to park. However, the same cameras are also capable of providing evidence of ASB and other crimes within our car parks and will assist us to address these issues.

Shirley Boyt addressed the Committee and explained the reasons which had led to the Call-In. Councillor Boyt stated that one of the most important roles of a Councillor was being able to explain to residents the reasons for decisions made by the Council. In the case of the TRO the initial consultation had been poorly executed in terms of deploying the notices. There was confusion amongst residents about the purpose of the order, leading many residents to conclude that the purpose was to introduce charges in the evenings and on Sundays. As there were several car parks in her ward Councillor Boyt was keen to see clarity on the matter of charging.

Ahead of the IEMD meeting, Councillor Boyt wrote to the Executive Member to this effect. She hope that the Q&A in the IEMD meeting would address any doubts about the reasoning behind the introduction of charging periods when previously there had been none. Councillor Boyt was surprised about how few questions were asked about the impact of the proposed changes on the average resident. During the meeting the Officer's verbal explanation was not wholly consistent with the written report. This left Councillor Boyt with more questions than answers. These questions formed the basis of the Call-In. Before initiating the Call-In, Councillor Boyt did seek clarification on a number of points, but did not receive a response.

Councillor Boyt stated that the responses to the Call-In questions in the second report raised further questions which were listed in a note circulated to the Committee, as follows:

The response to question 1 suggests you are confident that these measures will act as a deterrent which is good, but:

- If ASB does occur, are you saying that the perpetrators will be issued with a penalty charge notice simply because they did not check in and were therefore in contravention of the Parking Order?
- Does this mean the actual ASB will not be addressed?

It is also stated that the police recommended the introduction of CCTV to provide evidential support to any enforcement action that may become possible by the police.

- What sort of ASB might be dealt with by the police using CCTV footage?
- Are these new measures proportionate to the problem?
- What alternative measures were explored and disregarded?

The response to question 2, if my understanding is correct, states that the requirement to check in will be implemented should the need arise.



- Does this mean that some borough car parks will require check-in at all times? And others will not?
- Wouldn't this be confusing for our residents?

I am still concerned that innocent residents may be the subject of a penalty charge notice for failing to check in even when there is no charge.

In the response to question 3 you state that the order 'makes no changes to the requirement for car park users to check in and anyone who fails to check in will be liable to the penalty just as they are now'. This is not correct! Currently residents are not required to check in and out in the evenings and on a Sunday. This is a material change which will impact on residents - yet it was not raised at all in the decision-making process and raises another question:

- Will blue badge holders also have to check-in?
- If yes, why was no EqIA carried out?
- If no, are they likely to be caught by CCTV monitoring and fined for not checking in?

Response 3 also states that Enforcement Officers will be active for those periods when enforcement is necessary.

- Does this mean they will be working longer hours?
- If so, what are the cost implications for this?

Councillor Boyt stated that it was vital to demonstrate to residents that decisions in this Council were taken on the basis of strong evidence and with consideration of the impact the decision will have on residents. In the light of these unanswered questions, Councillor Boyt requested that the Committee refer the decision back to the Executive Member and ask that when it was retaken, the accompanying report include:

- a point-by-point explanation of the different components of the Off-Street TRO as laid out on page 24 of the agenda of the meeting. Not just saying what the components were, but what their purpose was and how they will achieve it. This was to address the principle of observing openness and transparency in decision-making.
- a detailed explanation of the Council's intentions in regard to fining people whose only offence was not displaying a ticket when they parked at a time when the car park was free. The officer response suggested the Council had every intention of using this new capability to fine people for this, which would be outrageous; it implied the Council was looking at using this change as a way of raising money, using innocent residents as a cash cow.
- Include the actual recommendations from Thames Valley Police and how they would work.
- Where ASB was concerned, lay out the other options that had been considered for tackling ASB in car parks, and explain why the overnight charging system will cure it and why the other ideas had been rejected – or if they haven't, say what else was being done.
- an Equalities Impact Assessment.
- a breakdown of the cost implications of the Order.

Maria Gee addressed the Committee as a witness and made the following comments. The IEMD report stated that the Council needed to make changes to its existing Off-street Borough Car Parks Order. The first purpose of the changes was stated as enabling the Council to enforce against incidents of anti-social behaviour (ASB) in existing car parks. Councillor Gee was speaking to the Committee about the impact on the Carnival Pool car

park which, as Members were aware, had suffered from a lot of ASB. Councillor Gee had looked at the car park terms and conditions. They were measures that the Council could enforce. A penalty charge notice could be issued for contravening any of the terms and conditions. The terms and conditions all referred to “parked”, so parked without displaying a ticket, parked outside the bay, parked in a restricted area, etc. The problem was that ASB, for example illegal car meets, was usually caused by moving vehicles. Some disturbance was caused by stationary vehicles with loud music or shouting late at night. None of the terms and conditions of the car parks referred to moving vehicles or noise, which were the basis of ASB calls from residents relating to this car park. The conditions at the Carnival Pool car park referred to car parking and displaying tickets.

The current way of dealing with ASB was for the police to issue S59 notices which allowed them to give a warning and then seize any vehicles which were acting in a manner likely to distress other people. However, there was nothing in the car park terms and conditions other than references to parking violations. It was likely that the future method of dealing with ASB would still be S59 notices as the Council could only deal with parking violations. The CCTV in place would not change its use to civil parking enforcement. Officers confirmed that CCTV was not an approved advice for issuing parking penalty charge notices (PPCNs). Its future use was going to be the same as its current use, dealing with crimes, issuing S59 notices, theft, etc.

Councillor Gee referred to the “checking in” process – entering a car park and leaving the vehicle without leaving a record of the vehicle. In many car parks, including Carnival Pool, drivers had to check in, but only during charging hours. It was not enforceable outside charging hours. Making users check in with car registrations was useful when looking at violation of car park conditions. PCNs were only useful when vehicles were parked, unless the terms and conditions were changed. If a car was checked in there was no violation of parking conditions even if ASB occurred. If a vehicle was not checked in, parking charge notices could be issued by the Civil Parking Enforcement officers, but the CCTV still could not be used. PCNs were only useful when users were parked because they were parking charge notices. Also, it could be risky for the enforcement officers when there were large car meets. And, how would they establish how long car users had been there given the grace period.

The report stated that the new Off-street Car Parks Order would enable the Council to take action against ASB, but it was not clear how the Council would be able to take action. Extending the operating hours would not enable further action to be taken. ASB occurred outside the current charging hours. If every user was required to check in, irrespective of charging periods, then the burden would fall on people not engaging in ASB.

Finally, residents would be informed of the requirement to check in or obtain a ticket on signs within the car parks, just as they are now. The problem was that the signs were on the payment machines and residents may not realise that they had to register outside of charging hours, as councillor Boyt made clear. It was also proposed that the Council communicate via the local press and social media. That would not help out of Borough visitors to the car parks. Without changes to signage there may be a lot of violations from people not engaged in ASB.

Members of the Committee asked the following questions of Councillors Boyt and Gee:

Do you agree that the TRO in itself cannot achieve any of these aims? Councillor Boyt commented that the TRO appeared to be designed to meet the aims, but it was not clear that it would.

You appear to be calling in this item for reasons that are nothing to do with the TRO. Can you explain that? The TRO does not include measures to tackle ASB. Councillor Boyt stated that she did not agree. The reasons for the Call-In were clearly stated. During the IEMD meeting all the discussion was related to stopping ASB in the car parks.

The IEMD report stated that the purpose of the changes was to allow the Council to introduce parking controls which would enable it to enforce against incidents of ASB in existing car parks. What have Thames valley Police said about measures to tackle ASB? Councillor Gee stated that Thames Valley Police had asked for barriers to be introduced as one of the first measures. This date back 18 months.

Were there any reports about ASB in car parks during the hours when vehicles currently had to register? Councillor Gee stated that the reports she had seen related to car meets taking place in the evenings, normally from 9pm, or 10pm at weekends, sometimes going on until 1am.

When incidents occur how is CCTV accessed? Is someone watching the CCTV 24/7? Councillor Gee confirmed that the CCTV was not monitored. When incidents were reported, officers looked at the relevant footage and could then share it with the police. The onus was on residents to report incidents to the Council.

Other than ASB, were there other ongoing issues in the car parks? Councillor Gee stated that she had heard anecdotal evidence relating to vandalism and drug use/drug dealing.

Are you questioning whether residents were given enough information about this IEMD – I understand that it was advertised in the local newspapers and that Members were aware of it. Only one Member responded to the consultation. Councillor Boyt commented that there was fault at the beginning of the consultation process. Then the decision was made on the basis of the Officer's verbal report, the written report and the questions raised during the meeting. The discussion was about ASB in the car parks and how to address it. The implication appeared to be that everyone would have to check in. This appeared to be a big change and raised a number of issues.

Pauline Jorgensen addressed the Committee, setting out a response to the Call-In request. Councillor Jorgensen stated that the key point was to look at the scope of the IEMD. It was quite wide-reaching and sorted out a number of anomalies in the current structure and processes. It did not just talk about ASB. It added car parks that were missing from the structure and took car parks out where they were no longer valid. We also took the opportunity to change the opening hours and operational hours of the car parks. The operational hours in the documents did not match the operational hours in place in practice. I do not see how these points were disproportionate.

The discussion at the IEMD meeting was reasonably lengthy. It was good to see a member of the public in attendance. There were no Councillors in attendance. There was an opportunity to ask questions but this did not happen. I can only assume that this Call-In is retrospectively political rather than seeking more information. There was ample opportunity to get more information as part of the IEMD process. Also, there were no objections to from any Councillor. Councillor Kerr did raise a question on behalf of a

resident. The decision followed a statutory process. There was ample consultation. A number of residents commented on the TRO.

Thames Valley Police were unlikely to act on ASB, so one of the benefits of the extended opening hours was to allow the Council to use its enforcement officers to back up the police. This provided an extra opportunity to deal with ASB. That was one of the points that drove this TRO. Staff will be able to patrol during the extended hours which are already the operational hours. We are not changing what is happening on the ground. We are recognising that car parks are open 24/7 anyway.

My recollection of the IEMD meeting was that the main issue was that many residents had misunderstood and believed that we were going to charge for 24/7 parking which we weren't. The ticketing for charging hours was not addressed in the IEMD. That is because it was not part of the IEMD. The IEMD did not make a decision about people taking a ticket outside the charging hours.

Andy Glencross addressed the meeting and stated that officers were happy with the answers submitted in response to the Call-In questions. From an officer point of view the primary purpose of the TRO had been to tidy up an existing, outdated TRO. 24/7 operation at the car parks was already a fact.

Members of the Committee put the following questions to Councillor Jorgensen and the officers in attendance:

As the car parks are open 24/7 now. Does this TRO change anything in respect of registration? Councillor Jorgensen stated that there was no requirement for tickets outside the hours of charging. Also, there were no changes for Blue Badge owners.

Are you saying that there are no changes to check in-check out outside the charging periods? Councillor Jorgensen stated that there was no requirement outside the charging hours. The TRO enabled its introduction, but there was no current requirement.

What were the changes in enforcement? Andy Glencross stated that this would be an issue for a different meeting – with Community Safety officers present. Councillor Jorgensen confirmed that ASB was important. The TRO provided additional mechanisms to address ASB.

In relation to charging, can you confirm that the TRO makes it easier to introduce changes to charging? Councillor Jorgensen stated that it was possible to make changes at any time through the Executive process. The IEMD did not change anything in this regard.

Members were not politically motivated in relation to the Call-In. They were trying to clarify on the situation. ASB was mentioned many times in the documents. What was the overall solution to the problem of ASB? What was the view of the police? Councillor Jorgensen stated that the police could comment on their views on ASB if approached. CCTV was not part of the IEMD. The TRO provided the opportunity for the Council to use its own enforcement officers.

Are enforcement officers going to tackle issues relating to drugs in car parks? There also appeared to be ongoing confusion about the registration process. Who had to register? Councillor Jorgensen state that the TRO did not change the position re check-in and check-out. The big issue was car meets in our car parks. Provision of alternative facilities

for car meets or measures to tackle drug dealing in car parks were not the subject of this meeting. Councillor Jorgensen was happy to discuss these matters outside the meeting.

There was still confusion about the effect of the TRO on check-in and check-out – can you clarify? Councillor Jorgensen confirmed that the TRO allowed the Council to use its enforcement officers outside normal charging hours in the car parks. If they are patrolling in the car parks, ASB was less likely to occur. Andy Glencross confirmed that the TRO enabled the extension of check-in if necessary, for example in order to tackle ASB, but there were no current changes.

What was the impact of the Call-In on the implementation of the TRO? Councillor Jorgensen stated that implementation had been put on hold pending the Call-In meeting. The TRO was supported by the police and the Community Safety Partnership.

The Thames valley Police Area Commander was due to attend the Community and Corporate Overview and Scrutiny Committee in March. The Committee would be able to discuss the available options for addressing ASB in the Borough's car parks.

Was there an additional cost to the Council relating to the extra patrolling to be undertaken by the enforcement officers? Councillor Jorgensen stated that extra funding would be delivered by increased parking fines making the extra activity self-funding. Also, there was no Equality Impact Assessment as no decision had been taken which impacted on potentially affected groups, e.g. disabled drivers.

Pauline Jorgensen summed up the response to the Call-In stating that the IEMD had been proportionate with significant consultation on the proposals. The process provided opportunities to ask questions about the decision. The TRO covered much more than issues relating to ASB.

Shirley Boyt summed up the Call-In stating that it was only when watching the IEMD meeting that issues emerged. Councillor Boyt had written to Officers seeking clarification but did not receive a reply. The Call-In was not politically motivated. It arose out of genuine concern about the potential impact on residents. The report did state that a primary purpose was to enable greater control of ASB.

Having listened to the evidence, the Chairman proposed that the Committee vote on whether or not to confirm the Executive Member decision. If the Committee decided to refer the matter back, the debate would continue in order to agree specific recommendations.

On being put to the vote, the Committee agreed to confirm the IEMD relating to the Wokingham Borough-wide Off Street Car Parks Order 2021, taken at the meeting on 16 December 2021.

**RESOLVED:** That the Executive Member Decision relating to the Wokingham Borough-wide Off Street Car Parks Order 2021 be confirmed.

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**MINUTES OF A MEETING OF THE  
OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE  
HELD ON 23 FEBRUARY 2022 FROM 7.00 PM TO 8.56 PM**

**Committee Members Present**

Councillors: Pauline Helliard-Symons (Chairman), Alison Swaddle (Vice-Chairman), Sam Akhtar, Rachel Burgess, Paul Fishwick, Jim Frewin, Guy Grandison, Norman Jorgensen, Sarah Kerr, Rebecca Margetts, Jackie Rance and Rachelle Shepherd-DuBey

**Other Councillors Present**

Councillors: Gregor Murray and Laura Blumenthal

**Officers Present**

Neil Carr, Democratic and Electoral Services Specialist  
Mark Gwynne, Interim Head of Insight, Strategy and Inclusion  
Jackie Whitney, Head of Customer Delivery

**31. APOLOGIES**

There were no apologies for absence.

**32. MINUTES OF PREVIOUS MEETING**

The Minutes of the meeting of the Committee held on 11 January 2022 were confirmed as a correct record and signed by the Chairman.

**33. DECLARATION OF INTEREST**

The following Members made general personal declarations of interest:

- Rachel Burgess - as a member of the Anti-Poverty Working Group.
- Paul Fishwick - as his wife worked as a volunteer for Citizens' Advice.
- Jim Frewin – as a member of the Customer Excellence Programme Working Group.
- Sarah Kerr - as a volunteer at the Wokingham Foodbank.
- Alison Swaddle - as a member of the Anti-Poverty Working Group.

**34. PUBLIC QUESTION TIME**

There were no public questions.

**35. MEMBER QUESTION TIME**

There were no Member questions.

**36. ANTI-POVERTY STRATEGY 2022-26**

The Committee considered a report, set out at Agenda pages 17 to 44, which gave details of the Council's Anti-Poverty Strategy 2022/26. The report stated that the Anti-Poverty Strategy aimed to prevent people falling in to poverty, offer support to those already in poverty and help those in poverty to get out of it. Through working in partnership it aimed to develop an early intervention approach.

Councillor Laura Blumenthal, Deputy Executive Member for Equalities, Poverty, the Arts and Climate Emergency and Mark Gwynne, Interim Head of Insight, Strategy and Inclusion, attended the meeting to present the report and answer Member questions.

The report stated that the objectives of the Strategy over the next four years were to:

- Support people in poverty;
- Strengthen communities in their resilience to poverty;
- Improve life opportunities for residents who are living in poverty.

The draft Anti-Poverty Strategy was appended to the report. It was being developed in partnership with the voluntary and community sector (VCS). In December 2021 a Hardship Alliance was created engaging four key VCS partners. Amy Garstang, Chair of the Hardship Alliance, attended the meeting to give a VCS perspective on the development of the Strategy.

The report stated that the draft Strategy had been subject to public consultation in January and February 2022 and would be updated to build in responses. Further development with the Hardship Alliance would take place in the coming months. The revised Strategy was due to be presented to the Executive for approval on 26 May 2022.

During the ensuing discussion, Members raised the following points:

The overarching strategy did not say much about preventing poverty in the Borough. Possible wording could be “doing all that we can to ensure that no one lives in poverty in the Borough”. Councillor Blumenthal commented that she was happy to look at wording which strengthened this aspect of the Strategy.

There were a number of issues currently which had an impact on poverty in the Borough. These included the effects of the pandemic, the energy crisis, house prices, changes to National Insurance and the rise in inflation. The Council and its partners should be lobbying on a range of issues. The introduction to the Strategy should be amended to reflect the range of challenges facing residents in the Borough. Councillor Blumenthal welcomed ideas for lobbying and exploring the steps that the Council could take to publicise the impact of these challenges.

Rachel Burgess raised the issues around in-work poverty and put forward a proposed recommendation to the cross party Anti-Poverty Working Group:

“Wokingham Borough Council will work towards becoming an accredited Real Living Wage Employer and will encourage local employers and supply chains to do the same”.

The proposal was seconded by Sarah Kerr.

Upon being put to the vote, the proposed recommendation was approved. Councillor Blumenthal stated that the cross-party working group would be happy to consider the recommendation.

Was there any additional funding to support delivery of the Anti-Poverty Strategy? Councillor Blumenthal confirmed that the Government had provided grant funding of £500k to support the development and delivery of initiatives being created as part of the Strategy. The Council was developing a strong team to implement the Strategy and work closely with the VCS. Amy Garstang confirmed the strong working relationship between the Council and the Hardship Alliance.

It was noted that there had been 140 responses to the consultation on the draft Anti-Poverty Strategy. Did Officers know how many of these respondents were in the



vulnerable groups? Mark Gwynne confirmed that the consultation did not specifically seek information on different categories. However, it appeared that 40/50% were in the Just About Managing group. There was an ongoing issue relating to the availability of recent data to inform the development of the Strategy.

Had any briefings been provided for the Town and Parish Councils? Mark Gwynne confirmed that Officers had met with the Town and Parish Councils in January 2022. Officers were happy to have further discussions following the consultation exercise.

As already mentioned, a number of ongoing national issues were likely to significantly increase the number of people in debt over the short term. Did the Strategy factor this in? Councillor Blumenthal confirmed the Strategy would include short and longer term measures.

The report referred to the growing number of children in the Borough who were eligible for free school meals. It was important to maximise the number of children eligible for free school meals whilst, at the same time, minimising any potential stigma attached. There was a concern that some parents did not wish to come forwards even though their child was eligible. It should be seen as a helping hand rather than a handout. Members with experience in local schools felt that the existing system did make the process anonymous.

Whilst the closer working relationship with the VCS was welcomed, it was still important to be clear about accountability in delivering the action points in the Strategy. Could the relevant Members or Officers be highlighted in the Action Plan? Councillor Blumenthal confirmed that this suggestion would be considered.

One way to increase the uptake of free school meals would be to extend the eligible age group. The Council could lobby the Government on this issue. Items such as uniforms and technology also needed to be more accessible and inclusive.

Could the next update to the Committee include the specific actions underpinning the Anti-Poverty Strategy together with the relevant costings and funding sources? Councillor Blumenthal confirmed that this information could be included in future reports.

**RESOLVED** That:

- 1) Laura Blumenthal and Mark Gwynne be thanked for attending the meeting to answer Member questions on the Anti-Poverty Strategy;
- 2) the cross-party Anti-Poverty Working Group consider the Committee's recommendation that: "Wokingham Borough Council will work towards becoming an accredited Real Living Wage Employer and will encourage local employers and supply chains to do the same".
- 3) the Chairman write to Councillor Blumenthal with a summary of the Committee's ideas and suggestions relating to the Anti-Poverty Strategy.

**37. EQUALITY PLAN UPDATE**

The Committee considered a report, set out at Agenda pages 45 to 58, which gave details of progress of the year 1 action plan which underpinned the Council's Equality Plan 2021/25. The Equality Plan aimed to deliver a programme of improvements against the

Equality Framework for Local Government (EFLG). The report also set out the action plan for year 2.

Laura Blumenthal, Deputy Executive Member for Equalities, Poverty, the Arts and Climate Emergency and Mark Gwynne, Interim Head of Insight, Strategy and inclusion attended the meeting to introduce the report and answer Member questions.

The report stated that the year 1 action plan had set out 29 actions which would progress towards the “Developing” level of the EFLG. The EFLG comprised four themes around which the action plan was structured and on which progress would be monitored. The themes were:

- Understanding and working with your communities;
- Leadership, partnership and organisational commitment;
- Responsive services and customer care;
- Diverse and engaged workforce.

Mark Gwynne highlighted progress in the Year 1 action plan in areas such as procurement, communications, customer experience and data collection. A cross-party Member working group had been established together with a Member learning and development programme. Externally, a Residents Equality Forum had been set up and work was ongoing to support a refresh of the BME Forum.

In the ensuing discussion, Members raised the following points:

In relation to Action 18 in Appendix 1 – what training had been provided on Equality Impact Assessments? Mark Gwynne confirmed that more details on training provision could be circulated to Members.

How did pay gaps fit into the Equality Plan? Councillor Blumenthal stated that she would discuss this issue with the Officers.

In relation to Action 17 – could some examples of Role Model behaviour be included, e.g. the calling out of hate speech? Councillor Blumenthal stated that this suggestion would be considered.

Could the list of protected characteristics be extended, e.g. to include socio- economic factors. Mark Gwynne stated that this could be considered.

In relation to the EFLG, was the assessment free of charge? Mark Gwynne confirmed that this was the case as a result of the Council signing up to the framework.

In relation to Action 2 – was the Plan co-produced? Councillor Blumenthal stated that the potential for more co-production could be explored in future.

In relation to Action 15 – Celebrate successes – where was the first case study published? Councillor Blumenthal confirmed that details of the first case study could be shared with Members.

Could RAG ratings be attached to the actions to give a clearer picture on which actions were progressing well and could the data be broke down into wards? Councillor Blumenthal stated that these ideas could be investigated further.

In relation to Action 11 – could a deeper dive take place into modern-day slavery within supply chains? Councillor Blumenthal confirmed that this suggestion could be pursued.

It was confirmed that the Royal Berkshire Fire and Rescue Service was doing good work on equalities. Was there potential for sharing ideas and training? Councillor Blumenthal stated that she would be happy to contact the service to discuss the potential for joining up.

**RESOLVED** That:

- 1) progress against the Equality Plan Year 1 Action Plan be noted;
- 2) the Equality Plan Year 2 Action Plan be noted;
- 3) the ideas and suggestions from Members be incorporated into the future development of the Equality Plan;
- 4) the Committee receive an annual update on progress against the actions in the Equality Plan.

### **38. CUSTOMER EXCELLENCE PROGRAMME**

The Committee considered a report, set out at Agenda pages 59 to 64, which provided an update on the Council's Customer Excellence Programme. The report gave details of the existing Council access points and the overall aims of the programme which were to move to:

- Standardised customer service across departments and ownership of customer experience to be organisation-wide;
- A new website centred on the needs of our residents;
- Customer insight used proactively as part of a customer-centric strategy which drives continuous improvement across the Council;
- Easy to use, streamlined customer journeys, focussed on customer need.

Gregor Murray (Executive Member for Resident Services, Communications and Emissions) and Jackie Whitney (Head of Customer Delivery) attended the meeting to present the report and answer Member questions.

The report gave details of the five year change programme, highlighting the key projects and workstreams and the expected benefits to be delivered for residents. The programme would be informed by data and customer feedback.

In the ensuing discussion, Members raised the following points:

How would Member feedback be incorporated into the programme? It was confirmed that a cross party Member working group would meet to consider progress and would act as a conduit for Member views. Members on the working group included Gregor Murray (Chairman), Shirley Boyt, Stephen Conway, Jim Frewin and Pauline Jorgensen.

As part of the data gathering exercise, would real life case studies be used? Jackie Whitney confirmed that real life situations would be used. The aim was to get to the root

cause of any problems and to understand any unintended consequences from service changes.

What was the level of engagement with key services? Jackie Whitney confirmed that there was strong engagement with services. Customer delivery officers acted in a business partner role.

Some Members found contacting specific Officers challenging. Could Members be provided with a list of key Officers together with their contact details? Jackie Whitney confirmed that a list could be put together and circulated to Members.

A key issue was the use of jargon and Council speak. What steps were being taken to ensure that plain English was used as much as possible in Council communications? Jackie Whitney confirmed that the Council was working with a specialist company to review the content and tone of Council documents and forms. This would extend to the improvement plan for the Council website.

**RESOLVED** That:

- 1) Gregor Murray and Jackie Whitney be thanked for attending the meeting to answer Member questions on the Customer Excellence Programme;
- 2) the update on the Customer Excellence Programme be noted;
- 3) Member comments and suggestions be used to inform the development of the programme.

### **39. OVERVIEW AND SCRUTINY COMMITTEE ANNUAL REPORTS**

The Committee considered the Overview and Scrutiny Committee Annual reports for 2021/22, set out at Agenda pages 65 to 84. The reports gave details of the issues considered by each of the Committees and the impact of their work during the year. The reports would be submitted to the March Council meeting.

Alison Swaddle commented that the Health Overview and Scrutiny Committee report should be updated to include reference to discussions held at the recent meeting.

**RESOLVED** That:

- 1) the Overview and Scrutiny Annual Reports for 2021/22, as amended, be approved;
- 2) the Annual Reports be submitted to the Council meeting in March 2022.

### **40. CONSIDERATION OF THE CURRENT EXECUTIVE FORWARD PROGRAMME**

The committee considered a copy of the Executive Forward Programme as set out on Agenda pages 85 to 92.

**RESOLVED:** That the Executive Forward Programme be noted.

### **41. COMMITTEE WORK PROGRAMMES**

The Committee considered its forward work programme and that of the other Overview and Scrutiny Committees, as set out on Agenda pages 93 to 102.

**RESOLVED:** That the Overview and Scrutiny Forward Work Programmes be noted.

**42. ACTION TRACKER REPORT**

The Committee considered the latest Action Tracker report, set out at Agenda pages 103 to 106.

The Chairman confirmed that she would be meeting with the Leader and Chief Executive on 6 March 2022 to discuss ways of developing the working relationship between the Overview and Scrutiny Committees and the Executive.

**RESOLVED:** That the Action Tracker report be noted.

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<b>TITLE</b>	<b>Quarter 3 21/22 Performance Report</b>
<b>FOR CONSIDERATION BY</b>	Overview and Scrutiny Management Committee on 17 March 2022
<b>WARD</b>	(All Wards);
<b>LEAD POLITICIAN</b>	John Halsall Leader of the Council
<b>LEAD OFFICER</b>	Susan Parsonage Chief Executive

**OUTCOME / BENEFITS TO THE COMMUNITY**

This report provides accountability and transparency against the Council's Key Performance Indicators (KPIs) for service areas and provision of these to our customers.

**RECOMMENDATION**

To note the performance of the KPIs relevant to this committee.

To note that additional Children's Service KPIs are reported to the Children's Overview and Scrutiny Committee and the Corporate Parenting Board and that Adults Social Care KPIs are reported to Health Overview and Scrutiny.

**SUMMARY OF REPORT**

The Council's performance against its KPIs continues to be robust despite the resurgence of covid caused by the omicron variant and the impact of plan B restrictions on residents, businesses and officers.

The majority of KPIs as before are green and hitting target. In addition to the KPIs there have been several successes across the organisation.

The following are examples of key activities undertaken across the council to deliver the Corporate Delivery Plan.

Despite significant pressures on both the Children's Services and Adults Social Care directorates caused by the increase in Covid-19 cases through the autumn and winter, services have held up well. Children's Services have worked closely with schools to provide support to manage the impact of the pandemic and maximise attendance levels. Adults Social Care have worked closely with local hospitals to manage timely discharges and performance in Adults Social Care KPIs have continued to perform well against neighbouring authorities.

The new Advisory Board, established to maximise the long term benefits of the newly approved Shinfield Studios, has held its first workshop for adults interested in careers in the sector and was attended by 40 people.

To support the council's activity to tackle climate change approval was given for a pilot project to install 70 new EV charge points in both on street residential locations and in car parks across the borough.

The newly formed CEO's Office (eg HR, Comms, Digital and Change) has embarking on ambitious customer excellence and data and insight programmes as well as reenforcing the Councils links to the VCS with the foundation of the Hardship Alliance.

Governance and monitoring of the Councils financial position has continued to be robust, delivering a capital underspend and well controlled and targeted revenue overspend. This will be vital in the face of growing economic uncertainty caused by high inflation.

Further details of all KPIs are listed in Appendix A which accompanies this report.

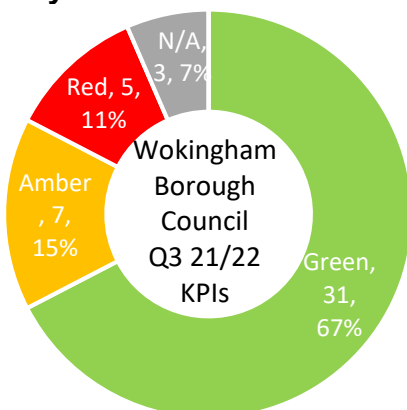
It should also be noted that additional Children's Services KPIs are reported to Children's Overview and Scrutiny and the Corporate Parenting Board and that Adults Social Care KPIs are reported to Health Overview and Scrutiny. A full list of the KPIs and to which body they are reported can be found in Appendix D.

## Background

- The Council's Key Performance Indicators (KPIs) measure how well each service is delivering against its current objectives.
- KPIs that are reported are decided by the lead executive members in consultation with their respective director. Targets for each KPI are also set in the same way.
- This performance report and appendices covers **Q3 2021/22 October, November and December**.
- There are 46 KPIs; details of which can be found in found in Appendix A which includes year on year trends where available.
- Each KPI is intended to be a SMART target (Specific, Measurable, Achievable, Realistic and Timely), which takes into account historic trend information and benchmarking to compare Wokingham Borough performance with national trends.
- KPIs are assigned a RAG status (**Red, Amber, Green**) to indicate whether performance is on target (**Green**), close to target (**Amber**) or missing the target (**Red**).

Indicators are assigned to a Director and Lead Executive Member. Commentary including highlights, focuses for the future and potential challenges from the CEO, Deputy CEO and each Director can be found in Appendix A. Directorate commentary on targets and benchmarking, where available, for each KPI is listed in Appendix B, which accompanies this report.

## Analysis



Quarter 3 2021/22 KPIs show consistent performance against the previous quarter. 31 KPIs (67%) are green. The following are the details of the 5 red KPIs, the background and context of the performance and the corrective action being taken.

## AS7: Proportion of people receiving long term care who were subject to a review in the last 12 months

The 2021-22 target has been set as a challenging stretch target. Our aim is to perform in the top quartile in comparison to other Local Authorities. Currently our performance for people with a review or assessment in the last 12 months places us third highest in the South East benchmarking club. Performance has steadily improved over the last 3 quarters leading to greater outcomes for our customers and financial efficiencies against our targets. The service achieved the highest level of performance in Q3 in the last 3 years.



**AS1: Social work assessments allocated to commence within 7 days of the requests (counted at point of allocation)**

This is not monitored as a national performance measure however we know from the results of a Local Authorities survey that nationally 12% of people awaiting a social work assessment have been waiting more than 6 months. Over the last 2 years, the maximum wait for anyone in Wokingham was 38 days. We aim to not keep people waiting more than 28 days and currently 93% of assessments are allocated in this timeframe. Maintaining high performance allocated in 7 days is a stretch target.

**CIC2: Percentage of households for whom homelessness has been prevented**

The service is experiencing increased demand with many households presenting to us at the point they have become homeless which limits our ability to carry out prevention work. Our ability to carry out successful prevention activities has continued to be impacted by the private sector not being affordable or attainable for households and the lack of supply in the private sector. The prevention duty was discharged for 31 households during Q3; 11 households had their homelessness successfully prevented either through being assisted to secure alternative privately rented accommodation or by negotiations being carried out with landlords to allow households to remain in their accommodation. This is compared to 25 households discharged and 10 successful preventions.

**CS4: Percentage of EHCP Assessments completed within 20 weeks of referral**

Timeliness has declined this quarter. This is in addition to having to contend with a rise in the complexity of concerns and the timescale of receiving the required information from external partners. Actions to Improve: Continued monitoring and scrutiny of data weekly, working with SEND team/panel. SEND Team are looking at tracker on a weekly basis to ensure deadlines are met. Weekly tracker meetings with performance colleagues to ensure accuracy of data.

**RA3: Usage of Wokingham borough leisure centres**

Covid-19 has had a significant impact on attendance and usage at leisure centres across Wokingham borough. All leisure centres had reopened in Q3 20/21, albeit at 50% capacity, to then close during the third national lockdown. With centres now being open, usage figures are beginning to improve in 2021/22

**KPIs with a RAG status that has slipped since Q2 2021/22**

The following KPIs are not underperforming (red) against target, there have been slight slips in performance compared with the assigned Q3 target. Further detail on how these targets are set is available in appendix B.

**AS11: Proportion of people who use services who use direct payments**

This is a stretch target with the aim of improving our local performance, which has remained relatively static for the last 2 years. Our performance is good in comparison to other Local Authorities, and we are ranked as 3rd highest in the region. Take up of direct payment is just below the 31% target at 30%, this is a reduction of 6 people from Q2. A review of the direct payment policy and practice guidance is due to take place which will provide greater clarity to practitioners to promote the uptake of direct payments. This work is planned to focus on increasing the uptake particularly with people aged 65 and above. Currently the uptake for people aged 18-64 is 41% and for those aged 65+ is 16%.

**PG6: Affordable housing completions**

KPI target is set at 201 for the financial year 2021/22. It looks as though we will be 9 affordable homes short of the target by the end of Q4. We know that the units are secured and will be delivered (i.e., the contract is in place for the registered provider (RP) to purchase from the developer). Based on completions to date (133 cumulative for Q1 – Q3) and expected for Q4 (59), they have yet to be handed over from the developer to the RG within the timeframes originally anticipated by the RP. The RPs have reported that this is due to site-based issues including adverse weather conditions as well as staffing and materials shortages on sites.

**CIC11: Expected voluntary staff turnover**

A recent trend has seen resignations increase post covid as people re-evaluate what they want to do and where they want to work. Turnover has moved to 15.7%, 0.7% above the target band.

Further details of all KPIs are listed in Appendix A which accompanies this report.

**FINANCIAL IMPLICATIONS OF THE RECOMMENDATION**

***The Council faces severe funding pressures, particularly in the face of the COVID-19 crisis. It is therefore imperative that Council resources are focused on the vulnerable and on its highest priorities.***

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

**Public Sector Equality Duty**

This report covers a full range of services across the council. It is for noting and discussion and does not contain recommendations for approval that would involve a policy or service alteration that would have implications upon people with protected characteristics under the Public Sector Equality Duty.

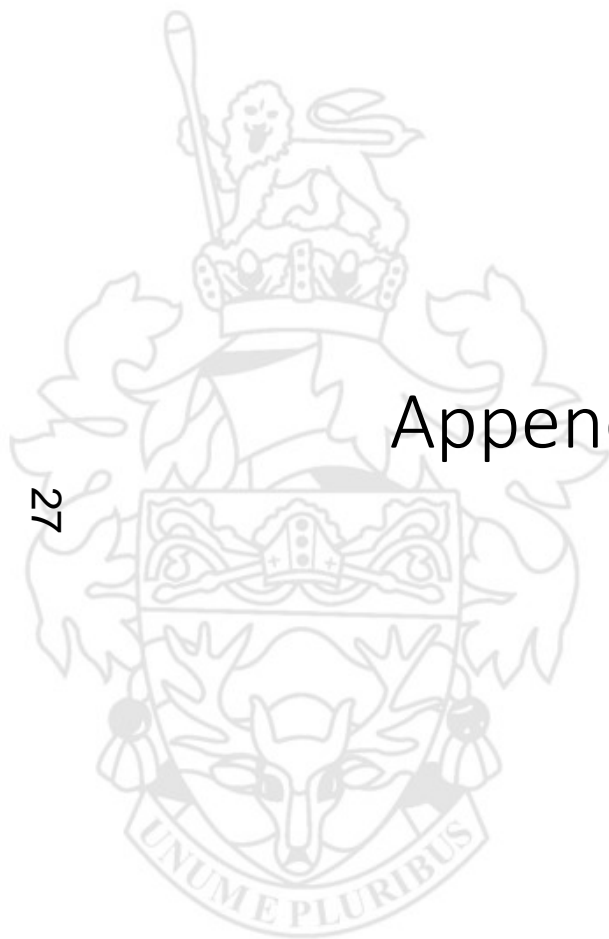
**Reasons for considering the report in Part 2**

N/A

**List of Background Papers**

Appendix – Q3 KPIs 2021/22 Summary and Detail

<b>Contact</b> Will Roper	<b>Service</b> Chief Executive's Office
<b>Telephone No</b> Tel: 07745 545667	<b>Email</b> will.roper@wokingham.gov.uk



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# Appendices: Key Performance Indicators Q3 2021/22

Wokingham Borough Council

March 2022



**WOKINGHAM**  
BOROUGH COUNCIL

## Overview

Our ambition is for Wokingham Borough to be one of the best boroughs for adults and carers, in need of support, to live; where they feel safe, included and are a key part of our community. Our key priorities for the next four years are: Keeping people safe; Prevent, reduce and delay the need for formal care and support; Involve people in their care and support; Work in partnership and commission services that deliver quality and value for money.

Matt Pope  
Director of  
Adult Services

## Top wins

Despite the additional pressure on the service over the winter period, performance has improved for a number of the KPIs:

- Safeguarding concerns completed within timescales improved in Q3 and is now 'green' following a seasonal dip in performance for Q2.
- The timeliness of reviews has steadily improved, leading to greater outcomes for our customers and financial efficiencies against our targets. In Q3, the service managed to achieve our highest % of reviews completed on time in the last 3 years.
- Wokingham has continued to perform well in comparison to our neighbouring authorities, by working closely with the local hospital to ensure timely discharges.

## Top opportunities

Adult Services' Transformation Programme will identify and maximise opportunities for improvement over the next 3-4 years. Improvements are expected with the following KPIs:

- Front door activity (AS10) and better demand management due to strength-based practice (AS3 & AS9)
- An increase in self-directed support (AS11)
- Consistent operational performance management (AS7)



## Challenges

Covid-19 and its impact has been, and remains, our main challenge.

The service has seen an overall increase in demand and this manifests in increases in numbers but also people with higher needs. This is having an impact particularly on KPI AS1 – timeliness of allocating assessments.

The focus for the service during Q3 has been supporting our care providers and their staff to maintain business continuity over the winter period with pressures increasing due to the Omicron strain.

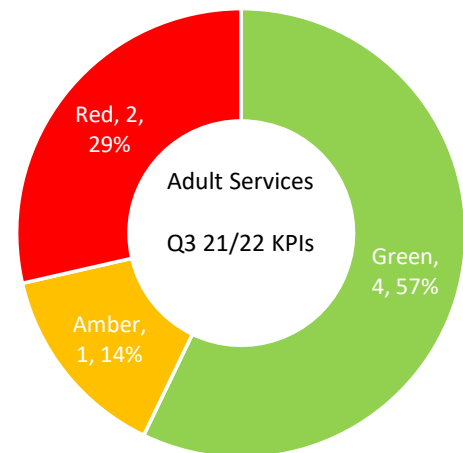
Wokingham Council staff have been trained to work alongside experienced professionals in order to provide additional capacity to support care providers in the local area.

We have proactively engaged people with caring responsibilities to ensure people remain safe and supported in their own home.

## Highlights and lowlights

👍 KPI AS3: **Amber** (Q2) to **Green** (Q3)  
KPI AS4: **Red** (Q2) to **Green** (Q3)

👎 KPI AS11: **Green** (Q2) to **Amber** (Q3)



## Q3 position

- 57% of KPIs are on target, **Green**
- 14% of KPIs are marginally off-target, **Amber**
- 29% of KPIs below target, **Red**

Susan Parsonage  
Chief Executive  
Wokingham  
Borough Council

## Overview

The new department of CEO's office was created in November following the decision to reshape the organisational structure. This department places the majority of the strategic services with cross cutting impact to the whole organisation in one place and brings them all under the direct leadership of the CEO. The department has started to design the future offer to the wider organisation.

## Top wins



- Commenced the design and scoping of a new cabinet dashboard reporting tool including the securing of Microsoft gold partner to support its delivery.
- Creation of the Hardship Alliance to support the Council's link into the Voluntary and Community Sector
- A well engaged peer review which brought together feedback from members, senior leaders, workforce and partners.

## Top opportunities

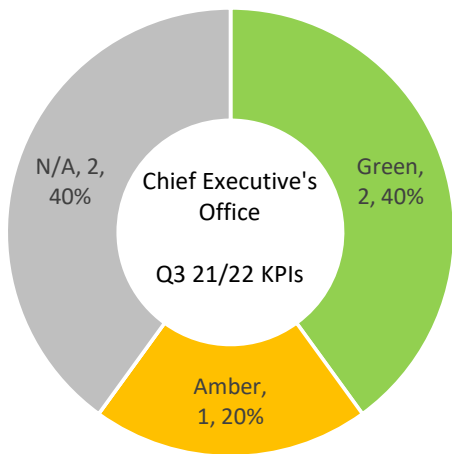


- Journey started to develop the Customer Excellence Programme, putting customers at the heart of all we do.
- Created the Council's first data reporting group with the formation of the Data and Insight Governance Group; who will drive the organisations use of data and insight
- Went to tender for a marketing specialist to help inform the development of a council wide comms, engagement and marketing strategy.

## Challenges



- Sufficient resource in the right place to deliver critical activity.



## Quarter 3 Position

- 40% of KPIs are on target, **Green**
- 20% of KPIs are marginally off-target, **Amber**

## Highlights and lowlights

3 KPIs have remained **Green** throughout 2021/22

KPI CIC11: **Green** (Q2) to **Amber** (Q3)

## Overview

December saw the departure of Carol Cammiss after her successful tenure as Director of Children's Services and the arrival of Helen Watson. The rise of Covid (Omicron) cases started to significantly impact on service delivery towards the end of the quarter due to staff absence, the impact being worse than the previous outbreaks. Through out Children's Services have worked along side schools meeting COVID case thresholds to provide robust support to manage impact and maximise attendance.

Helen Watson  
Interim Director of  
Children's Services

## Top wins



- Joint training on housing needs of 16/17 year olds and care leavers delivered to children social care and housing in November.
- The structure for the new LAC CAMHS has been finalised this is jointly funded with the CCG. The new team will support children in care and the team around the child.
- School Transport Review has been completed and actions to improve the service are in place.

## Top opportunities

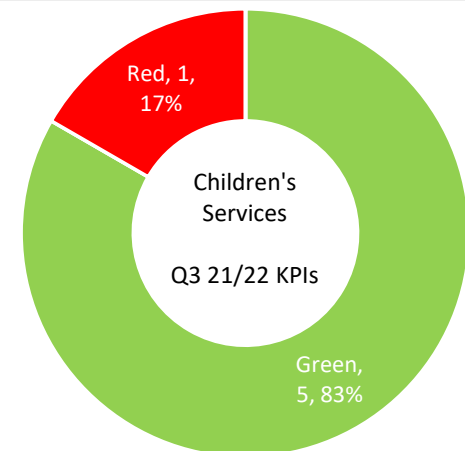


- Initial work has started on the Thames Valley Together project to deliver a sustainable multi-agency data platform to improve intelligence, informing approaches to violence reduction.
- Agreement reached with school leaders to establish a Wokingham Borough Education Partnership; opportunity to strengthen strategic partnership working to improve outcomes for children
- We have extended a range of free activities along with a healthy meal at each session over the Christmas holidays as part of the DfE Holiday Activities and Food Programme to children and young people in receipt of benefits-related free school meals and the cohort of vulnerable children and young people.

## Challenges



- Increase in numbers of Looked After Children and contacts to our 'Front door', including high level of families requiring Early Help support
- Continuing problem of recruiting specialist professionals across all areas of Children's Services.
- SEND and Admissions teams struggling to identify appropriate placements and meet statutory obligations, particularly in Year 5 & 6 (3 secondary schools agreed to provide 120 additional places for Year 7).



## Q3 position

- 83% of KPIs are on target, **Green**
- 17% of KPIs are off-target, **Red**

For 2 KPIs (CS5, CS6), local data is reported for Q3 however RAG status will be available once compared with national data (which has not yet been released from Department for Education).


## Highlights and lowlights


5 KPIs have remained **Green** throughout 2021/22


KPI CS4: **Amber** (Q2) to **Red** (Q3)

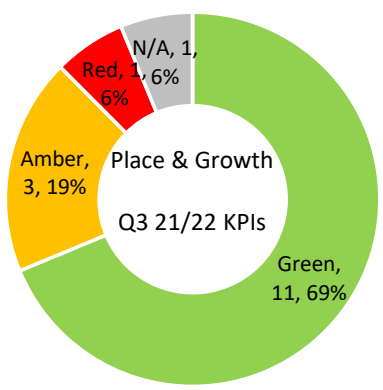
Steve Moore  
Director  
Place & Growth

**Overview**  
Performance for the department continues to be strong through 2021/22 based on the indicators and targets set. As the impact of the omicron variant was felt across the country through this quarter officers focused on maintaining delivery of critical services as well as understanding the long term demand impact that will result from this wave of the virus and the plan b measures put in place

- Top wins** 
- Planning permission was awarded for the major expansion of Shinfield Studios at the Reading University Science Park. The s106 Agreement associated with the planning permission provides for the establishment of an Advisory Board to maximise longer term benefits. Work is already underway to pilot potential mechanisms for connecting local people to job and skills development opportunities and the first workshop for adults interested in careers in the sector was attended by 40 local people.
  - The Executive agreed a pilot project that will see the installation of 70 EV charge points in both on street residential locations and within our car parks.
  - Consultation on a Revised Growth Strategy for the Local Plan Update was successfully completed. It included wide ranging communications to highlight the opportunity to engage by all communities across the borough. The Council's 2020-21 Infrastructure Funding Statement was published, detailing our successful spend of over £40,000,000 of developer contributions on projects across multiple service areas
  - The Council secured the lease for Crown House; to be used for temporary accommodation to help mitigate B&B costs for Homelessness Service.



- Top opportunities** 
- The Council has taken the opportunity to bid for funding from Homes England's Garden Communities programme to assist with progressing Hall Farm.
  - £25k funding has been secured through the LGA housing advisors programme which will help us refine need information for Older People and Adult Social Care users and help us put into action best practice models of housing for these groups, which is a key priority within the housing strategy.

- Challenges** 
- Potential impact of inflation and increasing build costs
  - Understanding the impact of the budget statement on service delivery
  - Understanding the impact of the delivery of the new Enforcement and Safety Service.
  - Recruitment and retention of the right people in the right roles
  - Driver shortages for contractors, including H2ST, Highways and Waste Collection.
  - Post Covid market pressures on the delivery of public transport services



- Quarter 3 position**
- 69% of KPIs are on target, **Green**
  - 19% of KPIs are marginally off-target, **Amber**
  - 6% of KPIs are below target, **Red**

For 2 KPIs (CIC1, CIC3) Q3 performance data is not yet available. Reports will be updated once data is published.

- Highlights and lowlights**
-  10 KPIs have remained **Green** throughout 2021/22
  -  KPI PG6: **Green** (Q2) to **Amber** (Q3)  
KPI CIC2: **Amber** (Q2) to **Red** (Q3)

## Overview

The team in Resource and Assets have delivered some great wins for our residents in the context of an ongoing difficult financial environment. There are significant opportunities to take advantage of moving forward however there are also significant challenges ahead.

Graham Ebers  
Deputy Chief Executive

Director of  
Resources & Assets

## Top wins



Business rate collections have improved back inline with target, council tax collections have also maintained their performance both of which are significant given the current economic climate. The team have also continue to engage with residents and businesses to maintain an empathetic approach whilst ensuring collectable income is secured and paid out grants to businesses. Lettings of WBC town centre units has returned back in line with target through this quarter, again demonstrating the positive outlook for the area going forward. Approval of the Leisure strategy following a well responded consultation and implementation of some elements of the action plan, including the now open boxing hub. Good financial monitoring and management has continued containing revenue overspend to within £500k and an under spend in capital.

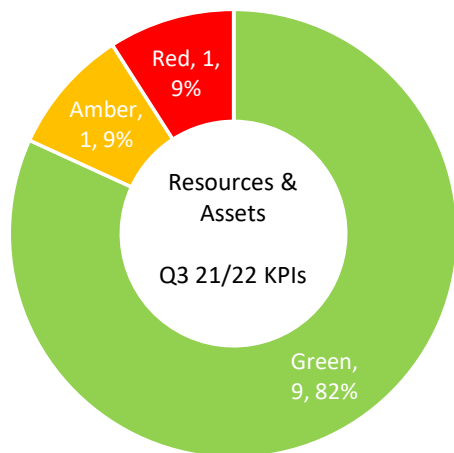
## Top opportunities

- Additional programmes are being developed inline with the leisure strategy including a relaunch of shine and additional programmes at leisure centres and the boxing centre. Preparation has also started for outside gyms
- 2022/23 budgets are being developed along side further development of our approach to commercialisation.
- Progressing areas identified in the LGA peer review, in particular considering the cycle of elections.



## Challenges

- Ongoing impact of covid
- Emerging government legislation – consultation on MRP
- Inflation
- Financial pressures from the increasing cost of living for our residents



## Q3 Position

- 82% of KPIs are on target, **Green**
- 9% of KPIs are marginally off-target, **Amber**
- 9% of KPIs below target, **Red**





## Highlights and lowlights

- 5 KPIs have remained **Green** throughout 2021/22
- KPI RA16: **Red** (Q2) to **Green** (Q3)
- KPI RA2: **Amber** (Q2) to **Green** (Q3)








# Quarterly Performance Changes

## Improved RAG Status in Q3 - Better




KPI	Description	Q2 21/22	Q3 21/22	DoT
AS3	People aged 65+ who received reablement from the START team following discharge from hospital and remained at home 91 days later	Amber	Green	
RA2	Occupancy rate of WBC-owned regeneration units	Amber	Green	
AS4	Safeguarding timeliness – concerns completed within 2 working days	Red	Green	
RA16	Business rates collection	Red	Green	

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## Deteriorated RAG Status in Q3 - Worse










KPI	Description	Q2 21/22	Q3 21/22	DoT
AS11	Proportion of people who use services who use direct payments	Green	Amber	
PG6	Affordable housing completions	Green	Amber	
CIC11	Expected voluntary staff turnover	Green	Amber	
CS4	Percentage of Education, Health and Care Plan Assessments completed within 20 weeks of referral	Amber	Red	
CIC2	Percentage of households for whom homelessness has been prevented	Amber	Red	


# Key Headlines – KPIs 2021/22 Quarter 3 Position

	Green				Amber		Red	N/A		Pending	Total
<b>Better</b> 	<a href="#">AS3</a> <a href="#">CIC1</a> <a href="#">PG9</a> <a href="#">PG21</a> <a href="#">AS4</a> <a href="#">CIC8</a> <a href="#">PG14</a> <a href="#">RA15</a> <a href="#">CS2</a> <a href="#">CIC14</a> <a href="#">PG19</a> <a href="#">RA16</a> <a href="#">CS3</a> <a href="#">CIC16</a> <a href="#">RA2</a> <a href="#">RA4</a>						<a href="#">AS7</a>	<a href="#">CS6</a> <a href="#">PG10</a>			<b>22 KPIs performed better in Q2 21/22.</b>
<b>No change</b>  34	<a href="#">CIC4</a> <a href="#">RA1</a> <a href="#">PG13</a> <a href="#">RA10</a> <a href="#">PG3</a> <a href="#">PG8</a>										<b>7 KPIs have had no change in performance.</b>
<b>Worse</b> 	<a href="#">AS9</a> <a href="#">AS10</a> <a href="#">CS1</a> <a href="#">CIC12</a>				<a href="#">AS11</a> <a href="#">PG6</a> <a href="#">CIC11</a> <a href="#">PG20</a> <a href="#">CIC3</a> <a href="#">RA5</a>		<a href="#">AS1</a> <a href="#">CIC2</a> <a href="#">CS4</a> <a href="#">RA3</a>		<a href="#">CIC10</a>		<b>10 KPIs performed worse in Q2 21/22.</b>
No DoT	<a href="#">CIC13</a>	<a href="#">RA6</a> <a href="#">RA7</a>	<a href="#">RA8</a>					<a href="#">CIC9</a>	<a href="#">CS5</a>		<b>7 KPI no DoT</b>
Pending											<b>0 Pending KPIs</b>
<b>Total</b>	<b>27 Green KPIs</b>				<b>7 Amber KPIs</b>		<b>6 Red KPIs</b>	<b>5 N/A KPIs</b>		<b>1 Pending KPI</b>	<b>46 KPIs</b>





# Summary A: KPIs by Directorate

## Adult Services Key Performance Indicators Summary 2021/22

Safe & Strong Communities				
Ref	Description	Frequency	RAG	Direction of Travel
<a href="#">AS1</a>	Social work assessments allocated to commence within 7 days of the requests (counted at point of allocation)	Quarterly	Red	 Worse
<a href="#">AS3</a>	People aged 65+ who received reablement from the START team following discharge from hospital and remained at home 91 days later	Quarterly	Green	 Better 
<a href="#">AS4</a>	Safeguarding timeliness – concerns completed within 2 working days	Quarterly	Green	 Better
<a href="#">AS7</a>	Proportion of people receiving long term care who were subject to a review in the last 12 months	Quarterly	Red	 Better
<a href="#">AS9</a>	Permanent admissions to residential and nursing care homes per 100k population	Quarterly	Green	 Worse 
<a href="#">AS10</a>	Information and Advice at the front door – Percentage of contact referrals closed with ‘NFA – Advice & Information Only’	Quarterly	Green	 Worse
<a href="#">AS11</a>	Proportion of people who use services who receive direct payments – snapshot at end of quarter	Quarterly	Amber	 Worse

Note: KPIs directly impacted by Covid-19 will display the following icon 

Summary A: KPIs by Directorate  
 Chief Executive's Office Key Performance Indicators Summary 2021/22

Changing the way we work/ Be the best we can				
Ref	Description	Frequency	RAG	Direction of Travel
<a href="#">CIC9</a>	Number of resident subscribers to Wokingham Borough Connect	Quarterly	N/A	N/A
<a href="#">CIC10</a>	Overall Customer Satisfaction across phone and web	Quarterly	N/A	 Worse
<a href="#">CIC11</a>	Expected voluntary staff turnover	Quarterly	Amber	 Worse
<a href="#">CIC12</a>	Sickness absence – average days lost per employee	Quarterly	Green	 Worse
<a href="#">CIC16</a>	Early resolution versus Stage 1 complaints	Quarterly	Green	 Better

Summary A: KPIs by Directorate  
 Children's Services Key Performance Indicators Summary 2021/22

**Safe and Strong Communities**

Ref	Description	Frequency	RAG	Direction of Travel
<a href="#">CS1</a>	Percentage of re-referrals within 12 months	Quarterly	Green	Worse
<a href="#">CS2</a>	Percentage of Initial Child Protection Conferences within 15 working days of decision to hold them	Quarterly	Green	Better

**Enriching Lives**

Ref	Description	Frequency	RAG	Direction of Travel
<a href="#">CS3</a>	Percentage of Children in Care who are 20 miles+ from their homes and out of borough	Quarterly	Green	Better
<a href="#">CS4</a>	Percentage of Education, Health and Care Plan (EHCP) Assessments completed within 20 weeks of referral	Quarterly	Red	Worse
<a href="#">CS5</a>	Percentage of 16-17 year olds with activities/destinations not known	Quarterly	N/A	Better
<a href="#">CS6</a>	Percentage of 16-17 year olds Not in Education, Employment or Training (NEET)	Quarterly	N/A	Better

## Summary A: KPIs by Directorate

### Place & Growth Key Performance Indicators Summary 2021/22

Safe & Strong Communities				
Ref	Description	Frequency	RAG	Direction of Travel
<a href="#">CIC1</a>	All recorded crime in Wokingham borough (excluding fraud)	Quarterly	Green	Better
Enriching Lives				
Ref	Description	Frequency	RAG	Direction of Travel
<a href="#">CIC2</a>	Percentage of households for whom homelessness has been prevented	Quarterly	Red	Worse
<a href="#">CIC3</a>	Percentage of households who have secured accommodation, available to them, for the next 6 months	Quarterly	Amber	Worse
Right Homes, Right Places				
Ref	Description	Frequency	RAG	Direction of Travel
<a href="#">CIC4</a>	Proportion of housing stock which meets the Decent Homes Standard	Quarterly	Green	No change
<a href="#">PG3</a>	Local Plan Update	Quarterly	Green	No change
<a href="#">PG6</a>	Number of affordable dwellings completed	Quarterly	Amber	Worse
<a href="#">PG8</a>	Percentage of planning applications determined in the statutory timescales	Quarterly	Green	No change
<a href="#">PG9</a>	Percentage of successfully defended appeal decisions	Quarterly	Green	Better
<a href="#">PG10</a>	Proportion of planning breaches resolved by negotiation	Quarterly	N/A	Better
Keeping the Borough Moving				
Ref	Description	Frequency	RAG	Direction of Travel
<a href="#">PG13</a>	Proportion of highway infrastructure schemes on track for project delivery	Quarterly	Green	No change
<a href="#">PG14</a>	Publicly available electric charging devices per 100,000 population	Quarterly	Green	Better
A Clean and Green Borough				
Ref	Description	Frequency	RAG	Direction of Travel
<a href="#">CIC8</a>	Number of fly-tipping incidents	Quarterly	Green	Better
<a href="#">PG19</a>	Percentage of household waste reused, recycled and composted	Quarterly	Green	Better
<a href="#">PG20</a>	Proportion of municipal waste sent to landfill	Quarterly	Amber	Worse
<a href="#">PG21</a>	Percentage of waste recycled from the kerbside	Quarterly	Green	Better
Changing the way we work/ Be the best we can				
<a href="#">CIC13</a>	Percentage of rent collected from Council-owned properties due this quarter and cash variance	Quarterly	Green	N/A
<a href="#">CIC14</a>	Housing rent arrears (HRA) collection	Quarterly	Green	Better

# Summary A: KPIs by Directorate

## Resources & Assets Key Performance Indicators Summary 2021/22

Enriching Lives					
Ref	Description	Frequency	RAG	Direction of Travel	
<a href="#">RA1</a>	Completion to time and budget of regeneration projects (Peach Place, Elms Field, Carnival Pool)	Quarterly	Green		No change
<a href="#">RA2</a>	Occupancy rate of WBC-owned regeneration units	Quarterly	Green		Better
<a href="#">RA3</a>	Usage of Wokingham borough leisure centres	Quarterly	Red		Worse
<a href="#">RA4</a>	Participation in physical activity sessions to support those who may be experiencing social isolation	Quarterly	Green		Better

Changing the way we work/ Be the best we can					
Ref	Description	Frequency	RAG	Direction of Travel	
<a href="#">RA5</a>	Number of Freedom of Information requests handled within statutory timeframes	Quarterly	Amber		Worse
<a href="#">RA6</a>	Number of data breach incidents reported to Information Commissioner’s Office (ICO)	Quarterly	Green		N/A
<a href="#">RA7</a>	Revenue budget monitoring forecast position	Quarterly	Green		N/A
<a href="#">RA8</a>	Capital budget monitoring forecast position	Quarterly	Green		N/A
<a href="#">RA10</a>	Return on investment portfolio – Property Investment Fund	Quarterly	Green		No change
<a href="#">RA15</a>	Council Tax collection	Quarterly	Green		Better
<a href="#">RA16</a>	Business Rates collection	Quarterly	Green		Better

Note: KPIs directly impacted by Covid-19 will display the following icon

## Summary B: KPIs by Executive Portfolio Area

### Leader of the Council, John Halsall

#### Changing the way we work/ Be the best we can

Ref	Description	Directorate	RAG	Direction of Travel
<a href="#">CIC11</a>	Expected voluntary staff turnover	Chief Executive's Office	Amber	Worse
<a href="#">CIC12</a>	Sickness absence – average days lost per employee		Green	Worse

### Deputy Leader of the Council, Executive Member for Finance & Housing, John Kaiser

#### Enriching Lives

<a href="#">CIC2</a>	Percentage of households for whom homelessness has been prevented	Place & Growth	Red	Worse
<a href="#">CIC3</a>	Percentage of households who have secured accommodation for the next 6 months		Amber	Worse

#### Right Homes, Right Places

Ref	Description	Directorate	RAG	Direction of Travel
<a href="#">CIC4</a>	Proportion of housing stock which meets the Decent Homes Standard	Place & Growth	Green	No change
<a href="#">PG6</a>	Number of affordable dwellings completed		Amber	Worse

#### Changing the way we work/ Be the best we can

<a href="#">CIC13</a>	Percentage of rent collected from Council-owned properties due this quarter and cash variance	Place & Growth	Green	N/A
<a href="#">CIC14</a>	Housing rent arrears (HRA) collection		Green	Better
<a href="#">RA5</a>	Number of Freedom of Information requests handled within statutory timeframes	Resources & Assets	Amber	Worse
<a href="#">RA6</a>	Number of data breach incidents reported to Information Commissioner's Office (ICO)		Green	N/A
<a href="#">RA7</a>	Revenue budget monitoring forecast position		Green	N/A
<a href="#">RA8</a>	Capital budget monitoring forecast position		Green	N/A
<a href="#">RA15</a>	Council Tax collection		Green	Better
<a href="#">RA16</a>	Business Rates collection		Green	Better

### Executive Member for Business & Economic Development, Stuart Munro

#### Enriching Lives

Ref	Description	Directorate	RAG	Direction of Travel
<a href="#">RA1</a>	Completion to time and budget of regeneration projects (Peach Place, Elms Field, Carnival Pool)	Resources & Assets	Green	No change
<a href="#">RA2</a>	Occupancy rate of WBC-owned regeneration units		Green	Better
<a href="#">RA10</a>	Return on investment portfolio – Property Investment Fund		Green	No change



## Summary B: KPIs by Executive Portfolio Area

### Executive Member for Children's Services, Graham Howe

#### Safe and Strong Communities

Ref	Description	Directorate	RAG	Direction of Travel
<a href="#">CS1</a>	Percentage of re-referrals within 12 months	Children's Services	Green	Worse
<a href="#">CS2</a>	Percentage of Initial Child Protection Conferences within 15 working days of decision to hold them		Green	Better

#### Enriching Lives

<a href="#">CS3</a>	Percentage of Children in Care who are 20 miles+ from their homes and out of borough	Children's Services	Green	Better
<a href="#">CS4</a>	Percentage of Education, Health and Care Plan (EHCP) Assessments completed (within 20 weeks of referral)		Red	Worse
<a href="#">CS5</a>	Percentage of 16-17 year olds with activities/destinations not known		Green (Q2)	Better
<a href="#">CS6</a>	Percentage of 16-17 year olds Not in Education, Employment or Training (NEET)		Green (Q2)	Better

### Executive Member for Environment & Leisure, Parry Bath

#### A Clean and Green Borough

Ref	Description	Directorate	RAG	Direction of Travel
<a href="#">PG19</a>	Percentage of household waste reused, recycled and composted	Place & Growth	Green	Better
<a href="#">PG20</a>	Proportion of municipal waste sent to landfill		Amber	Worse
<a href="#">PG21</a>	Percentage of waste recycled from the kerbside		Green	Better

#### Enriching Lives

<a href="#">RA3</a>	Usage of Wokingham borough leisure centres	Resources & Assets	Red	Worse
<a href="#">RA4</a>	Participation in physical activity sessions to support those who may be experiencing social isolation		Green	Better

## Summary B: KPIs by Executive Portfolio Area

### Executive Member for Health, Wellbeing & Adult Services, Charles Margetts

#### Safe & Strong Communities

Ref	Description	Directorate	RAG	Direction of Travel
<a href="#">AS1</a>	Social work assessments allocated to commence within 7 days of the requests	Adult Services	Red	Worse
<a href="#">AS3</a>	People aged 65+ who received reablement from the START team following discharge from hospital and remained at home 91 days later		Green	Better
<a href="#">AS4</a>	Safeguarding timeliness – concerns completed within 2 working days		Green	Better
<a href="#">AS7</a>	Proportion of people receiving long term care who were subject to a review in the last 12 months		Red	Better
<a href="#">AS9</a>	Permanent admissions to residential and nursing care homes per 100k population		Green	Worse
<a href="#">AS10</a>	Information and Advice at the front door – Percentage of contact referrals closed with ‘NFA – Advice & Information Only’		Green	Worse
<a href="#">AS11</a>	Proportion of people who use services who receive direct payments – snapshot at end of quarter		Amber	Worse

### Executive Member for Highways & Transport, Pauline Jorgensen

#### Keeping the Borough Moving

Ref	Description	Directorate	RAG	Direction of Travel
<a href="#">PG13</a>	Proportion of highway infrastructure schemes on track for project delivery	Place & Growth	Green	No change
<a href="#">PG14</a>	Publicly available electric charging devices per 100,000 population		Green	Better

### Executive Member for Neighbourhood & Communities, Bill Soane

#### Safe & Strong Communities

Ref	Description	Directorate	RAG	Direction of Travel
<a href="#">CIC1</a>	All recorded crime in Wokingham borough (excluding fraud)	Place & Growth	Green	Better

#### A Clean & Green Borough

<a href="#">CIC8</a>	Number of fly-tipping incidents	Place & Growth	Green	Better
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### Summary B: KPIs by Executive Portfolio Area

#### Executive Member for Planning & Enforcement, Wayne Smith

##### Right Homes, Right Places

Ref	Description	Directorate	RAG	Direction of Travel
<a href="#">PG3</a>	Local Plan Update	Place & Growth	Green	No change
<a href="#">PG8</a>	Percentage of planning applications determined in the statutory timescales		Green	No change
<a href="#">PG9</a>	Percentage of successfully defended appeal decisions		Green	Better
<a href="#">PG10</a>	Proportion of planning breaches resolved by negotiation		N/A	Better

#### Executive Member for Resident Services, Communications & Emissions, Gregor Murray

##### Changing the way we work/ Be the best we can

Ref	Description	Directorate	RAG	Direction of Travel
<a href="#">CIC9</a>	Number of resident subscribers to Wokingham Borough Connect	Chief Executive's Office	N/A	N/A
<a href="#">CIC10</a>	Overall Customer Satisfaction across phone and web		N/A	Worse
<a href="#">CIC16</a>	Early resolution versus Stage 1 complaints		Green	Better




# Appendix A-1: Adults Services Key Performance Indicators Q3 2021/22 - Detail

## Safe & Strong Communities

AS1: Social work assessments allocated to commence within 7 days of the requests (counted at point of allocation)

 Red  Worse

Executive Member for Health, Wellbeing and Adult Services, Charles Margetts

Period	Number	Percentage	Target	RAG	Direction of Travel
Q1 21/22	119/159	75%	75% or more	Green	 Worse
Q2 21/22	106/179	59%		Red	 Worse
Q3 21/22	73/154	47%		Red	 Worse
Q4 21/22					
<b>Full year 21/22</b>					




This is not monitored as a national performance measure however, we know from the results of a Local Authorities survey that nationally 12% of people awaiting a social work assessment have been waiting more than 6 months. Over the last 2 years, the maximum wait for anyone in Wokingham was 38 days. We aim to not keep people waiting more than 28 days and currently 93% of assessments are allocated in this timeframe. Maintaining high performance allocated in 7 days is a stretch target.




The reason for the decline in timeliness of allocation against our stretch target this year has been the impact of an increase in complex cases. Actions to address the increased pressure on the team include ongoing recruitment and a review of pay rates to support retention.

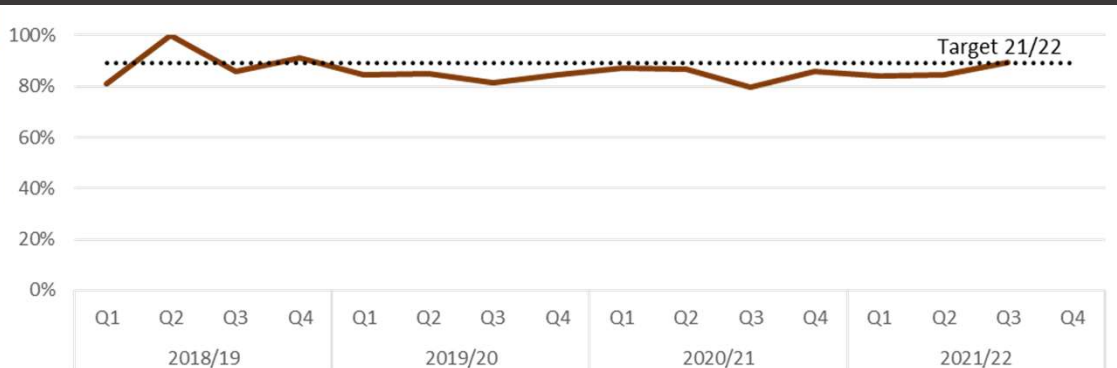
Allocations are made according to the level of complexity and people requiring urgent work will be allocated instantly without being recorded on the waiting list, and therefore not included in this measure. A national performance measure is planned for 2023 which will be based on customer experience, calculating the wait from referral through to assessment completion and the commencement of a package of care. We will move towards monitoring this measure and including those allocated immediately.

AS3: People aged 65+ who received reablement from the START team following discharge from hospital, and remained at home 91 days later

 Green  Better

Executive Member for Health, Wellbeing and Adult Services, Charles Margetts

Period	Number	Percentage	Target	RAG	Direction of Travel
Q1 21/22	126/150	84%	89% or more	Amber	 Worse
Q2 21/22	134/159	84%		Amber	 No change
Q3 21/22	137/153	90%		Green	 Better
Q4 21/22					
<b>Full year 21/22</b>					



This is a national ASCOF (Adult Social Care Outcomes Framework) indicator monitored through annual statutory returns. We performed well in comparison to regional and national performance for 2019-20 with 85%. The target is set with the aim of improving our local performance.

Performance improved in Q3 which was a significant achievement given the level of acuity of customers referred for reablement from hospital, in addition to added pressures over the Christmas period.

# Appendix A-1: Adults Services Key Performance Indicators Q3 2021/22 - Detail

## Safe & Strong Communities

AS4: Safeguarding timeliness – concerns completed within 2 working days



Green

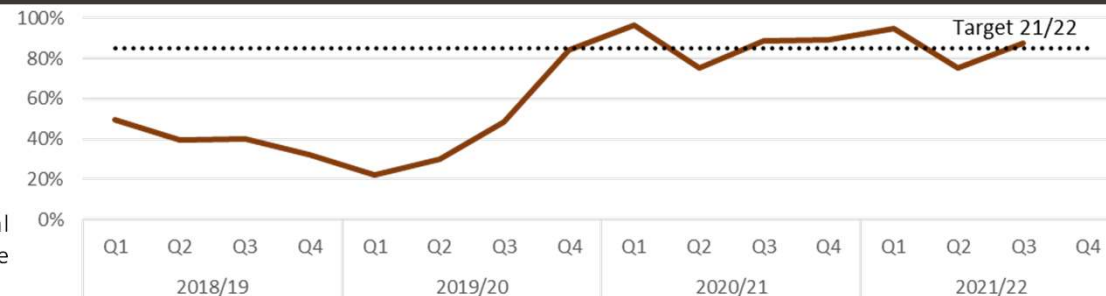


Better

Executive Member for Health, Wellbeing and Adult Services, Charles Margetts

Period	Number	Percentage	Target	RAG	Direction of Travel
Q1 21/22	499/527	95%	85% or more	Green	Better
Q2 21/22	418/554	75%		Red	Worse
Q3 21/22	509/582	87%		Green	Better
Q4 21/22					
<b>Full year 21/22</b>					

Timeliness has improved in Q3 and performance is now above target. The chart highlights the seasonal trend causing a dip in performance in Q2 (summer period) for the last two years which is something the service will plan for next year to try to reduce the impact in that period.



AS7: Proportion of people receiving long term care who were subject to a review in the last 12 months



Red

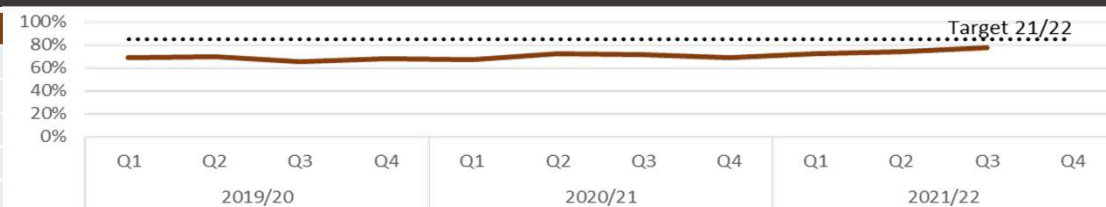


Better

Executive Member for Health, Wellbeing and Adult Services, Charles Margetts

Period	Number	Percentage	Target	RAG	Direction of Travel
Q1 21/22	861/1191	72%	85% or more	Red	Better
Q2 21/22	903/1225	74%		Red	Better
Q3 21/22	929/1203	77%		Red	Better
Q4 21/22					
<b>Full year 21/22</b>					

The 2021-22 target has been set as a challenging stretch target. Our aim is to perform in the top quartile in comparison to other Local Authorities. Currently our performance for people with a review or assessment in the last 12 months places us third highest in the South East benchmarking club. Performance has steadily improved over the last 3 quarters leading to greater outcomes for our customers and financial efficiencies against our targets. The service achieved the highest level of performance in Q3 in the last 3 years.



AS9: Permanent admissions to residential and nursing care homes per 100k population



Green

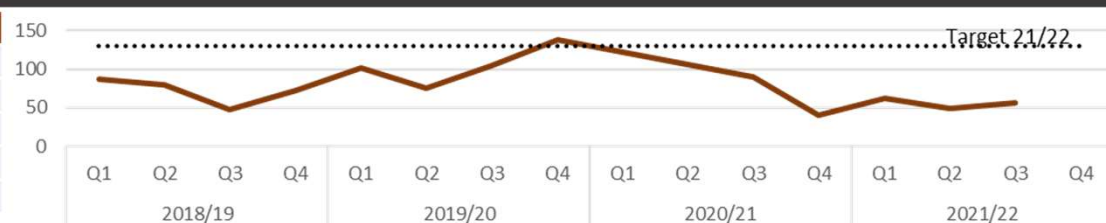


Worse

Executive Member for Health, Wellbeing and Adult Services, Charles Margetts

Period	Number	Rate (per 100k)	Target	RAG	Direction of Travel
Q1 21/22	19	62.15	130 or less	Green	Worse
Q2 21/22	15	49.07		Green	Better
Q3 21/22	17	55.61		Green	Worse
Q4 21/22					
<b>Full year 21/22</b>			<b>520 or less</b>		

We are aiming to reduce the number of long-term admissions to care homes. The target was set with the aim of performing well in comparison to the South East region. This indicator is monitored for the Better Care Fund and 2022-23 targets have been agreed to keep admissions below 10 a month. We have averaged 6 a month so far in 2021-22 and are on track to achieve next year's target. Performance has remained strong for the last year which evidences the success of the Discharge to Assess (D2A) model, where going home is the default pathway for people discharged from hospital with care needs.



# Appendix A-1: Adults Services Key Performance Indicators Q3 2021/22 - Detail




## Safe & Strong Communities

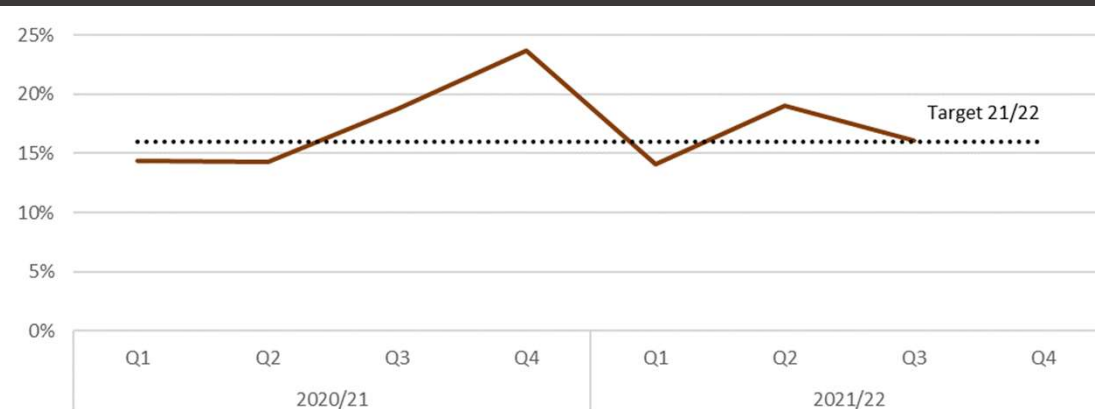
AS10: Information and Advice at the front door - % of contact referrals closed with 'NFA – Advice & Information only'

 Green

 Worse

Executive Member for Health, Wellbeing and Adult Services, Charles Margetts

Period	Number	Percentage	Target	RAG	Direction of Travel
Q1 21/22	94/669	14%	16% or more	Amber	 Worse
Q2 21/22	120/631	19%		Green	 Better
Q3 21/22	83/516	16%		Green	 Worse
Q4 21/22					
<b>Full year 21/22</b>					



The target is set with the aim of improving our local performance for this specific area (information and advice). Comparative data from our statutory return is not reported with the same definition but monitors all new contacts from the community resulting in signposting or universal services. For this measure we were 5th highest in the region for those aged 18-64 and 4th highest for those aged 65+.



To achieve a significant shift in this indicator the planned re-design of Adult Social Care will need to be finalised. This has been delayed due to the pandemic but is due to recommence shortly.

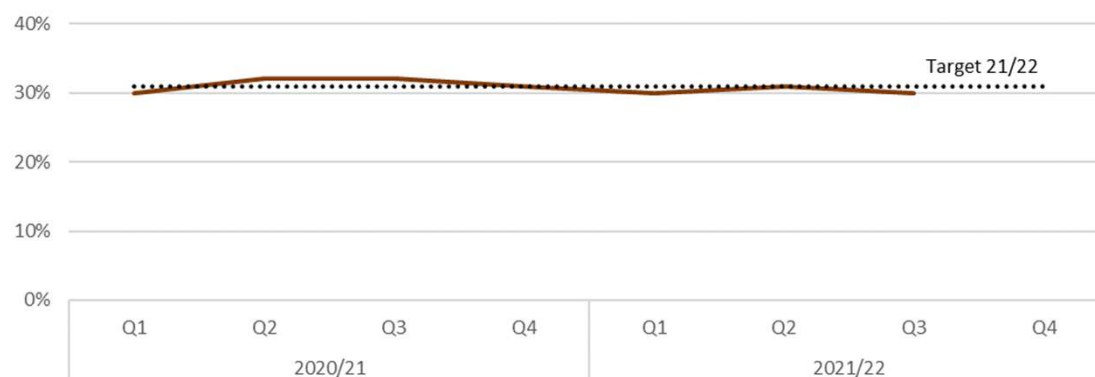
AS11: Proportion of people who use services who receive direct payments – snapshot at end of quarter

 Amber

 Worse

Executive Member for Health, Wellbeing and Adult Services, Charles Margetts

Period	Actual	Target	RAG	Direction of Travel
Q1 21/22	30%	31% or more	Amber	 Worse
Q2 21/22	31%		Green	 Better
Q3 21/22	30%		Amber	 Worse
Q4 21/22				



This is a stretch target with the aim of improving our local performance, which has remained relatively static for the last 2 years. Our performance is good in comparison to other Local Authorities, and we are ranked as 3rd highest in the region.

Take up of direct payment is just below the 31% target at 30%, this is a reduction of 6 people from Q2. A review of the direct payment policy and practice guidance is due to take place which will provide greater clarity to practitioners to promote the uptake of direct payments.

This work is planned to focus on increasing the uptake particularly with people aged 65 and above. Currently the uptake for people aged 18-64 is 41% and for those aged 65+ is 16%.

## Appendix A-2: Chief Executive's Office Key Performance Indicators Q3 2021/22 - Detail

### Changing the way we work/ Be the best we can

#### CIC9: Number of resident subscribers to Wokingham Borough Connect

Executive Member for Resident Services, Communications and Emissions, Gregor Murray

Period	Subscriber count	Variance Year on Year	Open rate	Percentage that took action
Q1 21/22	69,813	70% increase	53%	N/A
Q2 21/22	75,125	50% increase	51%	
Q3 21/22	76,379	53% increase	54%	N/A
Q4 21/22				

#### CIC10 (New): Overall Customer Satisfaction across phone and web



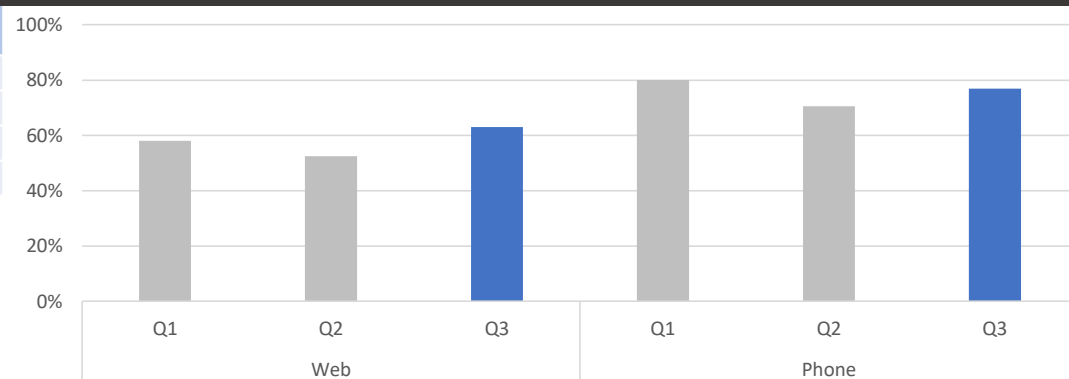
Executive Member for Resident Services, Communications and Emissions, Gregor Murray

Period	% satisfied web	% satisfied phone	Direction of Travel	No. customer responses
Q1 21/22	58%	80%	N/A	3,570
Q2 21/22	53%	71%	👎	2,368
Q3 21/22	63%	77%	👍	1,910
Q4 21/22				

We have seen an increase in overall customer satisfaction levels in quarter 3. The customer access point with the highest levels of satisfaction are when they telephone us. Customers consistently score between 85-90% against three of our Customer Charter measures around ease of contact, being friendly and helpful, and listening and learning. The number of survey responses has decreased for the quarter, due to lower seasonal levels of interactions throughout December.

Recent quick wins as a result of customer feedback:



1. We have been able to identify and resolve an issue with the online bus pass application process.
2. We have submitted our notice to terminate the adverts displayed on our website. Customers fed back that their online experience is hindered by the adverts when trying to view information.
3. As a result of customer feedback and focus groups, we have improved our council tax digital offer which is now live on our website.






**Actions to improve:** As a result of customer feedback, we are working on a technical solution to record and monitor call back requests from customers, to ensure they are actioned in a timely manner. This should support improvements in customer scores around keeping to promises.

## Appendix A-2: Chief Executive's Office Key Performance Indicators Q3 2021/22 - Detail

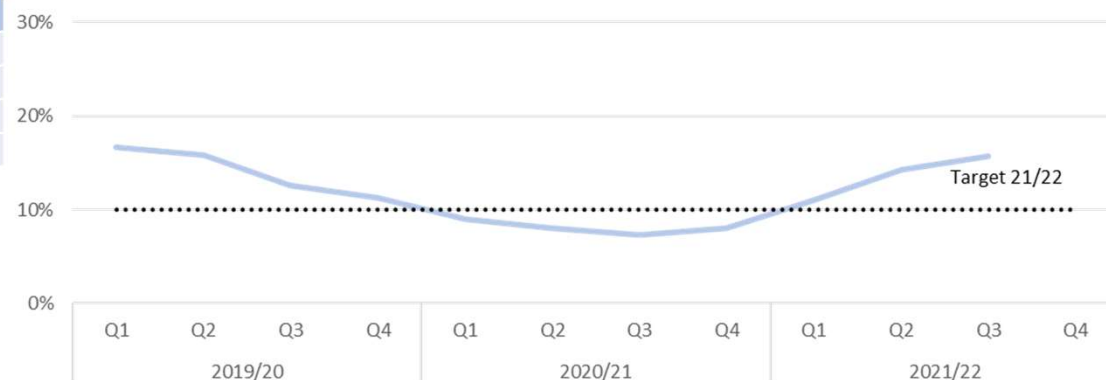
### CIC11: Expected voluntary staff turnover

 Amber  Worse



Leader of the Council, John Halsall

Period	Number	Percentage	Target	RAG	Direction of Travel
Q1 21/22	147/1336	11.0%	10-15%	Green	 Better
Q2 21/22	193/1353	14.3%		Green	 Better
Q3 21/22	215/1367	15.7%		Amber	 Worse
Q4 21/22					




A recent trend has seen resignations increase post covid as people re-evalute what they want to do and where they want to work.

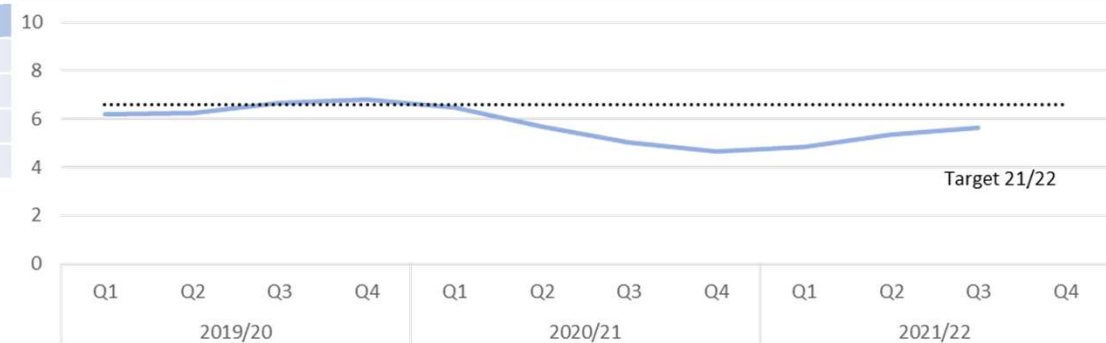


### CIC12: Sickness absence – average days lost to sickness per employee – rolling 12 months

 Green  Worse

Leader of the Council, John Halsall



Period	Average days	Target	RAG	Direction of Travel
Q1 21/22	4.82	6.6 or less	Green	 Worse
Q2 21/22	5.37		Green	 Worse
Q3 21/22	5.62		Green	 Worse
Q4 21/22				







## Appendix A-2: Chief Executive's Office Key Performance Indicators Q3 2021/22 - Detail

### CIC16: Early Resolution versus Stage 1 Complaints

 Green  Better

Executive Member for Resident Services, Communications and Emissions, Gregor Murray

Period	Early Resolution (ER)		Stage 1 Complaints (S1)		Target (ER: S1)	RAG	Direction of Travel	The number of complaints resolved at early resolution stage is exceeding the target. This is due to greater collaboration between services in both proactively mitigating issues and dealing with complaints quickly. The cross-directorate Complaints Focus Group is considering where ways of working can be improved further, and explores the root causes of complaints which supports identification of trends.
	Number	Percentage	Number	Percentage				
Q1 21/22	106	70%	46	30%	65%: 35%	Green	N/A	
Q2 21/22	129	76%	41	24%		Green	 Better	
Q3 21/22	105	73%	38	27%		Green	 Better	
Q4 21/22								

**Actions to improve:** Work with a specialist communications company has started, to help us improve the way we respond to complaints – particularly written responses. The aim is to ensure that responses are clear to understand, without overuse of jargon, are empathetic and the right channel of communication is used. An audit of current approaches is underway before an improved 'style' is designed, and training rolled out.

The target for 21/22 aims for 65% of complaints to be resolved via Early Resolution compared to 35% Stage 1.




# Appendix A-3: Children's Services Key Performance Indicators Q3 2021/22 - Detail

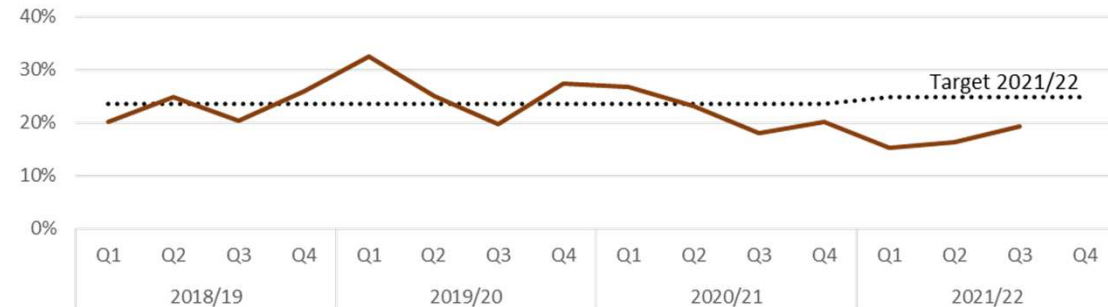
## Safe and Strong Communities

CS1 (New): Percentage of re-referrals within 12 months

 Green  Worse



Executive Member for Children's Services, Graham Howe

Period	Number	Percentage	Target	RAG	Direction of Travel
Q1 21/22	61/400	15%	24% or less	Green	 Better
Q2 21/22	52/320	16%		Green	 Worse
Q3 21/22	73/379	19%		Green	 Worse
Q4 21/22					
<b>Full year 21/22</b>					






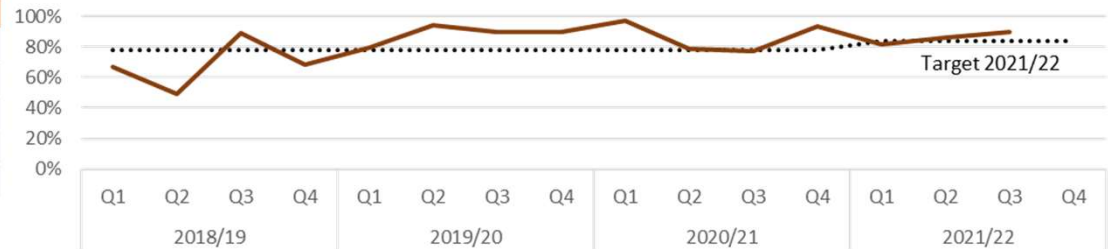
2021/22 target is based on the average of the 2021 national performance (22.7%), South East (27.7%) and statistical neighbour (23.9%).

CS2 (New): Percentage of Initial Child Protection Conferences within 15 working days of decision to hold them

 Green  Better

Executive Member for Children's Services, Graham Howe

Period	Number	Percentage	Target	RAG	Direction of Travel
Q1 21/22	49/60	82%	78% or more	Green	 Worse
Q2 21/22	31/36	86%		Green	 Better
Q3 21/22	45/50	90%		Green	 Better
Q4 21/22					
<b>Full year 21/22</b>					






2021/22 target is based on the average of the 2021 national performance (83%), South East (82%) and statistical neighbour (86.4%).

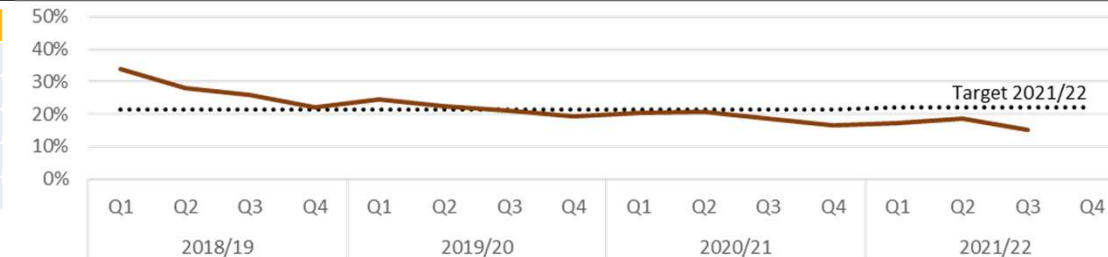
## Enriching Lives

CS3 (New): Percentage of Children in Care who are 20 miles+ from their homes and out of borough

 Green  Better

Executive Member for Children's Services, Graham Howe

Period	Number	Percentage	Target	RAG	Direction of Travel
Q1 21/22	16/92	17%	21% or less	Green	 No change
Q2 21/22	17/91	19%		Green	 Worse
Q3 21/22	14/93	15%		Green	 Better
Q4 21/22					
<b>Full year 21/22</b>					



2021/22 target is based on the average of the 2021 national performance (16%), South East (22%) and statistical neighbour (28.6%). A lower percentage indicates better performance of this indicator.

# Appendix A-3: Children's Services Key Performance Indicators Q3 2021/22 - Detail

## Enriching Lives

### CS4: Percentage of EHCP Assessments completed within 20 weeks of referral

● Red 👎 Worse

Executive Member for Children's Services, Graham Howe

Period	Number	Percentage	Target	RAG	Direction of Travel
Q1 21/22	56/65	86%	90% or more	Amber	👍 Better
Q2 21/22	50/57	88%		Amber	👍 Better
Q3 21/22	56/78	72%		Red	👎 Worse
Q4 21/22					

#### Full year 21/22

The timeliness has declined this quarter as more plans were completed this quarter to clear the backlogs, including a rise in the complexity of concerns and the timescale of receiving the required information from external partners. Actions to Improve: Continued monitoring and scrutiny of data weekly, working with SEND team/panel, SEND Team are looking at tracker on a weekly basis to ensure deadlines are met.



### CS5 (New): Percentage of 16-17 year olds with activities/destinations not known

● Green 👍 Better

Executive Member for Children's Services, Graham Howe

Period	Number	Percentage	National	RAG	Direction of Travel
Q1 21/22	65/3752	1.7%	2%	Green	👍 Better
Q2 21/22	460/3596	8.8%	12.8%	Green	👍 Better
Q3 21/22	214/3849	5.6%			
Q4 21/22					

#### Full year 21/22

Quarter 3 performance will be reported once national data is published by the Department for Education.



### CS6 (New): Percentage of 16-17 year olds Not in Education, Employment or Training (NEET)

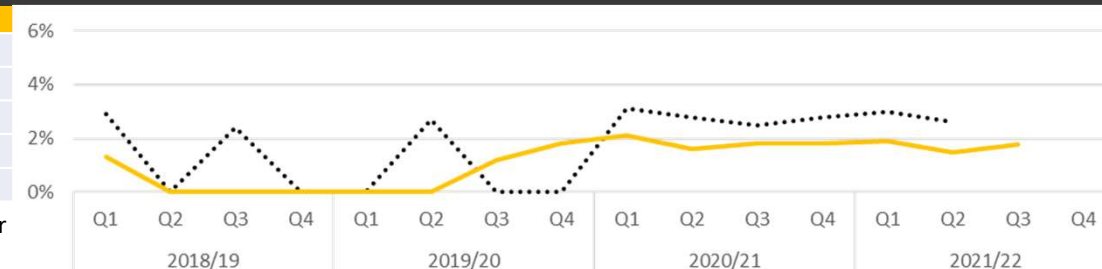
● Green 👍 Better

Executive Member for Children's Services, Graham Howe

Period	Number	Percentage	National	RAG	Direction of Travel
Q1 21/22	68/3752	1.8%	3%	Green	👉 No change
Q2 21/22	54/3596	1.5%	2.6%	Green	👍 Better
Q3 21/22	68/3840	1.8%			
Q4 21/22					

#### Full year 21/22

Quarter 3 performance will be reported once national data is published by the Department for Education.



# Appendix A-4: Place & Growth Key Performance Indicators Q3 2021/22 - Detail

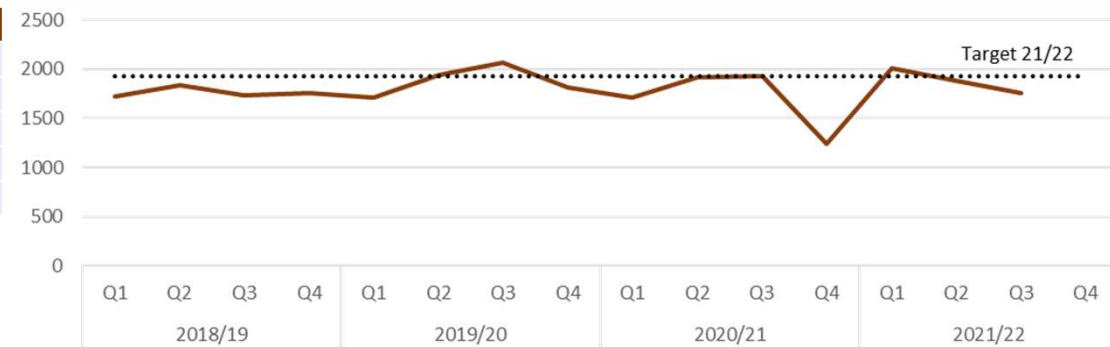
## Safe & Strong Communities

CIC1: All recorded crime in Wokingham borough (excluding fraud)

● Green 👍 Better

Executive Member for Neighbourhoods & Communities, Bill Soane

Period	Number	Target	RAG	Direction of Travel
Q1 21/22	2010	1925 or less	Amber	👎 Worse
Q2 21/22	1878		Green	👍 Better
Q3 21/22	1752		Green	👍 Better
Q4 21/22				
<b>Full year 21/22</b>		<b>7700 or less</b>		



All Crime continues to see a downward trend in Q3. Offences including Theft of and Theft from a Vehicle, Burglary of Sheds and Garages, Theft of Bikes, Shoplifting, Hate Crimes and Drugs related offences have all seen decreases in Q3.

Offences that have seen an increases include - Violence with Injury, Burglary Dwelling, Domestic Abuse and Public Order. Increases in Public Order are largely as a result of changes in recording rules. Targeted education and crime prevention activities, together with promotion of local specialist services work is underway. It should also be noted that all other increases are in line within expected trends for Q3.

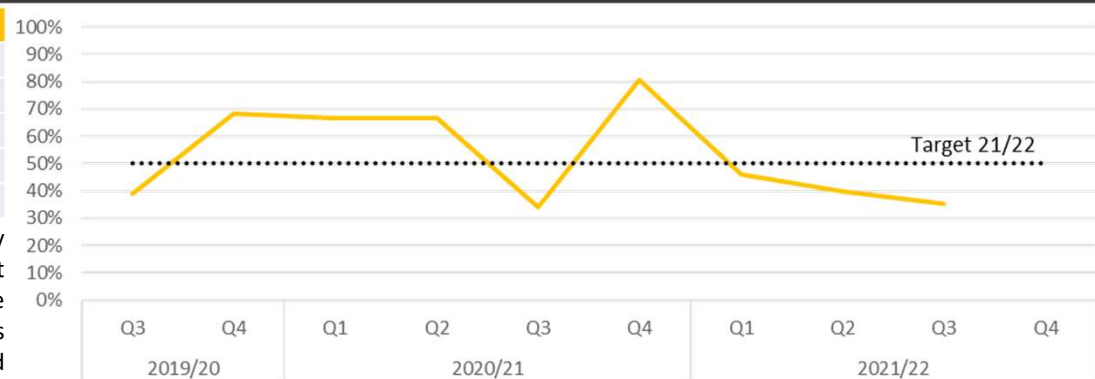
## Enrich Lives

CIC2: Percentage of households for whom homelessness has been prevented

● Red 👎 Worse

Executive Member for Finance & Housing, John Kaiser

Period	Number	Percentage	Target	RAG	Direction of Travel
Q1 21/22	11/24	46%	50% or more	Amber	👎 Worse
Q2 21/22	10/25	40%		Amber	👎 Worse
Q3 21/22	11/31	35%		Red	👎 Worse
Q4 21/22					
<b>Full year 21/22</b>					




The service is experiencing increased demand with many households presenting to us at the point they have become homeless which limits our ability to carry out prevention work. Our ability to carry out successful prevention activities has continued to be impacted by the private sector not being affordable or attainable for households and the lack of supply in the private sector. The prevention duty was discharged for 31 households during Q3; 11 households had their homelessness successfully prevented either through being assisted to secure alternative privately rented accommodation or by negotiations being carried out with landlords to allow households to remain in their accommodation. This is compared to 25 households discharged and 10 successful preventions.

The data shows, that since the Private Rented Sector (PRS) eviction ban was lifted in May 2021, there has been an increase in PRS evictions. In the first quarter of this financial year, 14 cases were PRS evictions, this increased to 24 in the second quarter and decreased slightly to 22 in the third quarter.




## Appendix A-4: Place & Growth Key Performance Indicators Q3 2021/22 - Detail

### Enriching Lives

CIC3: Percentage of households who have secured accommodation, available to them, for the next 6 months

 Amber  Worse

Executive Member for Finance & Housing, John Kaiser

Period	Number	Percentage	Target	RAG	Direction of Travel
Q1 21/22	25/132	19%	40% or more	Red	 Worse
Q2 21/22	38/112	34%		Amber	 Better
Q3 21/22	26/88	30%		Amber	 Worse
Q4 21/22					
<b>Full year 21/22</b>					

In Q3 88 households approach us for homelessness assistance this was a decrease of 24%. We successfully prevented 11 households from becoming homeless and relieved the homelessness of a further 15 households, therefore we assisted 26 (30%) households in securing accommodation that will be available to them for 6 months or more in Q3. There is still a significant demand on our service but there are plans in place to improve our access to the private sector which should have an impact on the number of households who we have secure accommodation available to them for a settled period.

The service has now recruited two new Homelessness Prevention Officers, who have been with the service three months and are still in their probationary period. This should have an impact on the amount of successful prevention outcomes due to the increased capacity in the team, with case workers having more manageable caseloads than previously. December also saw a high level of sickness absence in the team, which had an impact on the service.






Also, the service recruited an Early Intervention Officer in November 2021 (utilising Rough Sleeper Initiative funds) who's aim is to prevent those most at risk of rough sleeping including those that are not statutory homeless within 56 days but require support and assistance with sustaining tenancies. We expect this to result in a reduction in single, vulnerable adults being owed a prevention duty.

### Right Homes, Right Places

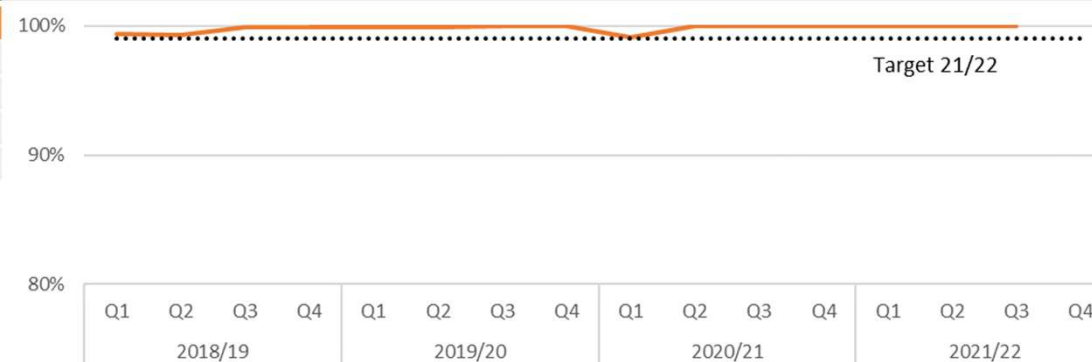
CIC4: Proportion of housing stock which meets the Decent Homes Standard

 Green  No change

Executive Member for Finance & Housing, Deputy Lead of the Council, John Kaiser

Period	Number	Percentage	Target	RAG	Direction of Travel
Q1 21/22		100%	99% or more	Green	 No change
Q2 21/22		100%		Green	 No change
Q3 21/22		100%		Green	 No change
Q4 21/22					

100% of the housing stock continues to meet the Decent Homes Standard. It is anticipated that the stock will remain at 100% decency throughout this financial year.



# Appendix A-4: Place & Growth Key Performance Indicators Q3 2021/22 - Detail

## Right Homes, Right Places

Executive Member for Planning & Enforcement, Wayne Smith

### PG3: Local Plan Update

Green No change

Period	Milestones (Target)	Delivered Actions	RAG	DoT
Q1 21/22	Commissioning and preparing supporting evidence and consultation documentation to support Local Plan Update consultation in Autumn 2021. This includes consultancy support to prepare the Sustainability Appraisal.	Engagement with technical and community stakeholders as part of evidence gathering in May/June 2021, including ongoing master planning work to investigate areas of land not previously available.	Amber	No change
Q2 21/22	Prepare all necessary evidence and information to support the Local Plan. Prepare a communications and engagement strategy to inform the public.	Technical evidence is being finalised to inform the forthcoming public consultation, in addition to finalising public engagement associated with the communications and engagement strategy. Several meetings of the Planning and Transport Policy Member Steering Group have taken place to discuss emerging information.	Green	Better
Q3 21/22	Consult on the revised strategy for the Draft Local Plan	Revised Growth Strategy consultation was approved by Executive in Nov-21 and consultation commences 22-Nov-21 until 24-Jan-22. The consultation includes various technical evidence and supporting documents. Two in-person consultation events were held in Wokingham and Arborfield in Nov-21, followed by four virtual events and subsequent drop-ins at Shute End.	Green	No change
Q4 21/22	Collate and analyse the consultation responses to the Draft Local Plan consultation.			

54

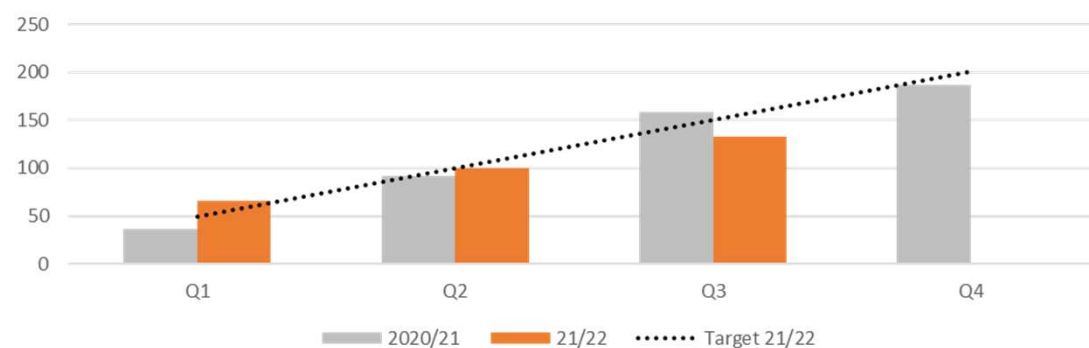
### PG6: Number of affordable dwellings completed

Cumulative Amber Worse

Executive Member for Finance & Housing, John Kaiser

Period	Actual	Cumulative	Target	RAG	Direction of Travel
Q1 21/22	66	66	50	Green	Better
Q2 21/22	34	100	100	Green	Better
Q3 21/22	33	133	150	Amber	Worse
Q4 21/22			201		

KPI target is set at 201 for the financial year 2021/22. It looks as though we will be 9 affordable homes short of the target by the end of Q4. We know that the units are secured and will be delivered (i.e., the contract is in place for the registered provider (RP) to purchase from the developer). Based on completions to date (133 cumulative for Q1 – Q3) and expected for Q4 (59), they have yet to be handed over from the developer to the RG within the timeframes originally anticipated by the RP. The RPs have reported that this is due to site based issues including adverse weather conditions as well as staffing and materials shortages on sites.



## Appendix A-4: Place & Growth Key Performance Indicators Q3 2021/22 - Detail

PG8: Percentage of planning applications determined in the statutory timescales

● Green 👉 No change

Executive Member for Planning & Enforcement, Wayne Smith

Period	Number	Percentage	Target	RAG	Direction of Travel
Q1 21/22	463/465	99%	60% or more	Green	👍 Better
Q2 21/22	479/486	99%		Green	👉 No change
Q3 21/22	442/448	99%		Green	👉 No change
Q4 21/22					
<b>Full year 21/22</b>					



Planning application performance remains excellent.

PG9: Percentage of successfully defended appeal decisions

● Green 👍 Better

Executive Member for Planning & Enforcement, Wayne Smith

Period	Number	Percentage	Target	RAG	Direction of Travel
Q1 21/22	21/26	81%	65% or more	Green	👎 Worse
Q2 21/22	15/20	75%		Green	👎 Worse
Q3 21/22	10/12	83%		Green	👍 Better
Q4 21/22					
<b>Full year 21/22</b>					



Planning appeal performance remains excellent.

PG10: Proportion of planning breaches resolved by negotiation

👍 Better

Executive Member for Planning & Enforcement, Wayne Smith

Period	Number	Percentage	Direction of Travel
Q1 21/22	59/73	81%	👉 No change
Q2 21/22	63/83	76%	👎 Worse
Q3 21/22	89/112	79%	👍 Better
Q4 21/22			
<b>Full year 21/22</b>			



Planning enforcement performance remains excellent however it is acknowledged that the direction of travel is worse.

# Appendix A-4: Place & Growth Key Performance Indicators Q3 2021/22 - Detail

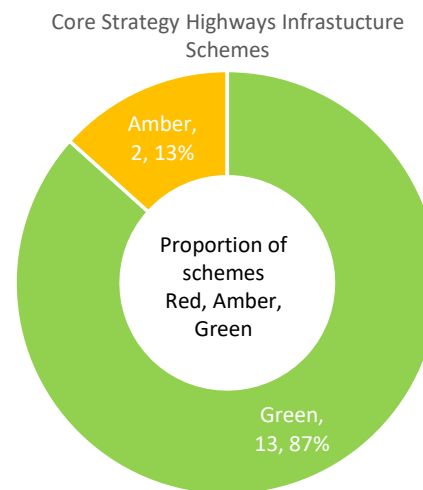
## Keeping the Borough Moving

### PG13: Proportion of Highways Infrastructure Schemes on track for delivery

Green No change

Executive Member for Highways and Transport, Pauline Jorgensen

Period	Actual	Target	RAG
Q1 21/22	67%	60% or more schemes on track for delivery	Green
Q2 21/22	87%		Green
Q3 21/22	87%		Green
Q4 21/22			



Scheme	Project Phase	Q3 21/22
Arborfield Cross Relief Road		Green
North Wokingham Distributor Road	Bell Foundry Lane	Green
	Toutley Road	Amber
	West of Old Forest Road	Green
South Wokingham Distributor Road	Ashridge Farm	Green
	Eastern Gateway	Green
	Spine Road	Green
Nine Mile Ride	Western Gateway	Green
	Southern Section	Green
Barkham Bridge		Green
Winnersh Relief Road Phase 2	Lower Earley Way Dualling	Green
	Winnersh Relief Road Phase 2	Green
Thames Valley Park & Ride		Green
Coppid Beech Park & Ride		Green
California Crossroads		Amber

This measure provides a Wokingham Highways Major Project contract overview of the progress of the delivery on the highway infrastructure projects. Six major highways schemes are being monitored comprising of Arborfield Cross Relief Road, North and South Wokingham Distributor Roads, Nine Mile Ride, Barkham Bridge, Winnersh Relief Road Phase 2. A further three operational schemes, Thames Valley and Coppid Beech Park and Ride and California Cross Roads, are also monitored as part of Highways Infrastructure. Some of these schemes include subsidiary project phases and as such a total of 15 phases contribute to this measure and each is assigned a RAG rating based on current delivery, considered risks and opportunities.

As at Quarter 3, Toutley Road remains Amber since there are delays with utility diversion works. Planned full completion of the NWDR remains on track for June 22. The other Amber phase reported at Q3 is California Crossroads, which is deferred due to the Ridges being closed, in Crowthorne. Once the timescales for reopening the Ridges is confirmed, the California Crossroads scheme can be reprogrammed and the project will resume.

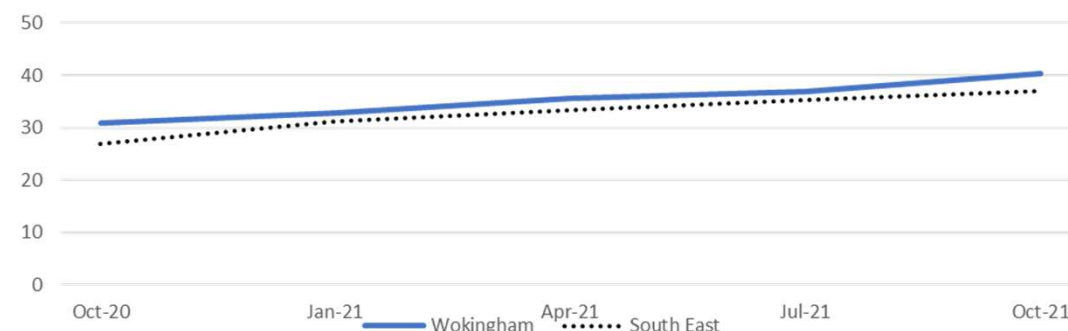
### PG14: Publicly available electric charging devices per 100,000 population

Green Better

Executive Member for Highways and Transport, Pauline Jorgensen

Period	No. devices	Rate per population	South East (rate)	RAG	Direction of Travel
Jan-21	56	32.7	31.3	Green	Better
Apr-21	61	35.6	33.3	Green	Better
Jul-21	63	36.2	35.3	Green	Better
Oct-21	70	40.2	37.1	Green	Better

Data is published by the Department for Transport. As at Oct-21 Wokingham borough has 70 publicly available electric vehicle charging devices; which equates to 40.2 per 100,000 population; currently above average for South East region. 35 of the 70 devices in Wokingham are rapid charging devices (50%) compared to 22% across South East. Next published data due Jan-22.







# Appendix A-4: Place & Growth Key Performance Indicators Q3 2021/22 - Detail

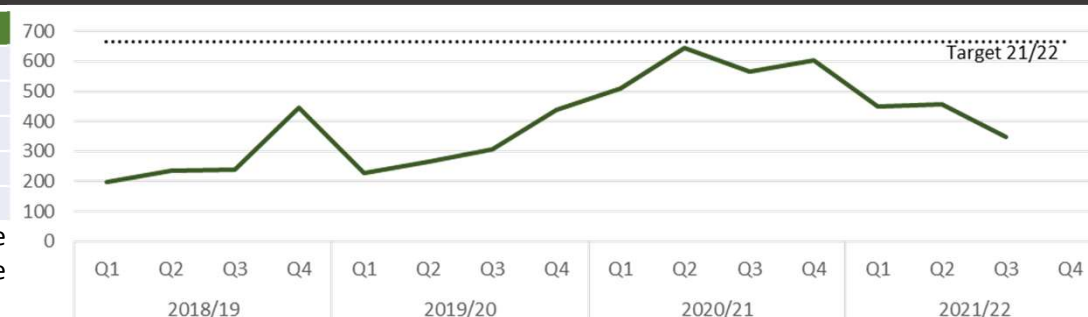
## A Clean & Green Borough

### CIC8: Number of fly-tipping incidents

 Green  Better


Executive Member for Neighbourhoods & Communities, Bill Soane

Period	Number	Target	RAG	Direction of Travel
Q1 21/22	449	664 or less	Green	 Better
Q2 21/22	456		Green	 Worse
Q3 21/22	349		Green	 Better
Q4 21/22				
<b>Full year 21/22</b>		<b>2,656 or less</b>		






Q3 performance on fly-tipping shows a continued reduction in incidents when compared to the same period last year. Fly-tipping investigations and preventative measures are continuing to be delivered and monitored via a Cross Party Working Group.

### PG19: Percentage of household waste reused, recycled and composted

 Green  Better



Executive Member for Environment & Leisure, Parry Batth

Period	Number (tonnes)	Percentage	Target	RAG	Direction of Travel
Q1 21/22	10,825	55%	52% or more	Green	 Better
Q2 21/22	11,047	58%		Green	 Better
Q3 21/22	8,614	52%		Green	 Better
Q4 21/22					






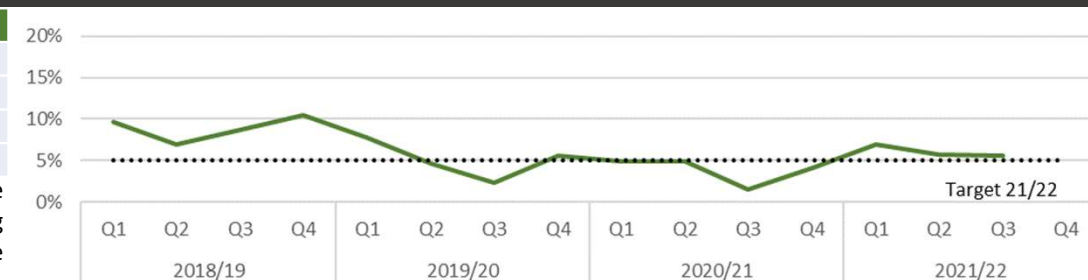
Direction of travel for this indicator compares in the current quarter to the same quarter in the previous year. Q3 performance in 21/22 is 52%; which is better than it was in Q3 20/21 (48%). The green recycling bags are preventing wet paper/cardboard which is increasing the capture of recyclables. There was a reduction in garden waste collected due to the suspension of the service in October due to driver shortages.

### PG20: Proportion of municipal waste sent to landfill

 Amber  Worse

Executive Member for Environment & Leisure, Parry Batth

Period	Number (tonnes)	Percentage	Target	RAG	Direction of Travel
Q1 21/22	1,387	7.0%	5% or less	Amber	 Worse
Q2 21/22	1,116	5.7%		Amber	 Better
Q3 21/22	949	5.6%		Amber	 Worse
Q4 21/22					





Q3 performance in 21/22 is 5.6%; which is worse than it was in Q3 20/21 (1.5%). The Energy from Waste plants have been seeing greater than expected ad hoc maintenance which has led to more material going to landfill. Direction of travel for this indicator compares in the current quarter to the same quarter in the previous year.




# Appendix A-4: Place & Growth Key Performance Indicators Q3 2021/22 - Detail

## A Clean & Green Borough

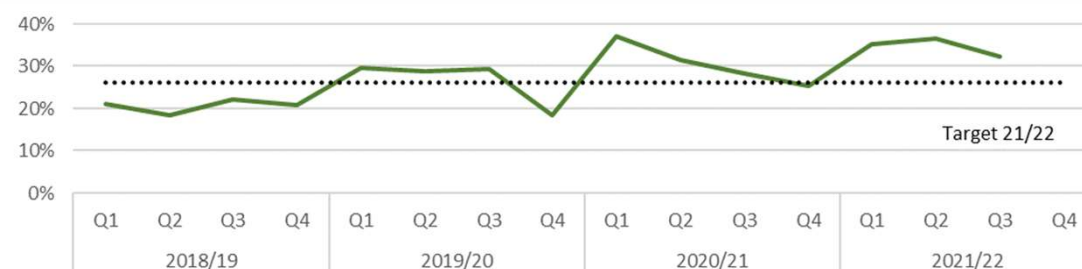
### PG21: Percentage of waste recycled from the kerbside

 Green  Better

Executive Member for Environment & Leisure, Parry Batth

Period	Number (tonnes)	Percentage	Target	RAG	Direction of Travel
Q1 21/22	6,871	35%	26% or more	Green	 Better
Q2 21/22	7,027	37%		Green	 Better
Q3 21/22	5,373	32%		Green	 Better
Q4 21/22					

Direction of travel for this indicator compares in the current quarter to the same quarter in the previous year. Q3 performance in 21/22 is 32%; which is better than it was in Q3 20/21 (28%). The green recycling bags are preventing wet paper/cardboard and increasing the capture rate. Comms campaigns have also contributed to increasing recycling levels.



## Changing the way we work/ Be the best we can

### CIC13 (New): Percentage of rent collected from Council owned properties due this quarter and cash variance

 Green

Executive Member for Finance & Housing, John Kaiser




Period	Value (£)	% rent collected	Target	RAG	Direction of Travel
Q1 21/22	£3.824m	101%	98.5% or more	Green	N/A
Q2 21/22	£7.554m	99.9%		Green	N/A
Q3 21/22	£11.143m	98.5%		Green	N/A
Q4 21/22					

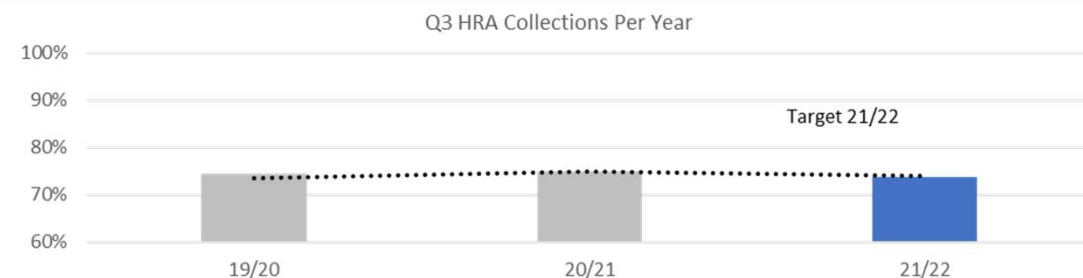
The team continue to monitor data weekly and monitor the impact of Covid-19 with furlough ending.

### CIC14: Housing Rent Arrears (HRA) collection

 Green  Better

Executive Member for Finance & Housing, John Kaiser

Period	Actual	Target	RAG	Direction of Travel
Q1 21/22	25.6%	24.6%	Green	 Worse
Q2 21/22	50.8%	49.3%	Green	 Better
Q3 21/22	73.9%	73.9%	Green	 Better
Q4 21/22		98.5%		



# Appendix A-5: Resources & Assets Key Performance Indicators Q3 2021/22 - Detail

## Enriching Lives



RA1: Completion to time and budget of regeneration project for Carnival Pool

 Green  No change




Executive Member for Business & Economic Development, Stuart Munro

Period	Milestones (Target)	Delivered Actions	Time	Budget
Q1 21/22	Ongoing construction of Carnival leisure element and selection of residential contractor	Construction progressing well on new Carnival Hub with primary steel frame in place, roof deck installed and cladding starting to go up across the leisure element of the site. Mid Group appointed as contractor for residential build.	On time	Within budget
Q2 21/22	Installation of residential substation, design development to continue with residential contractors. Continued work on external elevations of building, install glazing, finish roof decks. Install major plant and equipment.	Residential substation installed. Contractors on site and preparing ground work. Residential stage 4 designs complete and being reviewed. External skin of the building is nearly complete. Roof decks complete and ready for installation of roof lights. Large plant equipment installed. First fix within the building is well under way.	On time	Within budget
Q3 21/22	Leisure pools to be filled and tested. Commissioning of main plant and equipment. Electric power installed. External landscaping to start. Residential groundworks, concrete panels erected, carry out external works and internal fit out.	Construction of leisure centre is progressing well on-site, despite issues with delivery of materials. Water and gas connected, sub station awaiting final connection, BT and fibre install scheduled. Ground work for residential buildings – complete, foundations underway.	On time	Within budget
Q4 21/22	Complete internal fit of building ready for handover to library & leisure providers, complete external landscaping. Residential contractor to continue with internal fit out of residential apartments.			

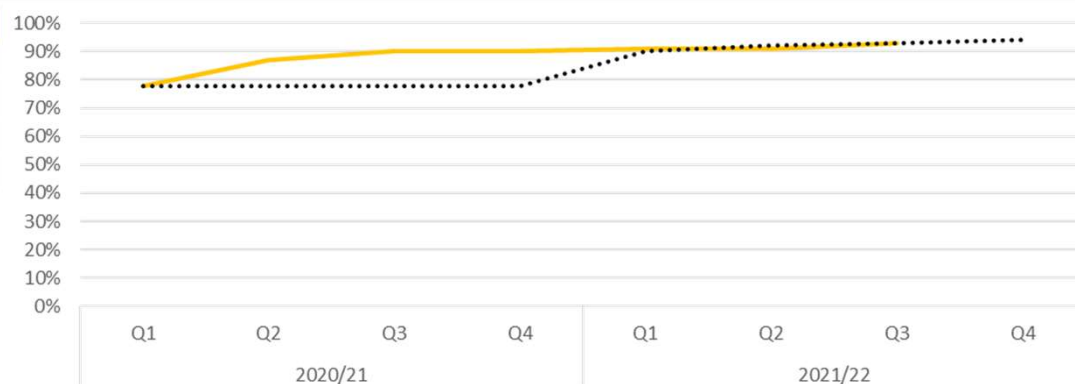
RA2: Occupancy rate of WBC-owned regeneration units

 Green  Better

Executive Member for Business & Economic Development, Stuart Munro

Period	Percentage	Target	RAG	Direction of Travel
Q1 21/22	91%	90%	Green	 Better
Q2 21/22	91%	92%	Amber	 No change
Q3 21/22	93%	93%	Green	 Better
Q4 21/22		94%		

This is a very positive result in what has, and continues, to be a challenging market nationally. Wokingham continues to perform well and we are achieving our targets on this KPI. We have 3 further units in solicitors' hands which would leave just 2 units outstanding; for one of which we have received an initial proposal.



## Appendix A-5: Resources & Assets Key Performance Indicators Q3 2021/22 - Detail

### RA3: Usage of Wokingham borough leisure centres

Red

Worse

Executive Member for Environment & Leisure, Parry Batth

Period	Number	Target	RAG	Direction of Travel
Q1 21/22	51,096	127,556 or more (40% of 19/20 usage)	Red	👍 Better
Q2 21/22	91,805		Red	👍 Better
Q3 21/22	88,409		Red	👎 Worse
Q4 21/22				



Covid-19 has had a significant impact on attendance and usage at leisure centres across Wokingham borough. All leisure centres had reopened in Q3 20/21, albeit at 50% capacity, to then close during the third national lockdown. With centres now being open, usage figures are beginning to improve in 2021/22.

### RA4: Participation in physical activity sessions to support those that may be experiencing social isolation

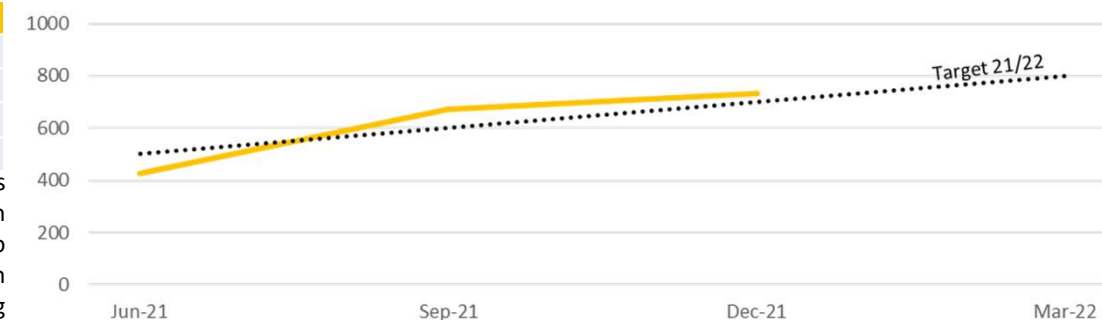
Cumulative

Green

Better

Executive Member for Environment & Leisure, Parry Batth

Period	Number	Target	RAG	Direction of Travel
Q1 21/22	425	500	Red	👍 Better
Q2 21/22	672	600	Green	👍 Better
Q3 21/22	732	700	Green	👍 Better
Q4 21/22		800		



Through Adult Social Care Covid-19 funding, the Sport & Leisure team have been offering 1:1 home visits to residents who are shielding and at risk of falls; to offer them support through the Moving with Confidence programme. The team also offer sessions within care homes and assisted living sites to encourage participation. This indicator, and therefore target, has been adjusted to focus monitoring on this funded support programme; reporting on take up of the Moving with Confidence and Active Ageing schemes specifically.

## Changing the way we work/ Be the best we can

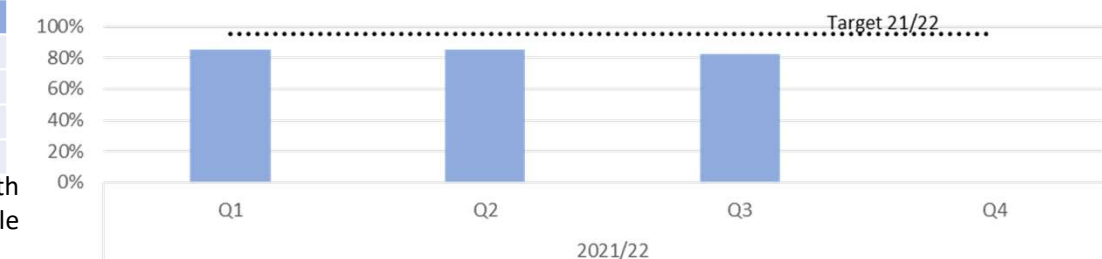
### RA5 (New): Number of Freedom of Information requests handled within statutory timeframes (NB target is from Information Commissioner)

Amber

Worse

Executive Member for Finance & Housing, John Kaiser

Period	Number	Percentage	Target	RAG	Direction of Travel
Q1 21/22	265/311	85%	95% or more	Amber	N/A
Q2 21/22	225/265	85%		Amber	👉 No change
Q3 21/22	218/268	82%		Amber	👎 Worse
Q4 21/22					



Management action is being taken to improve performance by supporting those services with higher numbers of Freedom of Information requests, and reviewing what information is available on the website to help residents access the information they need.

## Appendix A-5: Resources & Assets Key Performance Indicators Q3 2021/22 - Detail

**RA6 (New):** Number of data breach incidents report to the Information Commissioner's Office (ICO)

 Green

Executive Member for Finance & Housing, John Kaiser

Period	Number	Target	RAG	Direction of Travel
Q1 21/22	0	0 breach incidents reported to ICO	Green	N/A
Q2 21/22	0		Green	N/A
Q3 21/22	0		Green	N/A
Q4 21/22				

New Key Performance Indicator for 2021/22.

In addition to this indicator, the Council encourages internally a culture of openness and reporting of incidents and low impact breaches in order to continuously improve and target any new areas of learning for staff.

**RA7: Revenue budget monitoring forecast position**

 Green

Executive Member for Finance & Housing, John Kaiser

Period	Actual	Target	RAG
Q1 21/22	0.58%	+/-1%	Green
Q2 21/22	0.28%		Green
Q3 21/22	0.35%		Green
Q4 21/22			



For RAG status, performance is reported as Green if the variance is within 1% or if there is any underspend.

**RA8: Capital budget monitoring forecast position**

 Green

Executive Member for Finance & Housing, John Kaiser

Period	Actual	Target	RAG
Q1 21/22	-0.27%	+/-1%	Green
Q2 21/22	-3.69%		Green
Q3 21/22	-6.58%		Green
Q4 21/22			



For RAG status, performance is reported as Green if the variance is within 1% or if there is any underspend.

# Appendix A-5: Resources & Assets Key Performance Indicators Q3 2021/22 - Detail

## RA10: Return on investment portfolio – Property Investment Fund

● Green ↔ No change

Executive Member for Business & Economic Development, Stuart Munro

Period	Percentage	Target	RAG	Direction of Travel
Q1 21/22	4.88%	5% or more (yield within 10% tolerance)	Green	<span style="color: green;">👍</span> Better
Q2 21/22	4.93%		Green	<span style="color: green;">👍</span> Better
Q3 21/22	4.93%		Green	<span style="color: grey;">↔</span> No change
Q4 21/22				

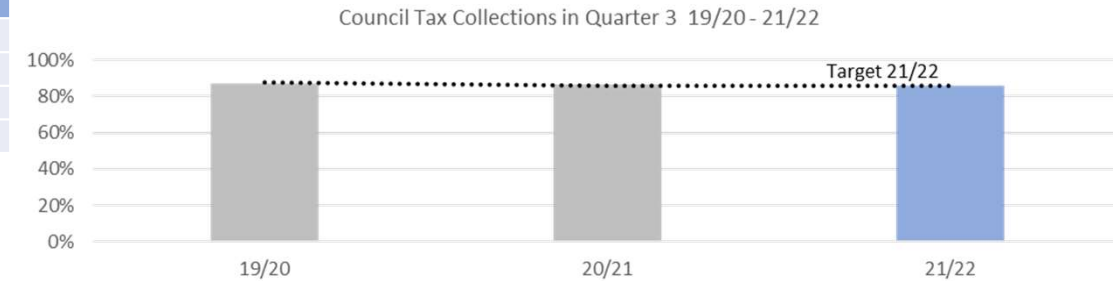


## RA15: Council Tax collection

█ Cumulative ● Green 👍 Better

Executive Member for Finance & Housing, John Kaiser

Period	Actual	Target	RAG	Direction of Travel
Q1 21/22	30.0%	30.5%	Amber	<span style="color: grey;">👍</span> Better
Q2 21/22	58%	57%	Green	<span style="color: green;">👍</span> Better
Q3 21/22	86%	86%	Green	<span style="color: green;">👍</span> Better
Q4 21/22				



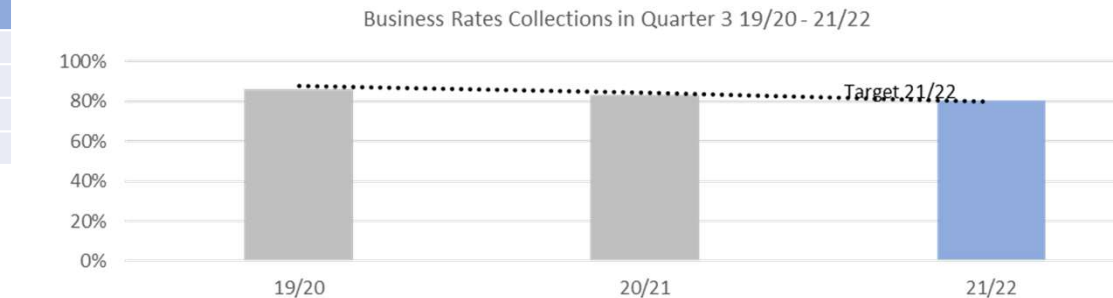
Furlough was removed on 30 September 2021 / Universal credit top up (£20) ceased on 6th October 2021 / Gas prices increased from 01 October 2021 / To support those in financial difficulty we are extending customers payment plans until the end of March 22.

## RA16: Business Rates collection

█ Cumulative ● Green 👍 Better

Executive Member for Finance & Housing, John Kaiser

Period	Actual	Target	RAG	Direction of Travel
Q1 21/22	32%	31.2%	Green	<span style="color: green;">👍</span> Better
Q2 21/22	56%	57.8%	Red	<span style="color: red;">👎</span> Worse
Q3 21/22	81%	80%	Green	<span style="color: green;">👍</span> Better
Q4 21/22				



Due to the ongoing pandemic we have started to see a shift in the way businesses are paying their business rates and in order to continue to support those businesses we are extending payment plans until the end of March 22 as well as revising our targets to accommodate these changes.

## Appendix B: Targets & Tolerance Thresholds for 2021/22 and Target Commentary for Called-out KPIs

### Safe & Strong Communities

Ref	Description	Target Commentary	Benchmarking (position & against whom)	Target 2021/22	RAG Tolerance Thresholds		
					Green if	Amber if	Red if
<a href="#">AS1</a>	Social work assessments allocated to commence within 7 days of the requests (counted at point of allocation)	This is not monitored as a national performance measure, however, we know from the results of a recent survey of Local Authorities that nationally 12% of people awaiting a social work assessment have been waiting more than 6 months. Over the last 18 months, the maximum wait for anyone in Wokingham was 38 days. We aim to not keep people waiting more than 28 days and currently 93% of assessments are allocated in this time-frame. The aim of maintaining high performance allocated in 7 days is a stretch target.		75% or more	≥ 75%	68% - 74%	< 74%
<a href="#">AS3</a>	People aged 65+ who received reablement from the START team following discharge from hospital and remained at home 91 days later	This is a national 'ASCOF' indicator monitored through annual statutory returns. We performed well in comparison to the regional and national performance for 2019-20 with 85%. The target is set with the aim of improving our local performance.		89% or more	≥ 89%	83% - 88%	< 83%
<a href="#">AS4</a>	Safeguarding timeliness – concerns completed within 2 working days	This is not monitored as a national indicator. The indicator is set to achieve best practice performance by responding to safeguarding concerns in a timely manner. Our annual performance for 2019-20 was 50%, however, improvements with the team in Q4 2019-20 increased performance to 84%. This target was set with the aim of maintaining that level of improved performance.		85% or more	≥ 85%	80% - 84%	< 80%
<a href="#">AS7</a>	Proportion of people receiving long term care who were subject to a review in the last 12 months	The 2021-22 target has been set as a challenging stretch target. Our aim is to perform in the top quartile in comparison to other Local Authorities. Currently our performance for people with a review or assessment in the last 12 months places us third highest in the South East benchmarking club.	3 out of 16 South East LAs (1=high)	85% or more	≥ 85%	80% - 84%	< 80%
<a href="#">AS9</a>	Permanent admissions to residential and nursing care homes per 100k population	We are aiming to reduce the number of long-term admissions to care homes. The target was set with the aim of performing well in comparison to regional performance (131 on average per quarter for 2019-20).		130 or less (per qtr)	≤ 130	130 – 145	> 145
<a href="#">AS10</a>	Information and Advice at the front door – Percentage of contact referrals closed with 'NFA – Advice & Information Only'	Performance deteriorated in Q1 but has since improved in July-21. The target is set with the aim of improving our local performance for this specific area (information and advice). Comparative data from our statutory return is not reported with the same definition but monitors all new contacts from the community resulting in signposting or universal services. For this measure we were 5th highest in the region for those aged 18-64 and 4th highest for those aged 65+.	Not available	16% or more	≥ 16%	14% - 15%	< 14%
<a href="#">AS11</a>	Proportion of people who use services who receive direct payments – snapshot at end of quarter	This is a stretch target with the aim of improving our local performance which has remained relatively static for the last 2 years. Our performance is good for this area in comparison to other Local Authorities and ranked 3rd highest in the region.	3 out of 16 South East LAs (1=high)	31% or more	≥ 31%	28% - 30%	< 28%

## Appendix B: Targets & Tolerance Thresholds for 2021/22 and Target Commentary for Called-out KPIs

Safe & Strong Communities							
Ref	Description	Target Commentary	Benchmarking (position & against whom)	Target 2021/22	RAG Tolerance Thresholds		
					Green if	Amber if	Red if
<a href="#">CS1</a>	Percentage of re-referrals within 12 months	A repeat referral for a child is a referral that has been made within 12 months of the previous referral/open case and most importantly for the same reason – ie category of need. Good performance is within a locally agreed threshold that considers the performance of statistical neighbours and national data. Very low levels of repeat referrals could indicate that partner agencies and members of the community are not making referrals as they are not sufficient aware of safeguarding indicators, but high levels of re-referral suggest that cases were closed too soon or interventions failed to address risk or need.		24% or less	≤ National	Within 1% above national	> 1% above national
<a href="#">CS2</a>	Percentage of Initial Child Protection Conferences within 15 working days of decision to hold them  64	If there are reasonable grounds to suspect that a child is suffering or is likely to suffer significant harm, a child protection investigation (section 47 enquiry) is initiated. This normally occurs after an initial assessment and multi-agency strategy discussion. Where concerns are substantiated and the child is deemed to at risk of significant harm, a Child Protection Conference is convened. The conference must take place within the required timescales to ensure timely decision making and agree plans to secure the child's safety.  Good performance is typified by high percentages – however, too high and it would indicate adherence to PI over and beyond case specific decision making.		78% or more	≤ National	Within 1% above national	> 1% above national
<a href="#">CIC1</a>	All recorded crime in Wokingham borough (excluding fraud)	This target is bench marked against the crime results for the 2020/21 year which was significantly covid impacted resulting in uniquely low crime figures for the year. This will make the target stretching for 2021/22.	Not Available	1925 (per qtr)	≤ 1925	1926 - 2100	> 2100



**Enriching Lives**

Ref	Description	Target Commentary	Benchmarking (position & against whom)	Target 2021/22	RAG Tolerance Thresholds		
					Green if	Amber if	Red if
<a href="#">CS3</a>	CS3 (New): Percentage of Children in Care, as on 31 <sup>st</sup> March, who were 20 miles+ from their homes and out of borough	<p>It is usually good practice to try and place children in care close to their families, this will enable them to have Contact with family members, to remain at the same school, keep friendship groups and local ties, it will also make a transition to adulthood easier.</p> <p>Good performance is within locally agreed threshold that consider based on statistical neighbours and national performance. There will always be a number of children for whom the need for a specialist placement will necessitate moving further away, equally some children move to live with family members outside the local area.</p>		21%	≥21%	Within 1% above target	> 1% above target
<a href="#">CS4</a>	Percentage of Education, Health and Care Plan (EHCP) Assessments completed within 20 weeks of referral	We aspire to achieve 100% however 90% is a smarter target. This is a deliberately challenging target based on our previous performance and the average performances nationally, in the south east and our stat neighbours.		90% or more	≥ 90%	75% - 89%	< 75%
<a href="#">CS5</a>	Percentage of 16-17 year olds with activities/destinations not known	These are both challenging KPIs to influence and the council aims to be better than the national average. We are not able to give more specific targeting against the south east or our stat neighbours because the information isn't available.	Not Available	In line with National	≤ National	Within 1% above national	> 1% above national
<a href="#">CS6</a>	Percentage of 16-17 year olds Not in Education, Employment or Training (NEET)		Not Available	In line with National	≤ National	Within 1% above national	> 1% above national
<a href="#">CIC2</a>	Percentage of households for whom homelessness has been prevented	The target is based on pre-covid demand for housing. This is deliberate to demonstrate the councils aspiration to return to these levels after the impact of the pandemic have been mitigated. It also stands to demonstrate the unprecedented levels of demand that are believed to be building up in the system, which the service is currently working to explore.	Not available	50% or more	≥ 50%	40% - 49%	< 40%
<a href="#">CIC3</a>	Percentage of households who have secured accommodation, available to them, for the next 6 months	The target is based on pre-covid demand for housing. This is deliberate to demonstrate the councils aspiration to return to these levels after the impact of the pandemic have been mitigated. It also stands to demonstrate the unprecedented levels of demand that are believed to be building up in the system, which the service is currently working to explore.	Not available	40% or more	≥ 40%	30% - 39%	< 30%

Enriching Lives

Ref	Description	Target Commentary	Benchmarking (position & against whom)	Target 2021/22	RAG Tolerance Thresholds		
					Green if	Amber if	Red if
<a href="#">RA1</a>	Completion to time and budget of regeneration projects (Peach Place, Elms Field, Carnival Pool)	Delivery of the programme creates an enhanced town centre for the benefit of the growing population. It provides homes and business opportunities for residents together with additional job opportunities and creates net additional homes to the borough as well as achieving an income for the Council. Completion on time is important as failure to do so will likely impact on the cost of the project and delay the time at which we can let the unit thus receive income – both of which feed in to the bottom line.		On time/ Within budget		Slight delay/ overspend	Significant delay/overspend
<a href="#">RA2</a>	Occupancy rate of WBC-owned regeneration units	Measuring the occupancy rates of regeneration units is important to understand the vitality and performance of the town. Towns nationally on average have been running on a void rate of 12-15%, so we believed a 10% achievement was above the norm and therefore the target of 90% occupancy would reflect a good performance.		92% or more (Q2)	≥ 92% (Q2)	87% - 91% (Q2)	< 87% (Q2)
<a href="#">RA3</a>	Usage of Wokingham borough leisure centres	Target to show the number of users within our leisure centres, within all areas (swim/group exercise & Gym/swimming lessons and those pay as you users)		127,500 (per qtr)	≥ 127,000	115k – 126.9k	< 115,000
<a href="#">RA4</a>	Participation in physical activity sessions to support those who may be experiencing social isolation	This target has been set to show participation for those who have been social isolating due to medical or age programmes now been set to cater for those vulnerable groups	Not available	1060 (per qtr)	≥ 1060	742 – 1059	< 742

## Right Homes, Right Places

Ref	Description	Target Commentary	Benchmarking (position & against whom)	Target 2021/22	RAG Tolerance Thresholds		
					Green if	Amber if	Red if
<a href="#">CIC4</a>	Proportion of housing stock which meets the Decent Homes Standard	We want our tenants to be able to live their lives in a home that meets a high standard. The target of 99% is used because its set out by Central Government as part of the Social Housing White Paper. We will be audited every 4 years to demonstrate our performance against this standard. Over the last 6 years we have moved from 47% decent standard to the position we are in today.		99% or more	≥ 99%	90% - 98%	< 90%
<a href="#">PG3</a>	Local Plan Update	This target has been set to show whether the preparation of the Local Plan Update is on schedule with the programme set out in the adopted Local Development Scheme (LDS).		Delivered as per LDS		< 6 months delay	> 6 months delay
<a href="#">PG6</a>	Number of affordable dwellings completed	The majority of completions are currently expected in quarters 3 & 4, with over 200 completions expected overall. Whilst this is lower than the affordable housing completions in recent years, the number of larger strategic sites are now nearing completion.		50 or more (Q1)	≥ 50	30 – 49	< 30
<a href="#">PG8</a>	Percentage of planning applications determined in the statutory timescales	Planning application performance is consistently above the national target every month, and recently 100% of applications determined within time in June and July and 98% in August	WBC was the 29th highest performing authority in 2020 (out of 344 councils nationally) and outperformed all the other Berks Councils	60% or more	≥ 60%	50% - 59%	< 50%
<a href="#">PG9</a>	Percentage of successfully defended appeal decisions	Planning and enforcement appeal performance is consistently above target as a result of high quality decision making and robust defence cases made.		65% or more	≥ 65%	61% - 64%	< 61%
<a href="#">PG10</a>	Proportion of planning breaches resolved by negotiation	In line with national planning guidance and the Council's own Local Planning Enforcement Plan, the Planning Enforcement Team strive to bring about compliance with the planning regulations through negotiation and only serving notices as a matter of last resort. Notwithstanding this, WBC finished in the top 50 Councils serving the most notices in 2020.		No Target Assigned for this KPI			

A Clean and Green Borough

Ref	Description	Target Commentary	Benchmarking (position & against whom)	Target 2021/22	RAG Tolerance Thresholds		
					Green if	Amber if	Red if
<a href="#">CIC8</a>	Number of fly-tipping incidents	The largest fly tipping type in the Borough is general household items. Last years lockdown proved challenging in this area with the closure of recycling centres and a general increase in fly tipping with people clearing our homes. This years target has been set to reduce the levels of fly tipping from last years high levels by at least 10%.	Regional Average in 2019/20 was 1,650 corrected for population, WBC achieved 1,298 well below average.	664 (per qtr)	≤ 664	665 - 680	> 680
<a href="#">PG19</a>	Percentage of household waste reused, recycled and composted	WBC has strong ambitions to increase the levels of recycling but also drive waste minimisation. The top performing authorities in the UK are achieving over 60% - most on alternate weekly collections whereas WBC operate a weekly collection system. It is expected our recycling rate will increase this year from last year due to the deployment of the green recycling bags and associated comms campaigns.		52% or more	≥ 52%	50% - 51%	< 50%
<a href="#">PG20</a>	88 Proportion of municipal waste sent to landfill	The cost both environmentally and financially to dispose of waste to landfill is significant. There is global pressure to reduce the dependency of landfill and move to more sustainable practices in conjunction with the waste hierarchy. The aim is to reduce the levels of landfill used and divert to energy recovery and drive reuse/recycling, but currently this isn't always achievable (i.e. asbestos disposal) but 5% or less is a realistic target.		5% or less	≤ 5%	6% - 8%	> 8%
<a href="#">PG21</a>	Percentage of waste recycled from the kerbside	The costs of waste disposal are high and every piece of recycling collected means significantly less costs incurred. Additionally the result of disposing rather than recycling affects the environment (including climate change) and this needs to be tackled. Driving recycling through the green bags is the best way to achieve financial savings. This year the target of 26% will be reviewed following the improvements to the kerbside recycling service.		26% or more	≥26%	20% - 25%	< 20%

**Keeping the Borough Moving**

Ref	Description	Target Commentary	Benchmarking (position & against whom)	Target 2021/22	RAG Tolerance Thresholds		
					Green if	Amber if	Red if
<a href="#">PG13</a>	Proportion of highway infrastructure schemes on track for project delivery	This measure provides an overview of progress on the major highway infrastructure schemes. Six major highways schemes are being monitored comprising of Arborfield Cross Relief Road, North and South Wokingham Distributor Roads, Nine Mile Ride, Barkham Bridge, Winnersh Relief Road Phase 2.		60% or more	≥ 60%	50% - 59%	< 50%
<a href="#">PG14</a>	Publicly available electric charging devices per 100,000 population	The provision of publicly available on street and off street EV charging facilities has long been recognised as a key barrier to the transition to electric vehicles. Local authorities have a key role in making electric vehicles attractive to residents by overcoming these barriers, and in turn achieving their own objectives for improving local air quality and reducing greenhouse gas emissions which contribute to climate change.		Above South East (SE)	1-5% below SE	>5% below SE	

Changing the way we work/ Be the best we can

Ref	Description	Target Commentary	Benchmarking position & against whom)	Target 2021/22	RAG Tolerance Thresholds		
					Green if	Amber if	Red if
<a href="#">CIC9</a>	Number of resident subscribers to Wokingham Borough Connect	This result is indicative and so no target assigned for this KPI		This result is indicative and so no target assigned for this KPI			
<a href="#">CIC10</a>	Overall Customer Satisfaction across phone and web	This KPI is very new and still being benchmarked and so no target assigned for this KPI at this time		This KPI is very new and still being benchmarked and so no target assigned for this KPI at this time			
<a href="#">CIC11</a>	Expected voluntary staff turnover	Both of these measures are standard HR metrics to assess the health and wellbeing of a work force. High sickness levels and high turn over rates can be indicators of issues within an organisation. Conversely some turn over is usually regarded as positive to ensure new people are brought into a workforce through time. Average public sector sickness rates are 8.7% and the average turnover rate is 15.7% so both of our targets should be seen as stretch to ensure a higher performing workforce than the average.		10-15%	10-15%	<10% or >15%	<5% or ≥ 20%
<a href="#">CIC12</a>	Sickness absence – average days lost per employee	Both of these measures are standard HR metrics to assess the health and wellbeing of a work force. High sickness levels and high turn over rates can be indicators of issues within an organisation. Conversely some turn over is usually regarded as positive to ensure new people are brought into a workforce through time. Average public sector sickness rates are 8.7% and the average turnover rate is 15.7% so both of our targets should be seen as stretch to ensure a higher performing workforce than the average.		6.6 or less	≤ 6.6	6.7 – 7.5	>7.5
<a href="#">CIC13</a>	Percentage of rent collected from Council-owned properties due this quarter and cash variance	Each month we report to the Tenant Involvement Panel and its this body that agrees both these targets annual. They take into account our historic collection rates and the impact of the local conditions on our collection rates.		98.5% or more	Within 1%	2% - 5% off target	>5% off target
<a href="#">CIC14</a>	Housing rent arrears (HRA) collection	Each month we report to the Tenant Involvement Panel and its this body that agrees both these targets annual. They take into account our historic collection rates and the impact of the local conditions on our collection rates.		24.6% (Q1)	Within 1%	2% - 5% off target	>5% off target
<a href="#">CIC16</a>	Early resolution versus Stage 1 complaints	This a new KPI coming from a new approach to the early resolution of stage complaints to avoid escalation to stage 1. The current target of 65% is based on the initial base line of results gathered through the initial development of work and it will be reviewed in 6 months time.		65% (ER): 35% (S1)	≥65% (ER)	55 – 64% (ER)	≤ 54% (ER)

Changing the way we work/ Be the best we can

Ref	Description	Target Commentary	Benchmarking (position & against whom)	Target 2021/22	RAG Tolerance Thresholds		
					Green if	Amber if	Red if
<a href="#">RA5</a>	Number of Freedom of Information requests handled within statutory timeframes	This target is set by the Information Commissioners Office (Regulators for Information Governance)		95% or more	≥95%	80% - 94%	< 80%
<a href="#">RA6</a>	Number of data breach incidents reported to Information Commissioner's Office (ICO)	ICO expectation is that Organisations manage any breaches and keep records of them should the ICO carry out an audit. Only severe breaches which greatly affect individuals Rights are expected to be reported. Public can be better satisfied with WBCs handling of sensitive data with minimal breaches requiring reporting to the ICO.		0 reports to ICO	0	1-3	> 3
<a href="#">RA7</a>	Revenue budget monitoring forecast position 71	Accurate and considered forecasts of outturn position aid future medium term planning throughout the year		+/- 1%	Within 1% variance, or -ve	+ 1.01 -1.99%	≥ 2%
<a href="#">RA8</a>	Capital budget monitoring forecast position	Accurate and considered forecasts of outturn position aid future medium term planning throughout the year		+/- 1%	Within 1% variance, or -ve	+ 1.01 -1.99%	≥ 2%
<a href="#">RA10</a>	Return on investment portfolio – Property Investment Fund	5% is a standard hurdle rate used by WBC for many of our commercial activities it represent a sustainable return on investment to enable future projects.		5% or more	10% tolerance or above 5%	Below tolerance, outlook +ve	Below tolerance, outlook -ve
<a href="#">RA15</a>	Council Tax collection	The Council sets an annual target of 99% which is one of the highest in the country. This effectively means an allowance of 1% for bad debts and non-payment.		30.5% or more (Q1)	≥ 30.5%		< 30.5%
<a href="#">RA16</a>	Business Rates collection	The Council sets an annual target of 99% which is one of the highest in the country. This effectively means an allowance of 1% for bad debts and non-payment.		31.2% or more (Q1)	≥ 31.2%		< 31.2%

# Appendix D: KPIs Reported to other committees

KPIs Reported to Children’s Services Overview and Scrutiny
Current Education, Health and Care Plans placed in borough (snapshot at end of period)
Current Education, Health and Care Plans placed out of borough (snapshot at end of period)
Education, Health and Care Plans issued within 20 weeks of the referral
No. of referrals to Early Help
No. Early Help Assessments
Avg. length of time in days between referral and assessment completion
No. of cases that progressed to an assessment
% of referrals to CSC which are repeat referrals within 12 months
% assessments completed within 45 working days
Children subject to CP Plans (snapshot at end of period)
% of children starting a plan who had a previous one in the last 2 years
% of child protection visits within timescale
No. children in care (snapshot at end of period)
% visits to children in care within timescale
% children in care who have more than 1 allocated social worker in 12m (snapshot at end of period)
% of care leavers ‘in touch’ (snapshot at end of period)
% of care leavers aged 18-24 who are NEET
% of care leavers “in touch” in suitable accommodation (snapshot at end of period)
Children missing from home
Children missing from care
% return home interviews carried out on time
Children missing from education (not currently on a school roll)
No. of permanent exclusions
12 months rolling turnover of permanent qualified social workers
% agency staff across qualified social work workforce (snapshot at end of period)



# Appendix D: KPIs Reported to other committees

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KPIs Reported to Corporate Parenting Board
Numbers of looked after children (as at end of period)
Number of looked after children, rate per 10,000 children
Care Leavers aged 18-25 and where they are living at the end of the period
Children in Care No. of visits carried out
Children in Care No. of visits within timescale
Initial health assessments in period No. of children whose 20 <sup>th</sup> day in care falls in the quarter
Initial health assessments in period No. of assessments within 20 working days of entering care
Placement type at the end of the period
Placement stability at the end of quarter
LAC in care for at least 2.5 years
No. in the same placement for over 2 years
Children leaving care in the period and the reasons.
KPIs Reported to Health Overview and Scrutiny
Social work assessments allocated to commence within 7 days of the requests
People aged 65+ who received reablement from the START team following discharge from hospital and remained at home 91 days later
Safeguarding timeliness – concerns completed within 2 working days
Proportion of people receiving long term care who were subject to a review in the last 12 months
Permanent admissions to residential and nursing care homes per 100k population
Information and Advice at the front door – Percentage of contact referrals closed with ‘NFA – Advice & Information Only’
Proportion of people who use services who receive direct payments – snapshot at end of quarter

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<b>TITLE</b>	<b>Change</b>
<b>FOR CONSIDERATION BY</b>	Overview and Scrutiny Management Committee on 17 March 2022
<b>WARD</b>	Non-Specific
<b>DIRECTOR</b>	Susan Parsonage, Chief Exec's Office

**OUTCOME / BENEFITS TO THE COMMUNITY**

Enabling the Directorate's to deliver large-scale strategic transformation programmes and projects to create better outcomes for our residents and staff.

**RECOMMENDATION**

The Committee is requested to:

- Note the approach to Change activity across the Council

**SUMMARY OF REPORT**

The Council's Business Change service supports the organisation to deliver strategic transformation linked to the Council Plan, through key Directorate led programmes and projects.

The Business Change service was formed in May 2019, implementing a new change and delivery framework.

The Business Change Service have established a Project Management Office (PMO) Framework and an organisational Change Gateway, which is the formal process to review business cases for change. This provides robust project management governance and triage's new change requests, to ensure strategic alignment to the Council Plan and supports robust business cases for change.

The Business Change Service has also developed WBC's first Graduate Academy, which has grown exponentially to the largest in the South outside of London. We are immensely proud to be training, mentoring, and coaching future local government leaders through placements in key transformational activity.

In 21/22, the Business Change service has been supporting key strategic transformation such as, the Adult Social Care Transformation Programme, the Equalities strategy, the Anti-poverty strategy, Covid Recovery Strategy, Corporate Transport redesign and the Public Protection service move from West Berkshire.

## BACKGROUND

In response to the Council's need to continuously improve services for residents and businesses of the Borough, Business Change was formed as a service in May 2019. This new function was created to work differently from previous organisation wide transformation programmes (such as 21<sup>st</sup> Century).

The Council has made a strategic decision to introduce a new approach to Change Management that delivers effective change at an organisational and directorate level, this methodology has replaced the previous approach of traditional, large scale transformation programmes.

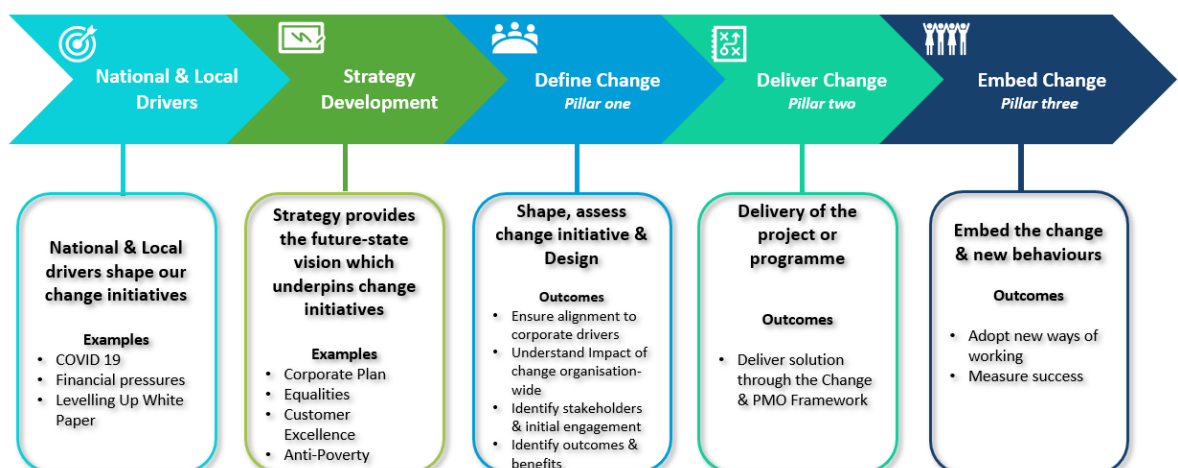
The Change Team is made up of Business Change Specialists, a Project Management Office, Business Analysts and the Graduate Academy.

Business Change supports continuous improvement in Directorates, led by the appropriate Directors, with each programme working on key priorities that will ultimately improve service delivery/achieve Medium Term Financial Plan efficiencies.

The Directorate led change portfolio is set by the relevant Director and linked to national/local drivers as well as key strategies. The project or programmes are aligned to corporate objectives and have Corporate Leadership Team (CLT) support.

In addition to Directorate led change programmes, the Business Change service also supports organisational wide priorities such as Workplace Reimagined/Equalities/Data & Insights which are sponsored corporately.

## Change at WBC & our approach



Business Change Service has a Change Framework/Approach with three defined pillars of activity:

**Pillar One – Define the Change** - Working with directorates to scope and define their ideas into change initiatives/programmes, ensuring the impact of change is understood and that it aligns with the corporate objectives.

Part of pillar one activity can also include an element of 'Discovery' work, which is where the change management specialists will research best practice and analyse different approaches to achieve the change outcome.

During this process, it is also an opportunity to bring in the identified expertise from around the organisation to ensure the Business Case for change has the right governance & support in place to ensure a successful outcome.

**Pillar Two – Delivering the Change** - Once the scope has been shaped and the approach designed, we move into the delivery phase. This is supported by an experienced Project Management expert to ensure project structure and governance is in place to monitor delivery, track risks and benefits.

**Pillar Three – Adopting and Embedding the Change** – Project Managers and Business Change Specialists work together with the service to ensure the new initiative or change is embedded. This critical element of change supports the service to adopt and embed the new ways of working successfully.

## **Graduate Academy**

The Graduate Academy is a new concept that has been developed by Business Change to onboard Local Government Association (LGA) National Graduate Development Programme (NGDP) participants within the Council. The Academy provides high calibre graduates into Directorates to support the leadership teams in achieving their corporate objectives through involvement in their transformation programmes.

The programme includes placements within each directorate, with the Graduates rotating on a 6-monthly basis. Each placement focusses on transformational project activity, with the benefit of getting hands-on experience in a raft of different directorates. In addition, the Graduates are given carefully crafted support, development, and mentoring.



## Benefits

- Attracts a diversity of candidates to councils & Graduates have links with a wide network of peers nationally which provides them with learning opportunities across the sector. This not only enriches their experience but also brings a wealth of knowledge and best practice back to the council
- The Graduate Academy is a value for money way to deliver high calibre recruitment & provides WBC with a unique opportunity to grow its own future leaders by developing talent within the existing workforce
- Graduates are skilled, experienced, and resourceful employees who will support in the delivery of corporate priorities as well as embrace and effect change
- On the programme, graduates complete a masters level qualification in leadership and management. They put this theory into practice which opens doors for trainees to explore their own interests but also contribute significantly to internal learning and development with WBC

## Key Achievements 2021/22

- In conjunction with the Adult Social Care (ASC) Leadership Team, Business Change has actively supported the redesign of the ASC Pathway, which improves the customer experience, by reducing hand-offs and instilling a more preventative approach to improve outcomes and better manage demand
- Business Change Specialists have trained ASC Social Workers in Strength Based Practice (which is a social work practice that is client led with a focus on

maintaining independence) and MINDSPACE (a behavioural science tool that helps embed change)

- Project Managed the creation of a Voluntary and Community Sector (VCS) hub which will continue to promote the strong working relationship the Council have built with the VCS.
- Working with Public Health to deliver projects that are linked to the Health and Wellbeing Strategy
- Led on the set up and delivery of the Surge testing & Vaccination efforts in conjunction with colleagues across the Council and Health
- Managed the redesign of the Corporate Transport Unit and project managed the transition to the new ways of working and service design
- Shaped the Covid recovery strategy through engagement with key stakeholders and research of best practice examples from across the country
- Project managed the delivery of the Year 1 Equalities Action Plan and supported the development of the Year 2 plan in line with the Equalities Strategy
- Supported the development and design of the new Public Protection/ASB service and continue to project manage this through to delivery
- Project managed the creation of the Anti-Poverty Strategy including supporting research into best practice and coordination of internal stakeholder feedback groups.

### **Forward look 2022/23**

- ASC Transformation Programme
- Customer Excellence Programme
- Website Improvement Programme
- Data & Insight Programme
- Workplace Reimagined
- Anti-Poverty Strategy & Delivery
- Teams Telephony adoption
- Human Resources and Finance improvement programme
- LGA Peer Review Action Plan
- Arts and Culture development

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<b>Date</b> March 2022	<b>Version No.</b> 1.0





<b>TITLE</b>	<b>Five Year Housing Land Supply</b>
<b>FOR CONSIDERATION BY</b>	Overview and Scrutiny Management Committee on 17 March 2022
<b>WARD</b>	None Specific
<b>DIRECTOR</b>	Director, Place and Growth - Steve Moore,

**OUTCOME / BENEFITS TO THE COMMUNITY**

This report provides an explanation of national planning policy around maintaining a supply of deliverable sites for housing, the currently assessed position and risks.

**RECOMMENDATION**

The Committee is requested to note the content of this report.

**SUMMARY OF REPORT**

National planning policy requires local authorities to identify and update annually a supply of specific deliverable sites sufficient to provide a minimum of five years' worth of housing. This is commonly referred to as requiring a five year housing land supply.

The absence of a five year housing land supply may lead to the application of the presumption in favour of granting development set out in national planning policy.

The council's most recent assessment is the Five Year Housing Land Supply Assessment based at 31 March 2021. The assessment concluded a demonstrable deliverable supply of 5.10 years against the monitoring requirement.

The assessment notes that recent housing delivery in Wokingham Borough has been at a historically high level. This has resulted in the bank of sites with planning permission reducing at a faster rate than may ordinarily be expected. This has resulted in the relatively marginal outcome. Officers have advanced the position that this should be viewed in the context of recent housing growth significantly exceeded the housing need.

By its very nature, the five year housing land supply test creates an opportunity for speculation, which can act to undermine the plan-led principle. A particular issue is the absence of national planning guidance on the situation of over past delivery.

Whilst a recent Inspector found in their opinion that the council was marginally unable to demonstrate a five year housing land supply, the council successfully argued that this should be viewed in the context of significant recent growth with the Inspector giving only moderate weight to the presumption in favour of granting development. The appeal was ultimately dismissed.

The council continues to lobby government for the deletion of the five year housing land supply test and change to national planning guidance on the issue of past over delivery..

## Background

### Five year housing land supply

The National Planning Policy Framework (NPPF) requires local authorities to identify and update annually a supply of specific deliverable sites sufficient to provide a minimum of five years' worth of housing against their housing requirement set out in adopted strategic policies, or against their local housing need where the strategic policies are more than 5 years old. This is commonly referred to as requiring a five year housing land supply.

The supply of specific deliverable sites should, in addition to meeting the housing requirement, include a 5% buffer to ensure choice and competition in the market for land. This rises to 20% where there has been significant under delivery of housing in the preceding three years.

The absence of a five year housing land supply may lead to some local plan policies being deemed out-of-date. Where the basket of most important policies for determining an application is considered out-of-date, the NPPF advises that a presumption in favour of granting development should be applied.

### The meaning of deliverable

It is important at the outset to understand the meaning of 'deliverable'. The definition is set out in the Glossary of the NPPF. This states:

*“To be considered deliverable, sites for housing should be available now, offer a suitable location for development now, and be achievable with a realistic prospect that housing will be delivered on the site within five years. In particular:*

- a) sites which do not involve major development and have planning permission, and all sites with detailed planning permission, should be considered deliverable until permission expires, unless there is clear evidence that homes will not be delivered within five years (for example because they are no longer viable, there is no longer a demand for the type of units or sites have long term phasing plans).*
- b) where a site has outline planning permission for major development, has been allocated in a development plan, has a grant of permission in principle, or is identified on a brownfield register, it should only be considered deliverable where there is clear evidence that housing completions will begin on site within five years.”*

For sites with detailed planning permission, and small sites with outline planning permission, national policy and guidance is clear that these should be assessed as being deliverable. For larger sites with outline planning permission, specific evidence is required for a site to be considered deliverable. It should be noted however that the need for specific evidence falls under the umbrella of a “realistic prospect”.

### Monitoring requirement

The council's Core Strategy local plan was adopted in 2010. Being more than five years old, the land supply position for Wokingham Borough stands to be considered against

outcome of the standard method for calculating Local Housing Need, plus the appropriate buffer.

Applying the standard method set out in the national Planning Practice Guide: Housing and economic needs assessments, the Local Housing Need for Wokingham Borough at 1 April 2021 calculates at 768 dwellings per annum.

It should be noted that national planning practice guidance states that under the standard method there is no need to factor in past under delivery. In essence this is taken into account by the calculation itself through the affordability adjustment. The guidance is silent on the situation of past over delivery.

Housing delivery in Wokingham Borough has been significant in recent years, exceeding the outcome of the standard method. As such, the addition of the lower 5% buffer is applied under the NPPF.

Completions 2016/17 – 2020/21	
Monitoring year	Completions (dwellings)
2016/17	967
2017/18	1,528
2018/19	1,284
2019/20	1,555
2020/21	1,167

At 1 April 2021, the monitoring requirement for Wokingham Borough was thus 806.4 dwellings per annum, or 4,032 dwellings over the five year period 1 April 2021 to 31 March 2026.

#### Five year housing land supply assessment

The council's most recent assessment is the Five Year Housing Land Supply Assessment based at 31 March 2021. The assessment concluded a demonstrable deliverable supply of 4,115 dwellings over the five year period. This equates to a deliverable housing land supply of 5.10 years against the monitoring requirement.

For clarity, the planned housing within the South Wokingham Strategic Development Location was not assessed as deliverable within the current assessment. Whilst the proposal now benefits from a resolution to grant planning permission, the specific information at the time of the assessment was considered insufficient to meet the realistic prospect requirement in national planning policy and guidance.

The assessment notes that recent housing delivery in Wokingham Borough has been at a historical high level. This has resulted in the bank of sites with planning permission reducing at a faster rate than may ordinarily be expected. For example, in the five years from 2016/17 to 2020/21 a total of 6,501 dwellings were completed, resulting in an average of 1,300 dwellings per annum. The timing of completions is not controlled by the council but by house builders. Officers have therefore advanced the position that the current deliverable supply of housing should be viewed in the context of recent housing growth significantly exceeded the housing need.

## **Analysis of Issues**

### Speculation and the impact on the plan-led system

A key principle of the planning system is that it should be plan-led. This is established in legislation and reaffirmed by the NPPF. By its very nature, however, the five year housing land supply test creates an opportunity for speculation, which can act to undermine the plan-led principle.

Whilst every effort is made to assess and demonstrate the deliverability of individual sites, the judgement of decision makers may be to place less weight on the expressed intentions of the controlling landowner / house builder and reduce or remove the scale of projected completions on a site. The non-response of the controlling landowner / house builder to enquiries also means that a site is unlikely to be viewed as deliverable by decision makers, even if general information may be supportive.

The council's assessments are regularly challenged through the planning appeal process. Notwithstanding the challenges, in recent years the council has successfully defended the existence of a five year housing land supply, with Inspectors' finding that a sufficient supply existed. This challenge is increasing however as a result of the speed at which the bank of planning permissions is being built out reducing the headroom above the 5 year requirement. The absence of government planning advice where local authorities have over delivered is a clear risk in this regard.

In a recent appeal process, the Inspector disagreed with the deliverability of several sites in the current assessment and in so doing found the deliverable supply to be 4.84 years, a shortfall of 128 dwellings. The Inspector noted that the shortfall was 'very modest' and the 'strong performance on housing delivery'. The Inspector also noted that in the context of housing delivery that the council is 'meeting the Government's objectives to significantly boost the supply of housing'. For those reasons, whilst the presumption in favour of sustainable development applies, the Inspector concluded this 'weighed only moderately in favour of the development'. Ultimately, this appeal was dismissed.

The council has lobbied for the deletion of the five year housing land supply test, most recently in a letter from Cllr John Halsall to Michael Gove MP in January. If retained, a change to government guidance is required to ensure over delivery is rewarded and that in such circumstances the presumption in favour of granting permission should not apply.

### Local Plan Update

Maintaining a five year housing land supply is a key challenge for the new local plan. The strategy outlined in the Revised Growth Strategy Consultation (2021) identified a range of sites across the borough to enable housing needs to be met. This included the identification of small and medium sized sites across a number of settlements to support strategic growth locations and reducing reliance on a small number of locations.

The consultation has enabled everyone, including residents, landowners and the development industry, the opportunity to express their views on the proposed strategy - what we got right, what we got wrong and where things could be improved. Officers will over the coming months carefully consider everyone's comments and subsequently make recommendations on how to move forward.

## FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

The Council faces severe funding pressures, particularly in the face of the Covid-19 crisis. It is, therefore, imperative that Council resources are focussed on the vulnerable and its highest priorities.

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

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

No financial implications arise as a result of this report. However, the absence of five year housing land supply may result in increased appeal proceedings with associated costs.

### Cross-Council Implications

No cross-council implications arise as a result of this report.

### Public Sector Equality Duty

The council's duties under the Equality Act have been considered in the drafting of the report.

### Climate Emergency – The Council has declared a Climate Emergency and is committed to playing as full a role as possible – leading by example as well as by exhortation – in achieving a carbon neutral Wokingham borough by 2030

As an information item, this report will not have any negative impact on carbon neutrality. Actions to limit the impact of new development on the achievement of a carbon neutral future have and will be considered through the local plan update process.

### List of Background Papers

National Planning Policy Framework  
 Planning Practice Guidance: Housing and economic needs assessment  
 Planning Practice Guidance: Housing supply and delivery  
 WBC Five Year Housing Land Supply Assessment at 31 March 2021

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<b>Date</b> 09/03/2022	<b>Version No.</b> 1

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<b>TITLE</b>	<b>Overview and Scrutiny Work Programmes 2022/23</b>
<b>FOR CONSIDERATION BY</b>	Overview and Scrutiny Management Committee on 17 March 2022
<b>WARD</b>	None Specific
<b>DIRECTOR</b>	Graham Ebers, Deputy Chief Executive

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

Effective Overview and Scrutiny helps to improve services, holds decision makers to account and engages with local communities. In so doing it helps to demonstrate that the Council and other public service providers are open and transparent and are delivering high quality, value for money services.

## **RECOMMENDATION**

The Committee is requested to:

- 1) consider the Scrutiny requests received for 2022/23 (Annex A);
- 2) consider the draft Overview and Scrutiny Work Programmes for 2022/23 (Annex B);
- 3) note that additional items can be included in the Overview and Scrutiny Work Programmes during the year;
- 4) note that any additional Scrutiny requests will be reported to the meeting in June 2022.

## **SUMMARY OF REPORT**

Effective work programming is a Member-led process aimed at shortlisting and prioritising issues of community concern together with issues arising out of the Community Vision and Corporate Delivery Plan and major policy or service changes. It aims to:

- reflect local needs and concerns;
- prioritise topics for scrutiny which have the most impact or benefit;
- involve local residents and stakeholders;
- be flexible enough to respond to new or urgent issues.

Each year the Committee approves work programmes for itself and the Council's Overview and Scrutiny Committees. Recent discussions have indicated the need for the work programming process to be more robust and for improved monitoring during the year.

Suggested work programme items are appended to the report for Member consideration and approval. These include items suggested following a public consultation exercise.

## **Background**

An effective Overview and Scrutiny function is underpinned by robust work programming. Effective work programming lays the foundations for targeted scrutiny of issues of local importance. It helps to ensure that Overview and Scrutiny adds value and makes a difference. Effective work programming helps to:

- prioritise issues for in-depth work where Overview and Scrutiny can make an impact and add value;
- reduce the need for “information only” reports;
- achieve a balance between pre-decision scrutiny, policy development and performance/budget monitoring;
- contribute at an earlier stage in the decision making process;
- increase public and stakeholder involvement in Overview and Scrutiny;
- retain flexibility in order to respond to urgent issues arising during the year.

## **Scrutiny Review Criteria**

The issues identified for consideration by Overview and Scrutiny should be of interest or concern for local residents and generate public interest and involvement in the Overview and Scrutiny process. In considering potential issues for review, Members should take into account the previously agreed selection criteria:

- Whether the issue is of local, and preferably current, concern;
- Whether the undertaking of the review can be linked to the Community Vision and Corporate Delivery Plan;
- Whether the topic is already being reviewed elsewhere within the Council;
- Is the topic one that is capable of being influenced by one of the Overview and Scrutiny Committees;
- Is the topic of manageable scope – not too wide-ranging and yet of sufficient size to warrant a scrutiny review;
- Whether sufficient resources are available to support the Scrutiny review;
- Whether the review should be undertaken by the Overview and Scrutiny Management Committee itself or be delegated to an Overview and Scrutiny Committee or a Task and Finish Group.

## **In Depth Scrutiny Reviews**

An important strength of Overview and Scrutiny is the capacity to carry out in depth reviews of policies or services provided by the Council or its partners. In depth reviews allow Members to drill down into a particular issue and consider evidence from service users, community groups, experts and other stakeholders. They also enable Members to carry out research and broaden their knowledge of best practice in the public and private sectors.

Building on the successful outcome of recent Scrutiny Task and Finish reviews, it is suggested that each Overview and Scrutiny Committee identifies one or more topics for in depth review during 2022/23, the reviews to be carried out by the Committees themselves or by Task and Finish Groups. Recent in depth Scrutiny reviews include Climate Emergency and Tree Protection and Biodiversity.



### **Suggested Scrutiny Items for 2022/23**

Annex A sets out a number of potential new Scrutiny items suggested by Members and residents following the Committee's public consultation exercise. Members are requested to consider the suggestions against the criteria set out above and determine whether they should be included in the work programmes for 2022/23, i.e. be merged into the items in Annex B.

Annex B sets out the draft work programme for each of the Overview and Scrutiny Committees for 2022/23. Members should note that a number of work programme items are included each year, such as potential call-in items and Budget Scrutiny carried out by the Community and Corporate Overview and Scrutiny Committee. Members should factor this ongoing workload into their deliberations.

The work programmes allow flexibility for the consideration of urgent issues and the call-in of decisions made by the Executive or individual Executive Members. Once approved, the updated work programme issues will be timetabled into the programme of Overview and Scrutiny meetings during the year. Each Overview and Scrutiny Committee will determine its priorities within the programme and allocate specific items to specific meetings.

If any further suggestions are received after the meeting on 17 March 2022 they will be reported to the Committee's meeting in June 2022.

Members will also be aware that the report of the LGA Peer Review and the refresh of the Corporate Delivery Plan have been considered recently by the Executive. These documents may generate further ideas for inclusion in the work programmes.

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

**The Council faces severe funding pressures, particularly in the face of the Covid-19 crisis. It is, therefore, imperative that Council resources are focussed on the vulnerable and on its highest priorities.**

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	0	NA	NA
Next Financial Year (Year 2)	0	NA	NA
Following Financial Year (Year 3)	0	NA	NA

<b>Other financial information relevant to the Recommendation/Decision</b>
None

**Cross-Council Implications**

Effective Overview and Scrutiny helps to drive service improvement, policy development and the achievement of value for money for the Borough's residents.

**Public Sector Equality Duty**

Due regard has been given to Council's Public Sector Equality Duty. The issues scrutinised during 2022/23 will raise the profile of Overview and Scrutiny for residents across the Borough, including residents with protected characteristics as defined under the Equality Act 2010. The aim is to achieve better/fairer outcomes and increased value for money for residents.

**Climate Emergency – The Council has declared a Climate Emergency and is committed to playing as full a role as possible – leading by example as well as by exhortation – in achieving a carbon neutral Wokingham Borough by 2030**

The Overview and Scrutiny Management Committee has acted as a "critical friend" to the Council's Climate Emergency activities through the work of the Climate Emergency Task & Finish Group. The annual update on the Climate Emergency Action Plan will be submitted to the Committee in June 2022.

**List of Background Papers**

None

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<b>Date</b> 8 March 2022	<b>Version No.</b> 1.0

## Overview and Scrutiny Work Programme Requests 2022/23

No	Request	Request By	Committee
1	<p>WBC are in the process of pushing through new builds via new estates. These new estates are delivered by building developers and remain in their care until various parts are adopted by the Council. Plots and houses can be sold, meaning that residents move in. The residents will be paying Council Tax. There is a problem with the processes that needs to be addressed. As it stands before the adoption process has completed residents face many issues:</p> <ul style="list-style-type: none"> <li>• being caught between a case of finger pointing - the Council says not adopted by us, it is the builder; the builder says operating to the spec dictated by the Council. Nothing happens.</li> <li>• it takes a long time get the builder to deal with issues on the estates (for example addressing a broken street lamp, dealing with graffiti).</li> <li>• Important issues left until the last moment – e.g. Montague Park – flood controls.</li> <li>• incomplete infrastructure in place (flood defences, missing benches).</li> </ul> <p>The process needs to be better, there needs to be accountability throughout the whole build process and not just at the end of the process when the adoption is signed off. The benefit to residents is realising that the new developments do matter and are cared for.</p> <p>Requested Outcomes:</p> <ul style="list-style-type: none"> <li>• A documented process with publicly available reports which deals with the metrics on customer calls to the developer.</li> <li>• Continued tracking of the outstanding planning issues on the sites (for example SANG development, allotment development etc).</li> <li>• Any suggestions that the Committee and the officers feel would be apparent to ensure that the new residents are treated well and fairly.</li> <li>• Phased handover: this will allow more control on completing each phase and making the final adoption process easier due to less outstanding items and stopping the developer starting the next phase until all defects are addressed</li> </ul>	Cllr Peter Dennis	OSMC
2	<p>Footpaths – developers and the Council should upgrade footpaths before the developments are completed and not after. Could the Committee suggest an assessment of the current footpath network (not just public) the state of these and plans to make them more accessible.</p>	Jon Sellars	C&C

3	<p>Over some years I've contacted various Councillors about the town centre bus stops. I'm always fobbed off with it being an engineering problem. Isn't that what engineers are for - solving structural problems?</p> <p>The kerbs are far too low. All other bus stops have raised kerbs and yet the most important ones don't. Even if the bus kneels it is still difficult for certain people. Many older friends struggle getting on and off and even harder with a shopping trolley to lift and/or walking stick. Then mums with pushchairs need to tip them more and with shopping on board, a toddler as well, it's an utter disgrace and shameful that Wokingham council are not concerned to find a solution to the engineering issues.</p> <p>The drivers are obliged to put the ramp down for wheelchairs etc. but not for the above groups. Perhaps you are waiting for an accident to happen and meanwhile content to let people struggle. It should be made lawful to ensure bus stop safety.</p>	Pam Small	C&C
4	<p>Litter - Would it be possible for a team to litter-pick on the A327 on a regular basis, it's an absolute disgrace with all manner of rubbish littering the hedgerows.</p>	Rita Carr	C&C
5	<p>Litter – the volume of litter around the Borough is the worst I have ever seen, but obviously a consequence of a higher population, increased number of outlets selling fast food and the amount of waste produced from the building activity. Could the Committee consider ways to encourage developer responsibility for their waste materials and their workforce, school interventions, CCTV (as being used in many other boroughs as a deterrent and to fine offenders littering from vehicles). Could S106/CIL monies be used to employ contractors to at least undertake some litter clearance particularly along road margins and around footpaths.</p>	Jon Sellars	C&C
6	<p>Air Pollution – this is an issue that is only going to get worse as the vast amount of new properties being built with the borough and surrounding boroughs continues. The more green space that is removed for concrete the more air pollution and the associated health issues becomes a problem. Could the committee discuss realistic ways of measuring and combating this issue.</p>	Jon Sellars	OSMC
7	<p>Transparency and honesty – could the Committee discuss ways in which the Council could be more transparent and honest in its communication material for example (taken from the regular WBC email updates):</p> <ul style="list-style-type: none"> <li>• Its public and overriding support for the Shinfield Studios – the whole site is an environmental disaster and now not the 'world leading' science park previously gushed about by WBC. The propaganda has gone from 500 jobs to 1500 jobs in the space of a few months. Jobs in studios are transient with very few permanent positions for local communities. Telling locals that the new 8ft metal fence surrounding the two huge hangers is an upgrade from the mature hedge that used run the length of this footpath is just embarrassing.</li> </ul>	Jon Sellars	OSMC

	<ul style="list-style-type: none"> <li>• The British museum – promised visits for locals, schools etc. How well is that going?</li> <li>• Tell the full story about the ‘award’ winning bridge over the Arborfield by-pass i.e. the success of it for wildlife will not be known until the survey work is complete. By their own admission the developers say it may not work.</li> </ul>		
8	<p>The Council’s commitment to active travel and the climate emergency. It is shocking that I have been told that the Finchampstead Road is a safe cycle route to school for a 4 year old. Most adults won’t cycle along that road due to rife close passing. It is also shocking that road designs are not updated to the latest guidance before being built, resulting in brand new out dated infrastructure for cyclists and pedestrians.</p> <p>Spending money on ‘reducing congestion’ to encourage more car use should be challenged in the context of a climate emergency. It should be questioned why spending money on proper segregated safe cycling routes that link across the Borough to all schools, leisure centres, shopping areas etc. is not higher than that dedicated to building roads.</p>	Wendy Measures	OSMC
9	<p>I would like the Committee to scrutinise the process for the Secondary School Strategy which is several years late and doesn’t give a solution to the lack of secondary school places in the south of the Borough. This links into the climate emergency too - with children having to travel past their local secondary schools to get to schools with places available.</p>	Wendy Measures	CS
10	<p>Now that we’re exiting COVID restrictions review whether the constraints on having to book a refuse site visit are still valid. I suspect that many find the practice restrictive and that may lead to a decrease in recycling, and increase in illegal fly tipping.</p>	Steve Davies	OSMC
11	<p>Local highway reviews. The state of our local roads and repairs upon them is poor. We seem to be spending funds on temporary patching rather than responsive strategic fixes and preventative maintenance.</p>	Steve Davies	C&C
12	<p>The immediate area around Hawkedon Primary School. Local traffic does NOT abide to the 20mph speed limits at school times and this is in no way enforced. School parent parking behaviour is hugely unsafe and chaotic on the local streets, particularly around Easington Drive and Hollym Close where there is no footway provision to enable children to safely walk to school. There is also a lack of safe pedestrian crossing points over Rushey Way and Kilnsea Drive. Numerous complaints to the Council on these matters seem to fall on deaf ears.</p>	Madeline Stonehill	C&C
13	<p>Anti-social Behaviour Service – particularly operating hours</p> <p>We have suffered for a long time Anti-Social Behaviour in Wokingham Town due to late night drinking. The problems are very particular to the times when people are heading home after a night out and include broken glass on the streets, loud and noisy behaviour, broken windows, fighting, stabbings and</p>	Cllr Imogen Shepherd-Dubey	C&C

	<p>damage to our Christmas tree, lights, hanging baskets &amp; planters. I do not believe that the service will tackle these issues if it closes at 2am at weekends, when the late night licenses run to 3am. People are not feeling safe in Wokingham in the early hours and we would like people to feel safe coming and living here. This would require better management of people when they leave light night venues. We would also prefer that people walking their dogs in the morning or taking their children to the parks did not having to negotiate broken glass from these venues.</p> <p>There was no Consultation about the ASB service with Town and Parish Councils. Wokingham Town Council has CCTV around the Town Hall and have video of people causing trouble in the early hours. According to Police.uk data, there were 59 violence and sexual offence crimes, 19 anti-social behaviour incidents and reported in Wokingham in December 2021 alone.</p> <p>We do not see how the ASB service will report back to councillors and how the effectiveness of this service will be accounted for? Will it regularly report to Licencing and Appeals or to one of the Scrutiny Committees?</p> <p>Outcomes requested:</p> <ul style="list-style-type: none"> <li>• Clear and regular reporting lines to Councillors.</li> <li>• A service that is available in the hours when we actually need it to be.</li> <li>• A service that is accountable.</li> <li>• A service that is aware of the problem areas and can tackle them – along with the police.</li> </ul>		
14	<p>The youth shelter adjacent to the play park at Maiden Place is often vandalised and frequented by hooded youths with foul language and smoking cannabis which wafts into the adjacent play area. There is no evident police presence within this area and the youths make the whole area feel unsafe, threatening and unwelcoming and set an awful example to younger children wanting to use the park. The play park itself is a really poor level of provision and it doesn't cater for different child's needs. This area has real potential to provide high quality play equipment and act as a catalyst to draw people in and generate revenue for the local shops at Maiden Place (which in itself are really substandard and provide little offer to the immediate area).</p>	Madeline Stonehill	?
15	<p>I would like to know where our recycling actually goes. I've responded a few times to posts from RE3 about high recycling rates (which is well and good), but not had any response.</p> <p>The question is - how much of it is being recycled in the UK, how much is being incinerated and if it's being exported, where is it going?</p>	Tim Watson	OSMC
16	<p>Introduce a stage 3 to the Complaints procedure to align it with other Councils (Bracknell Forest is one example) and add the use of Trust Pilot or similar schemes to the process so as to show openness and transparency to how the Council does its business. Reasons for suggestion: the current system is biased</p>	Cllr Gary Cowan	C&C

	<p>towards the department the complaint is being made against so in effect it is Judge and Jury. It is not truly independent. A Council that prides itself in its own vision and principles should not be afraid of being open to the strictest of scrutiny.</p> <p>Bracknell Forest or other Councils, Trust Pilot and Resolver are examples where if used the system would be much more open and transparent.</p>		
17	<p>GP performance within central Wokingham, in particular the Wokingham Medical Centre, which in the NHS nationwide patient survey was ranked in the bottom 5% in the UK.</p>	Cllr Charles Margetts	HOSC
18	<p>We are residents of Milton Road, Wokingham which is a no entry Road when coming from Broad Street and buses only when leaving Milton Road heading towards Broad Street. The signage is very clear although one no entry sign has a broken light. We are finding more and more drivers ignoring both signs and driving straight through. Its normally fairly obvious that somebody is about to break the law and ignore the signs as invariable they are breaking the speed limit. I have even witnessed people leaving via the no buses exit and then ignoring the red traffic lights and driving either left into Rectory Road or straight across into Broad Street, this is an accident waiting to happen due to the speed of cars coming from Shute End. The issue occurs 24 hours a day especially taxis in the early hours on the weekends but is worst between 5-8am and 6-8pm most other days so imagine this is commuter traffic coming and going from The Matthews Green development. I also suspect Waitrose employees starting the 6am shift add to the problem.</p> <p>I see that CCTV has been added to the Shute end junction, Is there anything that can be done to have some monitoring of the issue in Milton Road please.</p>	Mark Rath	?

## OVERVIEW AND SCRUTINY DRAFT WORK PROGRAMMES 2022/23

### 1. Overview and Scrutiny Management Committee

1.	Development of the Overview and Scrutiny Work Programmes and coordination of the work of the Overview and Scrutiny Committees
2.	Discussions with the Leader and Chief Executive to identify future priorities and monitor performance against priorities and targets
3.	Scrutinising WBC's response to the pandemic – including the Council's Recovery Strategy, Green Recovery and the Anti-Poverty Strategy
4.	Scrutinising the underpinning priorities and KPIs for the Corporate Delivery Plan 2020/24 and the Quarterly Performance Management Reports
5.	Scrutinising the Council's Continuous Improvement Programme
6.	Scrutinising the Climate Emergency Action Plan and progress against the recommendations of the Climate Emergency Task & Finish Group
7.	Scrutinising the Tree Strategy and Biodiversity Action Plan Update and progress against the Tree Protection and Biodiversity Task & Finish Group's recommendations
8.	Scrutinising progress on the Local Plan Update and the Council's Five Year Land Supply
9.	Scrutinising the Council's Economic Development Strategy and the impact of the Thames Valley Berkshire Local Enterprise Partnership
10.	Scrutinising the Council's Equality Plan and the Council's compliance with its statutory duties under the Equality Act 2010
11.	Scrutinising the emerging Waste Strategy
12.	Scrutinising the Council's policies and procedures relating to Unauthorised Traveller Encampments
13.	Scrutinising the Customer Excellence Programme and the improvement plans for the WBC website
14.	Scrutinising progress against Motions agreed by full Council
15.	Approving the annual Overview and Scrutiny reports to Council
16.	Undertaking Call-In reviews of Executive decisions as necessary
17.	Appointing Task and Finish Groups as appropriate
18.	Reviewing the effectiveness of the Overview and Scrutiny function and the underpinning support and training provided for Officers and Members



## 2. Children's Services Overview and Scrutiny Committee

1.	Scrutinising progress against the Children's Services Strategy
2.	Monitoring the effective delivery of safeguarding services, including social worker recruitment, retention and training
3.	Reviewing services that contribute to the achievement of the Council's Vision and priorities for children and young people
4.	Reviewing updates on developments relating to Education and Learning Achievement and Partnerships (including narrowing the gap)
5.	Scrutinising progress relating to the Wokingham Borough Education Partnership
6.	Reviewing key Children's Services performance indicators and major projects
7.	Reviewing school performance indicators and Ofsted reports
8.	Scrutinising the performance of any schools causing concern
9.	Scrutinising the allocation of school places across the Borough
10.	Monitoring the impact of the Council's Continuous Improvement Programme on Children's Services
11.	Scrutinising progress of key strategic initiatives such as the Multi Agency Safeguarding Hub (MASH)
12.	Considering the annual report of the Corporate Parenting Board
13.	Scrutinising implementation of the Travel Assistance Policy (formerly the Home to School Transport Policy)
14.	Reviewing appeals against the service - in terms of number and outcomes
15.	Scrutinising the Strategy for children with special educational needs and disabilities and the SEND innovation and Improvement Programme
16.	Scrutinising the Fostering Transformation programme
17.	Call-In of Executive decisions relating to Children's Services
18.	Appointing Task and Finish Groups as appropriate

### 3. Community and Corporate Overview and Scrutiny Committee

1.	Scrutinising the development of the Council's Budget for 2023/24
2.	Reviewing the work of the Community Safety Partnership, the effectiveness of local policing and fire and rescue services
3.	Exercising the Council's flood risk management responsibilities by monitoring flood risk activities and partnership working with Towns and Parishes
4.	Reviewing the Assets Review Programme
5.	Scrutinising the Voluntary Sector Commissioning Strategy
6.	Scrutinising burial capacity across the Borough and the Council's plans to ensure adequate future capacity
7.	Scrutinising the Council's Localities service and measures to develop closer working relationships with Town and Parish Councils and the voluntary sector
8.	Scrutinising service and policy developments relating to the Council's public facing services and its in-house support services
9.	Reviewing highways and transport issues including highways contracts, customer service, car parking, Bus Strategy and cycling infrastructure
10.	Scrutinising the Council's Arts and Culture Strategy
11.	Scrutinising the implementation of the in-house enforcement and safety service
12.	Scrutinising the Council's Housing Services to ensure that the needs of local residents and communities are being met
13.	Scrutinising the operation and performance of the Council-owned companies and shared service arrangements
14.	Appointing Task and Finish Groups as appropriate

#### 4. Health Overview and Scrutiny Committee

1.	Monitoring the Council's response to the Coronavirus pandemic
2.	Monitoring health and social care outcomes and the performance of the local NHS Foundation Trusts
3.	Reviewing progress on the integration of health and social care services
4.	Monitoring progress relating to the development of Primary Care Networks
5.	Considering reports and updates from Healthwatch Wokingham Borough
6.	Scrutinising the impact of the Council's Continuous Improvement Programme on Adult Social Care
7.	Reviewing the provision of community mental health services
8.	Considering updates on the work of the NHS Berkshire West Clinical Commissioning Group (CCG)
9.	Scrutinising the Council's plans to improve air quality across the Borough
10.	Reviewing access to primary care services within the Strategic Development Locations
11.	Joining West Berkshire, Reading, Oxfordshire and Buckinghamshire Councils in joint scrutiny of the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System (ICS)
12.	Scrutinising the Planning process in relation to the consideration of health issues
13.	Call-In of Executive decisions relating to adult social care and public health, as necessary
14.	Input into new policies through pre-decision scrutiny of draft proposals relating to adult social care
15.	Appointing Task and Finish Groups as appropriate

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<b>TITLE</b>	<b>Council Motions</b>
<b>FOR CONSIDERATION BY</b>	Overview and Scrutiny Management Committee on 17 March 2022
<b>WARD</b>	None Specific
<b>DIRECTOR</b>	Graham Ebers, Deputy Chief Executive

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

Motions debated at full Council meetings are an important part of the democratic process. It is important that agreed Motions are fully implemented and that residents and Members are appraised of progress and outcomes for residents.

## **RECOMMENDATION**

The Committee is requested to:

- 1) scrutinise progress against the Council Motions agreed over the past three years, as set out in Annex A;
- 2) note that an annual feedback report on Motions will be submitted to the Committee in November each year;
- 3) consider any further ideas to improve the current process for implementing and reporting back on Council Motions.

## **SUMMARY OF REPORT**

Members are entitled to submit Motions to Council meetings in line with Section 4 of the Constitution. Motions on Notice must relate to matters for which the Council has responsibility or which affect the Borough. Members are also able to move Motions without Notice at the meeting on procedural issues.

Motions agreed by the Council are submitted to the relevant department for implementation. Until now, there has been no “feedback loop” process whereby Members and residents are appraised of the implementation of Motions and any outcomes for the Borough.

Appended to the report (Annex A) is a list of Motions approved by the Council over the past three years (2019-22). Annex B sets out the full wording of each of the approved Motions.

Members are invited to consider progress against the Motions and to consider any ideas for improving the process for reporting to Members and residents.

## Background

Members are entitled to submit Motions to Council meetings and to raise procedural Motions at the meetings in line with Section 4 of the Constitution.

Motions with Notice – a Member may submit a Motion (a formal proposal suggesting a particular course of action) providing it is submitted seven working days before the meeting. These Motions are listed on the Council Agenda in the order they are received. Once a Motion is moved and seconded at the meeting it may be the subject of amendment. If an amendment is carried, the substantive Motion is then put to the vote.

Motions agreed by the Council are submitted to the relevant department for implementation. Until now, there has been no “feedback loop” process whereby Members and residents are appraised of the implementation of Motions and any outcomes for the Council and the Borough.

Appended to the report (Annex A) is a list of Motions approved by the Council over the past three years for discussion and comment. Annex B sets out the full wording for each of the Motions.

Looking forwards, an annual update report on Motions will be submitted to the November meeting of the Committee each year, setting out the Motions agreed by Council in the previous year together with details of implementation by officers and any issues arising.

Members may have other ideas for consideration in relation to developing the feedback loop referred to in the report.

Discussions are ongoing about including details of approved Motions on the Council's website.

## FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

**The Council faces severe funding pressures, particularly in the face of the Covid-19 crisis. It is, therefore, imperative that Council resources are focussed on the vulnerable and on its highest priorities.**

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	0	NA	NA
Next Financial Year (Year 2)	0	NA	NA
Following Financial Year (Year 3)	0	NA	NA

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

None

**Cross-Council Implications**

Effective Overview and Scrutiny helps to drive service improvement, policy development and the achievement of value for money for the Borough's residents. Implementation of agreed Motions is an important aspect of the decision-making process.

**Public Sector Equality Duty**

Due regard has been given to Council's Public Sector Equality Duty. A number of the submitted Motions aimed to achieve better/fairer outcomes and increased value for money for residents.

**Climate Emergency – The Council has declared a Climate Emergency and is committed to playing as full a role as possible – leading by example as well as by exhortation – in achieving a carbon neutral Wokingham Borough by 2030**

A number of the approved Motions had positive implications for carbon reduction and improved health outcomes for residents.

**List of Background Papers**

Report to O&S Management Committee – September 2021

<b>Contact</b> Neil Carr	<b>Service</b> Resources and Assets
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<b>Date</b> 8 March 2022	<b>Version No.</b> 1.0

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## COUNCIL MOTIONS – 2019/21

Submitted by and date		Council Date	Motion	Progress
S Kerr	5.19	18.7.19	Public Sector Equality Duty (PSED) of the Equalities Act 2010	Equality Impact Assessments included in key decision reports. Training for newly elected Members as part of the post-election induction. Training session on equalities is being developed for Members in 2022 as part of the Member Training Programme
J Halsall	5.19	18.7.19	Climate Emergency Declaration	Climate Emergency Action Plan in place and reported annually to the O&S Management Committee and Council
W Smith	5.19	18.7.19	Housing Needs – Council opposes any housing need calculation above demographic growth	Ongoing lobbying of the Government over the Borough's housing numbers
K Baker	5.19	18.7.19	Anti-Semitic Sentiments	Ongoing – the Motion stated: "Council abhors any attack on individual groups, including our Jewish residents, and commits to lend support to anyone attempting to drive out such anti-Semitic views..."
P Fishwick	7.19	19.9.19	Introduction of Low Emissions Transport Strategy	Low Emissions Strategy is under development
C Jones	7.20	23.07.20	Political leadership to challenge Government targets for increased housing in the Borough	Ongoing lobbying of the Government over the Borough's housing numbers

Submitted by and date		Council Date	Motion	Progress
G Murray	7.20	23.07.20	Single use plastics are eliminated from all Council operations	Removal of disposable plastic cups from vending machines, kitchen areas and Council meeting rooms
S Kerr	2.20	23.07.20	Air pollution reduction – including increased monitoring, vehicle idling and active travel	Actions set out in the Climate Emergency Action Plan – reported annually to the O&S Management Committee and Council
R Burgess	7.20	17.09.20	This Council will adopt the Council Tax protocol agreed by Citizens Advice and the LGA during municipal year 2020/21	To be confirmed
R Bishop-Firth	2.20	17.09.20	Publish a review of the how the Council can best mitigate the effects of Brexit on local EU-National residents	To be confirmed
P Helliars-Symons	2.20	17.09.20	Sprinkler policy centred on WBC schools	To be confirmed
I Shenton	9.21	18.11.21	Declaration of an Ecological Emergency	Referred to Tree Protection & Biodiversity Task & Finish Group to examine the benefits of formally declaring an ecological emergency and the actions set out in the Motion. This will be reported back to a future full Council Meeting
G Murray	9.21	18.11.21	Tree Cities of the World status	Application for Tree Cities of the World status to be submitted following completion of the eight actions set out in the Motion
D Hare	10.21	18.11.21	White Ribbon UK Accreditation	Referred to Equalities Working Group and then considered at January 2022 Council meeting. Council resolved that:  1) Council explore how it can improve communications to residents on what it is doing to support domestic violence victims;

Submitted by and date		Council Date	Motion	Progress
				<p>2) Council Officers explore whether there is a more comprehensive accreditation to certify at which level the Council is performing when it comes to domestic violence provision and provide a report on their findings to a meeting of the Executive;</p> <p>3) the Leader of the Council write to the Home Secretary in support of making public sexual harassment a specific offence and impress the need for wider cultural change, and write to the four MPs that cover Wokingham Borough and the PCC to encourage them to also support this;</p> <p>4) the Executive Member for Children’s Services write to local schools on how they are upholding the Department for Education’s September 2021 “Keeping Children Safe in Education” policy on public sexual harassment.</p>

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## Motions Agreed by Council – 2019/21 – Full Wording

### Motion 416 by Sarah Kerr:

**RESOLVED:** That Local Authorities have a statutory requirement to demonstrate their compliance with the Public Sector Equality Duty (PSED) of the Equalities Act 2010. This Act requires Local Authorities to consider how their work affects people of different ages, disability, sex, sexual orientation, religion or beliefs, marital status, pregnancy and maternity and gender identity. Everyone that lives in, works and visits Wokingham Borough needs to have confidence that this is being done throughout the Borough. This Council will evidence its compliance with the PSED through undertaking Equality Impact Assessments (EqIA's) when required, and ensure they are included in public reports and are easily accessible on the Council's website. In addition, all newly elected Members will have PSED and EqIA training as part of their induction. Executive Members will also have to undertake PSED and EqIA training.

### Motion 417 by John Halsall:

**RESOLVED:** That Wokingham Borough Council (WBC) believes the world is now in a climate emergency. More concerted and urgent action is needed at local, national and international level to protect our planet for future generations. As such, this Council commits to playing as full a role as possible – leading by example as well as by exhortation – in achieving a carbon neutral Wokingham Borough by 2030. The Executive Member for Climate Change will set up a cross-party working group on the climate crisis to investigate and propose further recommendations to help achieve a carbon neutral Borough, reporting back within six months. The working group will invite, consult and involve as wide a participation from our local community as possible, in order to create a broad consensus of how we contribute to the fight against the climate crisis.

### Motion 418 by Wayne Smith:

**RESOLVED:** That Wokingham Borough Council understands and supports the need to provide homes, as it does the Government's desire to speed up delivery. That is why we are a proactive planning authority, seeking to shape future development through a carefully managed approach, which is enabling the delivery of sustainable, infrastructure rich new communities, including schools, new strategic roads, neighbourhood centres, sports hubs and improved public transport, in addition to 35% affordable housing. Since 2006, over 8,200 new homes have been provided and outstanding planning permissions are in place to deliver a further 7,000 new homes.

In addition, current allocations will deliver a further 2,300 new homes. Looking at future delivery from now: our housing permissions, allocations and windfalls are capable of delivering 10,700 homes between 2019 and 2036 (equates to an average of 630pa). This compares with the projected demographic growth of new households of 555pa calculated by the 2014-based ONS projections used by the standard method for calculating local housing need (despite more recent ONS figures in the 2016-based ONS projections demonstrating that this figure is an overestimate; the real growth is more likely to be around 486pa). The standard method for calculating local housing need is designed to require more homes to be built above that required by demographic growth, which is flawed for Wokingham Borough. Building more homes drives up house prices rather than lowering it because of the 20-30% premium on the cost of new homes. Developers will not build housing for sale at lower prices. Also the focus on workplace earnings fails to recognise that residents travel out of the borough to high value, well paid jobs, and that flexible working with work registered out of the borough, where in reality work is undertaken locally, often at home. The real and necessary response would be to allow us to focus on affordable housing and self-build products, both of which directly help our residents. The Council oppose any housing need calculation over and above the demographic growth by whatever means the Executive has at its disposal and agrees to ensure that what is actually built meets the needs of residents.

110 **Motion 418 by Keith Baker:**

**RESOLVED:** That recently a major political party has been embroiled in a large number of allegations of statements and speeches which express serious anti-Semitic sentiments. Up until now this had not really emerged locally but recent local newspaper reports have suggested that this area is not immune. Get Reading reported on 22nd May that “Reading Labour scraps anti-Semitism training session because of a pro-Palestinian speaker.” This was followed up by an article in the Jewish Chronicle on the same day, 22nd May expanding this same story. Nationally the Equality and Human Rights Commission have now opened an investigation into the Labour Party following complaints about anti-Semitism. On 28th May they posted “The Equality and Human Rights Commission is today launching a formal investigation to determine whether The Labour Party has unlawfully discriminated against, harassed or victimised people because they are Jewish.” I do not envy the Reading Labour Party or any other political party as they wrestle with how to deal with these matters and I wish them well in dealing with anyone who has expressed anti-Semitic views. I hope all Councillors will put party politics aside and support this motion: This Council abhors any attack on individual groups, including our Jewish residents and commits to lend support to anyone attempting to drive out such anti-Semitic views from our local political scene regardless of any political allegiance.

### **Motion 420 by Paul Fishwick:**

**RESOLVED:** National statistics indicate that emissions from transport continue to grow - increasing by four percent overall since 1990, including by six percent since 2013. Road transport is the primary source of this increase. Whereas vehicles have become more fuel efficient this has been offset by increased travel demand. These emissions are a key pollutant to the air that we breathe, causing major environmental and health issues. The negative impacts on the environment include the direct effects of pollutants on vegetation, and indirect effects on the acid and nutrients status of soils and ground and surface water. In terms of health, in 2016 a landmark report published by the Royal College of Physicians and the Royal College of Paediatrics and Child Health suggested that ‘...every year in the UK, outdoor pollution is linked to around 40,000 deaths’ ... and that ‘...air pollution can have a damaging effect from when a baby is in the womb and continue throughout life to older age, playing a role in many chronic conditions such as cancer, asthma, heart diseases and neurological changes linked to dementia’. This report concluded that "Real change will only occur when everyone accepts this responsibility and makes a concerted effort."

11  
11  
As the Highway Authority, Wokingham Borough Council has a specific duty to bring forward measures to improve air quality. Wokingham Borough Council has three declared Air Quality Management Areas but tackling the overall poor air quality across our Borough is the key objective. There are significant opportunities for sustainable transport options to simultaneously support clean economic growth, increase physical activity, and reduce emissions contributing to local air pollution.

This Council commits to introduce a Strategy to lower transport emissions that will sit under the Local Transport Plan and will include clearly stated objectives, SMART targets, strategies and tactics”.

### **Motion 432 by Clive Jones:**

**RESOLVED:** That this Council wants the political leadership to more than redouble their efforts to challenge the housing numbers which are being inflicted on this Borough by central Government which we consider do not meet our local needs. Since the beginning of the year, our lives have changed considerably and local circumstances are now very different to what they were in January and February. We would therefore like to again and again invite Ministers and senior Civil Servants from MHCLG to come to Wokingham to see for themselves the beautiful semi-rural nature of our Borough. We would like them to meet local residents, Borough Councillors from all political groups, Town and Parish Councillors from all parts of the Borough including Remenham to Swallowfield and everywhere in between; so they can understand for themselves the strength of feeling that residents have about the high housing numbers that have been forced on us by successive past and current Governments.

### **Motion 433 by Gregor Murray:**

**RESOLVED:** That at its meeting on July 18th 2019 the full Council voted unanimously to declare a Climate Emergency across Wokingham Borough and to commit itself to being carbon neutral by 2030. In order to achieve this crucial aim, and to live up to our environmental responsibilities we understand that it is essential we take steps to immediately reduce the amount of carbon we either directly or indirectly use each year. It is clear that no responsible Council can take action on climate change without seeking to drastically reduce the amount of single use plastics consumed by both its residents and by the Council in its every day operations. In face of the overwhelming evidence about the impact that single use plastics have on our lives, climate, seas, rivers and broader environments, Wokingham Borough Council commits to ensuring that – wherever possible – single use plastics are eliminated from use within the Council, and all Council controlled environments, as soon as possible. This would be achieved by:

- Phasing out the purchase of single-use plastic products through services commissioned by the Council where possible and as soon as practicable.
- Bringing regular reports to future committee meetings, describing the Council's plans to eliminate single-use plastic from the organisation, including a timetable for doing so.
- Working with Wokingham's businesses, community groups and residents to share advice, ideas and best practice on using sustainable alternatives
- Working with schools to support the aspiration of Wokingham's young people to eliminate plastic waste from our environment.
- Seeking to work with neighbouring Councils to tackle single use plastic use across the wider Berkshire area.
- Sign-posting on all Council buildings and properties to forbid the bringing of single use plastics onto the property.
- Sign-posting on all Council buildings and properties once it has become single use plastic free.'

### **Motion 434 by Sarah Kerr:**

**RESOLVED:** That this Council notes that:

- Air pollution poses a serious threat to the health of everyone and in particular the development of young people. Epidemiological studies show that symptoms of bronchitis in asthmatic children increase in association with long-term exposure to pollutants, as well as stunting lung growth.
- Our residents and visitors are exposed to unsafe levels of pollutants, particularly outside of schools at peak times in the morning and afternoon, next to taxi ranks, at level crossings and along our major roads.



- Road transport is one of the biggest contributors to particulate matter and pollution in Wokingham Borough.
- While many of the policy interventions to rectify this problem would have to come from central Government, this Council can do more and needs to be proactive on this issue.
- Only a handful of areas across the country are trialling “No Vehicle Idling zones” yet they bring many health benefits, and could be introduced around the borough, particularly outside schools, taxi ranks and at level crossings.
- It is important to provide our residents and visitors with healthier and less polluting alternatives to move about the borough, and in particular, parents taking their children to school.

Therefore, the Council should invest more in walking and cycling. This Council resolves to:

- Monitor the level of particulate matter 2.5 across the Borough.
- Continue to review the work done on No-Vehicle-Idling nationally in other local authorities and continue with the Action Plan for No-Vehicle-Idling zones covering the Wokingham Borough Council area with a view to implementing No-Vehicle Idling zones, around as many schools in the Borough as possible, by the end of 2022, and in other identified areas such as taxi ranks and close to level crossings.
- Continue to encourage local businesses to sponsor green walls and tree planting and the Executive Member for Environment includes this in his action plan.
- Continue to increase spending on active travel in future budgets, especially safe cycle lanes.
- Produce a strategy for implementing a car club scheme across the Borough.’

### **Motion 439 by Rachel Burgess**

**RESOLVED:** That this Council will adopt the Council Tax Protocol agreed by Citizens Advice and the Local Government Association (June 2017) during the municipal year 2020/21. This protocol includes, inter alia:

- Wokingham Borough Council will work with enforcement agencies and Citizens Advice to help people pay their council tax bills while accessing debt advice.
- All communication with residents about council tax will be clear.
- Wokingham Borough Council will consider using the Standard Financial Statement when calculating repayment plans.
- Flexible payment arrangements will be offered to residents.

- Where a resident receives Council Tax support, Wokingham Borough Council will consider matters carefully, including refraining from using enforcement agents.
- Wokingham Borough Council will publish their policy on residents in vulnerable circumstances. The full protocol can be found here: [Citizens Advice Council Tax Protocol 2017.pdf](#)

**Motion 440 by Rachel Bishop-Firth:**

**RESOLVED:** That EU nationals are our family members, parents, friends and colleagues. They care for our elderly and they teach our children. They are an integral part of a vibrant and thriving Wokingham. In the Referendum campaign, we were promised that "there will be no change for EU citizens already lawfully resident in the UK and [they] ...will be treated no less favourably than they are at present". This promise has not been honoured. Many EU27 citizens are unaware that if Brexit goes ahead, they risk deportation from their homes of many years unless they are granted settled status. Home Office figures show that many EU nationals have not applied for Settled Status, or have applied but have been refused. We don't know how many Wokingham residents, perhaps elderly or vulnerable people, are unaware that they may become illegal immigrants. We risk a Windrush-style scandal here in Wokingham, with families broken up. We also need to think of the 1.3 million British citizens who have made their homes in other EU countries, who may be forced to return to the UK, particularly if Brexit means they lose their access to healthcare. Many of these people are elderly, and many have made their homes overseas because of difficulties making ends meet on their pensions. How many will come to Wokingham, needing assistance with social housing and other support?

Therefore, the Council asks that Officers urgently undertake a review of the effects of Brexit on local residents and publicise what we intend to do and what mitigations we have already implemented including:

- a) How we promote and assist with applications for settled status particularly for residents who face language or technology barriers.
- b) What we provide to help landlords and employers to be trained on immigration status, to avoid potential discrimination against EU27 nationals.
- c) How Brexit is likely to affect EU27 nationals accessing services provided by the Council, and steps that we can take to mitigate difficulties.
- d) The likely impact on Wokingham of British citizens returning to the UK and how we can best prepare for this.

**Motion 441 by Pauline Helliar-Symons:**

**RESOLVED:** That on 22nd November 2018, this Council adopted a Sprinkler Policy centred on our schools. After work by Royal Berkshire Fire & Rescue Service, the Fire Authority's Management Committee on 22nd July 2019 adopted a wider policy which they proposed be considered by each of the Berkshire Unitaries. This goes further to support promotion of Sprinklers in their Council areas and to put pressure on Central Government to legislate on Sprinklers, following the successful introduction of legal powers in Wales. To be specific it is proposed: That Wokingham Borough Council supports the proposals of the Royal Berkshire Fire Authority to extend the promotion of Sprinklers and to lobby central government to bring in legislation or regulations which make installations a necessary part of new builds and major refurbishments in the categories identified. The policy agreed by the Council on 22nd November 2018 regarding schools remains, but additionally: Wokingham Borough Council:

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- a) Recognises that Sprinklers and other Automatic Fire Suppression Systems (AFSS) save lives, protect property, reduce the impact of fire on the environment, reduce interruption to business and improve safety for individuals the community in general and firefighters, especially in the case of schools.
  - b) Commits to installation of sprinklers or other AFSS within its own building stock when planning for and constructing new buildings or as a retrofitted solution when undertaking major refurbishments of existing buildings where the extent of the refurbishment makes the fitting of sprinklers viable.
  - c) Through the planning application or building control process, promote and support the installation of sprinklers or other AFSS for all new or refurbished buildings and particularly those that present the most significant risk to the public and firefighters.
  - d) Supports the National Fire Chiefs Council position on sprinklers and will write to Central Government to express support for the creation of a legal requirement to fit sprinklers or AFSS in buildings.

**Motion 467 by Ian Shenton:**

**RESOLVED:** That this Council resolves to refer to the Tree Protection and Biodiversity Task and Finish Group to examine the benefits of formally declaring an ecological emergency and the actions below. This will be reported back to a future Full Council Meeting.

1. Address ecological issues alongside climate emergency actions and ensure that opportunities to gain co-benefits from addressing both the climate and ecological emergencies are maximised.

2. Add ecological implications alongside those for climate in committee and Council reports.
3. Ensure the delivery of biodiversity and environmental enhancements through our planning policy and development control functions by providing guidance through a biodiversity supplementary planning document.
4. Strive to enable the development of a 20% mandatory biodiversity net gain policy for Wokingham through the new local plan.
5. Create a Developing Nature Toolkit and direct developers to use the toolkit to assist them in demonstrating a net gain in biodiversity, to be used from the very outset of planning new developments, and ideally at the time of selecting sites to acquire for development.
6. Re-establish the Wokingham Biodiversity Forum to allow the Council to collaborate effectively with partners and the wider community.
7. Where possible, embed ecological initiatives within all Council work areas, including Covid-19 recovery projects and programmes.
8. Promote woodland planting and rewilding in the right places and with the right species, peatland restoration, natural flood management, wild flower meadows, and habitat creation and restoration.
9. Work with local, county, regional and national partners to increase wildlife habitats, green infrastructure and natural capital in Wokingham Borough ensuring robust connectivity between them.
10. Manage Council services, buildings and land in a biodiversity-friendly manner, including by reviewing the use of harmful chemicals, such as pesticides and taking opportunities to create new wildlife habitats and corridors.
11. Provide advice for local communities and businesses on how to incorporate biodiversity, green infrastructure and natural capital into Neighbourhood Plans and other initiatives.
12. Encourage residents to take biodiversity measures in their own homes by, for example, wildlife gardening and home composting.
13. Working collaboratively with the Berkshire Local Nature Partnership, Wokingham Biodiversity Forum, a cross party working group and other stakeholders, produce a local nature recovery strategy and associated action plan with an annual progress report to full Council.

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**Motion 468 by Gregor Murray:**

**RESOLVED:** That building on our commitment to planting 250,000 new trees, this Council commits to achieving 'Tree Cities of the World' status for our Borough as part of the creation of a Borough wide Tree Strategy. This will be done by:

1. Maintaining clear responsibility within the Council for the care of trees across our Borough.
2. Agreeing a policy for the care and management of our forests and trees across the Borough. This must include standards for tree care, where and when they apply and penalties for non-compliance.

3. Working with external partners to create and maintain an inventory of the local tree resource so that effective long-term planning for planting, care and removal can be established.
4. Setting aside an annual budget for the implementation of the tree management strategy and management plan.
5. Holding an annual celebration of our Borough's trees and acknowledge the residents schools, charities and Council staff that contribute to our city tree programme.
6. Creating a 'Garden Forest' program to allow residents the opportunity to plant some of our 250,000 new tree commitment in their own gardens.
7. Developing a continuous education process aimed at informing residents of the importance of trees, tree planting and tree protection and how best to care for the trees in their own gardens and communities.
8. Committing to planting a Covid-19 memorial wood within the Borough, of native trees, as a long-lasting memorial to those who have lost their lives during the 2020-21 Pandemic.

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Once the above conditions are met an application for Tree Cities of the World status should be made as soon as possible. Further information on the Tree Cities of the World status and benefits can be found at [www.treecitiesoftheworld.org](http://www.treecitiesoftheworld.org).

**Motion 469 by David Hare:**

**RESOLVED:** That White Ribbon UK is a leading charity engaging with men and boys to end violence against women and girls. Their mission is for all men to fulfil the White Ribbon Promise to never commit, excuse or remain silent about male violence against women and girls. It is not enough for men to not be violent towards women and girls. Men need to take responsibility for helping to make change happen. All men can help prevent physical, mental, or emotional violence against women and girls by speaking out whenever they encounter such behaviour. If men do not act to correct this, women and girls will continue not feeling safe to do many of the things men do without thinking, making us a morally corrupt and emotional poor society, as we trivialise the sickness that is any type of violence against women and girls.

Wokingham Borough Council resolves to refer this matter to the cross-party Equalities Working Group at its meeting in January 2022, to examine the benefits of the actions below and to report back to a future Full Council meeting:

- Seek White Ribbon Accreditation for the Organisation within the next 6 months and encourage all male councillors to take the White Ribbon pledge, never to take part in, condone or stay silent about violence against women. As part of this Wokingham Borough Council will appoint a male Councillor as an Ambassador for White Ribbon.

- Promote the Our Streets Now campaign to make street harassment of women a crime; ask the Chief Executive to write to the Home Secretary to ask them to make street harassment a specific crime; ask the Chief Executive to write to the four MPs who cover the Borough, as well as the Police and Crime Commissioner, to ask them to show their support for this campaign by signing the petition and by lobbying ministers to make street harassment a specific crime and encourage elected members and residents to sign the petition.
- Ask schools, academies and colleges in the Borough to each develop a clear policy on tackling physical, mental, emotional or spiritual harassment of female pupils or staff, separate to their bullying policy and ask them to include education to prevent public sexual harassment, as part of their PSHE education.

# 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 March to June 2022

Updated 09 March 2022

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>Extraordinary Executive - 7 March 2022</b>						
WBC1253	<b>Corporate Peer Challenge Report and Action Plan</b> Purpose: To consider the results of the recent Local Government Association Corporate Peer Challenge and agree the action plan arising	Executive		Chief Executive - Susan Parsonage/ Andrew Moulton	.Leader of the Council - John Halsall	N/A
WBC1265	<b>Wokingham Borough Secondary School Places (11 to 16) Strategy</b> Purpose: To adopt a strategy to ensure there are sufficient secondary school places over the next decade.	Executive	Report and appendix	Director, Children's Services - Helen Watson/ Piers Brunning	Executive Member for Children's Services - Graham Howe	N/A
WBC1267	<b>Anti-Poverty Strategy - Position Statement</b> Purpose: To provide a position statement and update on development of the Anti-Poverty Strategy 2022-26	Executive		Deputy Chief Executive - Graham Ebers/ Mark Gwynne	.Leader of the Council - John Halsall	N/A

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
WBC1268	<b>Corporate Delivery Plan Review 2022/23</b> Purpose: To update the Corporate Delivery Plan to pick up emerging priorities and feedback from the LGA Peer Review	Executive		Chief Executive - Susan Parsonage/ Mark Gwynne	.Leader of the Council - John Halsall	N/A
WBC1269	<b>Delivering the Gorse Ride Regeneration Project - Procurement of Construction Works and Services</b> Purpose: To approve the procurement strategy of the construction works and services as relevant to the Gorse Ride Regeneration project	Executive		Deputy Chief Executive - Graham Ebers/ Katie Meakin, Arnab Mukherjee	Executive Member for Finance and Housing - John Kaiser	N/A 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 relating to the business or financial affairs of individuals.
<b>Executive Meeting - 31 March 2022</b>						
WBC1250	<b>Winnersh Farm Access</b> Purpose: To seek Executive approval to enter into an option agreement with Taylor Wimpey in respect of the access across Council owned land to serve development site promoted as part of the LPU	Executive		Deputy Chief Executive - Graham Ebers/ Craig Hoggeth	Executive Member for Business and Economic Development - Stuart Munro	N/A 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 relating to the business or financial affairs of individuals. This report has been deferred from the February meeting in order to afford Officers time to review and further consider the matter before bringing it to the Executive
WBC1264	<b>Temporary Closure Remenham Footpath No 4 Henley Festival</b> Purpose:	Executive		Director, Place and Growth - Steve Moore/	Executive Member for Environment and Leisure - Parry	N/A



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
	To consider a request for the temporary closure of Remenham Footpath 4 to allow the Henley Festival to be organised and run in a safe manner			Andrew Fletcher	Bathh	
WBC1266	<b>Delivering the Gorse Ride Regeneration Project - Compulsory Purchase Order</b> Purpose: To confirm the Compulsory Purchase Order of land and property at the Gorse Ride Estate, Finchampstead	Executive		Deputy Chief Executive - Graham Ebers/ Katie Meakin	Executive Member for Finance and Housing - John Kaiser	N/A 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 relating to the business or financial affairs of individuals.
12 WBC1270	<b>Arrangements for the New Enforcement and Safety Service</b> Purpose: To update the Executive on the provisions for the inhouse service including settlement	Executive		Director, Place and Growth - Steve Moore/ Stephen Brown, Sean O'Connor	Executive Member for Neighbourhood and Communities - Bill Soane	N/A 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 relating to the business or financial affairs of individuals.
WBC1271	<b>Void Property Works Contract</b> Purpose: To consider the procurement of a new contract for void property works	Executive	Procurement business case	Director, Place and Growth - Steve Moore/ Rodney Coyle	Executive Member for Finance and Housing - John Kaiser	N/A
<b>The Executive will not be holding a meeting in April therefore there are no items programmed for this month</b>						
<b>Executive Meeting - 26 May 2022</b>						
WBC1255	<b>Children's Services Strategy and Delivery Plan</b> Purpose:	Executive		Director, Children's Services - Helen Watson/	Executive Member for Children's Services - Graham	N/A This report has been deferred from the March meeting due to

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
	To review the Children's Services Strategy and Delivery Plan			Viki Elliot-King	Howe	the fact that some additional work is required on the Strategy following structural changes in Children's Services
WBC1240	<b>Anti-Poverty Strategy</b> Purpose: To consider and confirm the Anti-Poverty Strategy so that it can go out to consultation	Executive		Chief Executive - Susan Parsonage/ Emma Brook	.Leader of the Council - John Halsall	N/A This item has been deferred from the December Executive in order that further consultation and engagement can be undertaken with the voluntary and community sector and residents to inform the Council's approach.

### Executive Meeting - 30 June 2022

#### EXECUTIVE FORWARD PROGRAMME CHANGES MADE TO PREVIOUSLY PUBLISHED VERSIONS

Ref No.	Subject for Decision	Decision to be taken by	Original Schedule Date	Contact Details (Director/ Author)	Responsible Lead Member	Explanatory notes
WBC1263	<b>Twyford Library - Update</b> To present the revised financial assessment for the new library in Twyford	Executive		Director, Place and Growth - Steve Moore/ Mark Redfearn	Executive Member for Neighbourhood and Communities - Bill Soane	This item was deferred from February Executive in order that further work can be undertaken on the project
WBC1260	<b>Enhanced Partnership</b> To approve an Enhanced Partnership Agreement for Local Bus Services	Executive		Director, Place and Growth - Steve Moore/ Rebecca Brooks	Executive Member for Highways and Transport - Pauline Jorgensen	This item has been deferred from 31 March Executive. The Department for Transport has acknowledged the complexities involved in developing an Enhanced Partnership (EP) Agreement, especially in relation to the impact of the Omicron Covid-19 variant. Local

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
						Transport Authorities are now advised that a new date will be provided for the submission of a full EP following the announcement of indicative funding.

**Members of the Executive:-**

John Halsall	Leader of Council
John Kaiser	Deputy Leader of the Council and Executive Member for Finance and Housing.
Stuart Munro	Business, Economic Development
Graham Howe	Children's Services
Gregor Murray	Resident Services, Communication and Emissions
Barry Bath	Environment and Leisure
Charles Margetts	Health, Wellbeing and Adult Services
Pauline Jorgensen	Highways and Transport
Wayne Smith	Planning and Enforcement
Bill Soane	Neighbourhood and Communities

**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)

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## **DRAFT WORK PROGRAMMES 2021/22**

**Please note that the Work Programme is a 'live' document and 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.**

**The Overview and Scrutiny Committees will consider their work programmes at the first meeting in the new Municipal Year.**

## OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE 2022/23 WORK PROGRAMME

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
13 June	<b>Leader and Chief Executive</b>	To discuss challenges/opportunities facing the Council over the year ahead	Work Programme	Susan Parsonage
	<b>Waste Strategy</b>	To scrutinise progress relating to the emerging Waste Strategy	Work Programme	Richard Bisset
	<b>Climate Emergency Action Plan</b>	To consider the annual update report on the Council's Climate Emergency Action Plan	Work Programme	Diana Tovar
	<b>Bus Improvement – Enhanced Partnership</b>	To consider an update on the enhanced partnership with local bus service providers	Committee Request	Andy Glencross
	<b>O&amp;S Work Programmes 22/23</b>	To consider any amendments to the Overview and Scrutiny work programmes for 2022/23	Work Programme	Neil Carr
	<b>O&amp;S Work Programmes 22/23</b>	To consider the work programmes for each of the Overview and Scrutiny Committees for 2022/23	Regular update	Neil Carr
	<b>Action Tracker</b>	To consider the regular Action Tracker report	Regular Update	Neil Carr

## CHILDREN'S SERVICES OVERVIEW AND SCRUTINY COMMITTEE 2022/23 WORK PROGRAMME

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
21 March 2022	<b>Key Performance Indicators</b>	To monitor the performance of the service.	Challenge item	Children's Services/ Helen Watson
	<b>Specialist Accommodation</b>	To review progress with development of Specialist Accommodation.	Challenge item	Children's Services/ Hayley Rees
	<b>Harm Outside the Home</b>	To review and comment on the strategy.	Challenge item	Children's Services/ Matthew Booth
	<b>Resource Base Units at Schools – Sufficiency Review – Part 2</b>	To consider the sufficiency of school places.	Challenge item	Children's Services/ Heather Tomlinson
	<b>Schools Causing Concern – Part 2</b>	To consider the working being undertaken to support schools causing concern in a part 2 session.	Challenge Item	Children's Services / Heather Tomlinson
	<b>CSO&amp;S Forward Plan</b>	To consider the forward plan of the Committee.	Standing item	Democratic Services/ Luciane Bowker

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<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 June 2022</b>	<b>Education Update</b>	To update the Committee on developments relating to Education and Learning Achievement and Partnerships, including information about narrowing the gap.	Challenge item	Children's Services/ Heather Tomlinson
	<b>Key Performance Indicators</b>	To monitor the performance of the service.	Challenge item	Children's Services/ Helen Watson
	<b>Wokingham Education Partnership (including update on Post-16 provision)</b>	To update the Committee on the work of the Partnership	Information item	Children's Services/ Heather Tomlinson
	<b>Review of Home to School Transport Policy</b>	To review the policy.	Challenge item	Children's Services/ Heather Tomlinson
	<b>Early Years' Service Review</b>	To review the provision of Early Years, including pre-school planning of provision.	Challenge item	Children's Services/ Heather Tomlinson
	<b>Fostering Transformation</b>	To review progress with Fostering Transformation.	Challenge item	Children's Services/ Adam Davis
	<b>Schools Causing Concern – Part 2</b>	To consider the working being undertaken to support schools causing concern in a part 2 session.	Challenge Item	Children's Services / Heather Tomlinson



	<b>CSO&amp;S Forward Plan</b>	To consider the forward plan of the Committee.	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>7 September 2022</b>	<b>SEND Innovation and Improvement Programme Update</b>	To update on progress with delivery of the SEND Innovation and Improvement Programme.	Challenge item	Children's Services / Heather Tomlinson
	<b>Update on Children's Strategy Delivery</b>	To update on progress with delivery of the Children's Services Strategy.	Challenge item	Children's Services / DCS
	<b>Schools Causing Concern – Part 2</b>	To consider the working being undertaken to support schools causing concern in a part 2 session.	Challenge Item	Children's Services / Heather Tomlinson
	<b>CSO&amp;S Forward Plan</b>	To consider the forward plan of the Committee.	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>2 November 2022</b>	<b>Fostering Transformation update</b>	Update on progress with Fostering transformation.	Challenge item	Children's Services/ Adam Davis
	<b>Key Performance Indicators</b>	To monitor the performance of the service.	Challenge item	Children's Services/ Helen Watson

	<b>Schools Causing Concern – Part 2</b>	To consider the working being undertaken to support schools causing concern in a part 2 session.	Challenge item	Children's Services / Heather Tomlinson
	<b>CSO&amp;S Forward Plan</b>	To consider the forward plan of the Committee.	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>4 January 2023</b>	<b>Travel Assistance Policy Implementation</b>	Update on outcomes from implementation of the Travel Assistance Policies (formerly Home to School Transport policies).	Challenge item	Children's Services / Heather Tomlinson
	<b>Schools Causing Concern – Part 2</b>	To consider the working being undertaken to support schools causing concern in a part 2 session.	Challenge item	Children's Services / Heather Tomlinson
	<b>CSO&amp;S Forward Plan</b>	To consider the forward plan of the Committee.	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>22 March 2023</b>	<b>Key Performance Indicators</b>	To monitor the performance of the service.	Challenge item	Children's Services / Helen Watson
	<b>CSO&amp;S Forward Plan</b>	To consider the forward plan of the Committee	Standing item	Democratic Services/ Luciane Bowker

Currently unscheduled items:

- Education Welfare Service Review
- Secondary School Strategy

## COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
<b>23 March 2022</b>	Flood Risk Management Update	To consider an update relating to flood risk management within the Borough	Work Programme	Francesca Hobson
	Police & Fire Update	To receive an update from the Local Police and Fire Services	Work Programme	Simon Price
	Bringing the PPP back in-house	To consider an update on bringing the PPP back in-house	Work Programme	Steve Moore
	<b>Work Programme</b>	To consider the work programme for the Committee for 2020/21	Standing Item	Democratic Services

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**NOTE**

Items in the process of being scheduled for the next municipal year: Arts & Culture Strategy implementation, Borough Wide Parking Management Strategy, Burial Grounds capacity, Domestic Abuse Update

## HEALTH OVERVIEW AND SCRUTINY COMMITTEE FORWARD PROGRAMME 2021-22

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
16 March 2022	<b>Update on implementation of recommendations from Healthwatch report re carers</b>	To seek assurance	To seek assurance	Adult Social Care
	<b>Ambulance Services</b>	Update on operations	To seek assurance	SCAS
	<b>ASC KPI's</b>	To seek assurance		Matt Pope
	<b>Health Consultation Report</b>	Challenge item	Challenge item	Democratic Services
	<b>Healthwatch update</b>	Challenge item	Challenge item	Healthwatch Wokingham Borough

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### Currently unscheduled topics:

- Health and Wellbeing Strategy and Action Plan
- Mental Health Services Post Covid-19
- Optalis - To receive a further briefing on potential changes to services in Wokingham
- Update on Winter Access Fund – CCG
- 2022 – Update on ICS and implications for Wokingham Borough
- Autism Strategy
- Continence Service

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## Overview and Scrutiny Management Committee – Action Tracker 2021/22

<b>O&amp;S Management Committee – 20 January 2021</b>		
Agenda Item	Action	Update
WBC Response to the Covid-19 pandemic	<ul style="list-style-type: none"> <li>• Chairman to write to the Leader with two additional recommendations;</li> <li>• Funding for early years settings to be considered at Children’s Services O&amp;S;</li> <li>• Add two new work programme items – Green Recovery and New Ways of Working</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Completed</li> <li>• Completed</li> </ul>
O&S Work Programmes 2021/22	<ul style="list-style-type: none"> <li>• Begin process for developing 2021/22 work programmes;</li> <li>• Report to February meeting on ways to improve horizon scanning and work programme development</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Completed</li> </ul>
<b>O&amp;S Management Committee – 24 February 2021</b>		
Agenda Item	Action	Update
Q3 Performance Report	<ul style="list-style-type: none"> <li>• Written responses to Member questions;</li> <li>• Report to March meeting with options for making quarterly KPI reports more effective</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Completed Report to June meeting</li> </ul>
Improving O&S Work Programming	<ul style="list-style-type: none"> <li>• Invite Leader and CEX to June meeting;</li> <li>• Regular meetings with Executive and CLT as per the Executive-Scrutiny Protocol</li> <li>• Each O&amp;S Committee to develop an Action Tracker report for 2021/22</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Ongoing</li> <li>• Ongoing</li> </ul>
O&S Annual Reports 2020/21	Submit to March Council meeting	Completed
<b>O&amp;S Management Committee – 23 March 2021</b>		
Agenda Item	Action	Update
O&S Work Programmes 2021/22	Each O&S Committee to consider work programme and prioritise items	Ongoing
O&S Member Training	<ul style="list-style-type: none"> <li>• Set up induction/refresher training on 15 June</li> <li>• Agree dates for further O&amp;S training sessions</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Completed – Budget training on 27 Sept</li> </ul>
Action Tracker Report	Each O&S Committee to set up an Action Tracker report	Ongoing

<b>O&amp;S Management Committee – 16 June 2021</b>		
Agenda Item	Action	Update
Q4 2020/21 Performance Report	<ul style="list-style-type: none"> <li>• Response to Member questions</li> <li>• Report to September O&amp;S on ideas for improving the KPI report</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Completed</li> </ul>
Climate Emergency Action Plan	<ul style="list-style-type: none"> <li>• Response to Member questions</li> <li>• Further report to October meeting</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Completed</li> </ul>
Climate Emergency Task & Finish Group	<ul style="list-style-type: none"> <li>• Amend recommendations</li> <li>• Submit recommendations to the Executive</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Completed</li> </ul>
Work Programme	Amend Work Programme	Completed

<b>O&amp;S Management Committee – 7 July 2021</b>		
Agenda Item	Action	Update
Discussion with Leader and CEX	<ul style="list-style-type: none"> <li>• Circulate additional information in response to Member questions</li> </ul>	Completed
Community Deliberative Processes	<ul style="list-style-type: none"> <li>• Monitor progress through updates on Climate Emergency Action Plan</li> </ul>	Completed
Tree and Biodiversity Task & Finish Group	<ul style="list-style-type: none"> <li>• Convene first meeting of the Group to agree Terms of Reference</li> </ul>	Completed
Work Programme	<ul style="list-style-type: none"> <li>• Amend Work Programmes as discussed</li> </ul>	Completed

<b>O&amp;S Management Committee – 20 September 2021</b>		
Agenda Item	Action	Update
Q1 2021/22 Performance Report	<ul style="list-style-type: none"> <li>• Circulate additional information in response to Member questions</li> <li>• Future item on timeline for improved KPIs</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Completed</li> </ul>
Council Motions	<ul style="list-style-type: none"> <li>• Annual report on Motions to the November meeting of the Committee</li> <li>• Include details of Motions on WBC website</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Ongoing</li> </ul>
Work Programme	<ul style="list-style-type: none"> <li>• Amend as discussed</li> </ul>	• Completed



<b>O&amp;S Management Committee – 18 October 2021</b>		
Agenda Item	Action	Update
Minutes of Previous Meeting	<ul style="list-style-type: none"> <li>• Review list of Substitute Members</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> </ul>
Domestic Abuse Strategy	<ul style="list-style-type: none"> <li>• Issues raised by Committee to be addressed in final version of the Strategy</li> <li>• Annual refresh of the Strategy and full review (2024) to be scrutinised by the Committee</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Ongoing</li> </ul>
WBC Website Improvement	<ul style="list-style-type: none"> <li>• Comments from the Committee to be incorporated into plans to improve the website</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> </ul>
Waste Strategy	<ul style="list-style-type: none"> <li>• Further update to be submitted to the Committee in January 2022</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing – March meeting</li> </ul>
Climate Emergency – Executive Response	<ul style="list-style-type: none"> <li>• Issues raised by the Committee to be addressed in next CEAP update</li> <li>• Next update report on CEAP to the O&amp;S meeting in January 2022</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Completed</li> </ul>
Work Programme	<ul style="list-style-type: none"> <li>• Amend as discussed</li> <li>• Clarify timing of report on Tree Strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Completed</li> </ul>

<b>O&amp;S Management Committee – 17 November 2021</b>		
Agenda Item	Action	Update
Minutes of Previous Meeting	<ul style="list-style-type: none"> <li>• Amend as discussed</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> </ul>
Recovery Strategy Update	<ul style="list-style-type: none"> <li>• Member comments and suggestions to inform delivery of the Recovery Strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> </ul>
Anti-Poverty Strategy	<ul style="list-style-type: none"> <li>• Further report to O&amp;S prior to submission of Strategy to the Executive in March 2022</li> </ul>	<ul style="list-style-type: none"> <li>• Completed – February 2022</li> </ul>
Unlawful Encampments	<ul style="list-style-type: none"> <li>• Pass on thanks to officers for the progress made in 2021</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> </ul>
Bus Services – Enhanced Partnership	<ul style="list-style-type: none"> <li>• Suggestions from Members to inform development of the Enhanced Partnership</li> <li>• Further report to O&amp;S prior to approval by the Executive (subject to deadlines)</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Ongoing - tbc</li> </ul>
Work Programme	<ul style="list-style-type: none"> <li>• Amend as discussed</li> <li>• Clarify timing of Q3 Performance Report</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Completed</li> </ul>

<b>O&amp;S Management Committee – 11 January 2022</b>		
Agenda Item	Action	Update
Minutes of Previous Meeting	<ul style="list-style-type: none"> <li>• Amend as discussed</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> </ul>
Q2 Performance Management Report	<ul style="list-style-type: none"> <li>• Further information re Member comments to be circulated</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
Climate Emergency Action Plan	<ul style="list-style-type: none"> <li>• Further information re Member comments and queries to be circulated</li> <li>• Further update on Transport targets in the CEAP</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Ongoing</li> </ul>
Tree Strategy	<ul style="list-style-type: none"> <li>• Timeline noted – with a request to shorten the timeline if possible</li> <li>• Draft Tree Strategy to be considered by O&amp;S prior to submission to the Executive</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Ongoing</li> </ul>
Tree Protection & Biodiversity Task & Finish Group	<ul style="list-style-type: none"> <li>• Task &amp; Finish Group report to be considered by the March 2022 meeting of the Committee</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
O&S Work Programmes for 2022/23	<ul style="list-style-type: none"> <li>• To be considered at the March 2022 meeting of the Committee</li> <li>• Committee to consider the draft calendar of Meetings prior to approval by Council</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Ongoing</li> </ul>

<b>O&amp;S Management Committee – 8 February 2022</b>		
Agenda Item	Action	Update
Call-In of IEMD	<ul style="list-style-type: none"> <li>• IEMD decision ratified</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> </ul>

<b>O&amp;S Management Committee – 23 February 2022</b>		
Agenda Item	Action	Update
Minutes of Previous Meeting	<ul style="list-style-type: none"> <li>• Agreed</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> </ul>
Anti-Poverty Strategy 2022/26	<ul style="list-style-type: none"> <li>• Recommendation to Anti-Poverty WG on WBC becoming a Real Living Wage employer</li> <li>• Chairman to write to Cllr Blumenthal with summary of comments</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Ongoing</li> </ul>
Equality Plan Update	<ul style="list-style-type: none"> <li>• Annual update to O&amp;S</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>

Customer Excellence Programme	<ul style="list-style-type: none"> <li>• Noted</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> </ul>
Overview and Scrutiny Annual Reports	<ul style="list-style-type: none"> <li>• Make amendments to HOSC report</li> <li>• Submit reports to March Council</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Completed</li> </ul>

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