WOKINGHAM
BOROUGH COUNCIL

A Meeting of the **OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE** will be held in David Hicks 1 - Civic Offices, Shute End, Wokingham RG40 1BN on **WEDNESDAY 18 JANUARY 2023** AT **7.00 PM**

Susan Parsonage
Chief Executive
Published on 10 January 2023

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: Non-Committee Members and members of the public are welcome to attend the 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/0Jiz8I7XDow

This meeting may be filmed for inclusion on the Council's website. Please note that other people may film, record, tweet or blog from this meeting. The use of these images or recordings is not under the Council's control.

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

Enriching Lives

- Champion excellent 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 enable healthy choices for everyone.
- Engage and empower our communities through arts and culture and create a sense of identity for the Borough which people feel part of.
- Support growth in our local economy and help to build business.

Providing Safe and Strong Communities

- Protect and safeguard our children, young and vulnerable people.
- Offer quality care and support, at the right time, to reduce the need for long term care.
- Nurture our communities: enabling them to thrive and families to flourish.
- Ensure our Borough and communities remain safe for all.

Enjoying a Clean and Green Borough

- Play as full a role as possible to achieve a carbon neutral Borough, sustainable for the future.
- Protect our Borough, keep it clean and enhance our green areas for people to enjoy.
- Reduce our waste, promote re-use, increase recycling and improve biodiversity.
- Connect our parks and open spaces with green cycleways.

Delivering the Right Homes in the Right Places

- Offer quality, affordable, sustainable homes fit for the future.
- Ensure the right infrastructure is in place, early, 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, where it is needed most, to live independently in their own homes.

Keeping the Borough Moving

- Maintain and improve our roads, footpaths and cycleways.
- Tackle traffic congestion and 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 in offering affordable, accessible public transport with good transport 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 our customers.
- Communicate better with customers, 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.

Be the Best We Can Be

- Be an organisation that values and invests in all our colleagues and is seen as an employer of choice.
- Embed a culture that supports ambition, promotes empowerment and develops new ways of working.
- Use our governance and scrutiny structures to support a learning and continuous improvement approach to the way we do business.
- Be a commercial council that is innovative, whilst being inclusive, in its approach with a clear focus on being financially resilient.
- Maximise opportunities to secure funding and investment for the Borough.
- Establish a renewed vision for the Borough with clear aspirations.

MEMBERSHIP OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

Councillors
Jim Frewin (Chair)	Andrew Mickleburgh (Vice-Chair)	David Cornish
Andy Croy	Peter Dennis	Graham Howe
Norman Jorgensen	Pauline Jorgensen	Adrian Mather
Stuart Munro	Alison Swaddle	

Substitutes
Gary Cowan	Michael Firmager	Chris Johnson
Morag Malvern	Charles Margetts	Alistair Neal
Beth Rowland	Rachelle Shepherd-DuBey	Wayne Smith
Bill Soane		

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

CONTACT OFFICER

**MINUTES OF A MEETING OF THE
OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE
HELD ON 16 NOVEMBER 2022 FROM 7.00 PM TO 9.05 PM**

Committee Members Present
Councillors: Jim Frewin (Chair), Andrew Mickleburgh (Vice-Chair), David Cornish,
Andy Croy, Norman Jorgensen, Adrian Mather, Stuart Munro and Alison Swaddle

Other Councillors Present
Councillors: Pauline Jorgensen and Beth Rowland

Officers Present
Dave Allen, Head of Communications, Marketing and Engagement
Neil Carr, Democratic and Electoral Services Specialist

8.   APOLOGIES
Apologies for absence were submitted from Peter Dennis, Graham Howe and Gregor
Murray.

Pauline Jorgensen and Beth Rowland attended the meeting as substitutes.

9.   MINUTES OF PREVIOUS MEETINGS
The Minutes of the meeting of the Committee held on 15, 24 and 25 October 2022 were
confirmed as a correct record and signed by the Chair, subject to the following
amendments to the Minutes of the meeting on 24 October:

Minute 46 – In relation to Andy Croy's query, Councillor Norman Jorgensen agreed that
there were no Labour Members on the Executive.

Minute 46 – Note that Norman Jorgensen and Pauline Jorgensen both contributed to the
presentation of the Call-In – clarify the comments made by each Member.

10.   DECLARATION OF INTEREST
There were no declarations of interest.

11.   PUBLIC QUESTION TIME
There were no public questions.

12.   MEMBER QUESTION TIME
There were no Member questions.

13.   CONSULTATION AND ENGAGEMENT REVIEW
The Committee considered a report, set out at Agenda pages 29 to 34, which examined
some of the key issues faced in consulting and engaging with residents and stakeholders
in a meaningful way. Specific issues outlined in the report were:

- Accessibility and inclusion;

- Accurate and appropriate information;

- Use of consultation findings;

- Timing of consultation and engagement;

- Consultation design and delivery;

- Potential need for a formalised Consultation and Engagement Protocol.

The report stated Local authorities had a statutory obligation to consult on a range of specific issues of local and national interest. Wokingham Borough Council was keen to exceed its statutory obligations and to consult effectively with local residents, businesses and other stakeholders on issues which affected them. This helped to ensure that stakeholders were involved in the planning, implementation and monitoring of key Council services.

Most of the Council's public consultation was administered by the Communications, Engagement and Marketing team and managed through the Engage Wokingham Borough online platform. There was a wide variation in response rates which reflected the public interest in the topic under consultation. The Engage platform now had more than 12,000 registered members.

The report stated that the overriding reason to consult residents was to help inform decision-making. There were issues on which the Council was statutorily required to consult and issues upon which the Council would choose to consult. In both scenarios, consultation findings should be used to inform decisions.

In the ensuing discussion, Members raised the following points:

The report outlined the current process for consultation. It was important to continue to improve in order to deliver consistency and fairness for stakeholders. The idea of a Consultation Protocol was welcomed as this would deliver a more consistent approach.

When developing new consultations it was important to think about the target audience, i.e. residents and community groups as opposed to businesses and professional bodies. On-line consultations needed to be as simple as possible in order to ensure wide engagement and the maximum response. As an example, there had been problems with the LCWIP consultation as a consequence of using external software to carry out the work. Consultations should use accessible language and ask questions in a non-leading manner.

In determining which issues to consult on, was the process driven by services? What was the role of the Communications team? It was confirmed that the Communications team were involved in discussions about consultation except when there was a legal requirement to consult. Ongoing discussions could lead to the taking of legal advice about the requirement for consultation. A Consultation Protocol would make this process clearer. For example, in relation to the food caddy liner issue, there was no change in the service provided so it was concluded that consultation was not required.

It was suggested that consultations should include an option of the status quo ante. If there were financial constraints making the status quo difficult, these should be explained as part of the consultation.

How could the Council ensure that differently-abled residents (e.g. non-sighted) were able to take part in consultation exercises? It was confirmed that the Communications team worked directly with specialist groups to ensure that their views were included.

It was important that residents had the opportunity to give the responses they wanted to give, i.e. more than just a yes-no response. This would provide rich data which would be as valuable as the headline numbers.

It was noted that a balance had to be struck between giving options and the reality of financial constraints and the implications of Government policies. For example, current Government housing policy dictated that the Borough would have to take more housing in spite of the opposing views of residents.

An example was given of consultations carried out by the Fire Authority. These provided a breakdown of the residents taking part in the consultations, e.g. younger people and older people. It was confirmed that it was possible to give a breakdown on the responses to specific consultations, for example the waste consultation. Targeted media was used to engage with specific groups.

It was important to note that consultation was different to a referendum. Consultation feedback was used to inform decision making, not to replace it. However, providing a full range of options did mean that all views could be taken into account, including the status quo.

RESOLVED That:

1) Dave Allen be thanked for attending the meeting to present the report and respond to Member questions;

2) the development of a WBC Consultation Protocol be supported in principle;

3) a draft of the WBC Consultation Protocol be submitted to the Committee in February/March 2023.

14.   RESULTS OF THE SCRUTINY IMPROVEMENT REVIEW

The Committee considered a report, set out at Agenda pages 35 to 58, which gave details of the external review of the Council's Overview and Scrutiny function.

The report stated that, in 2021, the Council underwent a LGA Corporate Peer Challenge. As part of the peer challenge process the Council asked the LGA team to advise on how it could make the Overview and Scrutiny function more meaningful and effective. The LGA team observed that Overview and Scrutiny at WBC was often the scene of lively debate and was seen as a political arena rather than creating "good policy" and positive challenge.

Following the peer review, the Chief Executive commissioned the Centre for Governance and Scrutiny (CfGS) to carry out a Scrutiny Improvement Review (SIR). The SIR included the following elements:

- A review of documentation and Overview and Scrutiny reports;
- On-site interviews in June 2022 and observation of Overview and Scrutiny meetings;
- A study of Scrutiny's role and integration in the Council;

- Joint development of an improvement action plan with follow up work as necessary.

The CfGS final report was received in late October 2022. It concluded that, "the conditions for successful scrutiny are clearly present at Wokingham; there is a shared understanding from Members and officers that good governance involves scrutiny, and when used effectively, scrutiny can add value to decision-making. All of those interviewed believed that improvements can be made to make scrutiny more effective and to add greater value."

The report contained a series of twenty recommendations together with officers' initial responses. The recommendations included:

- Developing the role of political group leaders in setting the framework for effective overview and scrutiny;
- Clearer focus on the scrutiny of Executive Members - more democratic accountability;
- More emphasis on involving scrutiny early in the development of policy and key decisions;
- Regular communication and information sharing between scrutiny and the Executive;
- More rigorous process for developing work programmes involving residents and key stakeholders;
- Extending the use of Task and Finish Groups to deliver maximum impact;
- Make meetings more effective with fewer items and more concise presentations;
- Review how recommendations are made and how impact and outcomes are measured;
- More skills development for scrutiny Members and for the key roles of Chair and Vive-Chair.

CfG&S would be arranging a Member/officer workshop to discuss the recommendations in more detail in early 2023.

In the ensuing discussion, Members made the following points:

Feedback from external experts was useful in developing the Overview and Scrutiny process at WBC. It was important to carry out the independent "critical friend" role by focussing on the weight of evidence submitted to Members rather than party political views.

The Member-officer workshop was welcomed as a way of broadening understanding of the role of overview and scrutiny including the working relationship between scrutiny Members and the Executive.

Members felt that the Overview and Scrutiny Management Committee fulfilled an important role and should continue to oversee the scrutiny process at WBC.

Overview and Scrutiny should focus on issues which lead to improved services and measurable outcomes for residents.

Improved communications with the Executive were being achieved through three-weekly meetings between the Management Committee Chair and Vice-Chair and the Leader and Chief Executive. Feedback from these meetings would be reported to future meetings of the Committee.

Members confirmed the importance of using Committee meeting time to focus on questions rather than listening to presentations. More rigorous preparation for meetings would result in more focussed and effective discussions.

RESOLVED That:

1) the Scrutiny Improvement review and report from the Centre for Governance and Scrutiny be welcomed;

2) the draft improvement action plan, with officer comments, be supported;

3) the ongoing role and work programme for the Overview and Scrutiny Management Committee be endorsed;

4) a Member-officer workshop on the action plan be arranged for early 2023;

5) the Committee review progress against the improvement plan in 2023/24.

15. COUNCIL MOTIONS

The Committee considered a report, set out at Agenda pages 59 to 82, which gave details of progress against Council Motions approved over the past three years.

The report stated that Members were 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 had responsibility or which affected the Borough. Members were also able to move Motions without Notice at the meeting on procedural issues.

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

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

Members received updates on the most recent approved Motions as follows:

Local Welfare Provision Scheme – more effective delivery and signposting – officers have been looking at ways to reach those most in need with the LWP scheme and have been in discussions with various 3rd sector partners via the Hardship Alliance.

Local Electricity Bill – promotion of local community energy schemes – Sarah Kerr has submitted the Council's pledge on the website of Power for People, who are campaigning for the Bill. The Leader and Chief Executive have written to the MPs (John Redwood, James Sunderland, Theresa May and Matt Rodda) and to the Secretary of State for Business, Energy and Industrial Strategy.

Alternatives to car travel – improving journey times to London Waterloo – Officers have commenced communication with the train operator. Officers are also aware of discussions that have taken place between the rail operator and WBC Members. Communications will continue with the rail operator with the view to highlight the aims of this Motion.

Banning the use of live animals for prizes on WBC land – Officers have added a new clause into the WBC Booking form for Events: Wokingham Borough Council has an outright ban on the giving of live animals as prizes in any form, on Wokingham Borough Council land. Officers will confirm this point when they receive enquiries relating to events.

Parental Leave Policy for Members – A small Member working group has been set up, comprising: Rachel Bishop-Firth, Laura Blumenthal, Rachel Burgess and Jim Frewin. Officers will join the group to advise. The aim is for the policy to be presented to Council in early 2023.

Declaration of a Cost of Living Crisis in the Borough – a community-led response has been developed, driven through the Hardship Alliance, supported by the Council and a range of partners and groups across the Borough. Progress has been reported to the Community & Corporate and Children's Services Overview and Scrutiny Committees.

In the ensuing discussion, Members made the following points:

The report provided useful information on progress against the agreed Motions. The report on the Council website should be updated once the agreed actions were fully implemented.

The siting of the information on the WBC website needed to be more prominent. Updates could be added with a RAG rating to indicate the rate of progress. The development of the new Council website (expected summer of 2023) could be used to facilitate this work.

RESOLVED That:

1) the update on progress against Motions agreed by Council be welcomed;

2) an update report on progress against Council Motions be submitted to the Committee in November each year;

3) the web team be requested to ensure a more prominent location for the report on the WBC website as part of the new website development work.

16.   OFFICER RESPONSE TO THE REPORT OF THE TREE & BIODIVERSITY TASK & FINISH GROUP

The Committee considered a report, set out at Agenda pages 83 to 114, which gave details of the officer response and Executive decisions relating to the recommendations of the Tree Protection and Biodiversity Task & Finish Group.

Members were reminded that the Tree Protection & Biodiversity Task & Finish Group was established by the Overview and Scrutiny Management Committee and met for the first time in August 2021. The Group agreed Terms of Reference including scrutiny of the Council's current policies and plans relating to Tree Protection and Biodiversity, the impact of the Environment Act 2021 and the emerging WBC Tree Strategy. The Task & Finish Group also carried out a case study relating to the loss of approximately 450 mature trees at Bearwood Lake.

The report and recommendations of the Task & Finish Group were presented to the Overview and Scrutiny Management Committee on 17 March 2022. The Committee

resolved that the Task and Finish Group's 13 recommendations to the Executive, as amended, should be approved.

In line with the Council's Constitution, the Task & Finish Group recommendations were then submitted to the Executive on 27 October 2022, together with officer comments. Overall, the recommendations were largely accepted by officers subject to a few cases where Officers explained their reasoning. The Executive resolved to accept the officer responses.

In the ensuing discussion, Members made the following points:

The proposed annual update report on the Biodiversity Action Plan, Tree Strategy, Local Nature Recovery Strategy and other relevant issues be welcomed. The annual report should include a preview of challenges and actions to be carried out in the following year.

The annual update report should be submitted to the Management Committee in advance of full Council in order to ensure that scrutiny comments can be included in the final report. The Committee should also agree the format of the annual report. All Members should be updated on key issues and actions highlighted in the annual report.

RESOLVED That:

1) the officer and Executive response to the recommendations of Tree Protection and Biodiversity Task & Finish Group be endorsed;

2) the Committee receive the annual update report on tree protection and biodiversity issues in advance of full Council in order to submit comments and agree the report format.

17.   CONSIDERATION OF THE CURRENT EXECUTIVE AND IEMD FORWARD PROGRAMMES

The Committee considered a copy of the Executive Forward Programme and Individual Executive Member Forward Programme, as set out on Agenda pages 115 to 124.

In relation to the Annual Report 2021/22, it was suggested that the Section 151 Officer be invited to a future meeting to discuss the reporting and public understanding of financial information in key Council reports.

In relation to the Corporate CRM System Procurement item, it was suggested that details be circulated to Overview and Scrutiny Members.

RESOLVED: That the forward programmes be noted.

18.   COMMITTEE WORK PROGRAMMES

The Committee considered its forward work programme and that of the Overview and Scrutiny Committees as set out on Agenda pages 125 to 132.

RESOLVED That:

1. the Chair and Vice-Chair review and refine the list of items to be considered at the meeting in January 2023;

2. the Children's Services Overview and Scrutiny Committee consider potential items on school capacity and SEND capacity;

3. the Leader and Chief Executive update report to the Management Committee (January 2023) include an assessment of staff wellbeing.

19.   ACTION TRACKER REPORT

The Committee considered the latest Action Tracker report, set out at Agenda pages 133 to 136.

RESOLVED: That the Action Tracker report be noted.

TITLE	**Q2 22/23 Corporate Performance Monitoring Report**
FOR CONSIDERATION BY	Overview and Scrutiny Management Committee on 18 January 2023
WARD	All Wards
LEAD POLITICIAN	Clive Jones Leader of the Council
LEAD OFFICER	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.

SUMMARY OF REPORT

Quarter 2 KPIs show good performance despite significant continued challenges to delivery. The highlights of quarter 2 for the Council include:

- Reducing ASC waiting list down to zero and 100% of customers requiring assessments being allocated within timescales
- opening the carnival pool hub,
- engaging over 900 children and young people with the Holiday Activities and Food Programme during the school summer break,
- winning the Regional LABC Award for our part in a Best Residential Extension project at Bluewell Way, Thatcham
- reducing the revenue over spend by £700k through collective council endeavours.

Looking forward rising inflation is causing challenges for us all, with forecasts suggesting it will continue for some time. Inflation drives up the costs of everything we do for our customers and residents, it also increases demand of many services and compounds this with more complex issues. National issues with the labour market are also being felt in Wokingham with several departments struggling to recruit officers with the skills needed. Finally, the effects of covid 19 are far from over with the impact of the pandemic still being felt in particular ASC who are reporting increased demand with increased complexity.

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

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 **Q2 2022/23 July, August and September 2022**
- There are 40 KPIs, details of which can be found in found in Appendix A which includes year on year trends where available.
- Each KPI should have 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, which accompanies this report.

Analysis
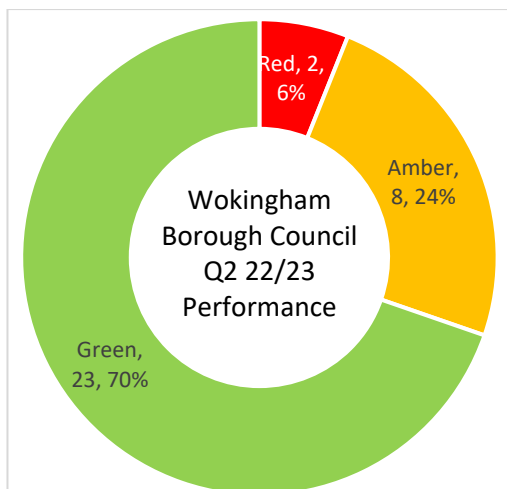
Quarter 2 22/23 Performance
Quarter 2 KPIs show good performance despite some significant continued challenges to delivery. High inflation driving up the cost of service delivery coupled with financial uncertainty at a global level has made it a challenging quarter. Despite this, the majority of KPIs, 23, are Green, 8 are Amber and 2 are Red.

Red KPIs in Quarter 2 2022/23
The following information below gives details of the KPIs reported as Red in Q2 22/23 with background and context of performance and the corrective action being taken.

AS1 Percentage of adult safeguarding concerns, leading to an enquiry, completed within 2 working days
The target was achieved in September 2022 with performance improving to 67%.
Performance has been under target for the last three quarters for a number of reasons. Pressure on the service has increased immensely over the past 2 years with the volume of Safeguarding Concerns having increased by 76% on pre-pandemic referral rates. Those concerns meeting the statutory criteria for Section 42 Enquiry are presenting as increasingly complex and require more intensive multiagency responses. These pressures have been heightened by an increase in staffing pressures due to vacancies, as well as an increase in 'out-of-scope' referrals,

particularly from South Central Ambulance Service (SCAS) and Thames Valley Police (TVP), as well as some commissioned services – these are referrals that are not about abuse or neglect and alternative pathways should in fact have been used. Face to face education is being provided to those commissioned services most often making 'out-of-scope' referrals to look to address the problem at source. ASC Head of Service is working with the Safeguarding Adults Board and other Local Authorities in the West of Berkshire to collaborate with SCAS and TVP to seek to educate them on the impact of 'out-of-scope' referrals and to try and reduce the volume of these. In the meantime, a BRAG process is used within triage – this means that every concern is screened within the first hour or so of it being received and marked as Black, Red, Amber, or Green according to level of risk and the highest risk cases being prioritised for full triage. This provides a level of assurance that whilst the team is unable to meet the performance target, they are prioritising the highest risk cases appropriately. An audit has been undertaken to assure ourselves the BRAG is being applied correctly and this has been confirmed.

CS4 Percentage of Education, Health and Care Plan (EHCP) Assessments completed within 20 weeks of referral
In 2021 published results for EHCPs issued within 20 weeks (including exceptions), Wokingham scored 80.9% compared to Statistical Neighbours 57.89%, South East 48.8% and England 57.9%.
In Quarter 2 2022/23, 45 out of 89 assessments were completed within 20 weeks of referral, giving a result of 51% against a target of 90%; down from 65% in Quarter 1. Timeliness has declined this quarter. This is primarily due to capacity issues faced by internal and external contributors to assessments in addition to having to contend with a rise in the volume and complexity of needs being identified and the timescale of receiving the required information from external partners. The service is implementing the following actions to target improvements:
• 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.
• Exploring alternative (virtual) arrangements to assessment where this would be appropriate to the child/young person.

KPIs without targets
There are a currently 7 KPIs without targets assigned and it is important to understand why this is the case. CEX2, CEX3, CEX4, PG5 and PG8 are new KPIs introduced for 2022/23 reporting. There needs to be an initial period for these measures to establish the baseline performance, fully understand the results and then to agree a suitable target to aim for. CEX2 is designed to assess the level of channel shift as part of the council's drive to effectively manage demand through our customer touch points. CEX3 is designed as a proxy measure of socioeconomic inequality and will be used to understand the effect of the tackling poverty strategy. CEX4 is a measure of the confidence officers have in the organisation and their willingness to share ethnicity and disability information. It's an important factor in assessing the progress of the Council's Equality Programme. PG8 has been introduced alongside PG9 to understand first how much waste we produce and then second where that waste goes. PG2 and PG3 are important KPIs to understand the demand on the council for homelessness prevention and how it is dealt with. The cost-of-living crisis is driving increased demand along with increased complexity in this area. Targeting at this time with so much uncertainty economically would be difficult and of limited value.

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		
Next Financial Year (Year 2)	Nil		
Following Financial Year (Year 3)	Nil		

Other financial information relevant to the Recommendation/Decision

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

Public Sector Equality Duty
Please confirm that due regard to the Public Sector Equality Duty has been taken and if an equalities assessment has been completed or explain why an equalities assessment is not required.

Climate Emergency – *This 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*
Please state clearly what the impact of the decision being made would be on the Council's carbon neutral objective.

Reasons for considering the report in Part 2

List of Background Papers

Contact Will Roper	**Service** Insight Strategy and Inclusion
	Email will.roper@wokingham.gov.uk

Appendix:
Quarter 2 2022/23
Key Performance Indicators

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 a key part of the 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.

Top Wins

- We have achieved a significant improvement in reducing our waiting list down to zero and 100% of customers requiring assessments were allocated within timescales during Quarter 2.
- The proportion of people coming to our front door, who are provided with information and advice, has been steadily increasing over the last year and improved further in Quarter 2.
- The Specialist Accommodation project has been a success for the service where we are supporting people with a learning disability to live in their own home. The impact of this project is evident in the improvement achieved for the key performance indicator AS4. There are currently 7 schemes with 26 people who have or are moving into their own accommodation.

Top Opportunities

Adult Services Transformation Programme will identify and maximise opportunities for improvement over the next 3 to 4 years. Improvements are expected with the following KPIs:
- Front door activity (AS3)
- Better demand management due to strength-based practice (AS5 & AS4)
- Consistent operational performance management (AS2)

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 increased numbers but also people with higher needs.

In addition to the added pressures on workforce due to Covid-19, particularly with increases in sick leave, there is also a national challenge with recruiting qualified Occupational Therapists and Social Workers. Locally we have developed a recruitment and retention plan to support us with this.

Quarter 2 2022/23 Performance Summary

Adult Services targets are set to be stretching and are deliberately challenging to achieve.
- 72% of KPIs achieving target, Green
- 14% of KPIs slightly off-target, Amber
- 14% of KPIs below target, Red

- 3 KPIs have improved performance compared to Q1 22/23
- 1 KPIs have maintained performance
- 3 KPI has deteriorated compared to Q1 22/23

Red, 1, 14% | Amber, 1, 14% | Green, 5, 72% — Adult Services Q2 22/23 Performance
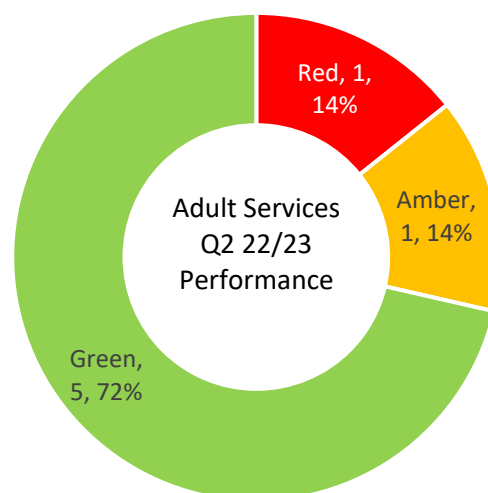
Overview
The CEO's Office is an enabler, supporting other areas of the council and partner organisations to deliver what's most important to our residents. This includes work with the voluntary sector to help those most at need, helping the wider organisation to ensure the support available to residents is effectively communicated and supporting services to continue to develop through the change programme. In particular the Customer Experience Programme has been pushing forward to improve our resident's experience.

Top Wins
- Opening of the new library in the Carnival Hub
- Started the roll out of the new customer excellence learning programme to better understand the need of our residents and shape our services to best meet them.
- Expanded the Hardship Alliance and established the Hardship Alliance Action Group to deliver on the recently approved Tackling Poverty Strategy. The Hardship Alliance at the centre of our community response to the cost of living crisis.
- The new Policy and Strategy Digest has been launched giving officers across the council information and updates on issues that may affect Wokingham in the future.

Top Opportunities
- Growth of the Equality Forum will give us more diverse input into the equalities programme
- The launch of the new HR structure and the development of a dedicated workforce programme gives the council the foundation needed to ensure its workforce continues to develop.
- The programme to replace the Councils website gives us a great opportunity to deliver an improved customer online experience and manage costs through greater channel shift.

Challenges
- Cost of living crisis continues to drive increased demand with greater complexity of cases to our supporting services
- Recruitment is increasingly challenging often having to recruit through agencies as direct recruitment is increasingly not meeting our requirements.
- Increasing inflation driving costs up.

Quarter 2 2022/23 Performance Summary
- 37% of KPIs achieving target, Green
- 25% of KPIs slightly off-target, Amber
- No KPIs are reported Red for Q2.

3 KPIs are new for 22/23 and therefore targets are not yet assigned. These will be confirmed once baselines have been agreed.

- 4 KPIs have improved performance compared to Q1 22/23
- 3 KPI has deteriorated compared to Q1 22/23

N/A, 3, 38%

Amber, 2, 25%

Chief Executive's Office Q2 22/23 Performance

Green, 3, 37%
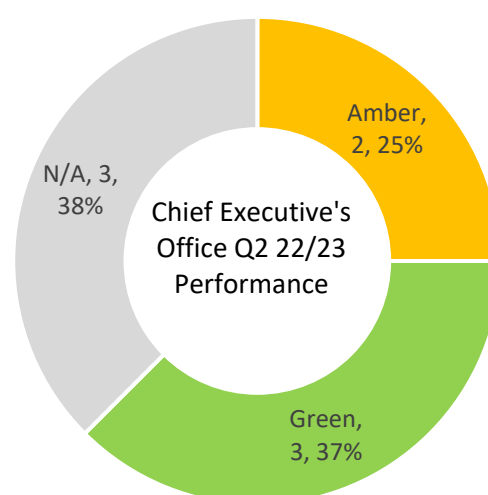
Overview

Children's Services are responsible for undertaking the LA statutory duties in relation to education including the provision of services for children with SEND, the delivery of statutory social care services and a range of early help provision, together with the services which support and quality assure these functions. We focus on making a difference, we aim high, we are strategic, efficient and effective, we value our people and we drive partnership, collaboration and co-production. We are striving to become a child friendly community, where children are safe and are cared for, they enjoy and achieve, are healthy and resilient, ready for adulthood and are happy, hopeful and loved.

Top Wins

- Over 900 children and young people were engaged in the Holiday Activities and Food Programme during the school summer break in August, which included bespoke sessions for children and young people with SEND and an additional offer for Ukrainian families.
- New intake of Assessed and Supported Year in Employment (AYSE) Social Worker increased from 8 to 10
- All the young people in care who studied for level 3 qualifications (A levels and A level equivalents) reached their personal goals – 2 accepting University offers and one starting an apprenticeship.

Top Opportunities

- Work has started to create live reports and dashboards using the Power Business Intelligence (Power BI) tool. The aim is to provide real-time analytics to the services to support effective performance management, this will enable us to move away from circulating a number of scheduled and ad-hoc reports.
- There is an opportunity to work more closely with the voluntary sector to ensure that preventative activity is maximised as they often have trusted relationships with families, understand their challenges, and are well placed to deliver help which prevents families' issues escalating.
- Multiply is a programme of adult education to improve the numeracy skills of adults 19+ who do not have a GCSE grade C (4) or equivalent in Maths. Wokingham has won a contract to deliver the programme over a three-year period.

Challenges

- The Safety Valve programme is led by the Department for Education to support Local Authorities in managing DSG deficits. This is a challenging programme of interventions to lead to a balanced budget position within a five-year period. Negotiations with the DfE and ESFA are ongoing to achieve a Safety Valve Agreement by mid-January 2023.
- Significant challenge of recruitment and retention in face of increased salary offered by neighbouring authorities.
- Placements of children with a range of highly complex needs are increasingly difficult to find, which results in Children's Services having to identify and implement local solutions.
- Increase of Unaccompanied Asylum-Seeking Children quota has risen from 28 to 41, this has long-term financial implications – work has taken place to model the impact on resources.

Quarter 2 2022/23 Performance Summary
- 83% of KPIs achieving target, Green
- No KPIs are reported as Amber (slightly-off target) for Q2
- 17% of KPIs below target, Red

- 3 KPIs have improved performance compared to Q4 21/22
- 3 KPI have slightly deteriorated compared to Q4 21/22

Red, 1, 17%

Children's Services Q2 22/23

Green, 5, 83%
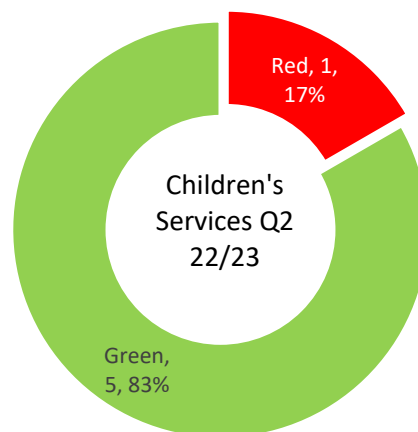
Overview

This department continues to perform well in light of increased demands for services primarily caused by the economic downturn. Some of the successes included the continual delivery of new modular properties at Grovelands, which improve the quality of living standards and at the same time maximise our ambitions to offset carbon. Officers within Housing Services have successfully increase housing opportunities through our relationship with Registered Providers and the Private Rental Sector which has enable the council to reduce its need for temporary accommodation. The drive to be an exemplar in respect of our approach to tackling Domestic Abuse has been recognised by DLHUC who have commended the work of the Domestic Abuse Partnership Board

There are many challenges that still remain. Services within the department are struggling to recruit certain roles, particularly in Highways and Building Control Services. The economic downturn will undoubtedly continue to increase demand for services, particularly in housing, where the causes of homelessness are becoming far wider reaching. This challenge coupled with the potential increase in housing demand from Ukrainian refugees, once hosting arrangements start to end, and the national challenge of the quantity of the overall asylum seeker challenge will at some point further increase demand.

Local bus services are undoubtedly essential for many within the community, particularly, fare paying school children, those with hospital and other health related appointment and those who use public transport to travel to work. Reading Buses, like other bus service providers have a significant challenge of driver retention and recruitment primarily caused by higher wages offered in other sectors. This challenge has started to affect some routes and timetables and this national shortage of drivers appears to be a challenge going forward although discussion are taking place regularly with the CE of Reading Buses to try to mitigate the challenge wherever possible.

Top Wins
- Building Controls Solutions have won a Regional LABC Award for their part in a Best Residential Extension project at Bluewell Way, Thatcham. The project has also been shortlisted for the National Awards.
- Wokingham and Twyford in bloom.
- Award winning modular building scheme
- Delivery of Woosehill section of Route B Greenway
- Completion of Barkham Street Capital Drainage Scheme – reduction in surface water flooding to road and properties.
- National recognition from DLHUC for our Domestic Abuse Partnership Board work.

Top Opportunities
- Delivery of the Woodley active travel scheme to support the ambitions of the councils climate change agenda and encourage a behaviour shift.
- Consultation on draft Tree Strategy
- Waste strategy consultation completion
- Innovation UK launch pad
- The Council will be bidding for money from the UK shared prosperity fund following its announcement by Central Government.
- Bidding for the levelling up fund 2.
- Delivery of the final section of new road in Arborfield
- Arborfield village improvement project.
- 2022/23 winter tree planting

Challenges

- Likely economic down turn and recession
- 5 year housing land supply marginal following recent planning appeals
- Ukrainian refugee crisis – communities integration and service levels
- Cost savings and income generation targets
- Further reducing B&B use
- Bus service remain challenging because of covid levels, drive shortages and high fuel costs
- Global inflation
- Recruitment issues
- Political instability
- Contractual challenges

Quarter 2 2022/23 Performance Summary

- 13% of KPIs achieving target, Green
- 37% of KPIs slightly off-target, Amber
- No KPIs are reported as below target, Red.

The remaining KPIs do not have targets currently assigned and therefore the RAG status is reported as N/A.

Place & Growth Q2 22/23 Performance

N/A, 4, 50%

Amber, 3, 37%

Green, 1, 13%
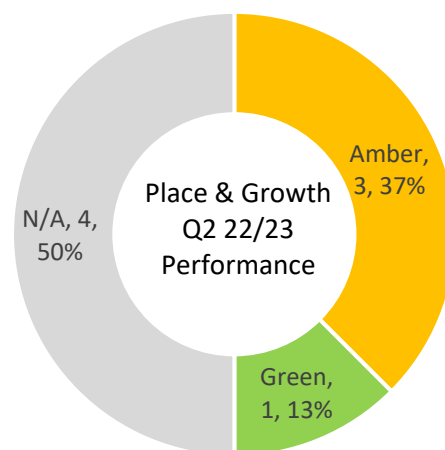
Overview

Along with the hard work needed to deliver the continued positive results reported here there has been significant activity from officers across the council to deal with the financial challenges we face. The headwinds coming from the cost of living and a potential recession threaten the Councils income streams and are compounded by high inflation which mean that everything the council does costs more.

Top Wins
- Continued upwards trend of leisure participation as well as increased volume through leisure centres and early intervention programmes
- Council tax and business rates collection levels continue to hold up in tough conditions, key to our financial security despite the challenging climate
- Carnival Pool hub opened on time and on budget at the start of the quarter.
- Reducing the revenue over spend by £700k through collective council endeavours
- Distribution of the first scheme for the household support fund and initiating the second scheme

Top Opportunities
- Barkham Solar Farm planning continues to progress with 2 more in the pipeline
- Continuing to drive the uptake of leisure post covid and taking advantage of the new leisure facilities opening soon at the carnival pool in Q2
- Expanding community health programmes and utilising the discretion to flex fees and charges based on customer feedback

Challenges
- Creating a balance revenue and capital budget for 2023/24
- Balancing the revenue budget in year
- Delivery of the residential element of the carnival hub regeneration
- Increased cost of borrowing
- Impact of the costs of living crisis
- The cost of inflation
- The lingering effects of covid

Quarter 2 2022/23 Performance Summary
- 82% of KPIs achieving target, Green
- 18% of KPIs are slightly off-target, Amber
- No KPIs are reported as Red for Q2

- 7 KPIs have better performance than in Q1 22/23
- 1 KPI has worse performance than in Q1 22/23

Amber, 2, 18%

Resources & Assets Q2 22/23 Performance

Green, 9, 82%
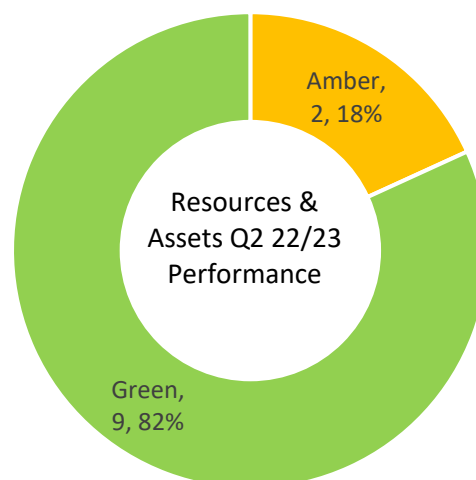
Appendix A-1: Adult Services Key Performance Indicators 2022/23 Summary Table

| Ref	Description	RAG	DoT
AS1	Percentage of safeguarding concerns, leading to an enquiry, completed within 2 working days	Red	Better
AS2	Social work assessments allocated to commence within 28 days of the request (counted at point of allocation)	Green	Better
AS3	Percentage of new contact referrals closed with advice, information or signposting	Green	Better
AS4	The proportion of adults with a learning disability who live in their home or with their family (ASCOF Measure 1G)	Green	No change
AS5	New permanent admissions to residential or nursing care homes (65+) (ASCOF Measure 2A2)	Green	Worse
AS6	Proportion of people receiving long term care who were subject to a review in the last 12 months	Green	Worse
AS7	Percentage of CQC registered providers that are rated Good or Outstanding	Amber	Worse

Appendix A-2: Adult Services Key Performance Indicators 2022/23 Detailed Information

AS1- Percentage of safeguarding concerns, leading to an enquiry, completed within 2 working days

Period	Actual	Target	RAG	DoT
Q1 22/23	51%	61% or more	Red	No change
Q2 22/23	54% (77/142)	61% or more	Red	Better
Q3 22/23				
Q4 22/23				
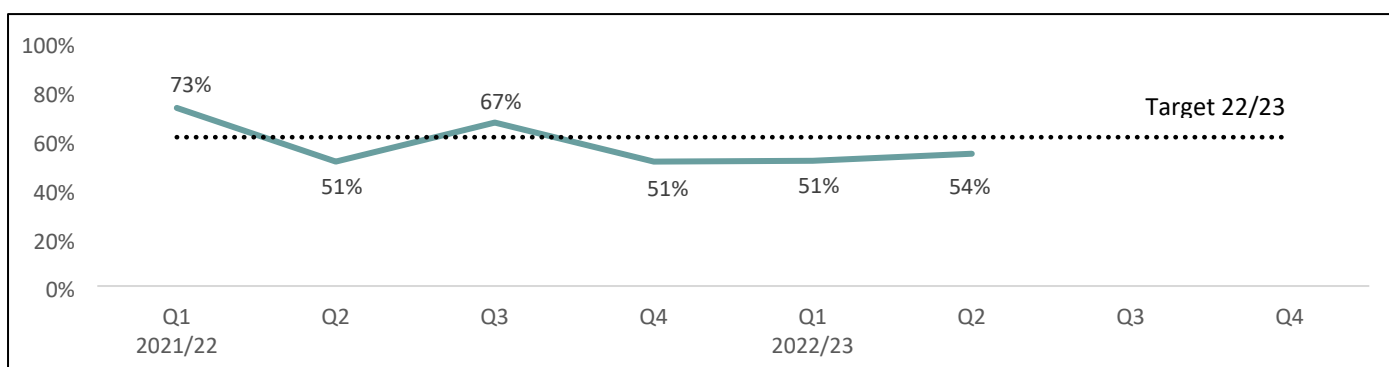
Benchmarking: N/A. This is not monitored as a national indicator. This indicator is set locally to achieve best practice performance by responding to safeguarding concerns in a timely manner. Our annual performance for 2020/21 was 61%. This local target was set with the aim of maintaining that level of improved performance.

Service Narrative: Priority: Keeping People Safe.
The target was achieved in September 2022 with performance improving to 67%.

Performance has been under target for the last three quarters for a number of reasons. Pressure on the service has increased immensely over the past 2 years with the volume of Safeguarding Concerns having increased by 76% on pre-pandemic referral rates. Those concerns meeting the statutory criteria for Section 42 Enquiry are presenting as increasingly complex and require more intensive multiagency responses. These pressures have been heightened by an increase in staffing pressures due to vacancies, as well as an increase in 'out-of-scope' referrals, particularly from South Central Ambulance Service (SCAS) and Thames Valley Police (TVP), as well as some commissioned services – these are referrals that are not about abuse

or neglect and alternative pathways should in fact have been used. Face to face education is being provided to those commissioned services most often making 'out-of-scope' referrals to look to address the problem at source. ASC Head of Service is working with the Safeguarding Adults Board and other Local Authorities in the West of Berkshire to collaborate with SCAS and TVP to seek to educate them on the impact of 'out-of-scope' referrals and to try and reduce the volume of these. In the meantime, a BRAG process is used within triage – this means that every concern is screened within the first hour or so of it being received and marked as Black, Red, Amber, or Green according to level of risk and the highest risk cases being prioritised for full triage. This provides a level of assurance that whilst the team is unable to meet the performance target, they are prioritising the highest risk cases appropriately. An audit has been undertaken to assure ourselves the BRAG is being applied correctly and this has been confirmed.

AS2 – Social work assessments allocated to commence within 28 days of the request (counted at point of allocation)

Period	Actual	Target	RAG	DoT
Q1 22/23	79%	87% or more	Red	Better
Q2 22/23	100% (210/210)	87% or more	Green	Better
Q3 22/23				
Q4 22/23				
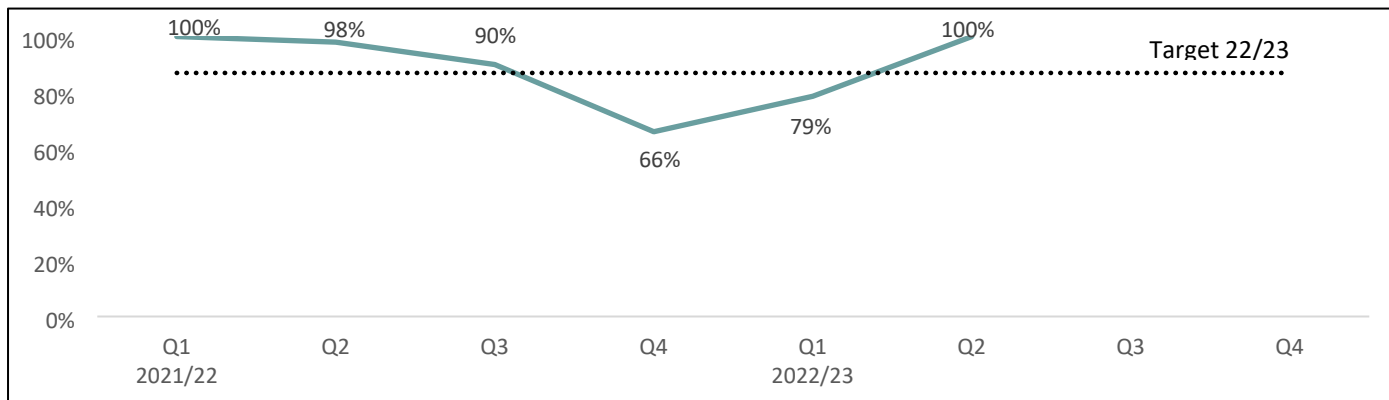
Benchmarking: N/A. This is not monitored as a national performance measure. However, we now from the results of a recent survey of Local Authorities that nationally 12% of people awaiting a social work assessment have been waiting more than 6 months. Over the last 18 months, the maximum wait for anyone in Wokingham borough was 30 days. We aim to not keep people waiting more than 28 days to ensure best practice.

Service Narrative: Priority: Involve people in their care and support.
Following a decline in performance last year we are now achieving 100% of assessments allocated within timescales. People must be provided with the right combination of care, in the right place at the right time, in ways that will be sustainable going forward. There is a process of triaging and risk assessing all contacts received to ensure those requiring immediate attention are prioritised.

AS3 – Percentage of new contact referrals closed with advice, information or signposting

Period	Actual	Target	RAG	DoT
Q1 22/23	18%	18% or more	Green	Worse
Q2 22/23	24% (55/228)	18% or more	Green	Better
Q3 22/23				
Q4 22/23				
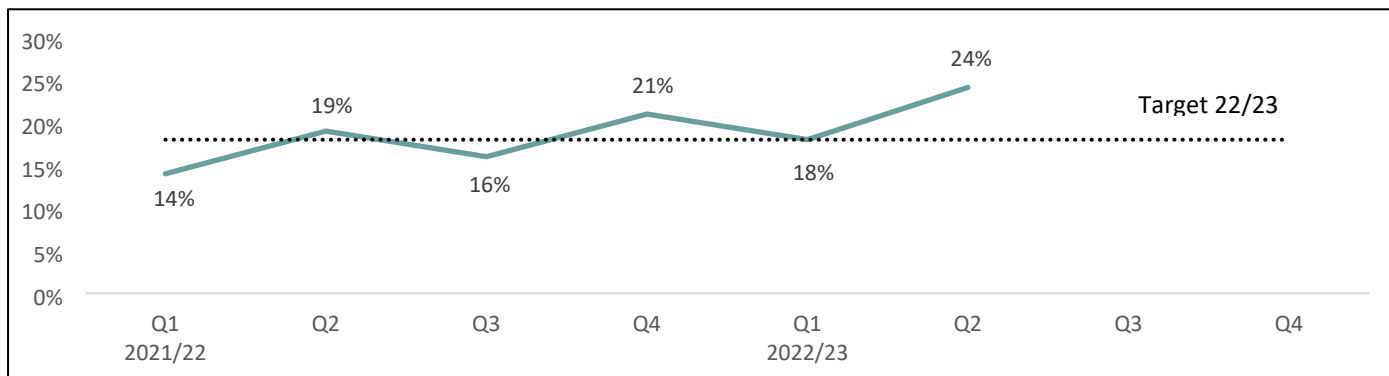
Benchmarking: N/A. The target is set with the aim of improving our local performance for this specific area (information and advice). Comparative data from our statutory return is not reported with the same definition but monitors all new contacts from the community, resulting in signposting or universal services. For this measure we were 7th highest in the region.

Service narrative: Priority: Prevent, Reduce, Delay the need for formal care and support
The target has been achieved for the last three quarters and performance improved in Q2 2022-23.

To prevent, reduce and delay the need for formal care and support is one of our priorities. Providing high quality advice, information or signposting at the first point of contact is key in achieving this aim. The customer pathway must be simple and efficient. It is essential that our residents are encouraged to self-serve where it is appropriate and possible. Whenever and however people and their carers contact services, they should receive a positive response and appropriate support to help resolve the issues they face.

AS4 – The proportion of adults with a learning disability who live in their own home or with family (ASCOF Measure 1G)

Period	Actual	Target	RAG	DoT
Q1 22/23	87%	87% or more	Green	No change
Q2 22/23	87% (449/518)	87% or more	Green	No change
Q3 22/23				
Q4 22/23				
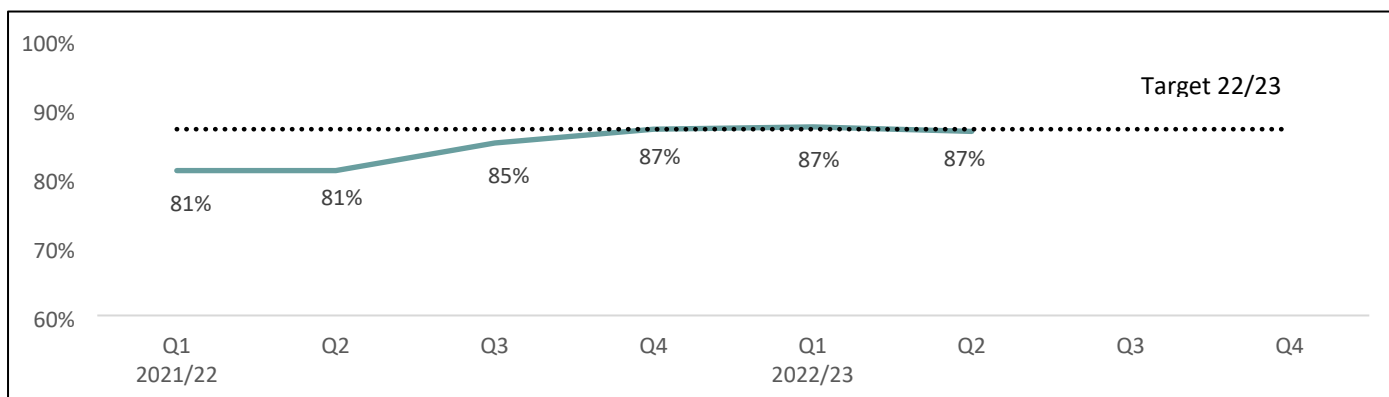
Benchmarking: Wokingham Borough Council scored 38 out of 152 Local Authorities for this ASCOF National Measure performance in 2021/22 (where 1 is best). Wokingham achieved 86.8% which is better than the England result of 78.8% and regional result of 76.2%. Our local target is set with the aim of sustaining or improving our 2021/22 performance of 87%.
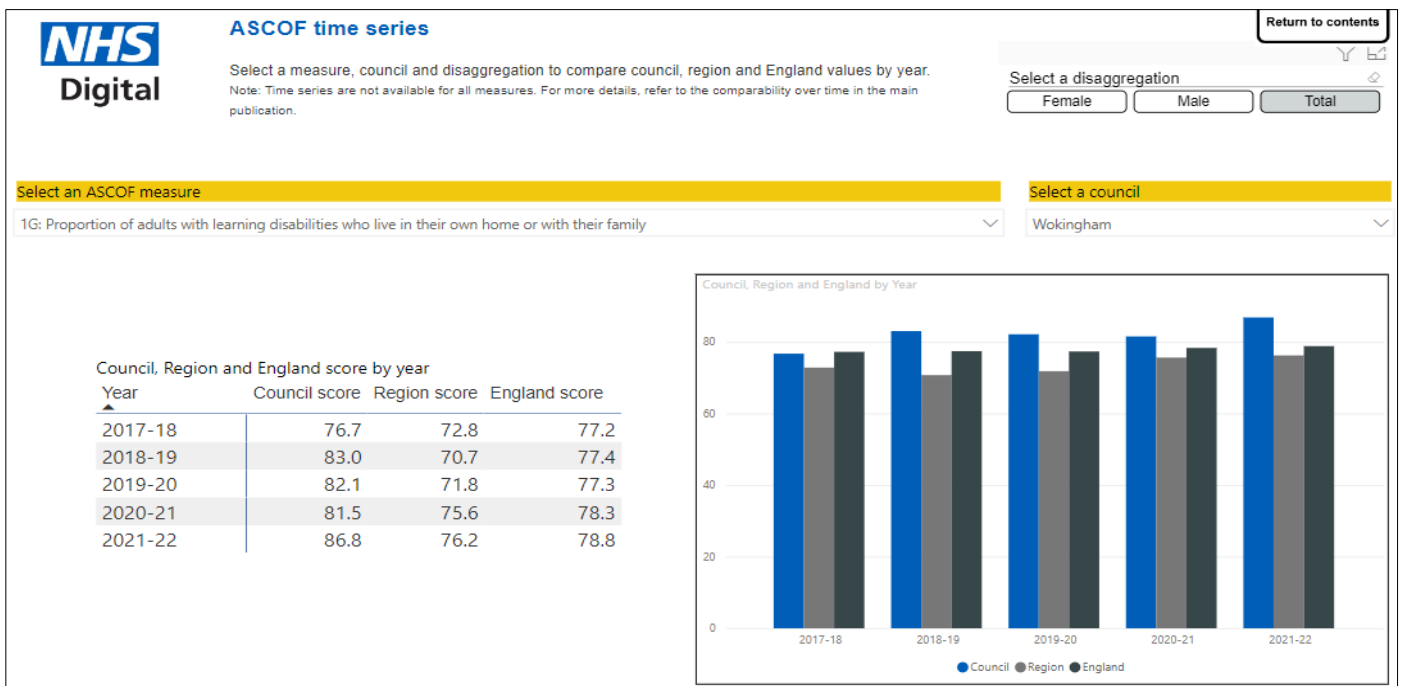
Service Narrative: <u>Priority to involve people in their care and support</u>.
We have improved in our performance in 2021/22 and this has been maintained over the last two quarters. We aim to support people with a learning disability to live independently in suitable accommodation for as long as possible.

AS5 – New permanent admissions to residential or nursing care homes (65+) (ASCOF Measure 2A2)

Period	Actual	Target	RAG	DoT
Q1 22/23	17	Less than 27	Green	Worse
Q2 22/23	22	Less than 27	Green	Worse
Q3 22/23				
Q4 22/23				
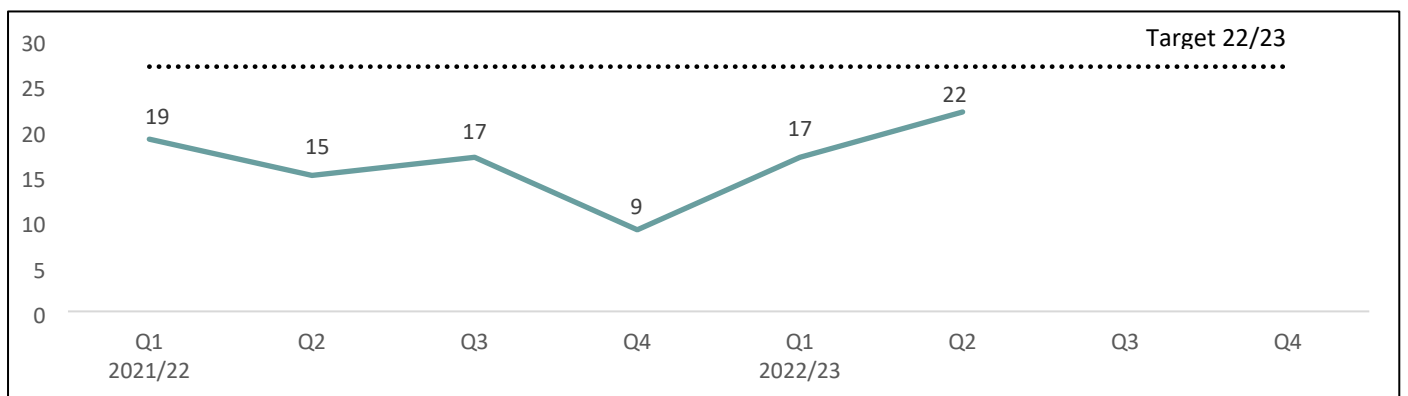
Benchmarking: Wokingham Borough Council scored 6 out of 152 Local Authorities for this ASCOF National Measure performance in 2021/22 (where 1 is best). Our aim is to reduce the number of long-term admissions to care homes.

In 2021/22 Wokingham reported, annually, 212.6 admissons to residential and nursing care homes for people age 65+, per 100,000 population compard to 524.3 in the South East and 538.5 in England.

ASCOF time series

Select a measure, council and disaggregation to compare council, region and England values by year.
Note: Time series are not available for all measures. For more details, refer to the comparability over time in the main publication.

Return to contents

Select a disaggregation
Total

Select an ASCOF measure

2A2: Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population

Select a council

Wokingham

Council, Region and England score by year

Year	Council score	Region score	England score
2017-18	394.5	561.5	585.6
2018-19	362.5	517.7	577.6
2019-20	431.2	526.5	584.0
2020-21	353.3	489.0	498.2
2021-22	212.6	524.3	538.5

Council, Region and England by Year
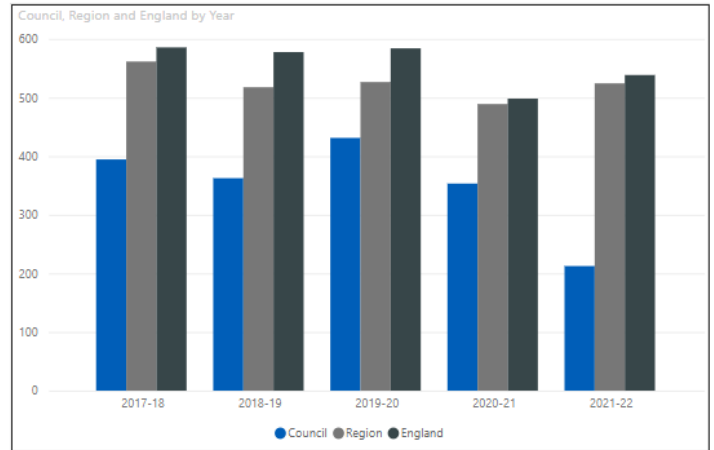
Service Narrative: <u>Priority to Prevent, Reduce, Delay the need for formal care and support</u>.
We consistently achieve the target for reducing the number of long-term admissions to care homes and perform well in comparison to other areas.

Achieving a reduction in the number of people entering care homes (residential or nursing) evidences that we are putting in the right measures to effectively reduce, delay, prevent the need for long term care and support.

AS6 – Proportion of people receiving long term care who were subject to a review in the last 12 months

Period	Actual	Target	RAG	DoT
Q1 22/23	76%	67% or more	Green	Better
Q2 22/23	74% (1150,1555)	67% or more	Green	Worse
Q3 22/23				
Q4 22/23				
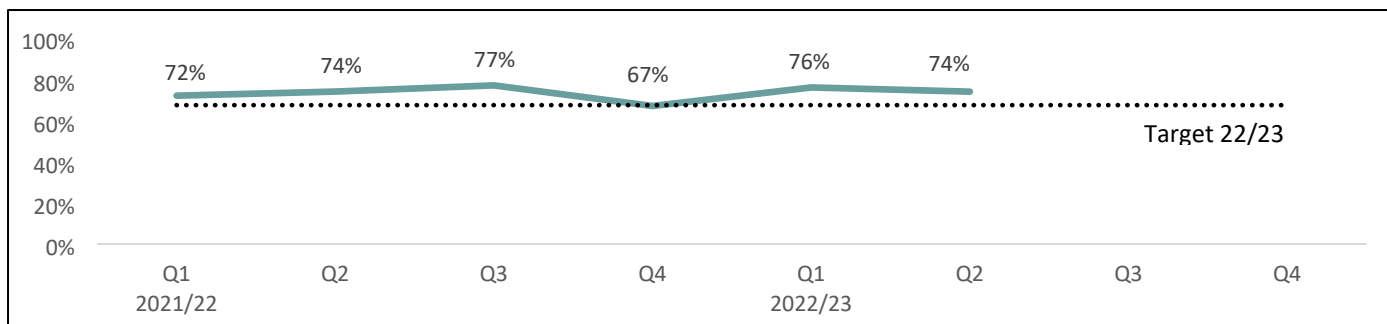
**Benchmarking:** Wokingham is ranked 2 out of 16 South East Local Authorities (where 1 is best). The 2021/22 target has been set as a challenging stretch target. Our aim is to perform in the top quartile in comparison to other Local Authorities. Currently our performance for people with a review or assessment in the last 12 months places us 2nd highest in the South East Benchmarking Club.

Service Narrative: Priority to Involve people in their care and support.
Performance has improved following a drop in Q4 2021/22 and has remained above target the last two quarters. People must be provided with the right combination of care, in the right place at the right time, in ways that will be sustainable going forward. Local Authorities have a duty under the Care Act to undertake reviews of care and support plans to ensure that plans are kept up to date and relevant to the person's needs and aspirations, provides confidence in the system and mitigates the risks of people entering a crisis situation.

AS7 – Percentage of CQC registered providers that are rated Good or Outstanding

Period	Actual	Target	RAG	DoT
Q1 22/23	Nursing Homes: 88% Residential Homes: 88% Domicilary Care: 91%	Better than South-East: Nursing Homes: 78% Residential Homes: 85% Domicilary Care: 90%	Green	Better
Q2 22/23	Nursing Homes: 73% Residential Homes: 92% Domiciliary Care: 90%	Better than South-East: Nursing Homes: 78% Residential Homes: 85% Domicilary Care: 90%	Amber	Worse
Q3 22/23				
Q4 22/23				
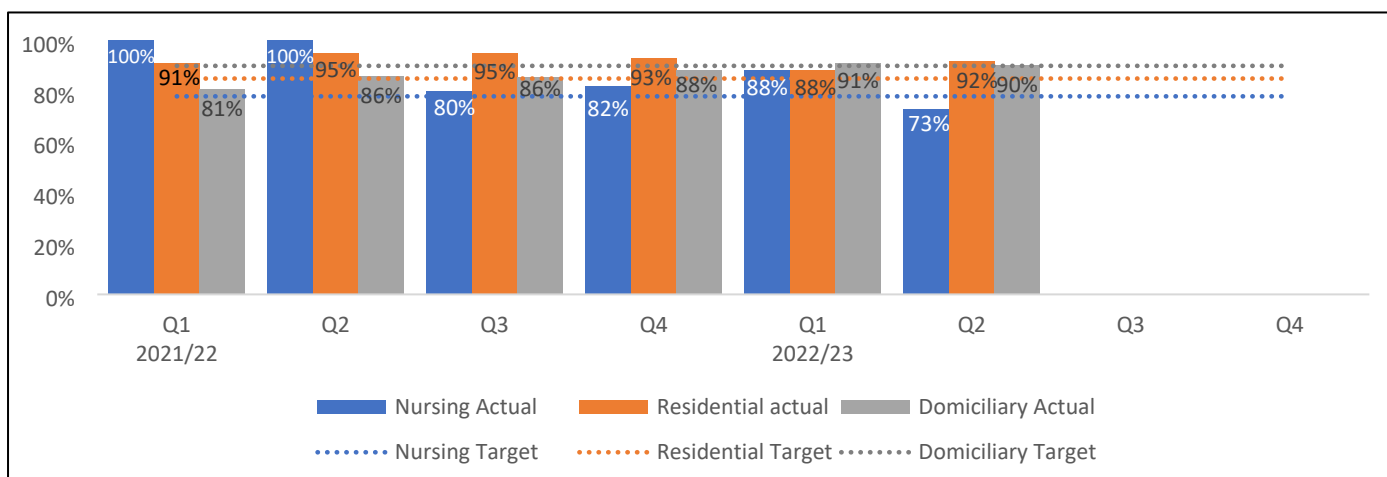
Benchmarking: The target for this indicator is to perform better than South East region. Registered provision rated Good or Outstanding across the South East was as follows at the end of 2021/22: Nursing Homes 78%, Residential Homes 85%, Domiciliary Care 90%.

In the Care Quality Commission (CQC) Local Area Data Profile (published March 2020), Wokingham LA was reported to have:
- 100% of nursing homes Good or Outstanding, compared to 74% in England
- 90% of residential homes Good or Outstanding, compared to 83% in England
- 67% of domicilliary care agencies Good or Outstanding, compared to 72% in England.

CareQuality Commission — Adult social care ratings

This map shows the overall ratings of all active adult social care locations within Wokingham. There may be multiple locations in one position so not all locations may be visible
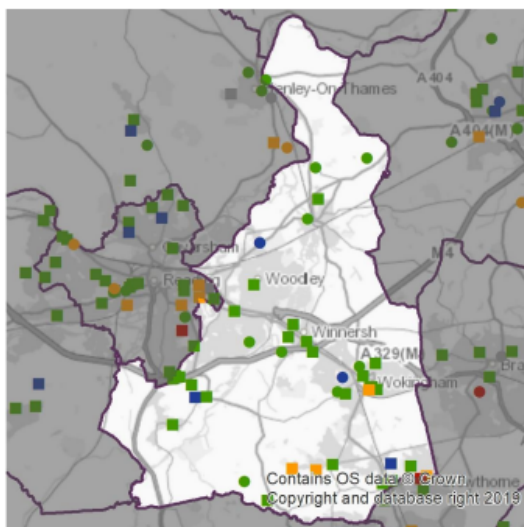
Nursing homes - see circles on map

Area	Inadequate	R.I.	Good	Outstanding	Unrated
This LA	0% (0)	0% (0)	75% (9)	25% (3)	0% (0)
England	2%	21%	69%	5%	3%
Comparators	2%	21%	69%	5%	4%

Residential homes - see squares on map

Area	Inadequate	R.I.	Good	Outstanding	Unrated
This LA	0% (0)	10% (4)	85% (35)	5% (2)	0% (0)
England	1%	13%	79%	4%	2%
Comparators	2%	15%	77%	5%	2%

Domiciliary care agencies - not shown on map

Area	Inadequate	R.I.	Good	Outstanding	Unrated
This LA	0% (0)	18% (6)	61% (20)	6% (2)	15% (5)
England	1%	11%	68%	4%	17%
Comparators	1%	10%	72%	4%	13%

Community care services - not shown on map

Area	Inadequate	R.I.	Good	Outstanding	Unrated
This LA	0% (0)	0% (0)	71% (10)	7% (1)	21% (3)
England	0%	7%	73%	5%	15%
Comparators	1%	8%	72%	5%	15%

Source: CQC- 17 March 2020

Service Narrative: <u>Priority to work in partnership and commission services that deliver quality and value for money</u>.

Three nursing homes are rated as Requires Improvement which has caused the drop of those rated as Good/Outstanding to 73%. Two of the homes are owned by the same provider and therefore affected by the same concerns. All three homes are being supported by the Local Authority to address the areas requiring attention through the Care Governance arrangements.

We aim to ensure we maintain a high proportion of regulated services in the local area that are judged as good or outstanding. CQC inspection ratings for care providers are above national averages in Wokingham Borough as evidenced in our Market Position Statement.

Appendix B-1: Chief Executive's Office Key Performance Indicators 2022/23 Summary Table

Ref	Description	RAG	DoT
CEX1	Number of people registered on the Engage platform	Green	Better
CEX2	Proportion of Customer Services enquiries resolved via Self-Serve	N/A	Worse
CEX3	Proportion of Wokingham resident pupils eligible for Free School Meals at Wokingham borough schools	N/A	N/A
CEX4	Proportion of WBC staff who have self-declared their ethnicity and disability information via internal BWO system	N/A	Worse
CEX5	Expected voluntary staff turnover	Amber	Better
CEX6	WBC staff sickness absence	Amber	Worse
CEX7	Overall customer satisfaction across phone and web	Green	Better
CEX8	Early resolution versus Stage 1 customer complaints	Green	Better

Appendix B-2: Chief Executive's Office Key Performance Indicators 2022/23 Detailed Information

CEX1 – Number of people registered on the Engage platform

Period	Actual	Target	RAG	DoT
Q1 22/23	6,207	5,000 or more	Green	Better
Q2 22/23	7,114	5,000 or more	Green	Better
Q3 22/23				
Q4 22/23				
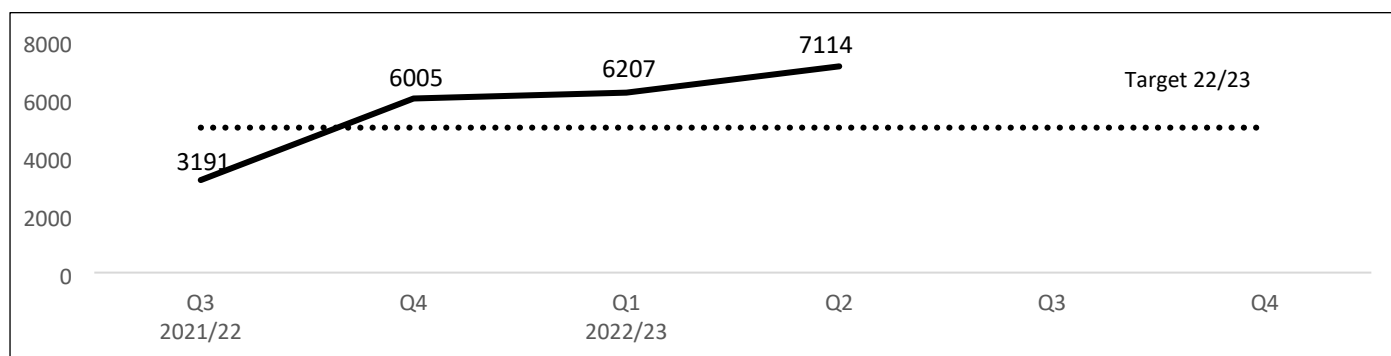
Benchmarking: The provider of Engage platform estimate that if we are engaging with around 3% of our total population, that is considered to be good performance. It is expected that it can take between 18-24 months to achieve this target level of engagement. Wokingham Borough has a population size of 177,500. Therefore, if we are engaging with 5,325 or more we are considered to be performing well and in-line,or better, than other organisations using Engage.

CEX2 – Proportion of Customer Services enquiries resolved via self-serve

Period	Actual	Target	RAG	DoT
Q1 22/23	81% (25,669 / 31,624)	TBC	N/A	No change
Q2 22/23	80% (5,922 / 7,394)	TBC	N/A	Worse
Q3 22/23				
Q4 22/23				
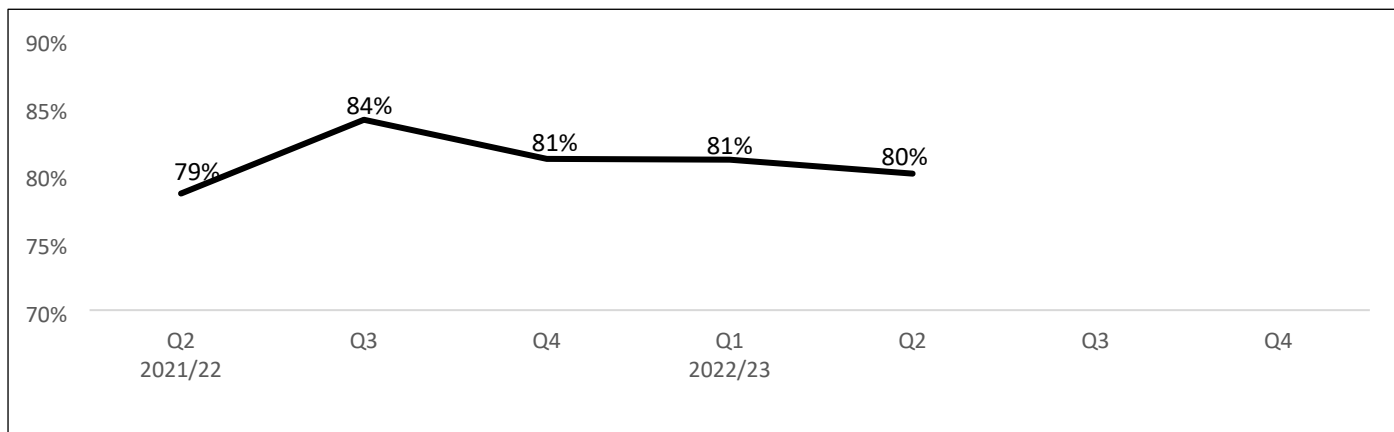
Service Narrative: Higher volume of customer enquiries were received during Q1 2022/23 due to garden waste renewals.

CEX3 – Proportion of Wokingham resident pupils eligible for Free School Meals in Wokingham borough schools

Period	Actual	Target	RAG	DoT
Q1 22/23 May 22 Census	8.4% (2,223 / 26,544)	TBC	N/A	N/A
Q2 22/23				
Q3 22/23 Oct 22 Census				
Q4 22/23 Jan 23 Census				
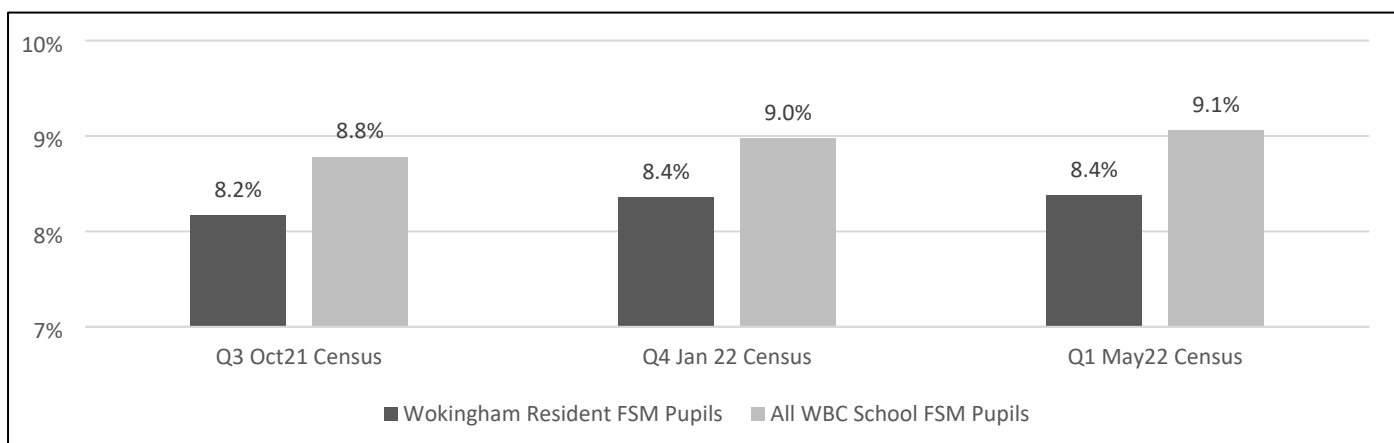
Benchmarking: For the 2021/22 academic year, 12.6% of pupils in the South East region were eligible for Free School Meals and 17% across England. As at the May 2022 census, 8.4% of Wokingham-resident pupils were eligible for Free School Meals (9.1% for all WBC school pupils).

CEX4 – Proportion of WBC staff who have self-declared their ethnicity and disability information via BWO

Period	Actual	Target	RAG	DoT
Q1 22/23	70% (984/1406)	TBC	N/A	N/A
Q2 22/23	69% (966/1410)	TBC	N/A	Worse
Q3 22/23				
Q4 22/23				
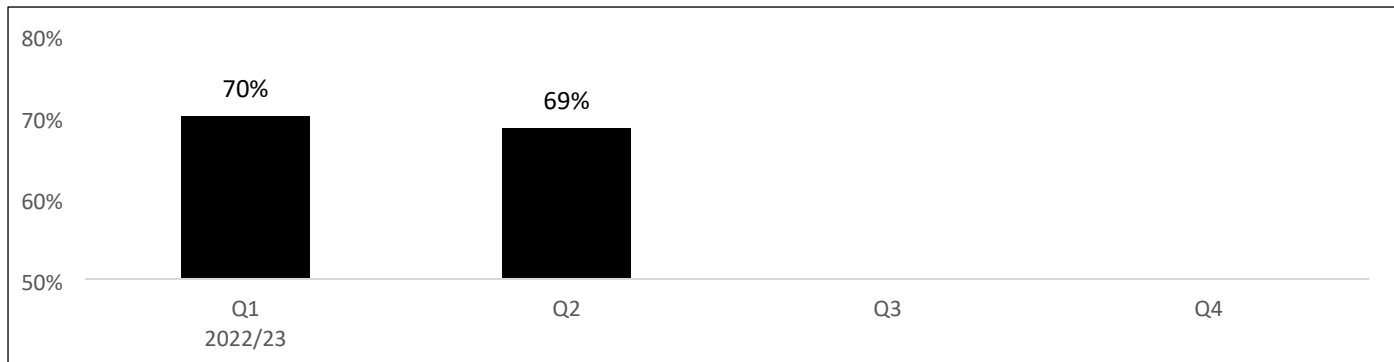
Service Narrative: This figure is indicative of perceptions of the inclusivity of the workplace. A comprehensive communications campaign was undertaken across 2021/22 to encourage self-disclosure and will continue as an all staff, monthly campaign across this year. Staff equality networks will be engaged to help support this campaign. The slightly reduced proportion of staff who have disclosed their ethnicity and disability data from Q1 to Q2 is due to the number of new starters within that period. The council encourages applicants to provide their diversity data during application stage. If new starters have provided their information at application stage, it is added to their BWO record on their behalf. Where new starters have not provided the information at application stage, they are encouraged to self-disclose during their induction period. This reduction represents a small number of new starters who are yet to disclose this data. Targeted communications to new starters will be undertaken to encourage self-disclosure of diversity data.

CEX5 – WBC Voluntary Staff Turnover

Period	Actual	Target	RAG	DoT
Q1 22/23	17.2% (242/1410)	10-15%	Amber	Worse
Q2 22/23	16.3% (231/1413)	10-15%	Amber	Better
Q3 22/23				
Q4 22/23				
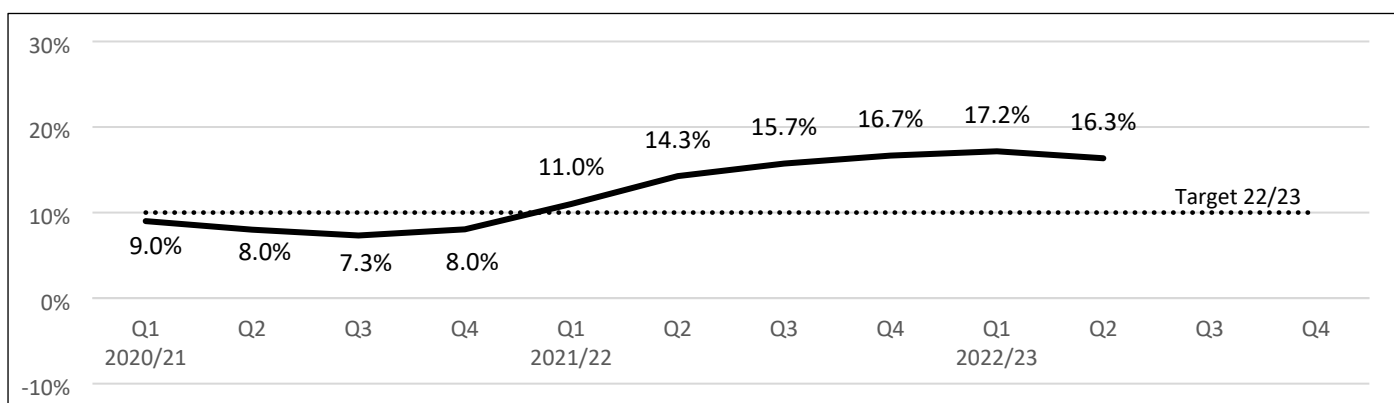
Benchmarking: Local Government Median Labour Turnover Rate 13.4% (2017/18). When comparing staff turnover with neighbouring authorities our turnover is mid table with the highest being 17.14% and the lowest 15.42%

Service Narrative: Voluntary turnover is now at 16.3%. In line with national trends, we saw a peak in turnover following the pandemic as the national 'Great Resignation' was underway but we are now showing a move to pre-pandemic turnover levels in line with our targets for turnover. Staff turnover whilst it can be healthy it's

important for the Council to ensure that it's aware of any trends that are occurring in particular areas of expertise which are difficult to recruit to, need to ensure there are development opportunities for staff to progress their career, people are treated fairly, attention is given to employee wellbeing and working practices are flexible. The Council already has flexible working arrangements in place, there is a review of all HR policies to ensure the Council remains a fair and equitable employer, a programme is being developed to improve learning and development opportunities including qualifications through a strong apprenticeship offer. There is also a comprehensive wellbeing programme in place which is kept under review.

CEX6 – WBC Staff Sickness Absence

| Period	Actual	Target	RAG	DoT
Q1 22/23	6.8 days	6.6 days or less	Amber	Worse
Q2 22/23	7.2 days	6.6 days or less	Amber	Worse
Q3 22/23				
Q4 22/23				
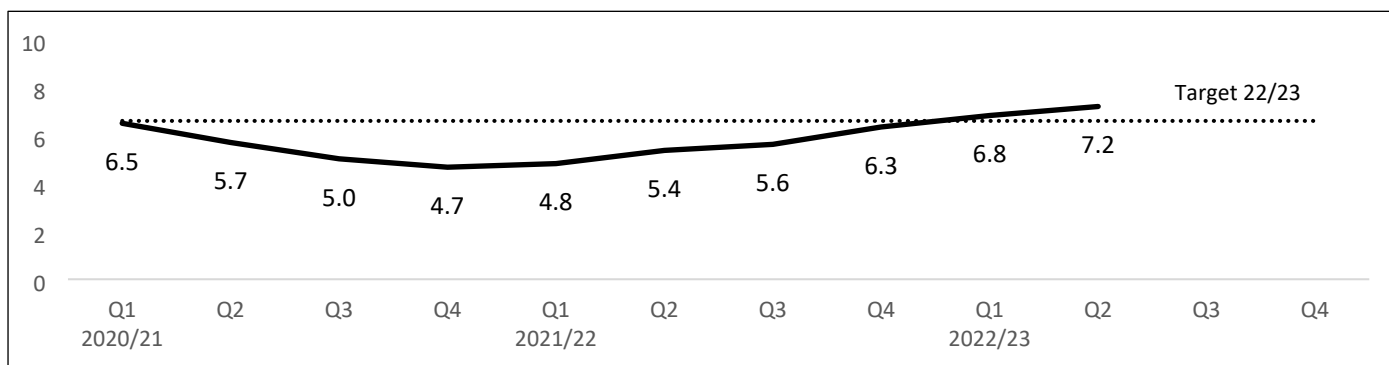
Benchmarking: Average Working Days Lost (AWDL) in Civil Service is 6.1 days (2020/21). LGA Workforce Survey AWDL 8.8 days per FTE (2017/18). Compared with neighbouring authorities our sickness absence is the lowest, with the highest being 9.64.

Service Narrative: The overall absence rate for the Council is now 7.23 average days per employee. We have seen a decrease during 2020 and 2021 due to Covid lockdowns and the prevalence of home working. Absence has now increased beyond previous Covid levels. It is presumed that the increase in absence in front-line staff has been higher as a result of increased exposure to viruses.

Stress and Mental Health makes up 30% of reasons for absence followed by Coronavirus at 17.5%. in response to staff absence we plan to revise our Sickness Absence guidance and roll out additional training for line managers. Additionally line managers and colleagues are supported with Occupational Health and our Employee Assistance Programme. Workshops by our Occupational Health provider ran monthly for line managers to provide additional support and training on discussing Mental Health. Mental Health First Aiders, Wellbeing Wednesday and additional workshops on Wellbeing have also been run to support both colleagues and line managers.

CEX7 – Overall Customer Satisfaction across phone and web

Period	Actual	Target	RAG	DoT
Q1 22/23	79% satisfied web 76% satisfied phone	70% or more overall	Green	Better
Q2 22/23	60% satisfied web 75% satisfied phone	70% or more overall	Amber	Worse
Q3 22/23				
Q4 22/23				
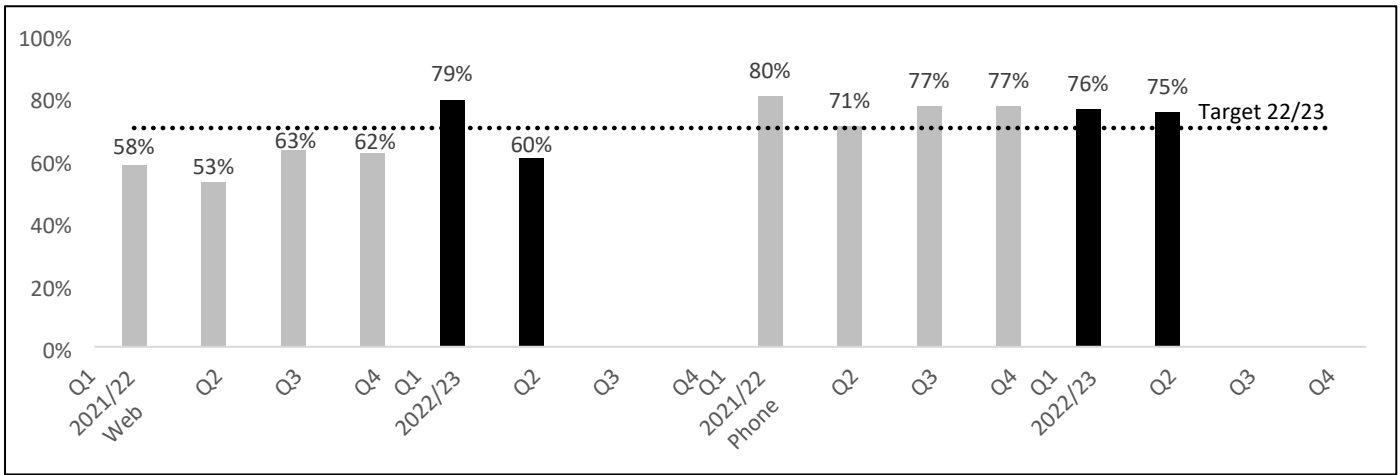
Service Narrative: Q2 web figure is lower than Q1 due to the positive experiences reported by customers who used the garden waste renewal process in May. This impacted on the quarterly comparison. Feedback on performance against the customer charter, showed an overall combined satisfaction score of 87%. Some customers fed back that they had difficulty in getting through to the right person to get their issues fixed, this impacted the first time fix and getting help score - 66%.

Plans for a new website are progressing, to improve the digital experience. The project is currently in discovery phase, and all user feedback is being gathered. Work is also underway with a supplier to improve the council tax portal following customer feedback about their negative experiences when trying to access it.

CEX8 – Early Resolution versus Stage 1 Complaints

Period	Actual	Target	RAG	DoT
Q1 22/23	ER: 50% (62) S1: 50% (61)	ER 70%: S1 30%	Red	Worse
Q2 22/23	ER: 74% (164) S1: 26% (58)	ER 70%: S1 30%	Green	Better
Q3 22/23				
Q4 22/23				
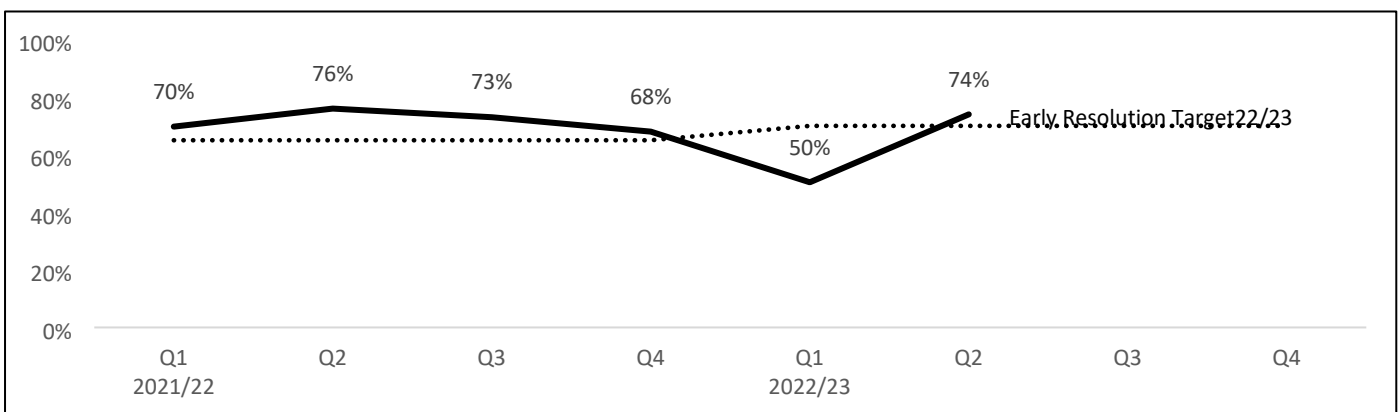
Service Narrative: The number of complaints resolved at early resolution stage is exceeding target, due to greater collaboration between services in both proactively mitigating issues and dealing with complaints quickly. The Complaints Focus Group is exploring where ways of working can be improved further, and the root causes of complaints which supports identification of trends and fixes.

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Appendix C-1: Children's Services Key Performance Indicators 2022/23 Summary Table

Ref	Description	RAG	DoT
CS1	Percentage of re-referrals within 12 months	Green	Better
CS2	Percentage of initial Child Protection Conferences held within 15 working days of decision to hold them	Green	Better
CS3	Percentage of Children in Care who are 20 miles+ from their homes and out of borough	Green	Worse
CS4	Percentage of Education, Health and Care Plan (EHCP) Assessments completed within 20 weeks of referral	Red	Worse
CS5	Percentage of 16-17 year olds with activities/destinations not known	Green	Worse
CS6	Percentage of 16-17 year olds Not in Education, Employment or Training (NEET)	Green	Better

Appendix C-2: Children's Services Key Performance Indicators 2022/23 Detailed Information

CS1 – Percentage of re-referrals within 12 months

Period	Actual	Target	RAG	DoT
Q1 22/23	25% (99/396)	24% or less	Amber	Worse
Q2 22/23	18% (73/406)	24% or less	Green	Better
Q3 22/23				
Q4 22/23				
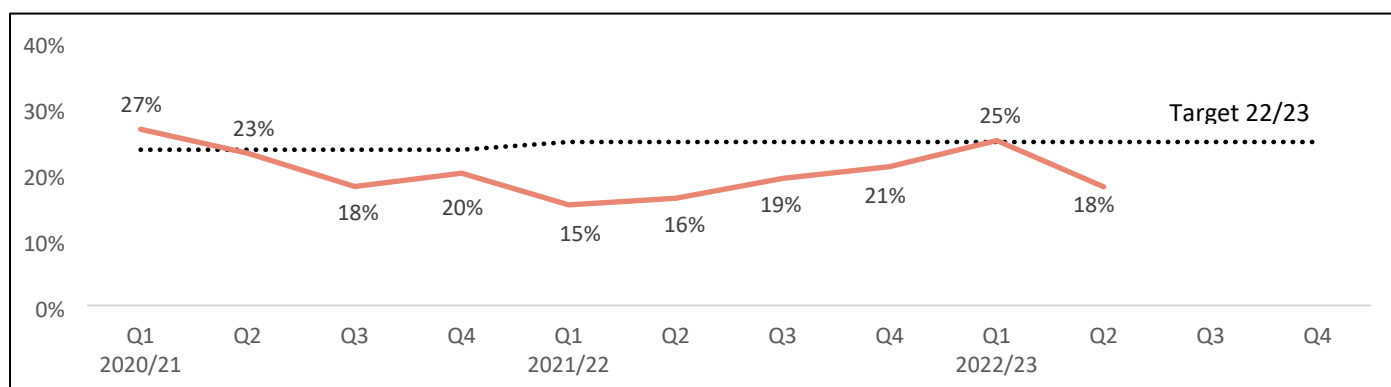
Benchmarking: The locally set target for Wokingham in 2022/23 is based on the average of 2021 performance for England (22.7%), South East (27.7%) and Statistical Neighbouring Local Authorities (23.9%). Wokingham's performance is currently better than national and regional trends.

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CS2 – Percentage of initial Child Protection Conferences held within 15 working days of decision to hold them

Period	Actual	Target	RAG	DoT
Q1 22/23	78% (14/18)	84% or more	Amber	Better
Q2 22/23	100% (21/21)	84% or more	Green	Better
Q3 22/23				
Q4 22/23				
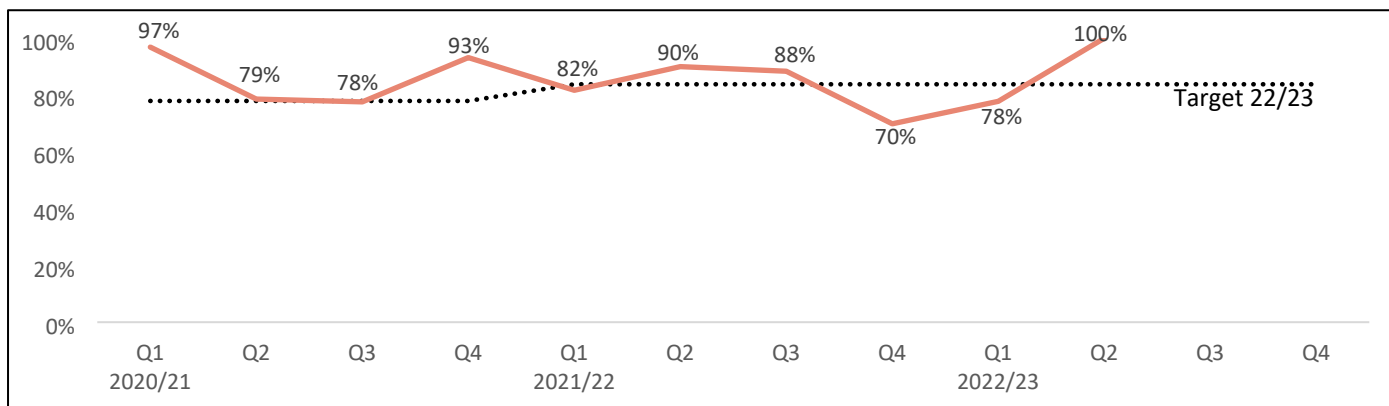
Benchmarking: The locally set target for Wokingham in 2022/23 is based on the average of 2021 performance for England (83%), South East (82%) and Statistical Neighbouring Local Authorities (86%). Wokingham's performance in Quarter 2 2022/23 is better than national and regional trends.

CS3 – Percentage of Children in Care who are 20 miles+ from their homes and out of borough

Period	Actual	Target	RAG	DoT
Q1 22/23	15% (15/97)	22% or less	Green	Worse
Q2 22/23	22% (21/97)	22% or less	Green	Worse
Q3 22/23				
Q4 22/23				
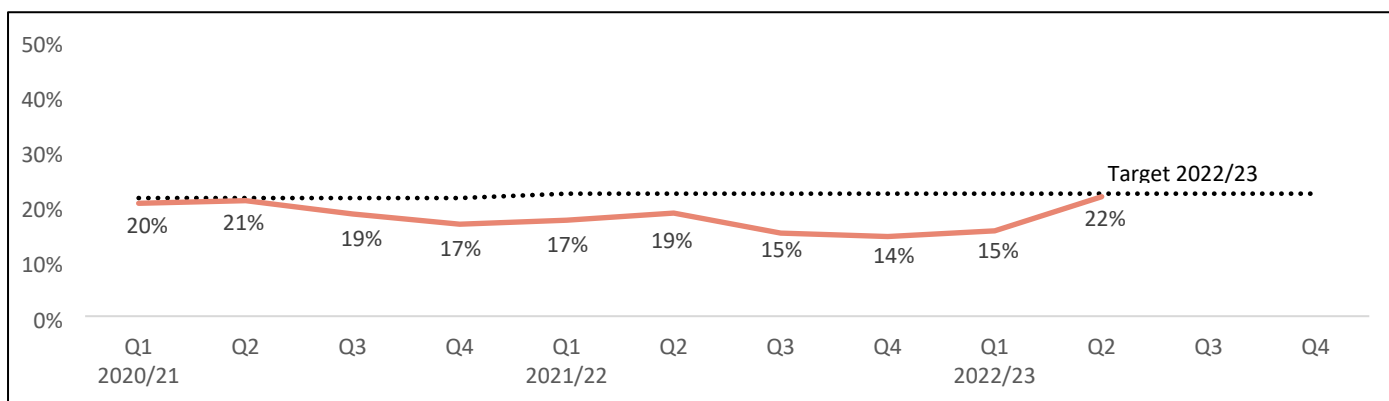
Benchmarking: The locally set target for Wokingham in 2022/23 is based on the average of 2021 performance for England (16%), South East (22%) and Statistical Neighbouring Local Authorities (29%). Low percentage indicates better performance for this indicator.

CS4 – Percentage of Education, Health and Care Plan (EHCP) Assessments completed within 20 weeks of referral

Period	Actual	Target	RAG	DoT
Q1 22/23	65% (49/77)	90% or more	Red	Worse
Q2 22/23	51% (45/89)	90% or more	Red	Worse
Q3 22/23				
Q4 22/23				
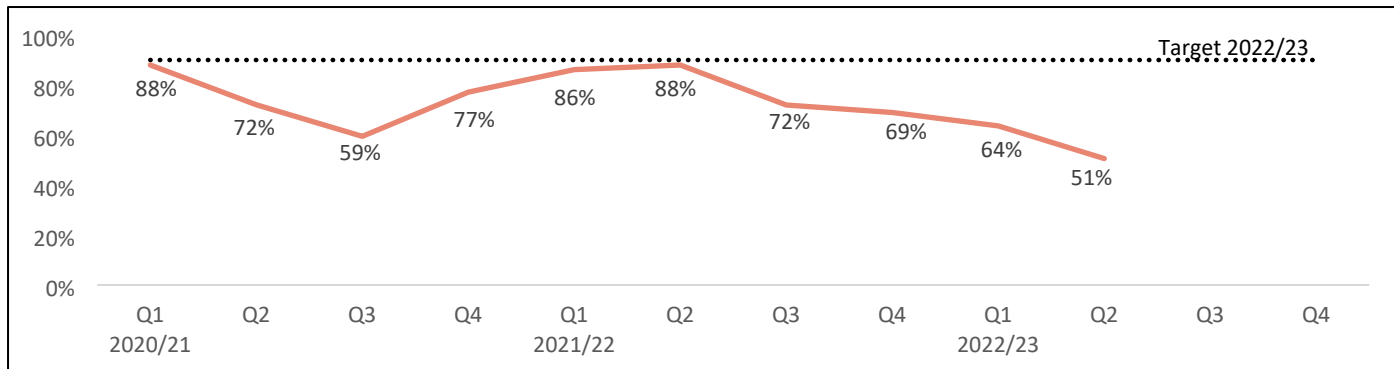
Benchmarking: In 2021 published results for EHCPs issued within 20 weeks (including exceptions), Wokingham scored 80.9% compared to Statistical Neighbours 57.89%, South East 48.8% and England 57.9%.

Service Narrative: Timeliness has declined this quarter. This is primarily due to capacity issues faced by internal and external contributors to assessments in addition to having to contend with a rise in the volume and complexity of needs being identified and the timescale of receiving the required information from external partners. The service is implementing the following actions to target improvements:
- 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.
- Exploring alternative (virtual) arrangements to assessment where this would be appropriate to the child/young person.

CS5 – Percentage of 16-17 year olds with activities / destinations Not Known

Period	Actual	Target	RAG	DoT
Q1 22/23	0.5% (20/3907)	1.9% or less	Green	Better
Q2 22/23*	1.1% (43/3911)	4.7% or less	Green*	Worse
Q3 22/23				
Q4 22/23				
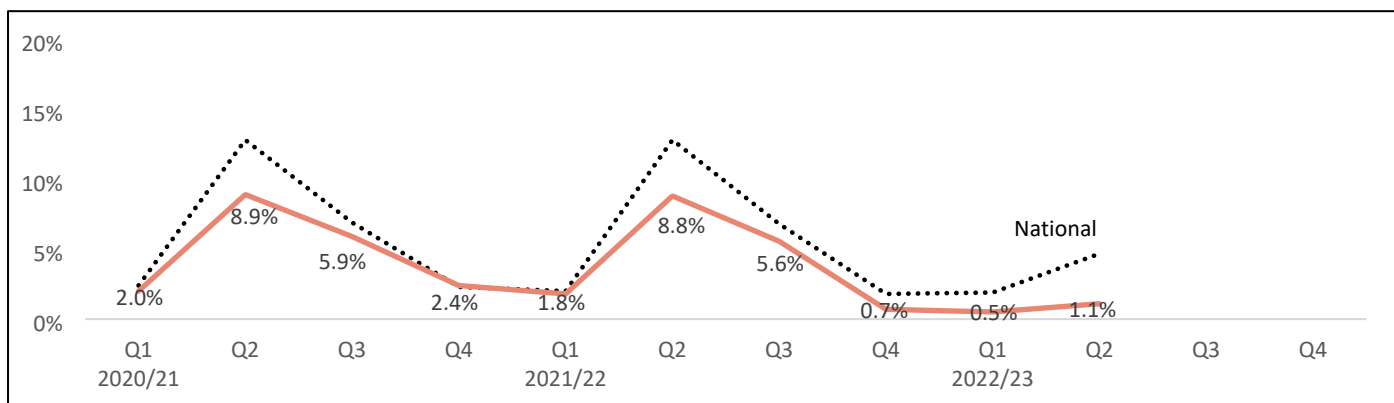
Benchmarking: Local Authority Tables published for Q1 2022/23 (April -June 2022), from the Department for Education and NCCIS, reported that Wokingham had 0.5% of 16-17 year olds with activities/ destinations

Not Known compared to 2.7% across South East and 1.9% across England. Wokingham continues to perform better than regional and national trends.
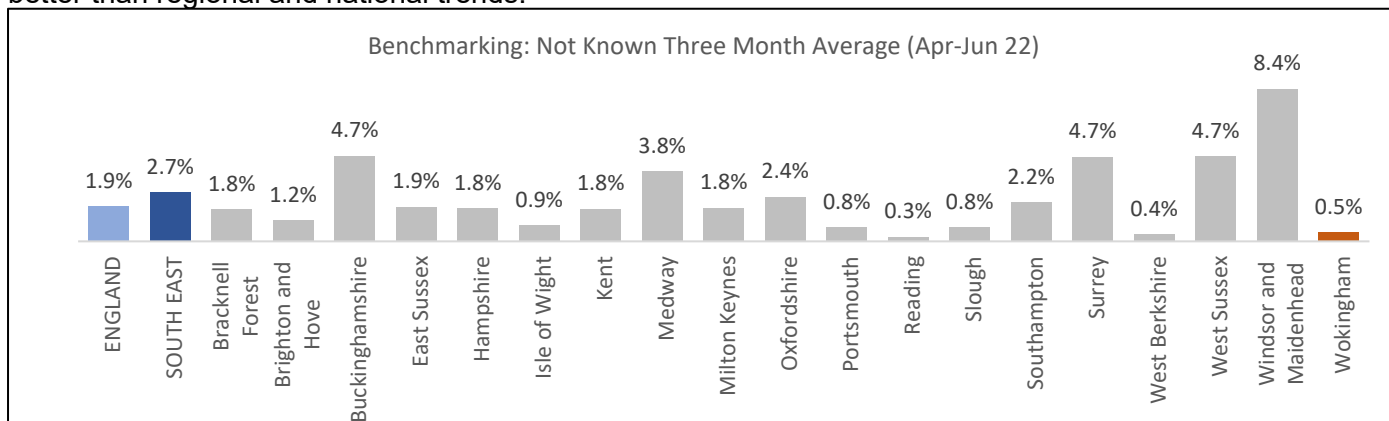
Benchmarking: Not Known Three Month Average (Apr-Jun 22)

Service Narrative: *Please note that Q2 22/23 actual figures above only represent data for the period July to August 2022. September data is not yet released. Once NCCIS publish the full Q2 data, the performance report will be updated.

CS6 – Percentage of 16-17 year olds Not in Education, Employment or Training

Period	Actual	Target	RAG	DoT
Q1 22/23	2.0% (79/3907)	2.8% or less	Green	Better
Q2 22/23*	1.9% (73/3911)	3.0% or less	Green*	Better
Q3 22/23				
Q4 22/23				
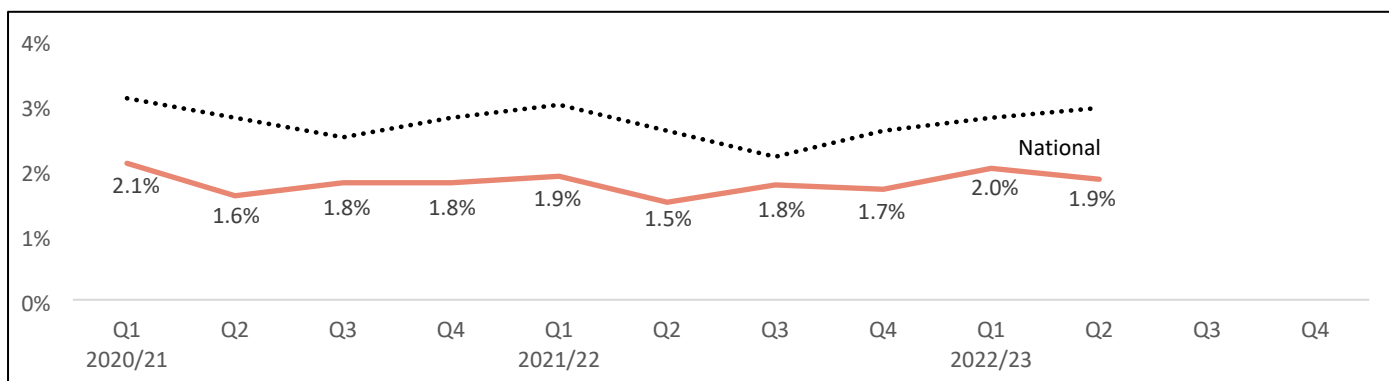
Benchmarking: Local Authority Tables published for Q1 2022/23 (April -June 2022), from the Department for Education and NCCIS, reported that Wokingham had 2% of 16-17 year olds Not in Education, Employment or Training (NEET) compared to 2.4% across South East and 2.8% across England. Wokingham continues to perform better than regional and national trends.

Benchmarking: NEET Three Month Average(Apr-Jun22)

Service Narrative: *Please note that Q2 22/23 actual figures above only represent data for the period July to August 2022. September data is not yet released. Once NCCIS publish the full Q2 data, the performance report will be updated.
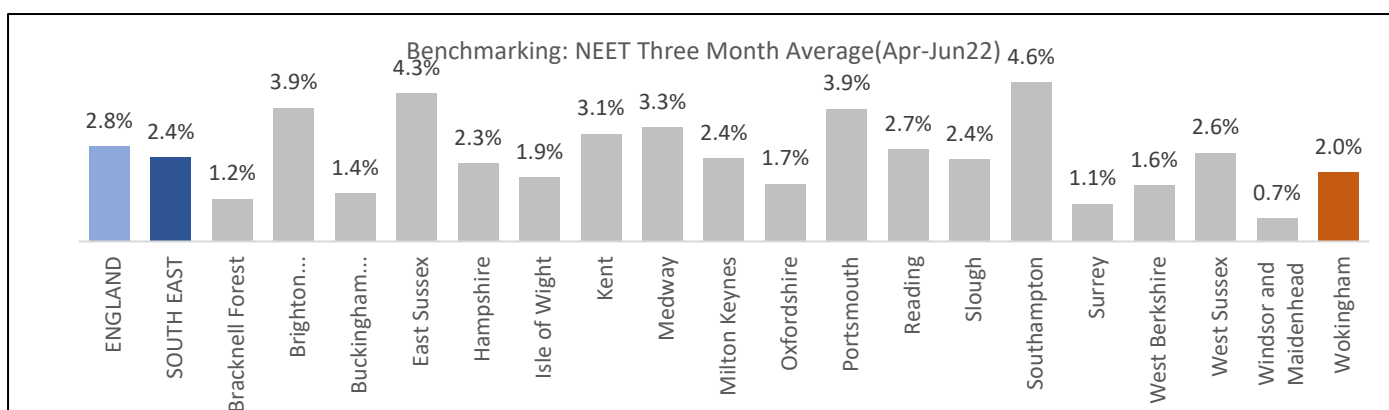
Appendix D-1: Place & Growth Key Performance Indicators 2022/23 Summary Table

Ref	Description	RAG	DoT
PG1	All recorded crime in Wokingham borough (excluding fraud)	Amber	Better
PG2	Number of households for whom homelessness has been prevented	N/A	Better
PG3	Number of households in emergency nightly-let/B&B temporary accommodation	N/A	N/A
PG4	Percentage of 'Standard' work orders completed within 28 days (Category 2 Task Orders)	Amber	Better
PG5	Total (and concessionary) passenger numbers on WBC town contracted services	N/A	Better
PG7	Proportion of ASB service request cases, opened and closed within the period, that were responded to within 1 day	Amber	Better
PG8	Total household tonnes	N/A	Better
PG9	Percentage of household waste reused, recycled and composted	Green	Worse

Appendix D-2: Place & Growth Key Performance Indicators 2022/23 Detailed Information

PG1 – All recorded crime in Wokingham borough (excluding fraud)

Period	Actual	Target	RAG	DoT
Q1 22/23	2,154	1,925 or less	Red	Better
Q2 22/23	1,976	1,925 or less	Amber	Better
Q3 22/23				
Q4 22/23				
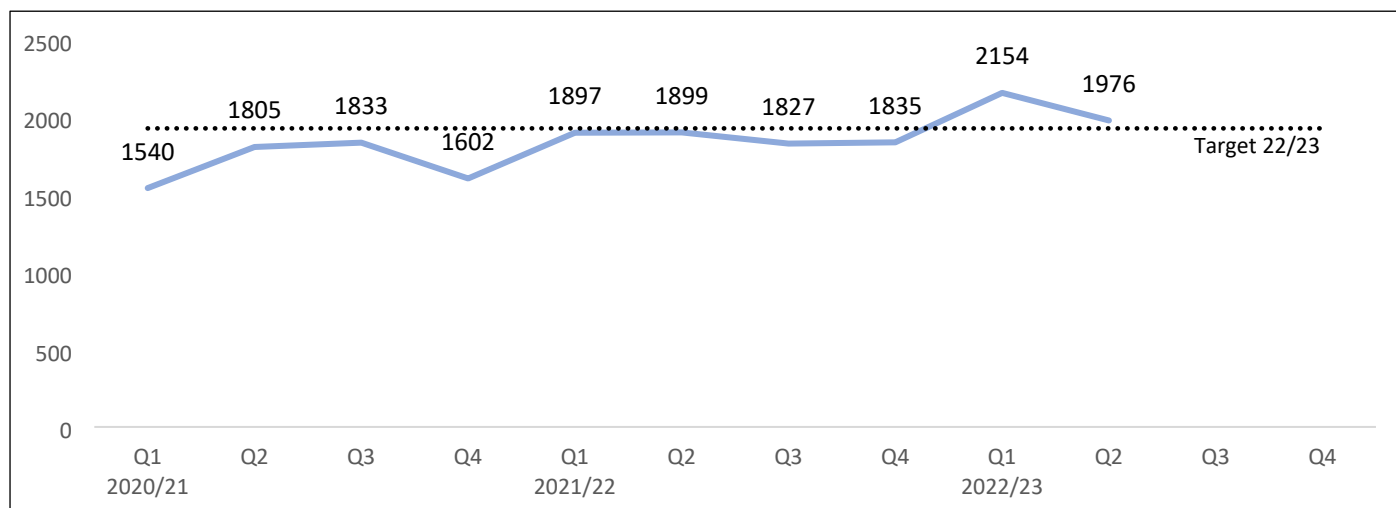
Benchmarking: In September 2022, 816 crimes were recorded in Wokingham borough compared to 751 in Bracknell Forest and 1,750 in Reading.

Service Narrative:

The figures are showing reductions in violence with non-injury, offences possession and trafficking (this is due to there being police resourcing issues consequently meaning less people are being stopped by police for drug related offences), sexual offences, criminal damage and shed/garage burglaries. Shop lifting of basic goods is increasing, likely due to the cost-of-living crisis. The community safety team are working

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closely with the cost-of-living crisis team, charities and other stakeholders to help promote services to support those struggling. There has been a reduction in the number of petrol theft crimes, thought to be linked to the pay-at-pump infrastructure installed at the Asda in Lower Earley.

PG2 – Number of households for whom homelessness has been prevented

Period	Actual	Target	RAG	DoT
Q1 22/23	31	N/A Base Lining	N/A	Better
Q2 22/23	44	N/A Base Lining	N/A	Better
Q3 22/23				
Q4 22/23				
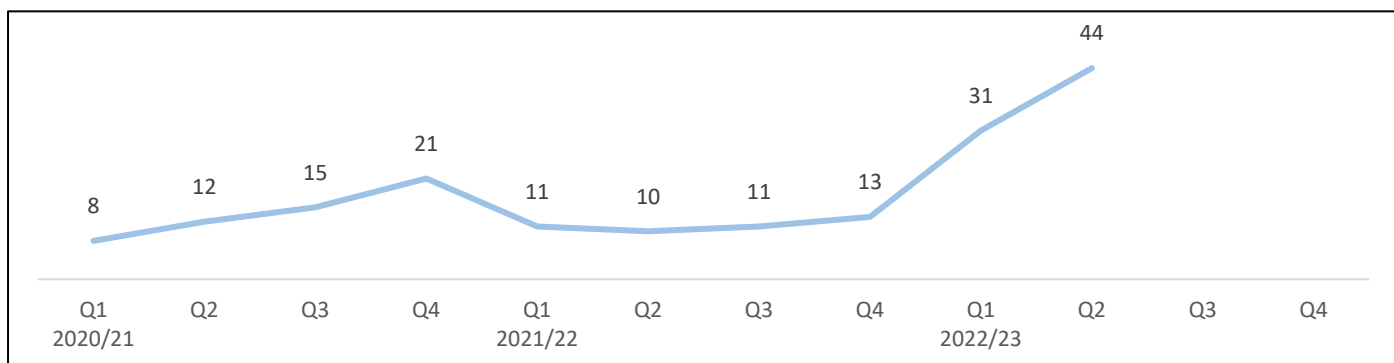
Benchmarking: It was reported nationally that 35% of households in Wokingham borough secured accommodation after Prevention Duty compared to 57% in the South East and across England.

Service Narrative: The number of successful homelessness preventions and reliefs has increased in Q2; this is primarily due to an increase in nomination to Housing Association properties which became available towards the end of Q2. We have also assisted 20 households in securing suitable and affordable privately rented accommodation. Demand on the service remains high, with a total of 287 initial homelessness presentations made in Q2. Wokingham Borough Council defines a household in this case as anyone who approaches the Council as homeless. It could be an individual or a family. A household is not officially defined by the Homeless Reduction Act or the associated code of guidance
To ensure that we continue to improve on the number of homelessness preventions, we are continuing to develop relationships with the private sector with our second landlord forum taking place in October, offering incentives to landlords to allow us to use their properties for our homelessness households through our Rent Guarantee Scheme. Work is also underway to ensure that we maximise the number of nominations offered to us with our Registered Providers. No target is currently set for this KPI as we base line the position under the changing circumstances.

PG3 – Number of new households in emergency nightly-let/B&B accommodation

Period	Actual	Target	RAG	DoT
Q1 22/23	34	N/A	N/A	N/A
Q2 22/23	38	N/A	N/A	N/A
Q3 22/23				
Q4 22/23				
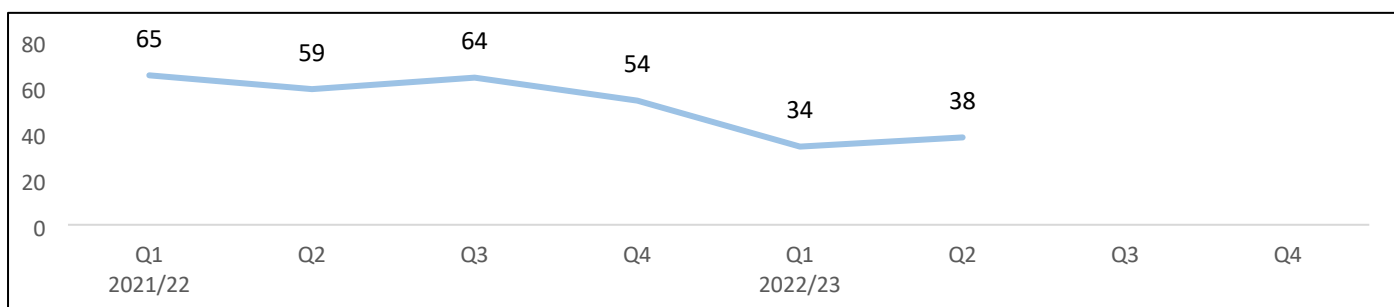
Service Narrative: The number of new nightly let/ B&B accommodation placements has increased in Q2; this is due to the ongoing homelessness demand and more households approaching us after they have become homeless rather than before which means we lose the opportunity to provide homelessness prevention assistance to try and stop households from needing to be accommodated in emergency accommodation. Work to improve Duty to Refer and joint working protocols with statutory services will help to ensure that households are referred to us as the earliest opportunity. The completion of Grovelands and increased access to the private sector through our Landlord Forum will also help to reduce the need for new nightly let/ B&B placements.

PG4 – Percentage of 'Standard' work orders completed within 28 days (Category 2 Task Orders)

Period	Actual	Target	RAG	DoT
Q1 22/23	56% (315/567)	75% or more	Red	Worse
Q2 22/23	68% (295/432)	75% or more	Amber	Better
Q3 22/23				
Q4 22/23				
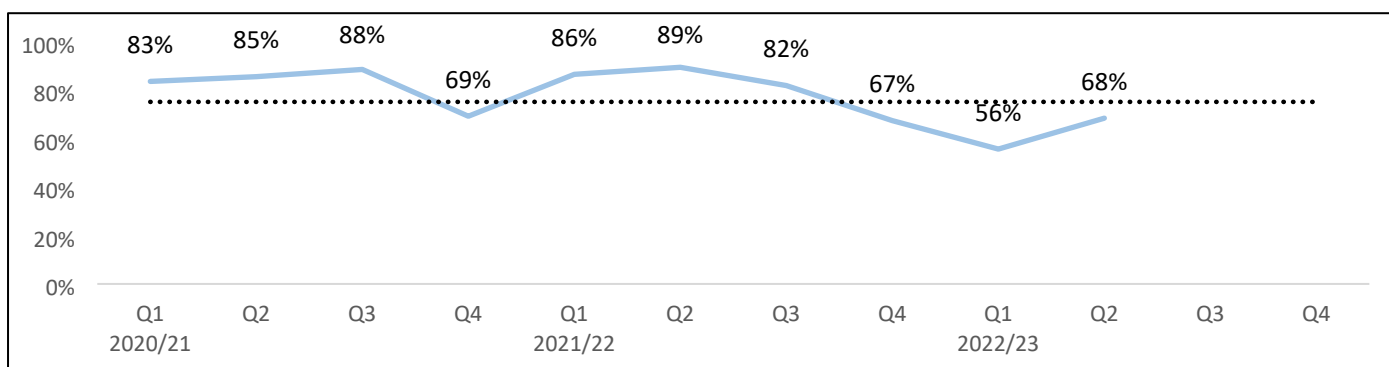
Service Narrative:

295 non critical defects were fixed within 28 days of the order being raised out of a total 432.   We have worked with our contractor to put in place a draft action plan to improve the Q2 scores. We will continue to monitor this action plan and make necessary changes to achieve 75% or more so we can reach a Green Rag status, however we measure this KPI on 100%, and are therefore seeking for greater improvements to be made by our contractor as we move forward with this renewed action plan.

PG5 – Total (and concessionary) passenger numbers on WBC town contracted services

Period	Actual	Target	RAG	DoT
Q1 22/23	31,237 passengers 14,411 concessions (46%)	N/A	N/A	Better
Q2 22/23	32,908 passengers 15,554 concessions (47%)	N/A	N/A	Better
Q3 22/23				
Q4 22/23				

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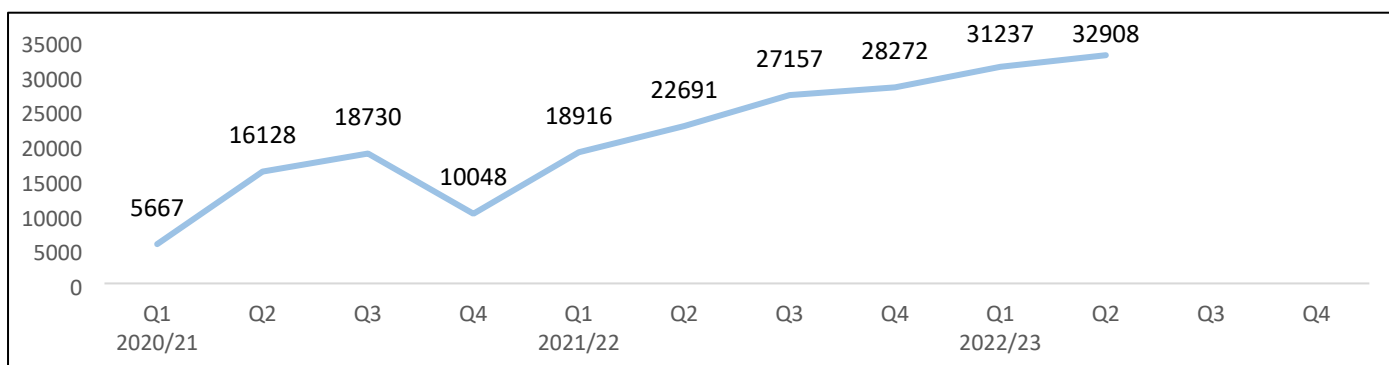
Service Narrative: Passenger numbers are continuing to rise across Wokingham borough bus services. However, this trend is often seen during September, October and November due to the start of the academic year, weather changing and darker evenings. It should be recognised that during Covid, any seasonal variation could not be seen since Covid disrupted the usual trend; particularly in the concessionary age group (who were affected the most by fear of Covid on buses). We are continuing to monitor recovery of our bus services, however we are aware there is a national shortage of drivers which is affecting some services. We will continue to monitor tis to understand the situation and if there any further implications

PG7 – Proportion of ASB service request cases, open and closed within the period, that were responded to within 1 day

Period	Actual	Target	RAG	DoT
Q1 22/23	71% (256/362)	80% or more	Amber	N/A
Q2 22/23	77% (436/564)	80% or more	Amber	Better
Q3 22/23				
Q4 22/23				

Service Narrative: The target is that a meaningful (i.e. not automated) response is made by the end of the next day (including weekends). This could be a site visit but could also be a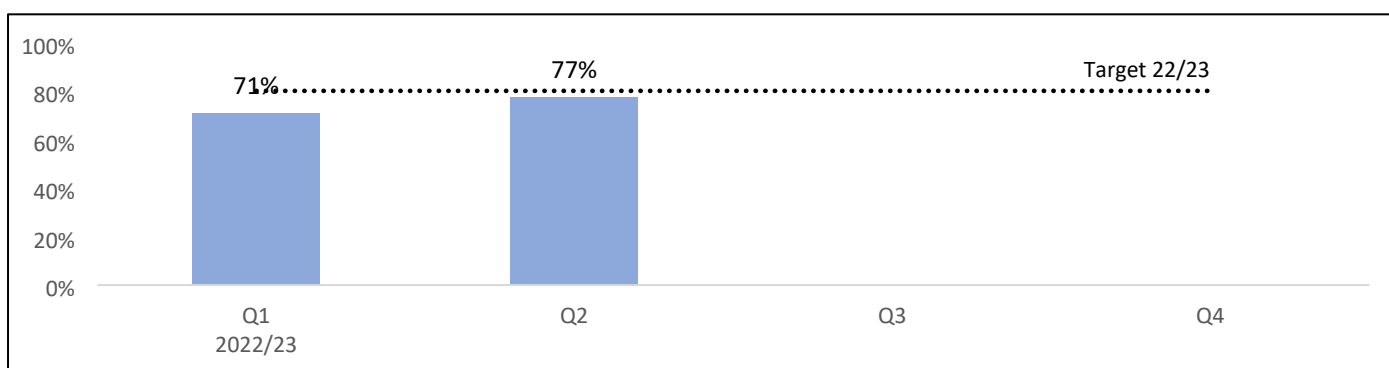nother enquiry designed to progress resolution of the case. Many of the ASB cases just need advice and this is either done via telephone, email or by letter. All fly tipping reports come in via HIMS which either need investigating or assigning to Volkers for collection. Any reports that come in late may have a delayed response as they would not be actioned until the following day. All fly tips investigated are then uploaded to Civica to be closed or further investigated. Officers are currently undergoing a further round of recruitment as the team is not fully staffed, this will increase capacity to respond to enquiries within 1 working day.
Officers are fully committed to working more closely with the police and the CSP to ensure that responsibilities are clear between the two authorities and to avoid duplication this will help to improve efficiencies even further.

PG8 – Total household tonnes

Period	Actual	Target	RAG	DoT
Q1 22/23	17,873 tonnes	N/A	N/A	N/A
Q2 22/23	16,320 tonnes	N/A	N/A	Better
Q3 22/23				
Q4 22/23				
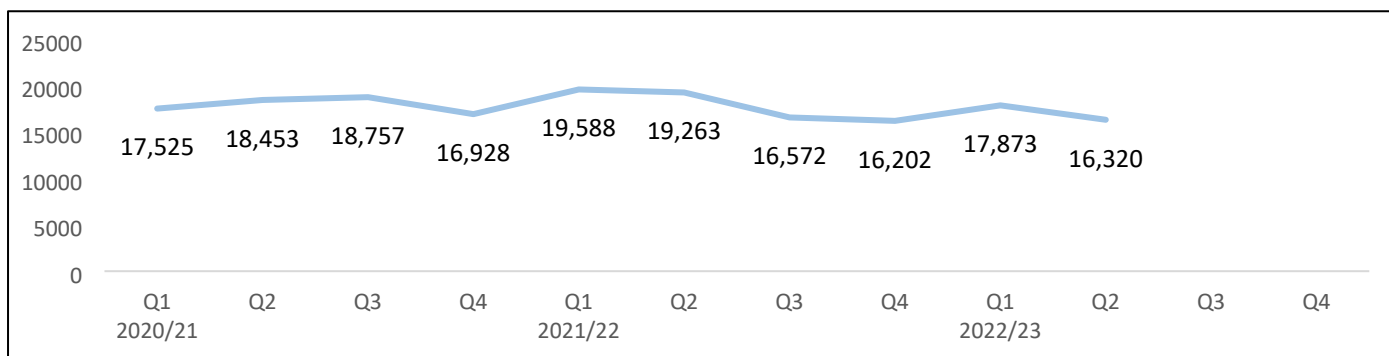
Service Narrative: As compared to Q2 in 2021, there has been an 11.5% reduction in the total household waste collected. This is primarily due to a number of factors including less garden waste (as a result of the dry summer), residents buying less products (cost of living crisis and inflation) and people returning to 'normality' following Covid. This reduction is a trend seen nationally and all local authorities have been affected. It is expected this trend will continue certainly into Q3 and likely into Q4.

PG9 – Percentage of household waste reused, recycled and composted

Period	Actual	Target	RAG	DoT
Q1 22/23	56.3% (10,074 tonnes)	52% or more	Green	Better
Q2 22/23	52.2% (8,522 tonnes)	52% or more	Green	Worse
Q3 22/23				
Q4 22/23				
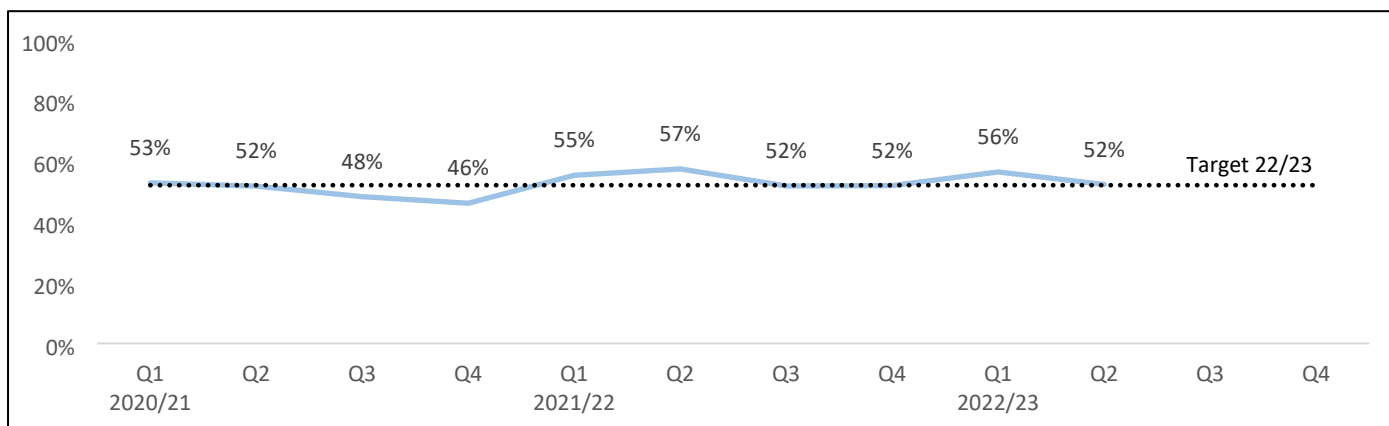
Benchmarking: National published information reported that in 2020/21 46% of household waste in the South East was reused, recycled and composted compared to 43% in Bracknell Forest and 36% in Reading. Wokingham is currently performance above these regional and neighbouring trends.

Service Narrative:

July to September: Garden waste: 3,626 tonnes in 2021/22,   2,187 tonnes in 2022/23.
                     Recycling: 10,099 tonnes in 2021/22, 8,926 tonnes in 2022/23.

This quarter was subject to several variables which has affected the recycling rate. Firstly, the hottest summer on record resulted in a reduction of 40% of garden waste collected as compared with last year. The cost-of-living crisis and the return to 'normality' following covid has meant less products are being purchased and therefore less available packaging for recycling. This is a nationwide issue which all local authorities are impacted by. However, research has shown that over 50% of the blue bags contain recyclable items and targeted communications campaigns will be undertaken to capture as much recycling as possible.

Resources & Assets	Graham Ebers
Quarter 2 2022/23	Deputy Chief Executive, Director of Resources & Assets

Appendix E-1: Resources & Assets Key Performance Indicators 2022/23 Summary Table

Ref	Description	RAG	DoT
RA1	Council Tax collection	Green	Better
RA2	Business Rates collection	Green	Better
RA3	Usage of Wokingham borough leisure centres	Green	Better
RA4	Return on investment portfolio – Property Investment Fund	Green	Worse
RA5	Number of Freedom of Information requests handled within statutory timeframes	Amber	Better
RA6	Number of data breach incidents reported to Information Commissioner's Office (ICO)	Green	No change
RA7	Revenue budget monitoring forecast position	Green	Better
RA8	Capital budget monitoring forecast position	Green	Better
RA9	Participation in physical activity sessions to support those who may be experiencing social isolation	Green	Better
RA10	Completion to time and budget of regeneration projects (Carnival Pool)	Amber	N/A
RA11	Occupancy rate of WBC-owned regeneration units	Green	No change

Appendix E-2: Resources & Assets Key Performance Indicators 2022/23 Detailed Information

RA1 – Council Tax collection

Period	Actual	Target	RAG	DoT
Q1 22/23	29.9%	30.5% or more	Amber	Worse
Q2 22/23	57.8%	57% or more	Green	Better
Q3 22/23				
Q4 22/23				
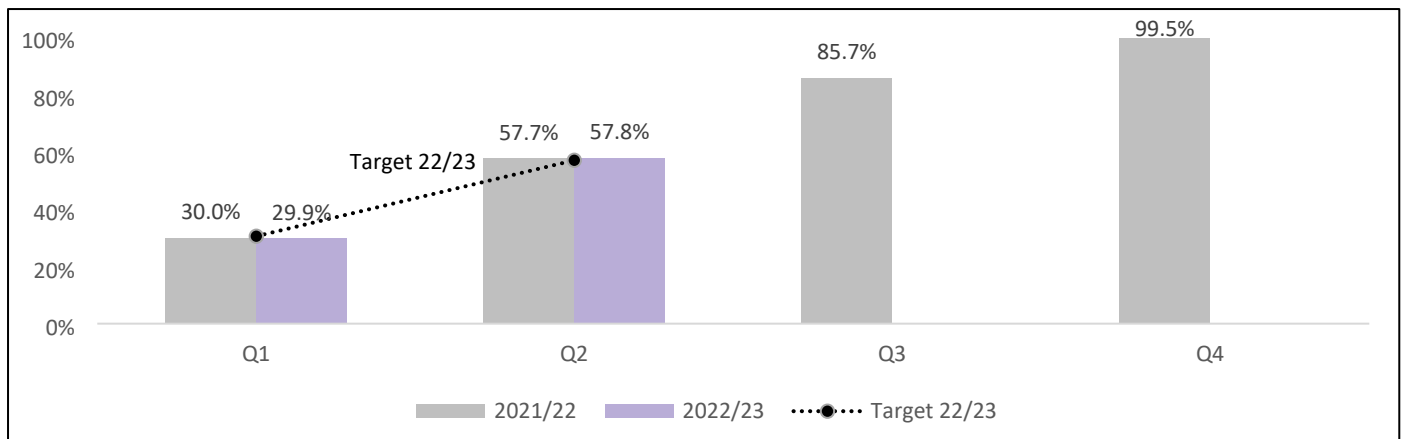
Benchmarking: National statistics published for 2021/22 reported that Wokingham Borough Council collected 99.5% of Council Tax compared to 96% of all Unitary Authorities and 95.8% across England. In 2021/22 Wokingham Borough Council was ranked 1st (top) for its Council Tax collection rate.

RA2 – Business Rates collection

Period	Actual	Target	RAG	DoT
Q1 22/23	31.8%	31.2% or more	Green	Better
Q2 22/23	58.6%	58.0% or more	Green	Better
Q3 22/23				
Q4 22/23				
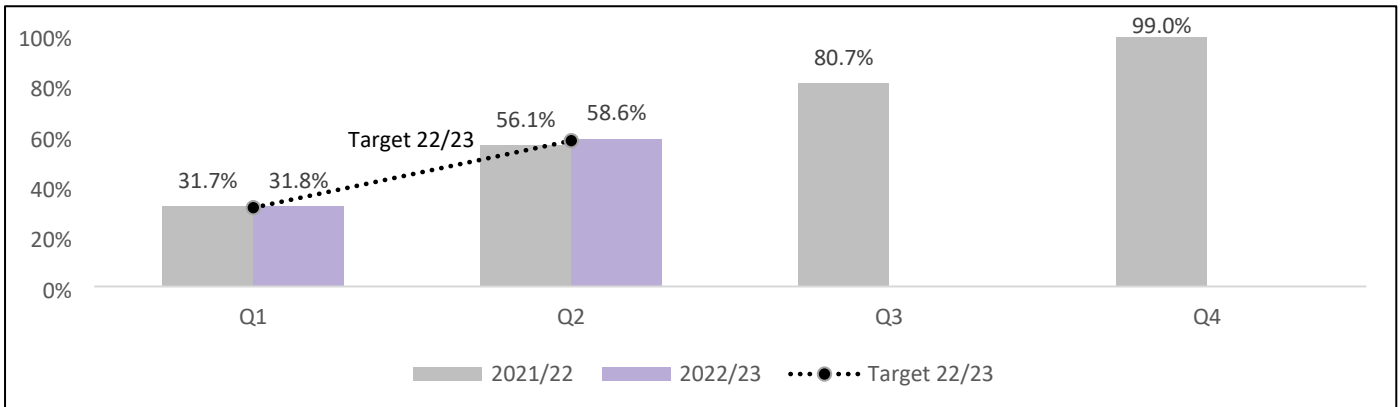
Benchmarking: National statistics published for 2021/22 reported that Wokingham Borough Council collected 99% of non-domestic rates compared to 96.3% of all Unitary Authorities and 95.5% across England. In 2021/22 Wokingham Borough Council was ranked 10th (where 1st is top) for its Business Rates collection.

RA3 – Usage of Wokingham borough leisure centres

Period	Actual	Target	RAG	DoT
Q1 22/23	126,169	127,556 or more	Amber	Worse
Q2 22/23	244,297	127,556 or more	Green	Better
Q3 22/23				
Q4 22/23				
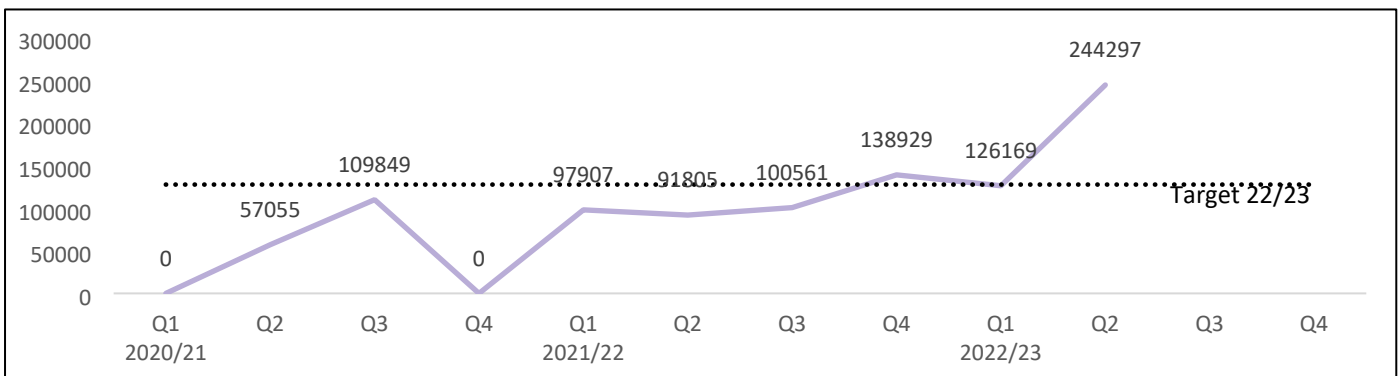
Service Narrative: The opening of Wokingham Leisure Centre has seen a significant rise in footfall, as predicted, and the demand for the new leisure facility is positive.

RA4 – Return on investment portfolio – Property Investment Fund

Period	Actual	Target	RAG	DoT
Q1 22/23	4.75%	5% or more (yield within 10% tolerance)	Green	Worse
Q2 22/23	4.71%	5% or more (yield within 10% tolerance)	Green	Worse
Q3 22/23				
Q4 22/23				
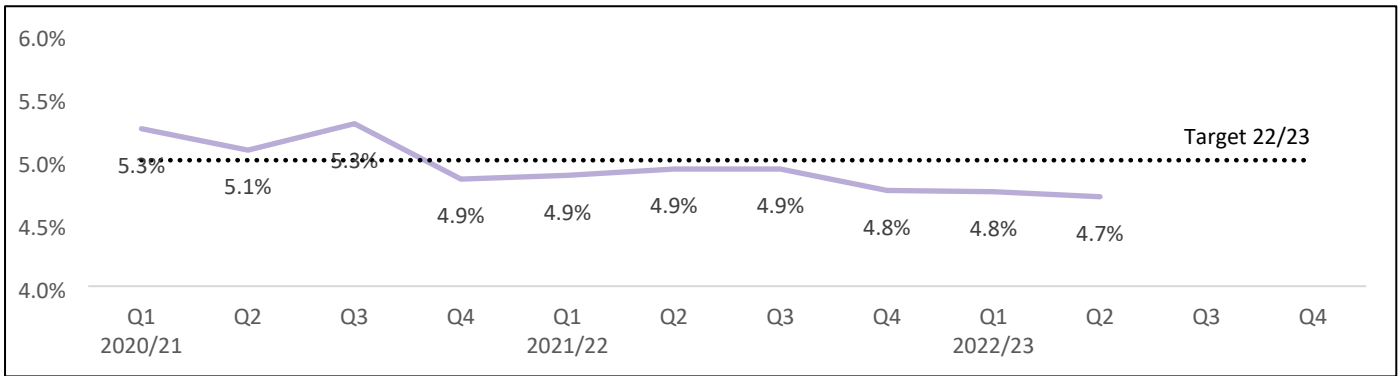
Service Narrative: Current rate of return matches all sector prime yield. The small declining rate this quarter reflects current voids in our office portfolio reflecting post-pandemic office market in state of flux. If the portfolio was fully let today at market rents, the rent of return would comfortably exceed 5%.

RA5 – Number of Freedom of Information requests handled within statutory timeframes

Period	Actual	Target	RAG	DoT
Q1 22/23	83.5% (232/278)	90% or more	Amber	Worse
Q2 22/23	86.1% (229/266)	90% or more	Amber	Better
Q3 22/23				
Q4 22/23				
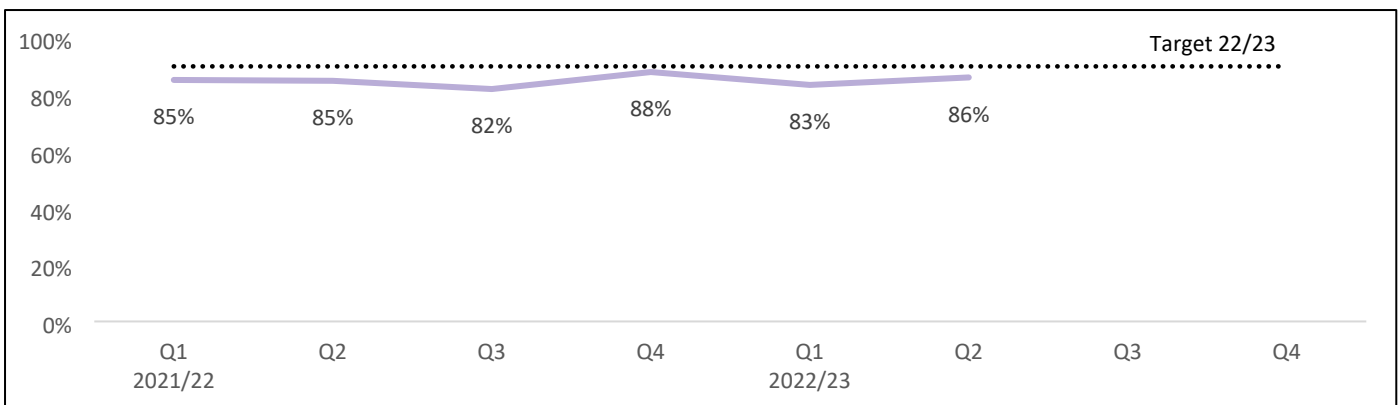
Service Narrative: Of the 266 Freedom of Information (FoI) requests received during Quarter 2 2022/23, 6 were overdue by 1 day and a further 5 were overdue by 2 days. Work in underway with services to further improve timeliness of FoI responses. Quarter 1 performance was 83.5% so there has been an improvement in Quarter 2.

RA6 – Number of data breach incidents reported to the Information Commissioner's Office (ICO)

Period	Actual	Target	RAG	DoT
Q1 22/23	0	0	Green	No change
Q2 22/23	0	0	Green	No change
Q3 22/23				
Q4 22/23				

RA7 – Revenue budget monitoring forecast position

Period	Actual	Target	RAG	DoT
Q1 22/23	+1.39%	+/-1% or underspend	Amber	Worse
Q2 22/23	+0.95% (£1.545m overspend)	+/-1% or underspend	Green	Better
Q3 22/23				
Q4 22/23				
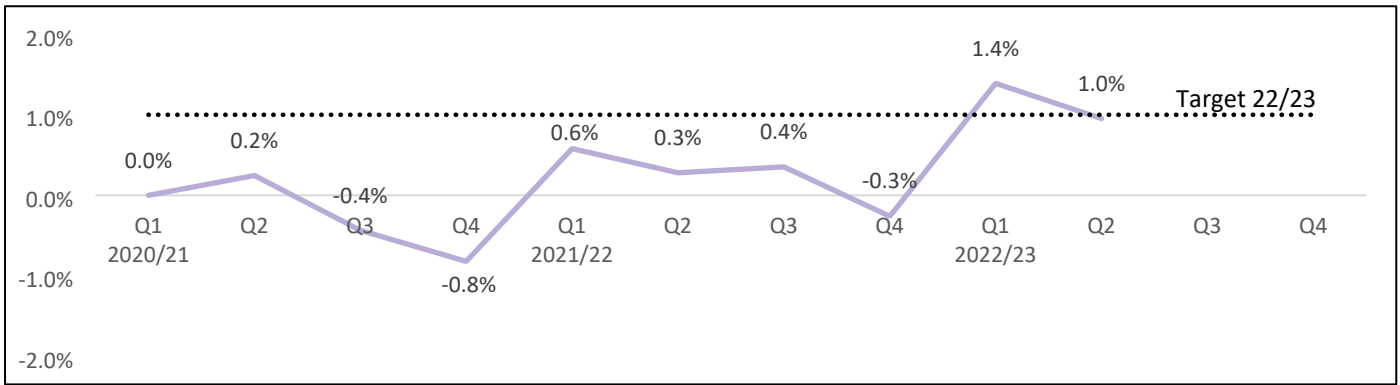
A line chart showing quarterly percentages from Q1 2020/21 to Q4 2022/23 with values: 0.0%, 0.2%, -0.4%, -0.8%, 0.6%, 0.3%, 0.4%, -0.3%, 1.4%, 1.0%, with a dotted "Target 22/23" line at 1.0%.

Service Narrative: Information reported for Q2 is provisional and subject to approval by Executive. As at Quarter 2 2022/23 the revenue monitoring report forecasts an overspend of 0.95% which represents £1.545m). Please see Revenue Monitoring Report within Executive Agenda Papers for full information.

RA8 – Capital budget monitoring forecast position

Period	Actual	Target	RAG	DoT
Q1 22/23	-0.27%	+/-1% or underspend	Green	Better
Q2 22/23	-4.51% (£18.57m underspend)	+/-1% or underspend	Green	Better
Q3 22/23				
Q4 22/23				
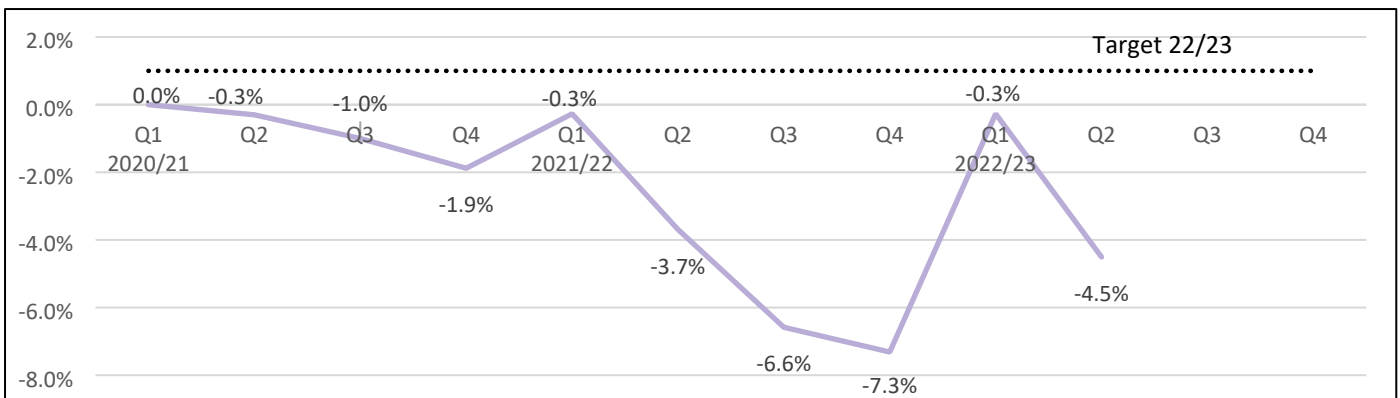
A line chart showing quarterly percentages from Q1 2020/21 to Q4 2022/23 with values: 0.0%, -0.3%, -1.0%, -1.9%, -0.3%, -3.7%, -6.6%, -7.3%, -0.3%, -4.5%, with a dotted "Target 22/23" line.

Service Narrative: Information reported for Q2 is provisional and subject to approval by Executive. As at Quarter 2 2022/23 the capital monitoring report forecasts an underspend of -4.51% (£18.573m). There is a carry forwards of £212.784m. Please see Capital Monitoring Report within Executive Agenda Papers for full information.

RA9 – Participation in physical activity sessions to support those who may be experiencing social isolation

Period	Actual	Target	RAG	DoT
Q1 22/23	999	900 or more	Green	Better
Q2 22/23	1,082	1,000 or more	Green	Better
Q3 22/23				
Q4 22/23				
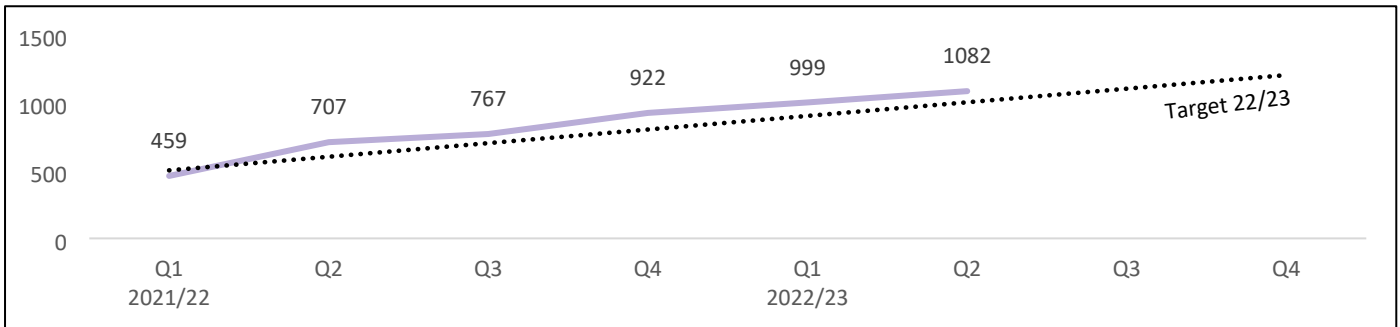
Service Narrative: There has been a continued increase in participation in the Moving with Confidence and Active Ageing programmes. With the pack of programmes available, residents are able to continue physical activity in a variety of forms tailored to their needs.

RA10 – Completion to time and budget of regeneration projects for Carnival Pool

Period	Actual	Target	RAG	DoT
Q1 22/23	On time, within budget	On time, within budget	Green	No change
Q2 22/23	Carnival Hub: On time, within budget Residential: Slight delay, over budget	On time, within budget	Amber	N/A
Q3 22/23				
Q4 22/23				

Benchmarking/ Service Narrative: The Carnival Hub leisure centre has been delivered on time (early) and to budget. The opening of the Carnival Hub has been successful and has received very positive customer feedback since opening. The residential element of the project is delayed, and will result in budget increase, since a new contractor has had to be appointed to complete the final elements.

RA11 – Occupancy rate of WBC-owned regeneration units

Period	Actual	Target	RAG	DoT
Q1 22/23	91.5%	90% or more	Green	Worse
Q2 22/23	91.5%	90% or more	Green	No change
Q3 22/23				
Q4 22/23				
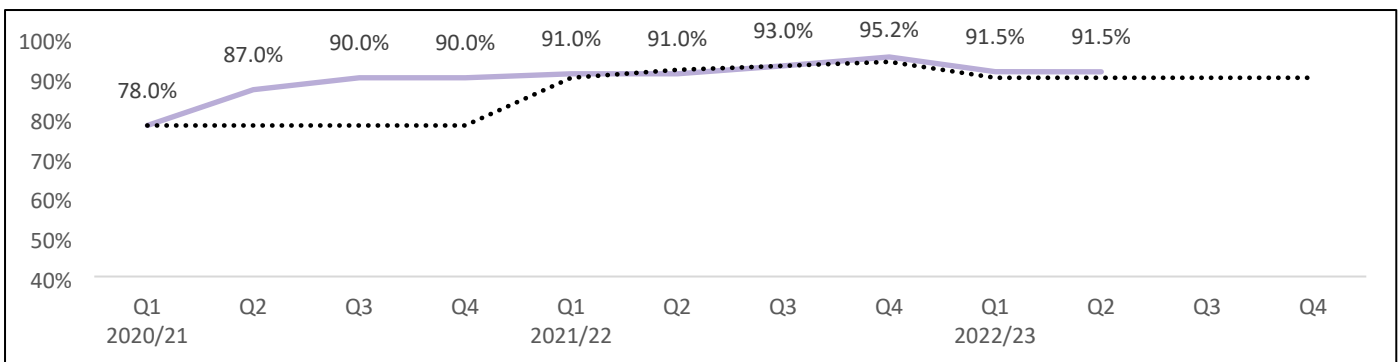
Service Narrative: The current economic uncertainties means the retail and commercial lettings market is challenging but Wokingham continues to be a popular location for retailers and operators. Sweaty Betty opened in one of WBC's retail units on Peach Street in Sep-22 which is a sign of confidence in the Wokingham market. We continue to work with a number of potential tenants for the town centre.

TITLE	**Overview and Scrutiny Work Programmes for 2023/24**
FOR CONSIDERATION BY	Overview and Scrutiny Management Committee on 18 January 2023
WARD	None Specific
DIRECTOR	Graham Ebers, Resources and Assets

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) agree the process and timeline for developing the Overview and Scrutiny Work Programmes for 2023/24;

2) agree the process for public consultation on the draft work programmes;

3) agree to finalise the work programmes at the meeting on 15 March 2023;

4) agree in principle that each Overview and Scrutiny Committee carries out one or more detailed Scrutiny reviews during 2023/24.

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 Council 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. The report considers the process for identifying potential items for inclusion in the Overview and Scrutiny Work Programmes for 2023/24. The 2023/24 Work Programmes will be finalised at the Committee's meeting in March 2023.

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.

The Centre for Governance and Scrutiny has produced a template for developing an annual Overview and Scrutiny Work Programme. The key elements of the process and suggested timeline are:

- January – initial consultation with Scrutiny Members, Leader and Executive Members, senior Officers and partner organisations. Public engagement with residents, Town and Parish Councils, community groups and partners via the Council's website and social media;

- February – discussions between Scrutiny Members, the Executive and CLT to consider the suggestions received and highlight top priorities for inclusion in the Work Programmes;

- March – Overview and Scrutiny Management Committee agrees the Work Programmes for 2023/24;

- April – publication and implementation of the Work Programmes;

- November – mid-year review of the Work Programmes by the Overview and Scrutiny Management Committee.

Policy Development and Pre-Decision Scrutiny

Effective Overview and Scrutiny can assist in the development of new policies in support of the Council's priorities. In recent years the Leader of the Council and Executive Members have attended the Committee's meetings to discuss priorities for the year ahead and to identify issues which could benefit from input from Overview and Scrutiny. The discussions indicated a consensus that Overview and Scrutiny could play a larger role in policy development. This could be via pre-decision scrutiny of new policies or in depth reviews of specific issues which could lead to new policy development. Executive Members will be asked to suggest issues for inclusion in the 2023/24 Work Programmes along with the other stakeholders.

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.

In 2021/22 the Committee established the Tree Protection and Biodiversity Task and Finish Group with a remit to review the Council's policies and plans, consider opportunities for improved partnership working and the process for monitoring and reporting progress. The Task and Finish Group's report was submitted to the Executive in October 2022. The majority of the Task and Finish Group's recommendations were supported by the Executive.

2022/23 also saw the fourth iteration of Budget Scrutiny, carried out by the Community and Corporate Overview and Scrutiny Committee. The Committee examined draft proposals for growth, savings and Capital investment. Members scrutinised Executive Members and senior managers about Budget options, risk and the longer term financial horizon.

Building on the successful outcome of the Scrutiny process, highlighted above, it is suggested that each Overview and Scrutiny Committee again identify one or more topics for in-depth review during 2023/24, the reviews to be carried out by the Committees themselves or by Task and Finish Groups.

Scrutiny Review Issues

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 order to generate ideas and involvement from local residents, community groups and stakeholders, it is suggested that the Council's website and social media be used to publicise the development of the work programme and to invite suggestions for inclusion. 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 undertaking the review can be linked to the Council's Vision, priorities and underpinning principles or would help achieve these;
- Whether the topic is already being reviewed elsewhere within the Council (e.g. as part of the Continuous Improvement Programme);
- 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; if a review is warranted, should it have a high, medium or low priority?
- 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.

LGA Peer Review and Scrutiny Improvement Review

Members will be aware that the Council underwent an LGA Peer Review in late 2021. The Peer Review process provided an external perspective on the organisation's strengths and weaknesses and the opportunity to share best practice from other councils. The Peer Review covered five core elements:

- Local priorities and outcomes
- Organisational and place leadership
- Governance and culture
- Financial planning and management
- Capacity for Improvement

In addition, the Council asked the Peer Review Team to consider the following issues:

- How do we improve the relationship and the image of the Council with our residents?
- How can we further foster a data and insight driven organisation and improve our horizon scanning capability?
- How can we make our Overview and Scrutiny function more meaningful and effective?
- Is our approach to change sufficiently agile to meet our ambitions?
- How do we move organisationally to a culture of higher support, higher challenge?

The Peer Review report highlighted the need for Overview and Scrutiny to focus on constructive challenge and contribute to producing good policies and effective decisions.

Following the Peer Review the Council commissioned the Centre for Governance and Scrutiny to carry out a Scrutiny Improvement Review (SIR), looking at the Council's Scrutiny function and making recommendations for improvement. Recommendations arising out of the SIR were considered by the Committee at its meeting in November 2022. The SIR emphasised the importance of effective work programming and greater emphasis on Scrutiny's shaping role, with a clear mapping for Scrutiny in early policy development and key decisions. The SIR report stated:

"It is important that Scrutiny carries out reviews and assesses performance, but there is an important missed opportunity for it to add value to Council policy and strategy through greater emphasis on the big challenges ahead for the Council. The future is where the opportunities, challenges, risks and threats are present, and Scrutiny has a vital role to play in asking about the Executive's plans and preparedness for what is ahead".

Scrutiny Issues

As a reminder, the Action Tracker report, later in the Agenda, sets out the range of issues considered by the Committee in 2022/23 to date. The Forward Work Programme report sets out the issues to be considered in the remainder of the Municipal Year.

Work Programme development should allow flexibility for the consideration of urgent issues and the call-in of decisions made by the Executive. Once approved, the work

programme issues will be timetabled into the programme of Overview and Scrutiny meetings during the 2023/24 Municipal Year.

FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

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

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	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
None

Public Sector Equality Duty
The issues raised during 2023/24 will raise the profile of Overview and Scrutiny across the Borough, including residents with protected characteristics defined under the Equality Act 2010. The aim is to achieve better outcomes and value for money for all the Borough's 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 reports of the O&S Climate Emergency Task and Finish Group have included recommendations aimed at strengthening the delivery of the Council's Climate Emergency Action Plan. A Climate Emergency Overview and Scrutiny Committee has now been established. The Committee met for the first time on 4 January 2023.

List of Background Papers
None

Contact Neil Carr	**Service** Resources and Assets
Telephone No 0118 974 6000	**Email** neil.carr@wokingham.gov.uk
Date 9 January 2023	**Version No.** 1.0

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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

6 January 2023

Updated 06 January 2023

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
EXECUTIVE MEETING – 26 JANUARY 2023						
WBC1322	**Playing Pitch Strategy Approach** Purpose: To seek approval to cease any further work at Maiden Erlegh and await the outcome of the strategic review which will inform optimal pitch locations going forward across the borough.	Executive	full executive report	Deputy Chief Executive - Graham Ebers/ Susan Bentley	Executive Member for Environment, Sport and Leisure - Ian Shenton	N/A
WBC1323	**NEC Systems - Contract Renewal** Purpose: Procurement over £500k for the Councils Housing, Revenue and Benefits and Document Management	Executive		Chief Executive - Susan Parsonage/ Glynn Davies	Executive Member for Climate Emergency and Resident Services - Sarah Kerr	N/A

	systems provided by NEC.				
WBC1324	**Revised Local Bus Services Improvement Plan** Purpose: To approve the revised local bus service improvement plan for publication	Executive	Revised Local Bus Service Improvement Plan	Director, Place and Growth - Steve Moore/ Rebecca Brooks	Executive Member for Active Travel, Transport and Highways - Paul Fishwick	N/A
WBC1317	**Corporate Peer Challenge - Follow Up Visit** Purpose: To report the results of the follow up visit by the Local Government Association's corporate peer challenge that took place in October 2022.	Executive	LGA Corporate Peer Challenge report - October 2022	Chief Executive - Susan Parsonage/ Andrew Moulton	.Leader of the Council and Executive Member for Business and Economic Development- Clive Jones	N/A
WBC1316	**Energy re-procurement** Purpose: To seek approval for migration of the Councils energy buying strategy from the current framework provider (CCS – Crown Commercial Service) to the Laser framework.	Executive	Main report and commercially sensitive information in Part 2.	Deputy Chief Executive - Graham Ebers/ Ian Gough	Executive Member for Climate Emergency and Resident Services - Sarah Kerr, Executive Member for Finance - Imogen Shepherd-DuBey	The report will detail financially sensitive information that is confidential to business operations.
WBC1318	**Temporary Closure Remenham Footpath No 4**	Executive		Director, Place and Growth -	Executive Member for	N/A

59	**Henley Festival** Purpose: To consider the Henley Festival request for the closure of the Thames Path National Trail to allow the Henley Festival to be organised and run in a safe manner whilst enabling residents and visitors to continue to use Remenham Footpath 4 via a short detour. The Festival Trust applies annually for this closure to enable the safe management and execution of a locally and regionally enjoyed festival.			Steve Moore/ Andrew Fletcher	Environment, Sport and Leisure - Ian Shenton	
WBC 1314	**Chief Finance Officer Report 2023-24** Purpose: Provide strategic oversight for the 2023-24 budget setting	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
WBC 1313	**Capital Monitoring 2022/23 - Q3** Purpose: To consider the Capital Monitoring position at the end of Quarter 3	Executive	Capital Monitoring 2022/23 - Quarter 3	Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
WBC 1312	**Revenue Monitoring 2022/23 Q3** Purpose:	Executive	Revenue Budget Monitoring Report 2022/23 - Quarter 3	Deputy Chief Executive - Graham Ebers/	Executive Member for Finance -	N/A

	To consider the revenue budget position at the end of Quarter 3			Mark Thompson	Imogen Shepherd-DuBey	
EXTRAORDINARY EXECUTIVE MEETING – 9 FEBRUARY 2023						
WBC1326	**Waste collection proposal** Purpose: To consider the proposed change of collection methodology and containment for refuse and recycling in the borough	Executive	Full report, finances, consultation responses, policies.	Director, Place and Growth - Steve Moore/ Richard Bisset	Executive Member for Environment, Sport and Leisure - Ian Shenton	N/A
EXECUTIVE MEETING – 16 FEBRUARY 2023						
WBC1320	**Selection of the Council's Preferred Registered Providers** Purpose: For Executive to approve the selection of the Council's preferred RP partners for the period 1st April 2023 to 31st March 2026 (with potential for a 2 year extension thereafter)	Executive	Executive report outlining the preferred Registered Providers chosen to be part of the partnership	Director, Place and Growth - Steve Moore/ Frances Haywood	Deputy Leader of the Council and Executive Member for Housing - Stephen Conway	N/A
WBC1315	**Contract for Legal Advice for Adults & Children's Services** Purpose: To seek approval for the continuation of the existing shared service contract with other Berkshire Unitaries.	Executive	Headline Heads of Terms	Director, Children's Services - Helen Watson, Director, Adult Social Care and Health - Matt Pope/ Viki Elliot-King	Executive Member for Children's Services - Prue Bray, Executive Member for Health, Wellbeing and Adult Services - David Hare	N/A

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WBC1335	**Contracted Bus Services** Purpose: To agree the extension and retender of local bus services.	Executive	Executive Paper Annex A - Impact of Options Part 2 - Financial Information	Director, Place and Growth - Steve Moore/ Rebecca Brooks	Executive Member for Active Travel, Transport and Highways - Paul Fishwick	Commercially sensitive information. Release of information may influence result of future tender.
WBC1327	**Medium Term Financial Plan 2023-2026 Including Revenue Budget Submission 2023/24** Purpose: To provide the Executive with the key revenue budget extract for 2023/24 of the Medium Term Financial Plan (MTFP) 2023-2026 for submission to Council.	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
WBC1328	**Treasury Management Strategy 2023-2026** Purpose: Note the treasury management procedures, limits, and objectives for 2023/24. Effective and safe use of our resources to deliver service improvements and service continuity through the management of the council's cash flow and investments while	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A

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	funding the capital programme.					
WBC1329	**Capital Programme and Strategy 2023-2026** Purpose: The capital programme and strategy 2023 – 2026 sets out the capital investment for the benefit of the community and how this is funded.	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
WBC1330	**Housing Revenue Account Budget 2023/24** Purpose: The revenue and capital budgets for 2023/24 are set and tenants rent levels are set for 2023/24 to ensure sound finances and value for money in providing housing services for council tenants.	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
EXECUTIVE MEETING – 30 MARCH 2023						
WBC1336	**Biodiversity Net Gain Pilot Project** Purpose: To approve investment in a Biodiversity Net Gain Project on Council owned land.	Executive		Director, Place and Growth - Steve Moore/ Andy Glencross	Executive Member for Environment, Sport and Leisure - Ian Shenton	N/A
WBC1334	**Tackling Poverty Strategy year 2 Action Plan**	Executive	Action plan to support year2 of the	Chief Executive - Susan	Executive Member for	N/A

	Purpose: To agree the year 2 action plan for delivering the Tackling Poverty Strategy		Tackling Poverty Strategy	Parsonage/ Emily Higson	Equalities, Inclusion and Fighting Poverty - Rachel Bishop-Firth	
WBC1333	**Procurement of Tree Maintenance Framework Contract** Purpose: To procure a 4 year framework contact for the tree maintenance works required for Council owned trees.	Executive		Director, Place and Growth - Steve Moore/ Laura Buck	Executive Member for Environment, Sport and Leisure - Ian Shenton	N/A
WBC1331	**Covid Memorial Woodland** Purpose: To seek Executive approval to proceed with the recommended site and scheme for the proposed Covid Memorial Woodland.	Executive		Director, Place and Growth - Steve Moore/ Laura Buck	Executive Member for Environment, Sport and Leisure - Ian Shenton	N/A
WBC1302	**Adult Social Care Strategy and Social Care Futures** Purpose: For Executive to: *note progress in the delivery of the Council's Adult Social Care Strategy and *approve commitment to Social Care Future vision	Executive		Director, Adult Social Care and Health - Matt Pope/ Iftkhar Ahmed	Executive Member for Health, Wellbeing and Adult Services - David Hare	N/A
WBC1325	**Children's Services Overview & Scrutiny**	Executive		Director, Children's	Executive Member for	N/A

	Recommendations to the Executive Purpose: To put forward recommendations agreed at the Children's Services Overview and Scrutiny Committee			Services - Helen Watson/ Luciane Bowker	Children's Services - Prue Bray	
WBC1319 64	**Toutley East Development - Up-date on delivery and residential delivery model** Purpose: The Toutley East Development comprises the delivery of a new dementia care home, housing development and supporting infrastructure. This report provides an update on the Toutley East Development from that previously given to the Executive in July 2022, including changes in the financial assumptions resultant from changes in the market. In addition, recommendations are made with respect to the residential delivery model.	Executive		Deputy Chief Executive - Graham Ebers/ David Smith	.Leader of the Council and Executive Member for Business and Economic Development- Clive Jones, Executive Member for Finance - Imogen Shepherd-DuBey	Financial information
EXECUTIVE MEETING – 25 MAY 2023						
WBC1332	**Wokingham Borough Council Tree Strategy** Purpose: To seek Executive approval to adopt the Wokingham	Executive		Director, Place and Growth - Steve Moore/ Laura Buck	Executive Member for Environment, Sport and Leisure - Ian	N/A

				Shenton	
	Borough Council Tree Strategy				

Members of the Executive:-

Clive Jones	Leader of Council and Executive Member for Business and Economic Development
Stephen Conway	Deputy Leader of the Council and Executive Member for Housing.
Rachel Bishop-Firth	Equalities, Inclusion and Fighting Poverty
Paul Fishwick	Active Travel, Transport and Highways
Prue Bray	Children's Services
Lindsay Ferris	Planning and Local Plan
David Hare	Health & Wellbeing and Adult Services
Sarah Kerr	Climate Emergency and Resident Services
Ian Shenton	Environment, Sport and Leisure
Imogen Shepherd-DuBey	Finance

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

WOKINGHAM BOROUGH COUNCIL
INDIVIDUAL EXECUTIVE MEMBER DECISIONS FORWARD PROGRAMME

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THE LOCAL AUTHORITIES (EXECUTIVE ARRANGEMENTS)(MEETINGS AND ACCESS TO INFORMATION)(ENGLAND)
REGULATIONS 2012

Individual Executive Member Forward Plan - January 2023

Updated 29 December 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)	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
IMD 2023/01	**Response to Homelessness Legislation Consultation** *Purpose:* To determine the Council's response to the government's consultation titled 'Technical consultation on consequential changes to the homelessness legislation'. The deadline for submission is the 25th January 2023. **Date 17 Jan 2023** **Meeting Room and Time LGF3 at 11am**	Deputy Leader of the Council and Executive Member for Housing - Stephen Conway	Report, proposed consultation responses and an Equalities and Impact Assessment	Director, Place and Growth - Steve Moore/ Samuel Watt	N/A
IMD 2023/02	**Sale of Land near St Sebastian's Close** *Purpose:* To seek approval to a land disposal **Date 6 Feb 2023** **Meeting Room and Time LGF4 at 2PM**	.Leader of the Council and Executive Member for Business and Economic Development- Clive Jones	Report and exempt appendices	Deputy Chief Executive - Graham Ebers/ Amanda Dennis	Contains commercial terms agreed for a land sale. These can be included as exempt appendices.

Members of the Executive:-

Clive Jones	Leader of Council and Executive Member for Business and Economic Development
Stephen Conway	Deputy Leader of the Council and Executive Member for Housing.
Rachel Bishop-Firth	Equalities, Inclusion and Fighting Poverty
Paul Fishwick	Active Travel, Transport and Fighting Poverty
Prue Bray	Children's Services
Lindsay Ferris	Planning and Local Plan
David Hare	Health, Wellbeing and Adult Services
Sarah Kerr	Climate Emergency and Resident Services
Ian Shenton	Environment, Sport and Leisure
Imogen Shepherd-DuBey	Finance

Note:

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DRAFT WORK PROGRAMMES 2022/23

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
22 February 2023	Equality Plan	To scrutinise progress on the WBC Equality Plan	Update	Emily Higson
	Customer Excellence	To scrutinise progress on the corporate Customer Excellence Programme	Committee Request	Jackie Whitney
	Website Development	To input into the discovery phase for the development of the upgraded WBC website	Committee Request	Sally Watkins
	Executive Forward Programme	To consider the Executive Forward Programme and identify any issues for Scrutiny	Regular Update	Neil Carr
	O&S Work Programmes 22/23	To consider the work programmes for the four Overview and Scrutiny Committees	Work Programme	Neil Carr
	Action Tracker	To consider the regular Action Tracker report	Regular Update	Neil Carr

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
15 March 2023	Q3 2022/23 Performance	To consider the KPI performance report for Q3 2022/23	Work Programme	Will Roper
	Adoption of Estate Infrastructure	To scrutinise the process and reporting of the adoption of estate infrastructure	Committee Request	Neil Carr
	Consultation Protocol	To consider the draft Consultation Protocol	Committee Request	Dave Allen
	Refugees and Asylum Seekers	To consider the impact on the Borough of refugees and asylum seekers, including arrivals from Ukraine	Committee Request	Steve Moore
	Air Quality	To scrutinise progress against the Council's Air Quality improvement targets	Committee Request	Steve Moore
	Executive Forward Programme	To consider the Executive Forward Programme and identify any issues for Scrutiny	Regular Update	Neil Carr
	O&S Work Programmes 23/24	To consider the work programmes for the four Overview and Scrutiny Committees for 2023/24	Work Programme	Neil Carr
	Action Tracker	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
31 January 2023	**Travel Assistance Policy Implementation**	Update on outcomes from implementation of the Travel Assistance Policies (formerly Home to School Transport policies).	Challenge item	Children's Services / Sal Thirlway
	Annual SEND Survey	To receive a presentation on the Annual SEND Survey by SEND Voices Wokingham	Update item	Sarah Clarke / SEND Voices
	Report and Q&A with the Executive Member for Children's Services	To receive an update from the Executive Member for Children's Services.	Regular update	Councillor Prue Bray
	Education Update	To receive an update to inform the committee about general issues around education in the borough.	Information item	Children's Services/ Sal Thirlway
	Berkshire West Safeguarding Children Partnership Report	To receive information about the work of the Partnership	Information item	Children's Services/ Helen Watson
	Schools Causing Concern – Part 2	To consider the work being undertaken to support schools causing concern in a part 2 session.	Standing item	Children's Services / Sal Thirlway
	CSO&S Forward Plan	To consider the forward plan of the Committee.	Standing item	Democratic Services/ Luciane Bowker

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
22 March 2023	**Key Performance Indicators**	To monitor the performance of the service.	Challenge item	Children's Services / Helen Watson
	Report and Q&A with the Executive Member for Children's Services	To receive an update from the Executive Member for Children's Services.	Regular update	Councillor Prue Bray
	Care Leavers CAMHS Provision Update	To receive an update on the implementation and delivery of the CAMHS provision for Care Leavers	Challenge item	Children's Services / Adam Davis
	Fostering Transformation Update	To receive an update on the Fostering Transformation	Update item	Children's Services / Adam Davis
	Schools Causing Concern – Part 2	To consider the work being undertaken to support schools causing concern in a part 2 session	Standing item	Children's Services/ Sal Thirlway
	CSO&S Forward Plan	To consider the forward plan of the Committee	Standing item	Democratic Services/ Luciane Bowker

Unscheduled items:

- Youth Council update – January or March
- SEND Youth Forum – January or March

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COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
23 Jan 2023	**MTFP**	To consider any changes to the draft MTFP as a result of receipt of the Local Government Finance Settlement.	Work programme	Graham Ebers
	Wokingham Drug and Alcohol Strategy	To consider the draft Wokingham Drug and Alcohol Strategy.	Suggestion	Narinder Brar
	Work Programme	To consider the work programme for the Committee for 2022-23	Standing Item	Democratic Services

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DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
6 Feb 2023 (Provisional Extraordinary)	**Recommendations to the Executive**	To agree the final reports and recommendations from Task and Finish Groups for submission to the Executive.	Committee Task and Finish Groups	Callum Wernham
	Work Programme	To consider the work programme for the Committee for 2022-23	Standing Item	Democratic Services

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
6 March 2023	**Police and Fire Services Update**	To receive updates on the work of the local Police and Fire Services	Work programme	Callum Wernham
	Flood Risk Management Update	To receive an update on flood risk management within the Borough.	Work programme	Boniface Ngu
	Anti-Abuse Charter Update	To consider implementation of the anti-abuse charter.	Council request	Narinder Brar
	Task and Finish Group Report	To agree the report and recommendations of the "Preferred Registered Providers" Task and Finish Group, for submission to the Executive.	Committee Task and Finish Group	Callum Wernham
	Work Programme	To consider the work programme for the Committee for 2022-23	Standing Item	Democratic Services

Task & Finish Groups - To investigate the differences between Council managed social housing provision and preferred housing association managed homes. Members are concerned that there is a two-tier system, with good services offered by WBC managed homes compared to that offered by housing associations.

LCWIP Task and Finish Group.

HEALTH OVERVIEW AND SCRUTINY COMMITTEE FORWARD PROGRAMME

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
17 January 2023 - extraordinary	**Dental provision in Wokingham Borough**	Update	Update	BOB ICB/ NHS England

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
25 January 2023	**Autism Strategy**	Challenge item	Challenge item	Adult Social Care
	NHS Continuing Healthcare	Update	Update	Lewis Willing
	Healthwatch update	Challenge item	Challenge item	Healthwatch Wokingham Borough
	ASC KPIs	Challenge item	Challenge item	Matt Pope

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
27 March 2023	**Healthwatch update**	Challenge item	Challenge item	Healthwatch Wokingham Borough
	ASC KPIs	Challenge item	Challenge item	Matt Pope

Currently unscheduled topics:
- South Central Ambulance Service
- Westcall
- Update on Burma Hills and Wokingham Medical Centre
- Adult Social Care Strategy

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Overview and Scrutiny Management Committee – Action Tracker 2022/23

O&S Management Committee – 17 March 2022		
Agenda Item	Action	Update
Minutes of Previous Meeting	• Agreed	• Completed
Q3 21/22 Performance Report	• Additional information requested by Members to be circulated to the Committee	• Completed
Business Change	• Arrange a Member training session on the service and its impact on the organisation	• Ongoing
Tree Protection & Biodiversity Task & Finish Group	• Recommendations to be submitted to the Executive • Recommendations on Ecological Emergency to be submitted to Council	• Ongoing - Oct • Ongoing - Sept
Overview and Scrutiny Work Programmes 2022/23	• Refer work programmes to each O&S Committee to allocate items to meetings • Any additional items to be considered at the June 2022 Management Committee	• Completed • Completed
Council Motions	• Annual update report to November meeting of the Management Committee • Details of Motions plus progress to be set out on the WBC website • Stand-alone report on air pollution to be submitted to the Management Committee	• Ongoing • Ongoing • Ongoing – in work programme

O&S Management Committee – 13 June 2022		
Agenda Item	Action	Update
Minutes of Previous Meeting	• Agreed • Performance follow-up data to be circulated to all O&S Members	• Completed • Completed

	• Business Change training to be delivered • Council Motions – set out on WBC website – update to November meeting	• Ongoing • Ongoing
Q4 2021/22 Performance Report	• Additional information requested by Members to be circulated to all O&S Members • HOSC recommended to consider suitability of KPIs and impact of increasing complexity	• Completed • Completed
Scrutiny Improvement Review	• Executive-O&S Protocol to be circulated to all O&S Members • Committee to receive regular updates on changes to national legislation	• Completed • Ongoing
Work Programme 2022-23	• Members to notify Democratic Services of top three work programme priorities • Leader and Chief Executive to be invited to attend the July meeting • Member training programme to include Equalities and Climate Emergency • Community and Corporate O&S to scrutinise the Local Plan, the LCWIP, Bus Strategy and Bus Improvement Enhanced Partnership • Work programme include item on Refugees and Asylum Seekers (September 2022)	• Completed • Completed • Ongoing • Completed • Completed
Action Tracker Report	• Include historic items not yet completed • Each O&S Committee to develop its own Action Tracker	• Ongoing • Ongoing

O&S Management Committee – 7 July 2022		
Agenda Item	Action	Update
Minutes of Previous Meeting	• Agreed	• Completed
Leader of the Council and Chief Executive	• Invite Leader and CEX to future meetings (suggest 6 monthly)	• Ongoing
Climate Emergency O&S Committee	• Report to September meeting with more information on issues raised by Members	• Ongoing

Climate Emergency Action Plan – Progress Report	• Member comments to be fed into CEAP • Andy Croy/Sarah Kerr meet with officers to consider accuracy of data • Report on Barkham Solar Farm project to September meeting	• Completed • Completed • Ongoing
Work Programme 2022-23	• Chair/Vice-Chair to agree draft work programme for discussion at next meeting • Draft terms of reference for Task & Finish Group on corporate performance to next meeting • Consider potential item on the proposed Public Spaces Protection Order	• Ongoing • Ongoing • Ongoing
Action Tracker Report	• Noted	• Completed

O&S Management Committee – 5 October 2022		
Agenda Item	Action	Update
Minutes of Previous Meeting	• Agreed	• Completed
Q1 2022/23 Performance Monitoring Report	• Circulate written responses to questions not answered at the meeting	• Ongoing
Climate Emergency O&S Committee	• Council recommended to agree to establish O&S Committee • Set up first meeting of the Committee – 4 partnership + 3 Conservative Members	• Completed • Ongoing
Barkham Solar Farm Business Case	• Refer OSMC "in principle" support for project to the Executive • Recommend to Executive that WBC lobby the Government and Energy Companies re charges for grid connection • Circulate written responses to questions not answered at the meeting	• Completed • Completed • Ongoing
Corporate Performance Task & Finish Group	• Set up Task & Finish Group – 3 Partnership + 2 Conservative Members	• Completed

Work Programme 2022-23	• Arrange extraordinary meeting to scrutinise utility companies – Thames water and SSE	• Ongoing
Action Tracker Report	• Noted	• Completed

O&S Management Committee – 16 November 2022

Agenda Item	Action	Update
Minutes of Previous Meeting	• Agreed	• Completed
Consultation & Engagement Review	• WBC Consultation Protocol supported in principle; • Draft protocol to OSMC in February/March 2023.	• Completed • Ongoing
Scrutiny Improvement Review	• Scrutiny Improvement Action Plan to be implemented and monitored • Member/officer workshop to be held in early 2023	• Ongoing • Ongoing
Council Motions	• Further update in November 2023 • Request more prominent location of report as part of new website development	• Ongoing • Ongoing
Officer Response to report of the Tree Protection and Biodiversity T&FG	• Officer and Executive response endorsed; • OSMC to consider annual update prior to consideration by Council	• Completed • Ongoing
Committee Work Programmes	• Chair and Vice Chair to review items for next meeting • Leader/CEX update to Next meeting to include an assessment of staff welfare issues	• Completed • Ongoing
Action Tracker Report	• Noted	• Completed