



WOKINGHAM BOROUGH COUNCIL

A Meeting of the **OVERVIEW AND SCRUTINY
MANAGEMENT COMMITTEE** will be held in Council
Chamber - Civic Offices, Shute End, Wokingham RG40 1BN
on **MONDAY 12 JUNE 2023 AT 7.00 PM**

A handwritten signature in black ink, appearing to read 'Susan Parsonage', written in a cursive style.

Susan Parsonage
Chief Executive
Published on 2 June 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 or participate in 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://youtube.com/live/LFGMcNlx7Ys?feature=share>

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
<i>A great place to live, learn, work and grow and a great place to do business</i>
Enriching Lives
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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

Andrew Mickleburgh
Pauline Jorgensen
Alison Swaddle
Catherine Glover

Andy Croy
Adrian Mather
Chris Johnson
Caroline Smith

Norman Jorgensen
Stuart Munro
Alistair Neal

Substitutes

Charles Margetts
David Cornish
Bill Soane
Phil Cunnington

Graham Howe
Morag Malvern
Jane Ainslie
Marie-Louise Weighill

Peter Dennis
Rachelle Shepherd-DuBey
Ian Pittock

ITEM NO.	WARD	SUBJECT	PAGE NO.
1.		ELECTION OF CHAIR To elect a Chair of the Committee for the 2023/24 Municipal Year.	
2.		APPOINTMENT OF VICE-CHAIR To appoint a Vice-Chair of the Committee for the 2023/24 Municipal Year.	
3.		APOLOGIES To receive any apologies for absence.	
4.		MINUTES OF PREVIOUS MEETING To confirm the Minutes of the Meeting held on 15 March 2023.	5 - 16
5.		DECLARATION OF INTEREST To receive any declarations of interest.	
6.		PUBLIC QUESTION TIME To answer any public questions. A period of 30 minutes will be allowed for members of the public to ask questions submitted under notice.	

The Council welcomes questions from members of the public about the work of this committee. Subject to meeting certain timescales, questions can relate to general issues concerned with the work of the Committee or an item which is on the Agenda for this meeting. For full details of the procedure for submitting questions please contact the Democratic Services Section on the numbers given below or go to www.wokingham.gov.uk/publicquestions

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| 7. | | MEMBER QUESTION TIME
To answer any Member questions. | |
| 8. | None Specific | THAMES WATER
Richard Aylard, External Affairs and Sustainability Director for Thames Water, will attend the meeting to answer Member questions on issues of interest for local residents and community groups. | 17 - 20 |
| 9. | None Specific | Q4 22/23 PERFORMANCE MONITORING REPORT
To consider and scrutinise the corporate Q4 Performance Monitoring Report – January to March 2023. | 21 - 68 |
| 10. | None Specific | CONSIDERATION OF THE CURRENT EXECUTIVE AND IEMD FORWARD PROGRAMMES
To consider the current published version of the Executive Forward Programme and the Individual Executive Member Decision Forward Programme. | 69 - 82 |
| 11. | None Specific | OVERVIEW & SCRUTINY COMMITTEE WORK PROGRAMMES
To discuss the work programme of the Overview and Scrutiny Management Committee and Overview and Scrutiny Committees. | 83 - 96 |
| 12. | None Specific | ACTION TRACKER REPORT
To consider the regular Action Tracker report. | 97 - 100 |

Any other items which the Chairman decides are urgent

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

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MINUTES OF A MEETING OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE HELD ON 15 MARCH 2023 FROM 7.00 PM TO 10.30 PM

Committee Members Present

Councillors: Jim Frewin (Chair), Andrew Mickleburgh (Vice-Chair), David Cornish, Andy Croy, Peter Dennis, Norman Jorgensen, Pauline Jorgensen, Stuart Munro and Alison Swaddle

Other Councillors Present

Councillors: Morag Malvern, Bill Soane, Rachel Bishop-Firth, Sarah Kerr and Ian Shenton

Officers Present

Neil Carr, Democratic & Electoral Services Specialist
Simon Dale, Director of Place & Growth
Graham Ebers, Deputy Chief Executive & Director of Resources & Assets
Andy Glencross, Head of Environmental Services
Emily Higson, Head of Insight, Strategy & Inclusion
Will Roper, Customer Insight Analyst & Performance Manager
Sally Watkins, Chief Operating Officer
Callum Wernham, Democratic & Electoral Services Specialist
Jackie Whitney, Strategic Lead - Customer Excellence, Change & IT

1. APOLOGIES

Apologies for absence were submitted from Graham Howe and Adrian Mather.

Morag Malvern and Bill Soane attended the meeting as substitutes.

2. STATEMENT BY THE CHAIR

Jim Frewin made the following statement:

At the beginning of this Municipal Year we were given peer feedback that Wokingham's Overview and Scrutiny function needed to be improved. We set out to do this and I believe that we are on the right path. Elections will inevitably change the make-up of the Committees. Elections always do this.

I want to thank all the Members for trying to improve, not only what we do but how we do Overview and Scrutiny. I believe that it has been a worthwhile attempt. I would ask that those that return next year to keep pushing for improvement. Do not waste the progress we have made. I believe we have shown that it can be different. Please keep that going.

Having said that, our last meeting provided some challenges, so I wish to make a couple of points on the role of Overview and Scrutiny Members.

The front of each Overview and Scrutiny Agenda includes the following statement:

“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.”

The WBC Constitution also includes the following paragraph:

6.3.12 The Party Whip - the Council views the use of the Party Whip as incompatible with the aims of Overview and Scrutiny. When considering any matter in respect of which a Member of the Overview and Scrutiny Management Committee, Overview and Scrutiny Committee or Task and Finish Group is subject to a party whip the Member must declare it, before commencement of the Committee's deliberations on the matter and detail of the whipping arrangements shall be recorded in the minutes of the meeting.

The Constitution also states:

9.2.7 Standards of Councillor conduct. This section sets out your obligations, which are the minimum standards of conduct required of you as a Councillor. Should your conduct fall short of these standards, a complaint may be made against you, which may result in action being taken.

9.2.8.1 Respect as a Councillor:

- a) I treat other Councillors and members of the public with respect.
- b) I treat local authority employees, employees and representatives of partner organisations and those volunteering for the local authority with respect and respect the role they play.

Respect means politeness and courtesy in behaviour, speech, and in the written word. Debate and having different views are all part of a healthy democracy. As a Councillor, you can express, challenge, criticise and disagree with views, ideas, opinions, and policies in a robust but civil manner. You should not, however, subject individuals, groups of people or organisations to personal attack.

This is a gentle reminder to everyone after the behaviours at the last meeting. We now move on to tonight's Agenda.

3. MINUTES OF PREVIOUS MEETING

The Minutes of the meeting of the Committee held on 22 February 2023 were confirmed as a correct record and signed by the Chair.

4. DECLARATION OF INTEREST

There were no declarations of interest.

5. PUBLIC QUESTION TIME

There were no public questions.

6. MEMBER QUESTION TIME

There were no Member questions.

7. Q3 22/23 CORPORATE PERFORMANCE MONITORING REPORT

The Committee considered a report, set out at Agenda pages 13 to 58, which gave details of performance management for the period October to December 2022 (Q3). The report gave details of the Key Performance Indicators (KPIs) which measured how each service was delivering against its current objectives.

Sarah Kerr (Executive Member for Climate Emergency and Resident Services) to present the report and answer Member questions. Also in attendance were: Sally Watkins (Chief

Operating Officer), Emily Higson (Head of Insight, Strategy and Inclusion) and Will Roper (Customer Insight Analyst and Performance Manager).

The report gave details of 40 KPIs which were measured against SMART targets (Specific, Measurable, Achievable, Realistic and Timely), taking into account historic trend information and benchmarking. The KPIs were assigned a RAG status (Red for on target, Amber for close to target and Red for missing the target).

Highlights from the Q3 period included:

- a significant increase in the % of people with a learning disability who lived on their own or with friends or family. This had been achieved by the Specialist Accommodation project which had provided 30 new homes for people with adult care needs.
- a positive Peer Review of the Virtual school confirmed the considerable improvements made in our offer to Children in Care - including UASC.
- creation of community led cost of living response with council officers and the Hardship Alliance and the introduction of Warm Hubs across our library estate.
- continued reduction in the revenue forecast overspend and control of the capital programme spend.
- a positive peer review revisit from the LGA focused on the demonstrable progress and palpable change delivered since the initial review.

The report stated that, looking forwards, rising inflation would continue to cause challenges nationally with forecasts suggesting it would continue for some time. Inflation drove up the costs of everything the Council did. It also increased demand for many services and compounded this with more complex issues.

The following KPIs were reported as Red for Quarter 3 of 2022/23:

- AS1: Percentage of safeguarding concerns, leading to an enquiry, completed within two working days;
- CS3: Percentage of Children in Care who are 20 miles+ from their homes and out of Borough;
- CS4: Percentage of Education, Health and Care Plans (EHCP) Assessments completed within 20 weeks of referral;
- CS5: Percentage of 16-17 year olds with Activities/Destinations not known.

The report gave details of the corrective action being taken to address these Red KPIs. The report also stated that seven KPIs were currently without targets. There were various reasons for this, including new indicators which were bedding in in order to establish baseline performance before regular monitoring commenced.

In the ensuing discussion, Members raised the following points:

CEX6 – WBC Staff Sickness Absence – were there any underlying reasons impacting on the level of absence rates in Q3? It was confirmed that Q3 tended to see an increase in sickness due to colds, flu and respiratory illnesses. It was also noted that work was ongoing on a new managing absence policy which would enable managers to manage absence effectively with a view to reducing absence rates. This would include more detailed guidance on Occupational Health and the Council’s Employee Assistance Programme.

RA9 – Participation in physical activity sessions to support those who may be experiencing social isolation – what actions were being taken to generate greater uptake? It was confirmed that the impact of Covid was still being felt and work was ongoing with the Public Health team to encourage vulnerable residents to re-engage and participate in beneficial activities. This issue had links with the HOSC agenda relating to social isolation and the Arts and Culture agenda.

KPIs which were Green but deteriorating – were there any specific trends? It was confirmed that a number of national issues (cost of living crisis, inflation, state of the economy, etc.) were impacting on a range of KPIs. As a result, KPIs were under close scrutiny. There were also other factors involved including changes in legislation, demand management, increased complexity of cases and the fact that funding did not always follow the new responsibilities given to councils.

PG4 – Percentage of “standard” work orders completed within 28 days – did this KPI relate to the highways service? It was confirmed that PG4 did relate to highways work orders. This would be clarified in the Q4 report.

PG5 – Total (and concessionary) passenger numbers on WBC town contracted services – this KPI did not have a target, when would a target be introduced? It was confirmed that PG5 was under review with the aim of setting a target for the new Municipal Year.

PG9 – Percentage of household waste reused, recycled and composted – why was target 52% for each quarter when Members were told in the summer of 2022 that the intention was to increase recycling? It was confirmed that performance against this KPI was under review and that further information would be provided for Members. Members also sought clarification about the recycling incentive scheme (Greenredeem). Was it still operating and what impact was it having?

Children’s Services Challenges – demand for school places and measures to deliver increased capacity for Year 7 – what was the ongoing data modelling telling us about future demand for school places? It was confirmed that the situation had become more challenging with the advent of academies which were able to make their own decisions about capacity in schools. It was important to work closely with the DfE and local schools/academies. A key issue was minimising school related travel across the Borough. Andrew Mickleburgh confirmed that the issue of school sufficiency would be considered by the Children’s Services Overview and Scrutiny Committee.

CS4 – Percentage of Education, Health and Care Plan Assessments completed within 20 weeks of referral – what steps were being taken to increase capacity for Education Psychologists to provide timely statutory advice? It was confirmed that steps were being taken to recruit more staff and to “grow our own”. Work was also ongoing to make WBC a more attractive place to work, thereby retaining key members of staff.

RA10 – Completion time and budget for regeneration projects for Carnival Pool – in terms of the RAG rating, parts of the project had been delivered on time whilst others (library and residential units) had been delayed. Would it make sense to split the project into two KPIs? It was confirmed that the primary objective had been to deliver the sports centre on time – this was achieved. Officers would look at splitting the KPI for future reporting.

RESOLVED That:

- 1) Sarah Kerr and the supporting officers be thanked for attending the meeting to present the Q3 report and answer Member questions;
- 2) the additional information on KPIs, requested during the discussions, be circulated to Members;
- 3) the issue of school sufficiency (places) be considered by the Children’s Services Overview and Scrutiny Committee;
- 4) Members receive an update on the recycling incentive scheme (Greenredeem).

8. EQUALITY PLAN UPDATE

The Committee considered a report, set out at Agenda pages 59 to 72, which provided an update on progress against the targets in the Council’s Equality Plan.

Rachel Bishop-Firth (Executive Member for Equalities, Inclusion and Fighting Poverty) attended the meeting to present the report and answer Member questions. Also in attendance were Sally Watkins (Chief Operating Officer), Emily Higson (Head of Insight, Strategy and Inclusion) and Bryony Gibbs (Senior Specialist – Equality, Insight and Inclusion).

The report stated that, in March 2021, the Council approved the Equality Plan 2021-25 to deliver a programme of improvements against the Equality Framework for Local Government (EFLG). The EFLG is a framework of continuous improvement designed help local authorities build equality into all aspects of service delivery and employment.

The Overview and Scrutiny Management Committee received a report, at its meeting on 23 February 2022 on the progress achieved in the first year of the programme, together with the action plan for 2022/23. This report presented an update on progress made in 2022/23 against the annual Action Plan and set out proposed actions for the 2023/24 Action Plan. A cross-party working group had been set up to provide strategic oversight of the programme throughout the year.

The report stated that a self-assessment against the EFLG conducted in December 2022 indicated that the Council was at the ‘Developing’ level of the framework. This meant that the organisation had established the building blocks for progression, had made an organisational commitment to improving equality and was putting in place processes to deliver on equality issues. Delivery of actions in 2021/22 and 2022/23 had consolidated this position and was supporting progress towards the ‘Achieving’ standard. The action plan for 2022/23 comprised 11 actions, as set out in the report. The proposed action plan for 2023/24 was appended to the report.

In the ensuing discussion, Members raised the following points:

The Equality Forum was now up and running – were there any plans for the Equality Forum to interact with the Council’s Overview and Scrutiny Committees, for example by sending a representative to a Scrutiny meeting? It was confirmed that the Equality Forum be asked if it wished to send a representative to a future Overview and Scrutiny meeting.

How did WBC ensure that contractors and suppliers met the Council’s equality requirements? It was confirmed that equality requirements were included within contract documents. Work was also ongoing to develop a charter setting out the Council’s corporate social value expectations. The Equality Forum acted as a critical friend to the Council in areas such as this. It was suggested that the draft corporate social value document be submitted to the Committee for scrutiny and feedback.

Did the Equality Plan and supporting documents use “plain English” which would enable all residents and local groups to engage with the process? It was confirmed that this point would be considered with a “plain English” review of the key documents.

Whilst there was good progress on the various actions, was there a plan and timeframe for moving to the “achieving” standard set out in the Equality Framework for Local Government? It was confirmed that the Equality Framework for Local Government was very detailed, with 17 targets under four improvement modules with three levels of achievement – developing, achieving and excellent. Further progress reports would be submitted to Members as the Council progressed to the next level – “achieving”.

Was the former BME Forum still operating? It was confirmed that, as far as officers were aware, the BME Forum had ceased to operate. The new Equality Forum had sought to be independent from WBC. It was suggested that Members receive an update on the terms of reference and operation of the new Equality Forum.

RESOLVED That:

- 1) Rachel Bishop-Firth and the supporting officers be thanked for attending the meeting to present the report;
- 2) progress on delivery of the Equality Action Plan and the proposed actions for 2023/24 be welcomed;
- 3) Members receive an update on the new Equality Forum;
- 4) the Committee receive further updates on progress in due course.

9. CUSTOMER EXPERIENCE STRATEGY - DRAFT

The Committee considered a report, set out at Agenda pages 73 to 88, which gave details of the draft Customer Experience Strategy which provided direction and focus around improving the experience for customers interacting with WBC. The draft Customer Experience Strategy 2023/28 was appended to the report.

Sarah Kerr (Executive Member for Climate Emergency and Resident Services) attended the meeting to present the report and answer Member questions. Also in attendance were Sally Watkins (Chief Operating Officer) and Jackie Whitney (Strategic Lead – Customer, Change, Digital and IT).

The report stated that the Customer Experience Strategy addressed several 'pain points' for customers which were identified through feedback gathered over the previous 12 months. Feedback and input has been gathered from the Council's workforce, residents, businesses, partners and community groups to inform the content and design of the strategy. This included the Equality Forum, CLASP and the Youth Council.

It was clear that residents had inconsistent customer experiences when they interacted with the Council. There were pockets of excellence, but the customer experience was not owned by everyone. The strategy outlined the vision and ambition around delivering a more consistent customer experience. Key points included:

- the strategy covered five years - WBC did not currently have a Customer Experience Strategy that set a direction or areas of focus for improvement;
- the Strategy aligned to the Council Plan around 'Changing the way we work for you' and 'Being the best we can be'. It also aligned to the Equality Plan;
- within the Strategy, the Customer Charter defined the type of experience customers should receive when they interact with the Council;
- the Strategy drove the use of Customer data and insight as part of delivering a more customer-centric culture based on a foundation of continuous improvement across the Council;
- savings could be realised as a result of better customer experiences, reducing the cost of failure and avoidable demand, and channel shift to improved digital services;
- the term 'customer' referred to anyone that interacted with the Council – it was terminology that would be tested again during public consultation;
- the format had been designed in a way that made it easy for people to understand – an Easy Read version would also be made available.

In the ensuing discussion, Members made the following points:

How would success be measured in the journey to customer excellence? It was confirmed that adopting suitable KPIs would be essential. Pilot projects in service areas such as housing would help to understand and measure the customer experience. Feedback from these pilot projects would be submitted to Overview and Scrutiny for comment. The Council was also using the Govmetric system which measured issues such as contacting the Council, friendliness and helpfulness of staff and the level of first time fixes. Service surveys using freestyle comment boxes would also be used.

The development of insights would take time and resources – how would this process be managed? It was confirmed that this would be part of the Council's Organisational Development Programme, supported by the business intelligence team. Customer focus groups would also be used to gather data and feedback.

It was important to ensure that technology was able to support delivery of the new strategy. It was confirmed that the aim was to deliver first time fixes and to ensure that map based systems provided accurate, up-to-date information to customers. Further progress reports on the implementation of the Esri mapping system would be provided to Members in due course.

RESOLVED That:

- 1) Sarah Kerr and the supporting Officers be thanked for attending the meeting to present the draft strategy and answer Member questions;

- 2) the draft Customer Experience Strategy be welcomed and supported;
- 3) comments and feedback from the Committee be incorporated into the draft Customer Experience Strategy prior to its submission to the Executive.

10. BIODIVERSITY NET GAIN PILOT PROJECT

The Committee considered a report (set out in the Supplementary Agenda) which gave details of a proposed Biodiversity Net Gain pilot project.

Ian Shenton (Executive Member for Environment) attended the meeting to present the report, supported by Andy Glencross (Head of Environmental Services).

The report stated that a minimum 10% biodiversity net gain was expected to become mandatory for all Town and Country Planning Act developments from November 2023 (although the principle of biodiversity net gain was already required through the current National Planning Policy Framework). Under the new arrangements, developers would be required to carry out an assessment (using the nationally set BNG metric tool) of the current biodiversity value of their site both prior to and post the development proposal. In the event that the value of the site post development was less than 10% better than it was prior to development then the developer would have an obligation to provide additional off site BNG units to achieve the mandatory 10% net gain.

Whilst this change to the planning system would involve some additional regulatory burdens in terms of the development management process and a significant new burden on developers (including for WBC projects), there would also be opportunities for the Council to be a provider of BNG units through the ecological enhancement of existing Council owned sites such as Countryside Sites, Public Open Spaces and farmland.

The report stated that the Government envisaged a market approach to the provision of offsite BNG units where the income received through the sale of BNG units should cover all of the capital, monitoring and ongoing maintenance costs (for at least 30yrs) and provide a capital receipt to the landowner. There was currently some uncertainty over the level of local need for BNG units and as a consequence officers were proposing a pilot project at Ashenbury Park in 2023/24 in order deliver immediate requirements and to test the local market. Officer would use this pilot project to inform a project plan to deliver BNG units at other Council owned sites in future year if required.

It was intended that there would be a short consultation on the detailed scheme proposals in early summer 2023, with all initial planting and seeding works due to be completed by March 2024.

In the ensuing discussion, Members raised the following points:

What was a Biodiversity Net Gain unit? It was confirmed that BNG units were part of a methodology used to measure habitats. Using a Government developed tool, existing sites could be overlaid with biodiversity improvements which were translated into a points system. In effect, it was a type of offsetting – developers had to demonstrate that they could deliver a minimum of 10% BNG. BNG units could be purchased from any landowner (public or private) prepared to create and maintain new/enhanced habitats, including restriction on other uses of a site for 30 years. There was an opportunity for WBC to

become a provider of BNG units through the enhancement of sites such as Ashenbury Park and other countryside sites and public open spaces.

If the project went ahead, would Ashenbury Park become a country park? It was confirmed that the park's designation would not be changed. The car park and play area would remain under amenity management. Ashenbury Park was estimated to be a 25 hectare site. The proposed improvements were likely to generate circa 35 BNG units.

Once completed, would the site be included in WBC's asset register? It was confirmed that the Council would have to maintain the BNG units for 30 years. After that they could not be re-sold – this was Government policy.

Members noted that BNG was a type of carbon offsetting, which had been in place for many years. In relation to BNG was the aim to promote diversity of habitats or maximise income generation for the Council? It was confirmed that there would have to be a balance – it was more than just tree planting, it was about a variety of habitats.

How did BNG differ from earlier measures such as the development of SANGs linked to new development? It was confirmed that the key difference was that BNG was a measurable rather than a subjective system. Looking ahead, new strategic SANGs may be combined with the BNG system. It was important that the BNG system was attractive to private landowners as well as local authorities. BNG did not alter the normal environmental protections in the Planning system.

In years ahead, how would the BNG be monitored and reported? It was confirmed that the Government was proposing to set up a register for allocation of BNG units. In addition providers of BNG units would be required to submit regular progress reports to the planning authority throughout the 30yr period.

Members queried the approach to public consultation over the pilot project. Would consultation take place before the project was implemented? Members felt it important that local residents had the chance to comment on the proposals before work started on the ground. This included an understanding of the BNG system and the benefits for local communities. It was confirmed that consultees would include residents, ward Members and Woodley Town Council. It should be possible to complete a consultation exercise before the relevant planting season commenced in the autumn of 2023.

What safeguards existed to ensure that BNG improvements were near to the sites taking new development? It was confirmed that a "temporal discount rate" would be applied – this meant that the value of BNG units reduced the further away the BNG site was from the development site.

The Committee agreed that its comments and questions be submitted to the Executive in order to inform the discussion on the proposed pilot project at Ashenbury Park.

RESOLVED: That the following recommendations be submitted to the Executive as part of its consideration of the Biodiversity Net Gain pilot project at Ashenbury Park:

- 1) officers ensure that there is clear communication with residents and community groups about the aims of the BNG pilot project in Ashenbury Park and the expected outcomes;

- 2) design work on the pilot project proceed, but no physical works take place on site until the public consultation has been completed, evaluated and reported - consultation to include an option with no changes to Ashenbury Park;
- 3) officers explore potential mitigations relating to the financial risks and outcomes relating to the project;
- 4) the Executive notes Scrutiny Members' concerns about the potential negative impact on communities if BNG projects are not linked to the areas which are taking new housing development;
- 5) the Executive receive a map showing the proposed pilot project site within Ashenbury Park (included with this paper);
- 6) officers provide a briefing for all Members on the introduction of BNG into the planning process and the specific pilot BNG project in Ashenbury Park.

11. O&S WORK PROGRAMMES 2023/24

The Committee considered a report, set out at Agenda pages 89 to 102, which gave details of draft work programmes for 2023/24 for the Management Committee and the four Overview and Scrutiny Committees.

The report stated that effective work programming was a Member-led process aimed at shortlisting and prioritising issues of community concern together with issues arising out of the Community Vision and Corporate Delivery Plan and major policy or service changes. It aimed 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 approved work programmes for itself and the Council's Overview and Scrutiny Committees. Recent discussions following the external Scrutiny Improvement Review had indicated the need for the work programming process to be more robust and for improved monitoring during the year.

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

RESOLVED That:

- 1) the draft Overview and Scrutiny Work Programmes for 2023/24 (Annex A) be agreed and be submitted to the relevant Overview and Scrutiny Committees for implementation;
- 2) the additional Scrutiny requests from residents, Members and Town/Parish Councils be given further consideration by the relevant Overview and Scrutiny Committee;
- 3) further items be added to the Work Programmes during 2023/24, as necessary.

12. CONSIDERATION OF THE CURRENT EXECUTIVE FORWARD PROGRAMME

The Committee considered a copy of the Executive Forward Programme as set out on Agenda pages 103 to 114.

RESOLVED: That the Executive Forward Programme be noted.

13. O&S FORWARD PROGRAMMES 2022/23

The Committee considered its forward work programme and that of the Overview and Scrutiny Committees, as set out on Agenda pages 115 to 122.

In relation to the Budget Scrutiny carried out by the Community and Corporate Overview and Scrutiny Committee, it was noted that the role of the Committee was to sense check the overall Budget proposals but also to provide robust “critical friend” challenge on Budget issues of interest to local residents and community groups.

RESOLVED: That the Overview and Scrutiny Work Programmes for the remainder of 2022/23 be noted.

14. ACTION TRACKER

The Committee considered the latest Action Tracker report, set out at Agenda pages 123 to 126.

RESOLVED: That the Action Tracker report be noted.

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Agenda Item 8.

TITLE	Thames Water
FOR CONSIDERATION BY	Overview and Scrutiny Management Committee on 12 June 2023
WARD	None Specific
DIRECTOR	Graham Ebers, Deputy Chief Executive

OUTCOME / BENEFITS TO THE COMMUNITY

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

RECOMMENDATION

The Committee is requested to:

- 1) consider responses to the Key Lines of Enquiry to Thames Water, as set out in the report;
- 2) consider any supplementary questions and additional lines of enquiry as necessary;
- 3) discuss an appropriate response from the Committee to Thames Water.

SUMMARY OF REPORT

As requested by the Committee, officers have contacted Thames Water to request that a representative attend a meeting of the Management Committee to discuss issues of interest to residents and community groups.

Richard Aylard, Thames Water's External Affairs and Sustainability Director, has agreed to attend the meeting on 12 June 2023.

In order to frame the discussion, Members have suggested a number of Key Lines of Enquiry which are set out in the report.

Background

Proposed format for the Scrutiny Session:

1. Short Introduction/Presentation by Thames Water

- Thames Water - main activities and relationship to other key stakeholders.
- Key concerns affecting local waterways and infrastructure.
- Examples of work being undertaken by Thames Water to address these concerns.
- Opportunities for future joint working with WBC to achieve improvements.

Note: It is worth noting that, whilst Thames Water deal with sewage services throughout the Borough, drinking water is supplied by South East Water within most of the Borough (apart from some areas in the west of the Borough - Earley, Woodley Winnersh, Shinfield and Swallowfield).

2. Key Lines of Enquiry

- (i) Local discharge of sewage into rivers and waterways – action plans, targets and timeline for reducing incidents. Data for discharges in Wokingham Borough. What plans are there for increasing sewage treatment capacity/facilities in order to decrease the level of discharges? Is there pro-active reporting of incidents?
- (ii) Condition and maintenance of some of the older infrastructure e.g. impacts that works are having on the highways network and progress on replacing brittle water mains. What preventative maintenance is Thames Water carrying out?
- (iii) Capacity of some of the newer infrastructure e.g. to ensure adequate water pressure/supply for all new housing developments.
- (iv) Pro-active maintenance – when was the most recent infrastructure survey of the Borough carried out? What are the prioritised plans to fix/update existing infrastructure? Are there any significant known issues which are not going to be addressed in the near term?
- (v) Service Level Agreement for repair of manhole covers and report to fix times.
- (vi) Programme for flood prevention and cleaning culverts (especially in Earley but more widely as well).
- (vii) Response to unexpected events – including details of the governance, including third parties involved in the rectification of significant events (e.g. the sewer collapse and sinkhole in Evendons Lane). Process, SLAs, KPIs and resident/Council communications when unexpected events happen. What are the learnings taken from the Elms Field and Evendons Lane events?

- (viii) Finance - current and planned Thames Water budgets for Wokingham Borough. Infrastructure investment in the Borough. Any financial constraints which will limit investment in the Borough.
- (ix) Supply versus demand – projections of future demand and measures to manage demand, including strategies for avoiding the need for water restrictions, reducing the level of leaks and the roll-out of water meters.
- (x) Climate Emergency – what is Thames Water doing to tackle and adapt to the impact of climate change? How are partners involved? What are the opportunities for more effective joined-up working?
- (xi) Customer satisfaction – how does Thames Water measure customer satisfaction with its services? What plans are there to improve customer satisfaction and engage with residents/businesses across Wokingham Borough?

Note: see recent Bracknell News article – What toxic chemicals are poisoning the Loddon – link below:

<https://www.bracknellnews.co.uk/news/23556890.toxic-chemicals-poisoning-loddon/>

3. Next Steps

Following the Scrutiny session, Members may wish to authorise the Chair to write to Thames Water with any comments or concerns identified by the Committee – together with any requests for follow-up action and reporting.

FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

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

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

Other financial information relevant to the Recommendation/Decision
None

Cross-Council Implications

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

Public Sector Equality Duty

Due regard has been given to Council's Public Sector Equality Duty.

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

One of the Key Lines of Enquiry set out in the report relates to the actions being taken by Thames Water in response to climate change.

List of Background Papers

None

Contact Neil Carr	Service Resources and Assets
Telephone No 0118 974 6000	Email neil.carr@wokingham.gov.uk
Date 2 June 2023	Version No. 1.0

Agenda Item 9.

TITLE	Quarter 4 22/23 Performance Monitoring Report
FOR CONSIDERATION BY	Overview & Scrutiny Management Committee on 12 th June 2023
WARD	(All Wards);
LEAD POLITICIAN	Sarah Kerr – Executive Member for Performance
LEAD OFFICER	Sally Watkins - Chief Operating Officer

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 4 KPIs show good performance despite significant continued challenges to delivery. The highlights of quarter 4 for the Council include:

- Successful bids for capital funding from DfE for 2 new SEND free schools.
- Leisure participation at our leisure centres has recovered to pre pandemic levels with the 3rd highest levels across our leisure provider.
- Successful bid to the Social Housing Decarbonisation Fund for £292k (with the HRA contributing a further £292k) which will bring just over 100 social houses to an EPC rating C by 2025
- 3 community vision sessions with 150+ attendees and with community representation from 50+ organisations
- The Council has received four nominations for the 2023 MJ Awards. One of the nominations is for the Best Social Housing Initiative for the Adult Social Care Specialist Accommodation (ASCSA) Programme. The creation of new specially adapted accommodation to support a range of vulnerable residents, helping improve their independence and quality of life within the community which has, in part, helped us to achieve the improvement in AS4 for 2022-23.

Looking forward, inflation continues to cause challenges. Inflation drives up the costs of everything the council does. It also increases demand of many services and compounds this with more complex issues. There are also continued pressures on both the revenue and capital budgets and the delivery of cost savings is a challenge across the organisation. Finally recruitment and retention continues to be a challenge in certain key skills areas.

Quarter 4 is also the year end. Despite mounting pressure from inflation and the cost of living, which has built all year, performance has been consistent through the year and the year end position for the Council is strong.

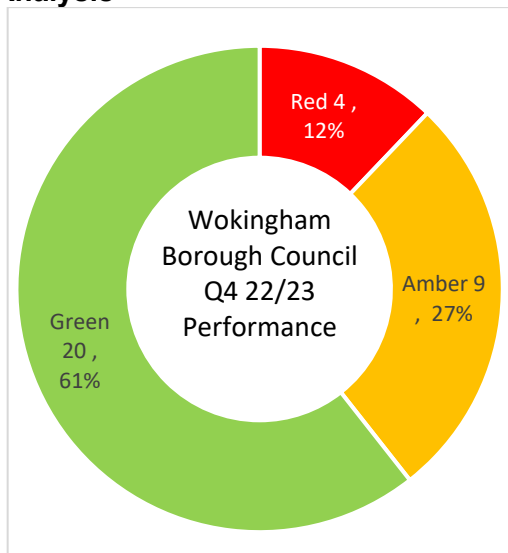
Further details of all KPIs are listed in Appendix A which accompanies this report.

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 **Q4 2022/23 January, February and March 2023**.
- There are 40 KPIs, details of which can be found in found in Appendix A which includes year on year trends where available.
- Where available benchmarking information is included to give greater context.
- 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 4 22/23 Performance

Quarter 4 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, 20, are Green, 8 are Amber and 4 are Red.

Red KPIs in Quarter 4 2022/23

The following information below gives details of the KPIs reported as Red in Q4 22/23 with background and context of performance and the corrective action being taken

RA10B – Completion to time and budget of regeneration projects (Residential Works)

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 and it is anticipated the scheme will be completed later this calendar year.

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

The number of children in care over 20miles from their homes peaked in Q3 with 26 out of 91 in this category. For Q4 the number was 24 of 93 or 26%, whilst this is over target it is now trending back down to target. The locally set target for Wokingham in 2022/23 is based on the average of 2021/22 performance for England (16%), South East (22%) and Statistical

Neighbouring Local Authorities (29%). Low percentage indicates better performance for this indicator.

Local placements are defined as 20 miles or less from the child's home address and distant placements as those over 20 miles from home address. This is irrespective of local authority boundaries. Wokingham has around 10% of looked after children placed in residential care (non-SEND or UASC), residential care is predominantly out of the borough. The supply of local residential care beds has decreased over recent years.

A number of children are placed with their parents as part of a reunification plan or with family members who have been approved as foster carers. Some of these families now reside further than 20 miles than their originating address in Wokingham.

For some children the distance from their home address can have a real impact as the 'team around the child' and the child's family, are not as easily available. Wokingham is addressing it placement sufficiently in order increase the number of resources that are available locally, through creating additional capacity.

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

The % timeliness of the issuing of EHC Plans within 20 weeks started to recover in Q4 at 55% back up from 41% in Q3. This was driven by the Education Psychology service prioritising statutory assessments and using locum staff to progress delayed advice. An EHCP timeliness meeting held with the SEND Team, EP Service and health colleagues was useful in identifying areas where delay can occur, and actions have been taken to ensure timeliness continues its upward trajectory in 2023/24.

In 2021 the published results for Wokingham for EHCPs issued within 20 weeks was 80.9% compared to England 57.9%, South East 48.8 % and Statistical Neighbours 57.9%. The target was based on that year's performance.

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

This is not monitored as a national performance measure, however, numbers of people waiting for assessments, packages of care or reviews is collected regularly for all Local Authorities in the South East. Currently 26% of people are waiting longer than 6 months across the region. 28 days is a local target to ensure best practice.

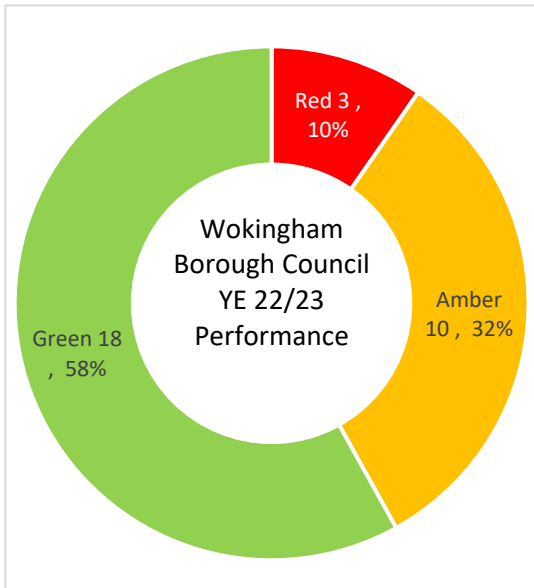
People must be provided with the right combination of care, in the right place at the right time, in ways that will be sustainable going forward.

There is a process of triaging and risk assessing all contacts received to ensure those requiring immediate attention are prioritised.

Performance in this area has improved year-on-year despite rising volume and complexity in Adult Social Care. We have seen a 9% increase in contacts over the last year, a 76% increase in safeguarding concerns compared to pre-pandemic, increasing demand for care services, particularly to meet more complex needs, whilst seeing a 58.3% increase in vacancies for care staff across the region from last year.

Performance has declined in this area in January (84%) and February (72%). Whilst there has been a reduction in performance in Q4, it must be stressed that all contacts are triaged, and risk assessed to ensure those requiring immediate attention are prioritised and immediate services implemented. During Q4 we have also introduced some new paperwork to strengthen assessments at first contact, but we suspect that this is not being captured in these statistics;

this is being explored. Q4 has had considerable winter pressures, which mirrors the drop in Q4 2021-22, and the team has ceased additional locum staffing and spend.



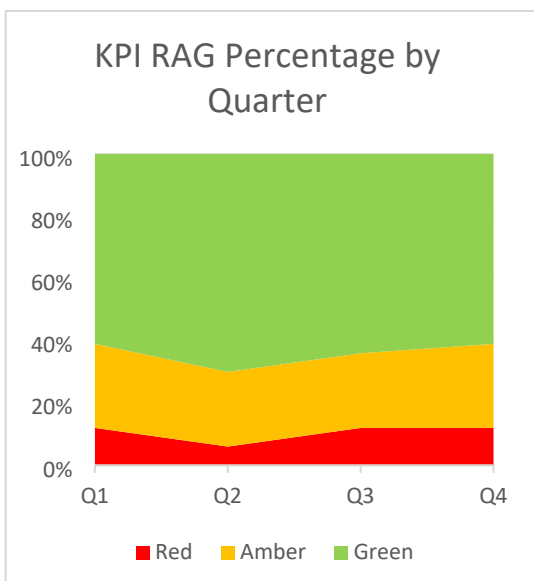
Annual Performance

The year end position shows a strong finish to the year with the majority of targeted KPIs rated as green and only 3 reds.

This represents the culmination of a consistent performance through the year in the face of growing pressure on services and the emerging pressure of the costs of living crisis and inflation.

The 3 red KPIs at the year end are RA10b, CS3 and CS4. These are 3 of the 4 red rated KPIs for Q4 and commentary on their performance can be seen above.

For more information on the performance and outputs from the Council in the last municipal year please see the annual report which is planned for release in September



KPIs without targets

There are 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 and 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 is 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 unprecedented financial pressures as a result of; the longer term impact of the COVID-19 crisis, Brexit, the war in Ukraine and the general economic climate of rising prices and the increasing cost of debt. It is therefore imperative that Council resources are optimised and 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	Nil	Nil
Next Financial Year (Year 2)	Nil	Nil	Nil
Following Financial Year (Year 3)	Nil	Nil	Nil

Other financial information relevant to the Recommendation/Decision
None

Cross-Council Implications (how does this decision impact on other Council services, including properties and priorities?)
This report covers the whole of the Council’s operations.

Public Sector Equality Duty
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 Chief Executive's Office
Customer Insight & Performance Manager	Email will.roper@wokingham.gov.uk

Appendix A:
Quarter 4 & Year End
2022/23
Key Performance Indicators
Wokingham Borough Council



Overview

Along with the hard work needed to deliver the continued strong 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

- FOI KPI hit 95% in Q4 nearly closing the gap for the YE position.
- Maintaining Council Tax and Business Rate collections
- Further reduction in the revenue forecast overspend
- Further cost control measures improving value for money from the capital programme
- Participation in community health programme has exceeded expectation.
- Participation at our leisure centres has recovered to pre pandemic levels with the 3rd highest levels across our leisure provider.
- Short listed for MJ award for town centre regeneration scheme

Top Opportunities

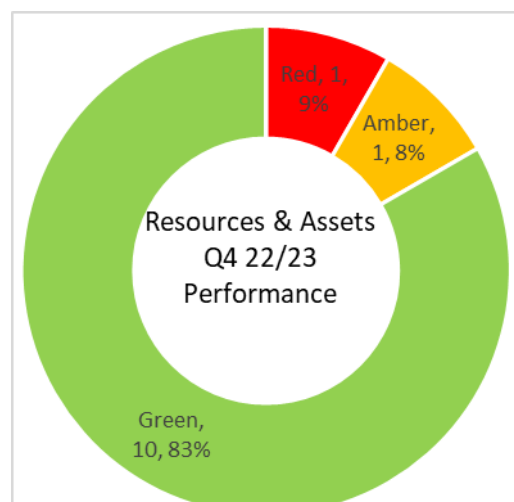
- Remodelling the leisure offer to deliver a more expansive community programme
- Further cost control measures improving value for money from the capital programme

Challenges

The impact of the cost of living crisis both on the council and its community.

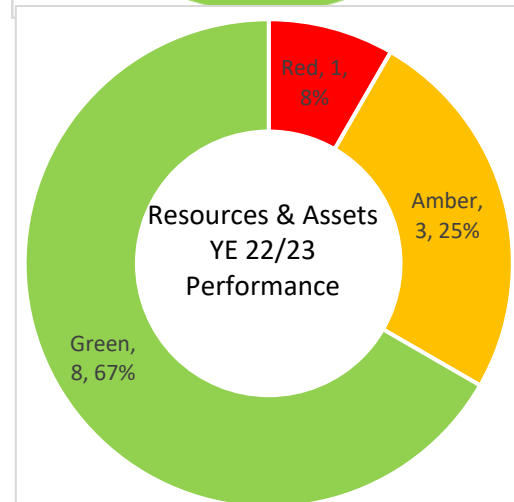
Quarter 4 2022/23 Performance Summary

- 83% of KPIs achieving target, Green
- 9% of KPIs are slightly off-target, Amber
- 8% of KPIs below target, Red
- 8 KPIs have improved performance compared to Q3 22/23
- 1 KPI has deteriorated compared to Q3 22/23
- 1 KPI has had no direction of change
- 2 KPI's are N/A



Year End 2022/23 Performance Summary

- 67% of KPIs achieving target, Green
- 25% of KPIs are slightly off-target, Amber
- 8% of KPIs below target, Red
- 8 KPIs have improved performance compared to Year End 21/22
- 2 KPI has deteriorated compared to Year End 21/22
- 2 KPI's are N/A



Overview

This department continues to perform well considering increased demands for services primarily caused by the economic downturn and the cost of living crisis.

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.

Top Wins

- Planning application performance is Top 10 in the country
- Nearly £10m CIL and £25m S106 collected from developers during 2022/23
- Successful delivery of 7 major pieces of infrastructure
- Successful grant funding application to Defra for Riseley flood alleviation scheme
- Delivery of the Coombes section of Greenways programme
- Underspent the revenue budget in 2022/23 to support the Council's MTFP
- National recognition for Wokingham Domestic Abuse Partnership Board work
- Awarded £3.1m grant from Govt. to help deliver additional affordable housing stock for Ukraine and Afghan households (17 properties in total)
- Successful bid to the Social Housing Decarbonisation Fund for £292k (with the HRA contributing a further £292k) which will bring just over 100 social houses to an EPC rating C by 2025
- Successful launch of "Our Business Community" business network in Wokingham Town Centre
- Completed Phase 1 of the Grovelands Project Providing 6 or the 23 modular units for homeless accommodation
- Developed Crown House to provide an additional 24 homelessness units
- For HRA properties, arrears as a percentage of annual debit was 2.51% at 2 April 2023 that is above the year-end target to reduce to 2.72%.
- Prevented and relieved homelessness for 188 households in 22/23 (out of 408 accepted homelessness households)
- At end March 2023 - lowest number of households in B&B since pre - covid - 12 households

Top Opportunities

- Improvements to contract management and procurement provide an opportunity to drive greater performance and value from suppliers
- The Customer Excellence Improvement Plan gives the opportunity to reduce failure demand, driving efficiency and improving the customer experience.
- New Registered Provider partnership in place from 1st April 2023, with the aim to increase the provision of affordable housing and delivery of specialist accommodation
- A new structure in Housing presents the opportunity to prepare for the future and be regulatory ready delivering a focus on Tenant Satisfaction Measures.
- The Local Plan Update (LPU), as it progresses, provides the opportunity to update critical planning policy which will direct the delivery of future sustainable development up to 2040.
- The opportunity to bid for Levelling-up Funding via Homes England, may enable the delivery of the South Wokingham Distributor Road, with reduced delay and burden to the council's Capital Programme.

Challenges

- Achieving a balanced budget as outlined in the medium-term financial plan including income generation and savings
- High profile central government media campaign how to hold landlords accountable across industry – Driving up service request/Service cost and staffing pressures
- Delivery of the South Wokingham Distributor Road is currently 'at risk' due to financial pressures on the Capital Programme – the road is required to enable construction of over 3000 new homes.
- Recruitment and retention

- Increasing population (migration)
- There are continuing uncertainties regarding the nature and timing of any national planning reform or changes to the National Planning Policy Framework (NPPF), which is currently delaying progress of the Local Plan Update (LPU).
- The Council can no longer demonstrate a 5-year supply of readily developable housing land, which can lead to more unplanned development in less sustainable locations.

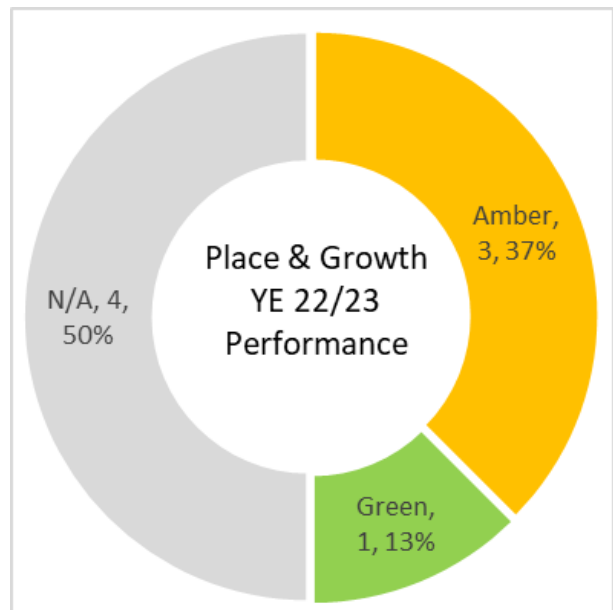
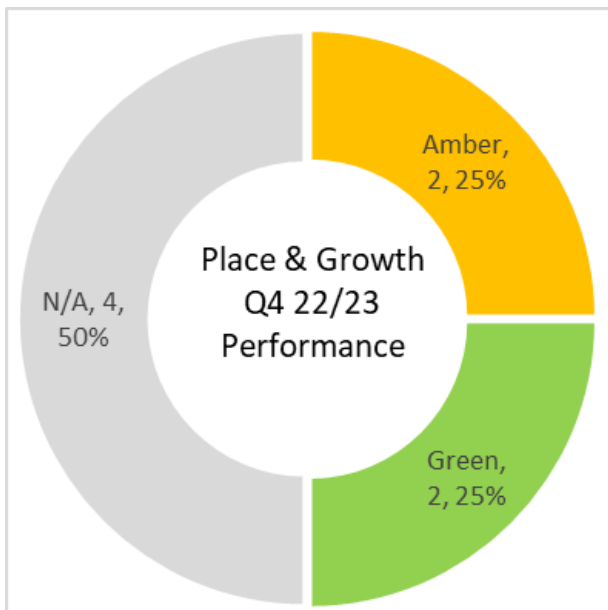
Quarter 4 2022/23 Performance Summary

- 25% of KPIs achieving target, Green
- 25% of KPIs slightly off-target, Amber
- 50% of KPIs are N/A
- 6 KPIs have improved performance compared to Q3 22/23
- 2 KPIs have deteriorated compared to Q3 22/23

Year End 2022/23 Performance Summary

- 13% of KPIs achieving target, Green
- 37% of KPIs slightly off-target, Amber
- 50% of KPIs are N/A
- 4 KPIs have improved performance compared to Year End 21/22
- 3 KPIs have deteriorated compared to Year End 21/22

No KPIs are reported as below target, Red, Q4 and YE
 The remaining KPIs do not have targets currently assigned and therefore the RAG/DoT status is reported as N/A.



Overview

Officers in the CEO's Office are enablers, 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.

Top Wins

- 3 community vision sessions with 150+ attendees and with community representation from 50+ organisations
- Improved the candidate experience for people applying for roles in the Council, through processes redesign, earlier engagement with managers and better use of technology
- Successfully delivered year 2 of the Councils equality plan

Opportunities

- Continue to enhance and strengthen partnerships across the borough following the 5 partnership sessions held this quarter
- Increasing levels of feedback on our digital offer will help us improve customers experience.
- Development of the "Leadership Learning" programme to support existing and new managers excel in their role.

Challenges

- Recruitment of specialised key roles
- Maintaining the pace of improvement whilst delivering core services

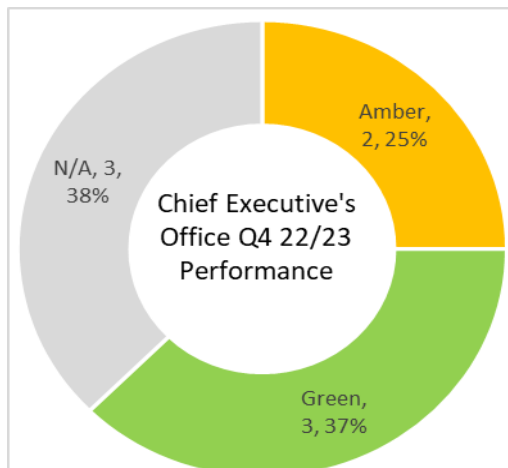
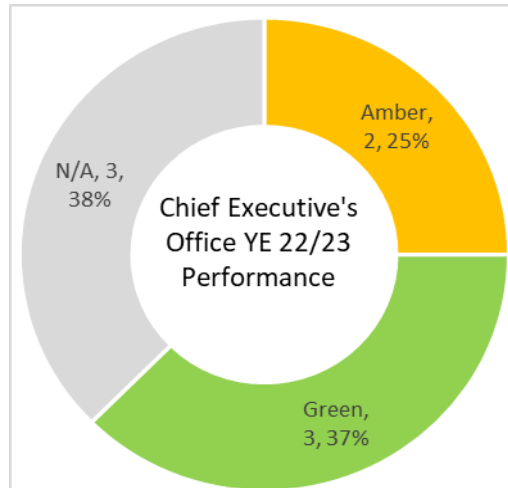
Inflation and continued delivery against MTFP budgets

Quarter 4 2022/23 Performance Summary

- 37% of KPIs achieving target, Green
- 25% of KPIs slightly off-target, Amber
- 38% of KPIs are N/A
- 5 KPIs have improved performance compared to Q3 22/23
- 3 KPIs have deteriorated compared to Q3 22/23
- No KPIs are reported Red for Q4 & YE

Year End 2022/23 Performance Summary

- 37% of KPIs achieving target, Green
- 25% of KPIs slightly off-target, Amber
- 38% of KPIs are N/A
- 4 KPIs have improved performance compared to Year End 21/22
- 4 KPIs have deteriorated compared to Year End 21/22



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 commissioned additional capacity to support timely hospital discharge and we are working closely with our partners across the system to manage additional pressures.
- Wokingham Borough Adult Services has received three nominations for the 2023 MJ Awards. One of the nominations is for the Best Social Housing Initiative for the Adult Social Care Specialist Accommodation (ASCSA) Programme. The creation of new specially adapted accommodation to support a range of vulnerable residents, helping improve their independence and quality of life within the community which has, in part, helped us to achieve the improvement in AS4 for 2022-23.

Top Opportunities

The Adult Services Transformation Programme has identified 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

Adult Social Care has been historically underfunded. Future demographic and inflationary pressures together with the significant funding pressures being unresolved, placing Adult Social Care statutory services and the wider care sector under increasing risk. More recently, the social care sector in Wokingham has experienced increased financial pressure, with a number of social care providers experiencing difficulties, effecting continuity of care within the local area.

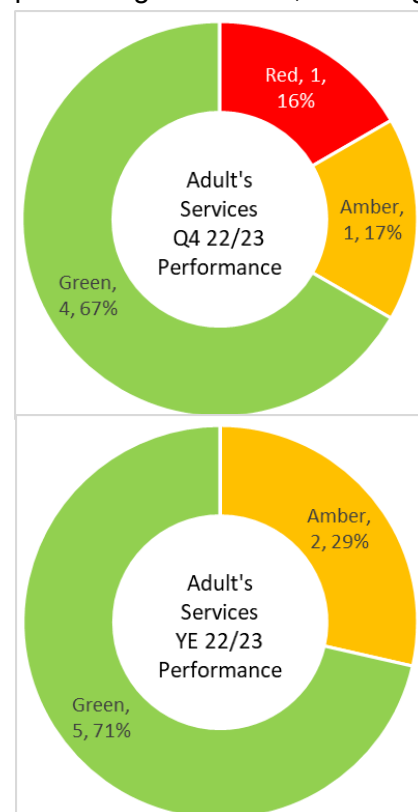
Quarter 4 2022/23 Performance Summary

Adult Services targets are set to be stretching and are deliberately challenging to achieve.

- 68% of KPIs achieving target, Green
- 16% of KPIs slightly off-target, Amber
- 16% of KPIs below target, Red
- 3 KPIs has improved performance compared to Q3 22/23
- 1 KPI has not changed compared to Q3 22/23
- 3 KPIs have deteriorated compared to Q3 22/23

Year End 2022/23 Performance Summary

- 71% of KPIs achieving target, Green
- 29% of KPIs slightly off-target, Amber
- 0 KPIs below target, Red
- 3 KPIs has improved performance compared to YE 21/22
- 4 KPIs have deteriorated compared to YE 21/22



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; and 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 borough where children are safe and cared for, they enjoy and achieve, are healthy and resilient, ready for adulthood and are happy, hopeful, and loved.

Top Wins

- WBC has successfully negotiated a Safety Value agreement with the DfE. This funding will contribute towards the high needs block deficit and requires council funding to support the development of services for children with special educational needs and disabilities (SEND).
- Successful bids for capital funding from DfE for 2 new SEND free schools.
- Youth Politics Event held on 23rd February, attended by cross-party panel of Elected Members, was so successful that it was decided to continue it as an annual event.
- The Multi-Agency Early Help Assessment was launched in February. This will provide families with an enhanced offer involving a full range of statutory and voluntary sector partners, with the aim of reducing the need for Social Care involvement.

Top Opportunities

- The development of real time, interactive management information dashboards for key areas of social care performance.
- New outcome framework for Supporting Families programme is being implemented nationally, this will enable WBC to capture the full range of outcomes for families and have a more comprehensive understanding of long-term need.
- A permanent Head of SEND is now in post which will provide consistent and enhanced management for the SEND service and drive forward the improvement agenda.

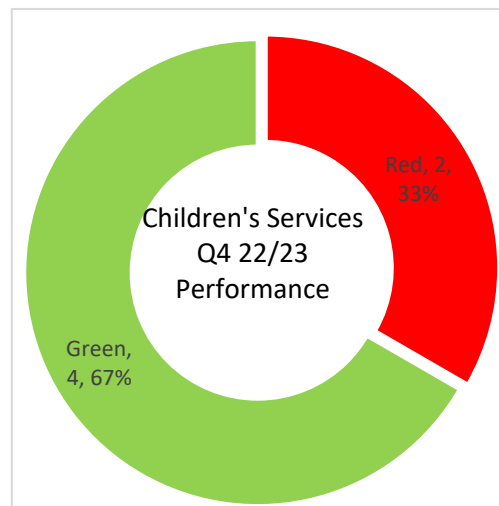
Challenges

- Shortage of secondary school places
- Requests for Education, Health and Care Plans continue to increase significantly, up from an average of 40 per month to 61 per month in quarter 4 (95 in March 2023)
- Recruitment of Children's Social Workers remains a challenge, potentially impacting on delivery of services to vulnerable children and families.
- Capacity issues in a number of areas of Social Care and Early Help – MASH, Referral & Assessment, and Leaving Care

Quarter 4 2022/23 Performance Summary

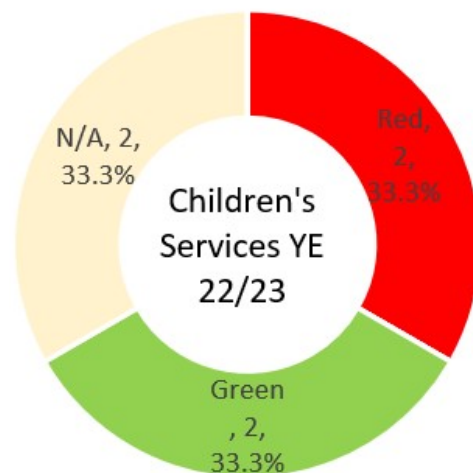
- 67% of KPIs achieving target, Green.
- 33.3% of KPIs below target, Red.
- 4 KPIs have improved performance compared to Q3 22/23.
- 2 KPI has deteriorated compared to Q3 22/23.

- No KPIs are reported as Amber (slightly-off target) for Q4 & YE



Year End 2022/23 Performance Summary

- 33.3% of KPIs achieving target, Green
- 33.3% of KPIs below target, Red
- 33.3% of KPIs are N/A
- 2 KPIs have improved performance compared to Year End 21/22
- 2 KPI has deteriorated compared to Year End 21/22
- 2 KPI's do not have a direction of travel



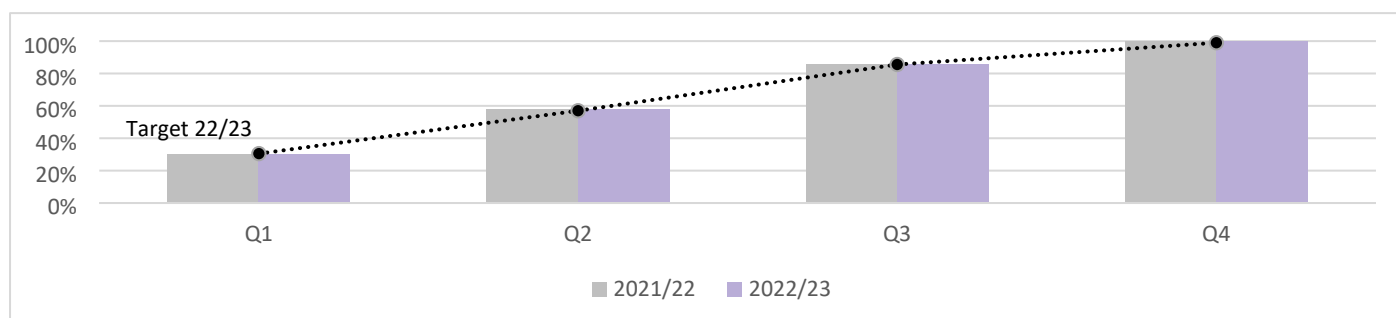
Appendix E-1: Resources & Assets Key Performance Indicators 2022/23 Summary Table

Ref	Description	RAG Q4	DoT Q4	RAG YE	DoT YE
RA1	Council Tax collection	Green	Better	Green	Better
RA2	Business Rates collection	Green	Better	Green	Better
RA3	Usage of Wokingham borough leisure centres	Green	Better	Green	Better
RA4	Return on investment portfolio – Property Investment Fund	Amber	Worse	Amber	Worse
RA5	Number of Freedom of Information requests handled within statutory time frames	Green	No change	Amber	Better
RA6	Number of data breach incidents reported to Information Commissioner’s Office (ICO)	Green	Better	Amber	Worse
RA7	Revenue budget monitoring forecast position	Green	Better	Green	Better
RA8	Capital budget monitoring forecast position	Green	Better	Green	Better
RA9	Participation in leisure activities to support those who may be experiencing social isolation (Moving with Confidence programme & Active Ageing programme).	Green	Better	Green	Better
RA10A	Completion to time and budget of regeneration projects (Carnival Pool Phase 2)	Green	N/A	Green	N/A
RA10B	Completion to time and budget of regeneration projects (Residential Works)	Red	N/A	Red	N/A
RA11	Occupancy rate of WBC-owned regeneration units	Green	Better	Green	Better

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

RA1 – Council Tax collection

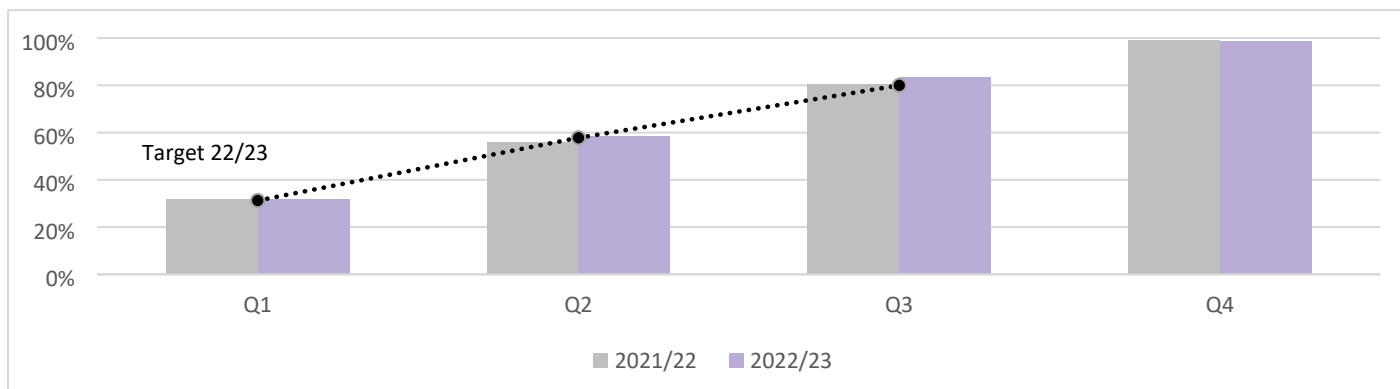
Period	Actual	Target	RAG	DoT
Q1 22/23	29.9%	30.5% or more	Amber	Worse
Q2 22/23	57.8%	57% or more	Green	Better
Q3 22/23	85.55%	86%	Amber	Worse
Q4 22/23	99.49%	99%	Green	Better
Year End	99.49%	99%	Green	Better



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

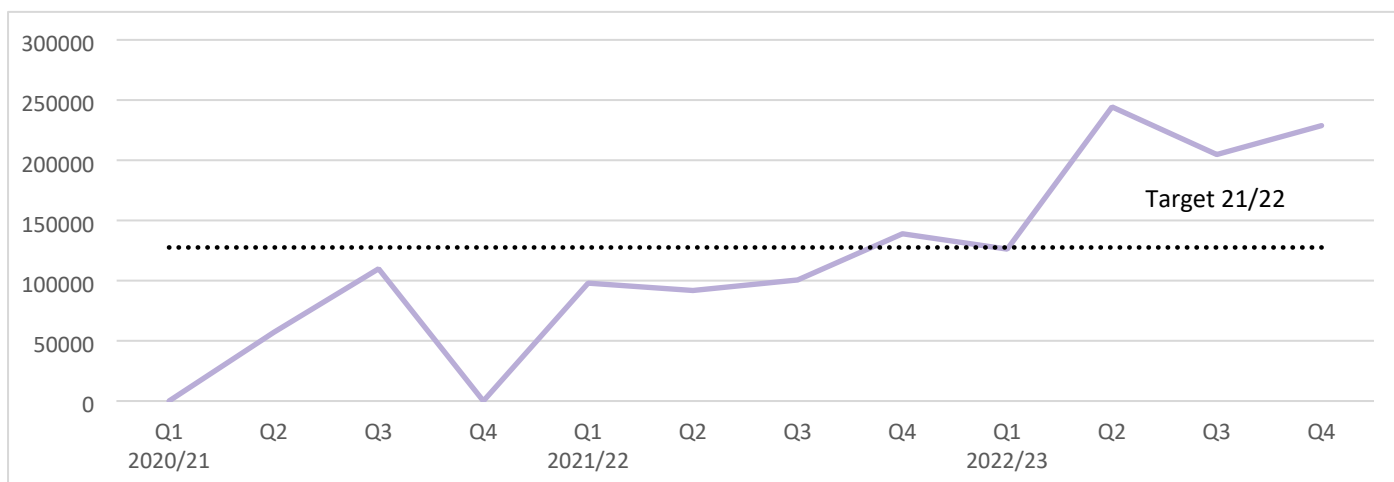
Period	Actual	Target	RAG	DoT
Q1 22/23	31.8%	31.2% or more	Green	Better
Q2 22/23	58.6%	58.0% or more	Green	Better
Q3 22/23	83.44%	80% or more	Green	Better
Q4 22/23	98.88%	99% or more	Green	Better
Year End	98.88%	99% or more	Green	Better



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

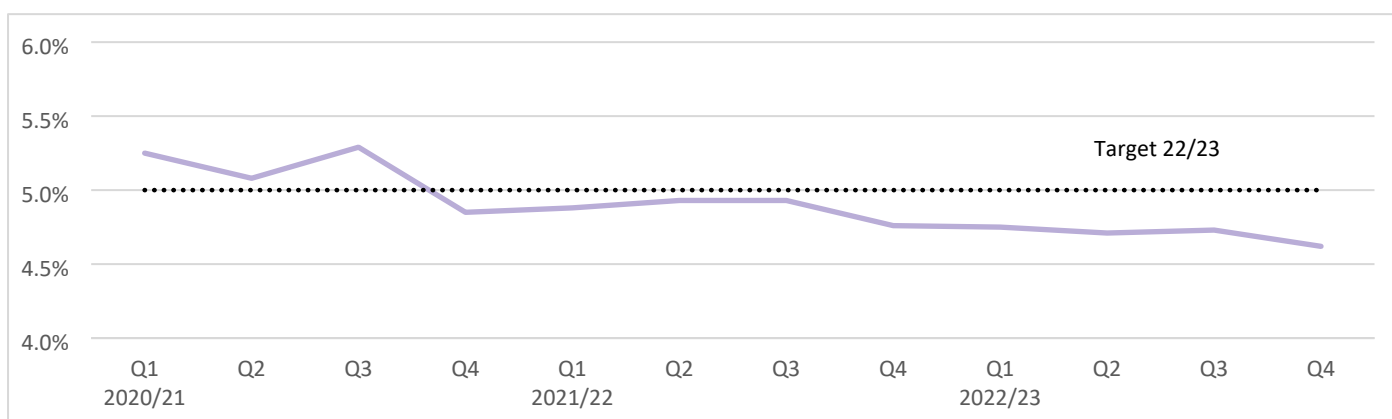
Period	Actual	Target	RAG	DoT
Q1 22/23	126,169	127,556 or more	Amber	Worse
Q2 22/23	244,297	127,556 or more	Green	Better
Q3 22/23	204,760	127,556 or more	Green	Worse
Q4 22/23	228,775	127,556 or more	Green	Better
Year End	8044,001	510,224 or more	Green	Better



Service Narrative: We have seen good growth in our recently opened sites and in particular growth in our junior offerings, we have a almost full return on group classes but we are seeing a slower return in our over 60's groups.

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	4.73%	5% or more (yield within 10% tolerance)	Green	Better
Q4 22/23	4.62%	5% or more (yield within 10% tolerance)	Amber	Worse
Year End	4.62%	5% or more (yield within 10% tolerance)	Amber	Worse

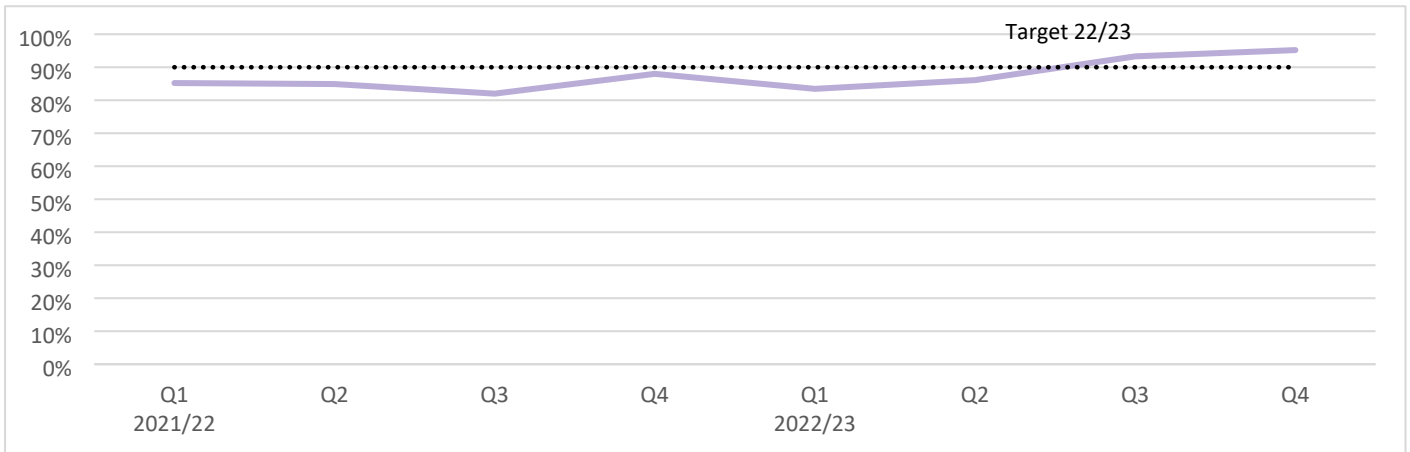


Service Narrative:

The downward movement in the return rate is due to recent new lettings/lease regears and lease terminations across the portfolio. Overall performance is undermined by exposure to post covid office market at Denmark St and Mulberry, both assets are subject to strategic review. If the portfolio were fully let, return would exceed target.

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	93.3% (222/238)	90% or more	Green	Better
Q4 22/23	95.2% (257/270)	90% or more	Green	No Change
Year End	89.4 % (940/1052)	90% or more	Amber	Better



Service Narrative: 2022/23 overall performance improved 5% from 2021/22. We saw an improvement in the 2nd half of the year when more monitoring and comms to services took place and exceeded the 90% target. Q3 and Q4 performance reflects an improved position which is expected to continue in 2023/24 now escalation processes are in place.

An officer has been working flexibly and logging in after 19:00 when a request is due on the day, which hasn't been closed, to check if a response has been provided after office hours and will continue to do so.

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

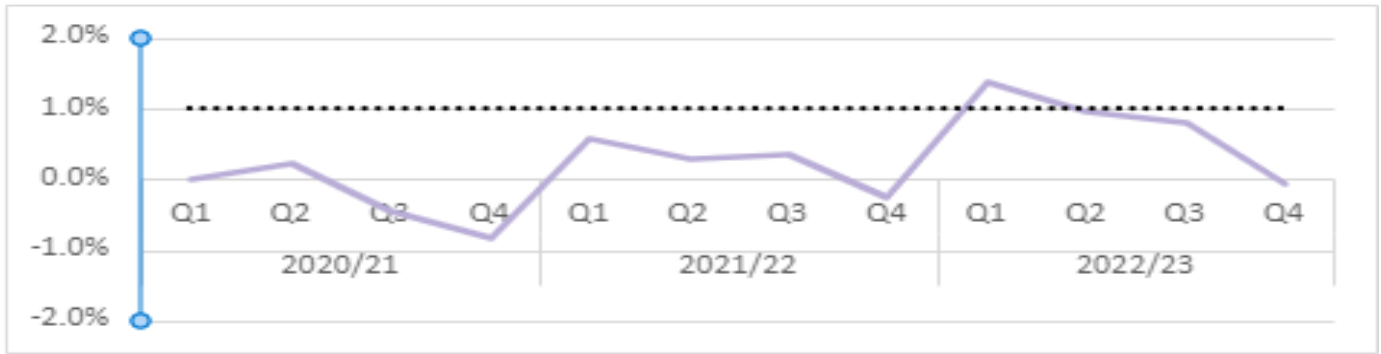
Period	Actual	Target	RAG	DoT
Q1 22/23	0	0	Green	No change
Q2 22/23	0	0	Green	No change
Q3 22/23	1	0	Amber	Worse
Q4 22/23	0	0	Green	Better
Year End	1	0	Amber	Worse

Service Narrative:

The breach reported to the ICO was due to a PPP data breach which still had Wokingham's data in a lost notebook. There was minimal risk in terms of our data as it covered a short time period and in line with our practices and procedures this was notified to the Information Commissioner. An ICO decision concluded no action was needed against WBC.

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	+0.8%	+/-1% or underspend	Green	Better
Q4 22/23	-0.05%	+/-1% or underspend	Green	Better
Year End	-0.05%	+/-1% or underspend	Green	Better



Service Narrative: 2022/23 has been a challenging year with high inflation, rising interest rates, shortages of workforce and delays to goods and services impacting the wider cost of living and our services. Therefore, financial monitoring and governance remains to be of high importance to support delivery of the Council’s objectives. Throughout the year, the financial position has been monitored closely and reported in the quarterly Executive reports. Significant work has been undertaken in 2022/23 to manage the Council’s budget from a potential significant overspend of £2.25m reported in quarter one to an outturn position of an £83k underspend. This is highlighted in the improved financial position for outturn compared to previous reported positions.

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	-8.20%	+/-1% or underspend	Green	Better
Q4 22/23	-11.62%	+/-1% or underspend	Green	Better
Year End	-11.62%	+/-1% or underspend	Green	Better

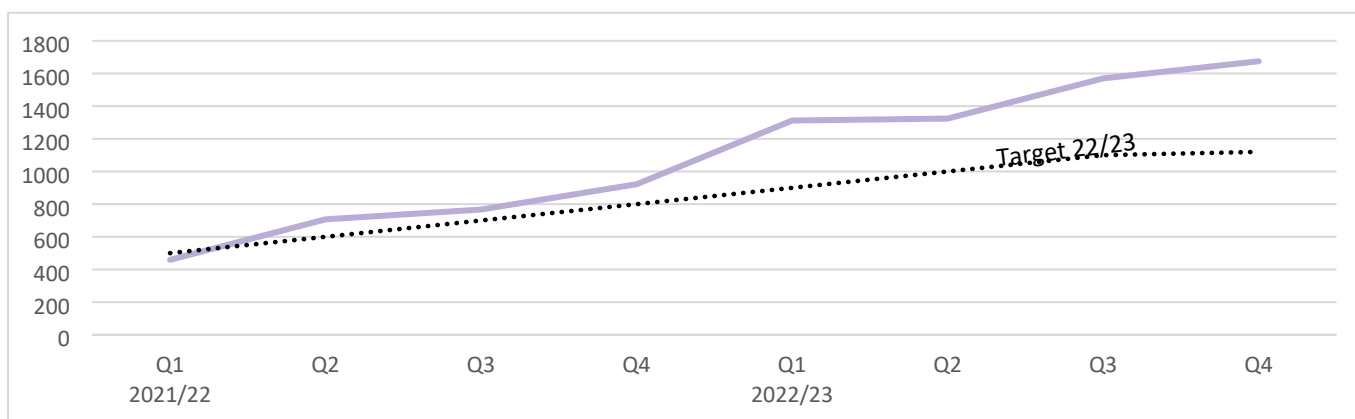


Service Narrative: As highlighted the Medium Term Financial Plan for 2023/24, the Council face significant financial challenges, in terms of both its revenue and capital resources. It is therefore essential that the capital programme is closely reviewed to assess the assuredness of funding sources and if there have been any changes in service requirements. The Council on the other hand must recognise that capital investment plays an important role in providing new and enhanced services for our residents. In 2022/23 a total capital investment of £67 million was made across the Council, delivering various new facilities and significant

improvements to existing assets. The total underspend across the capital programme was c£51 million. Many of the savings were identified throughout the year as part of the capital programme review and budget setting process.

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	1,570	1,100 or more	Green	Better
Q4 22/23	1,675	1,120 or more	Green	Better
Year End	5,881	4,120 or more	Green	Better



Service Narrative: We have seen a continued need for these services, adding sessions to those already established, increasing the attendance rates against what was forecasted, allowing the evidence for a continued service for those experiencing social isolation.

RA10A – Completion to time and budget of regeneration projects (Carnival Pool Phase 2)

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	Carnival Hub: On time, within budget Residential: Delayed, over budget	On time, within budget	Amber	N/A
Q4 22/23	Delivered	On time, within budget	Green	N/A
Year End	Delivered	On time, within budget	Green	N/A

Service Narrative: The opening of the Carnival Hub has been successful and has received very positive customer feedback since opening.

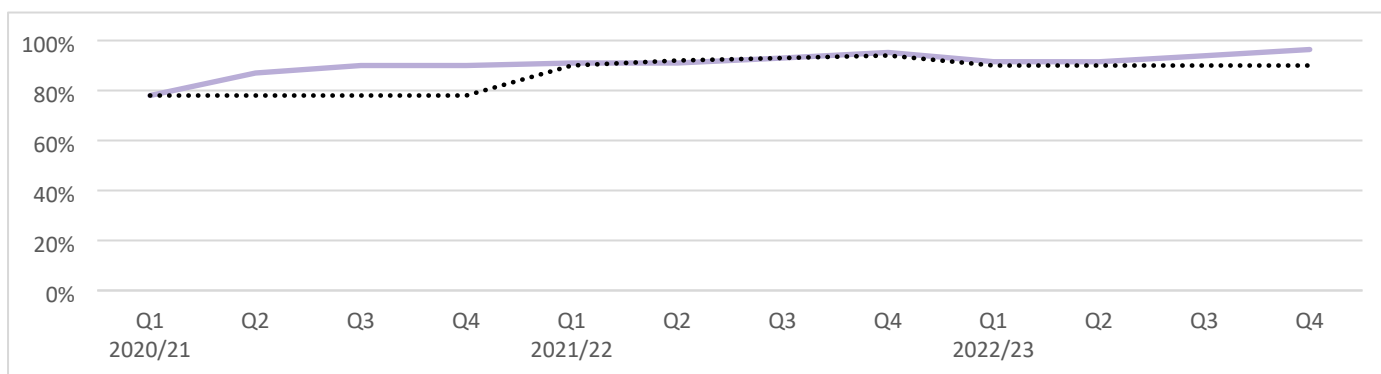
RA10B – Completion to time and budget of regeneration projects (Residential Works)

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	Carnival Hub: On time, within budget Residential: Delayed, over budget	On time, within budget	Amber	N/A
Q4 22/23	Delayed	On time, within budget	Red	N/A
Year End	Delayed	On time, within budget	Red	N/A

Service Narrative: 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 and it is anticipated the scheme will be completed later this year.

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	94%	90% or more	Green	Better
Q4 22/23	96.4%	90% or more	Green	Better
Year End	96.4%	90% or more	Green	Better



Service Narrative: Despite significant market and economic uncertain the town centre regeneration portfolio has experienced another positive quarter performance. Two property deals have completed in the quarter, including Funky Flowers & Salty Olive.

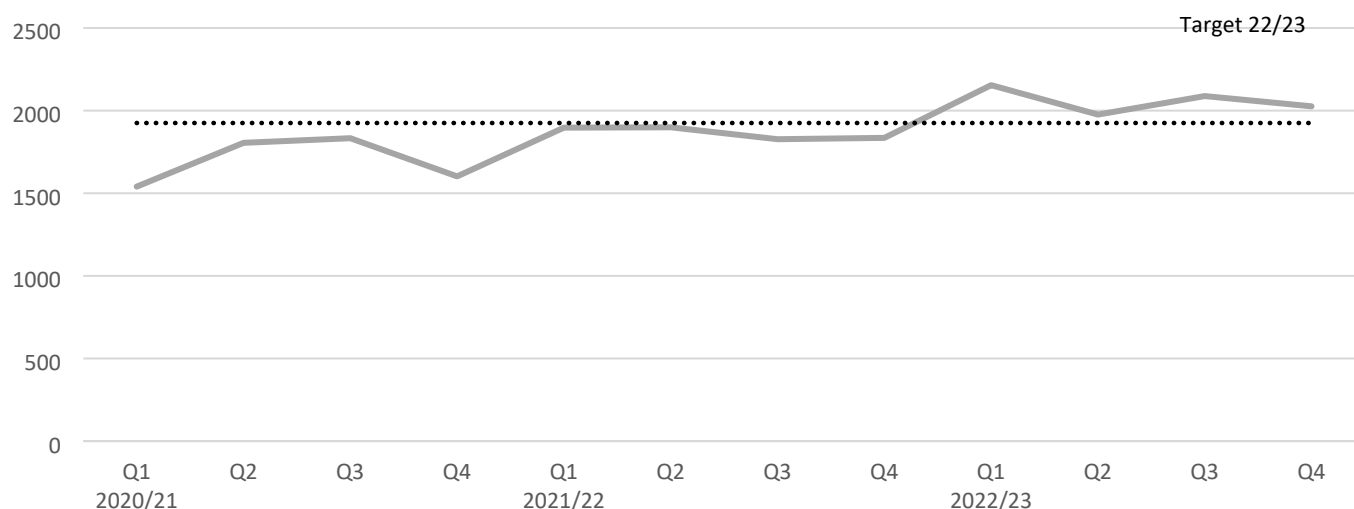
Appendix D-1: Place & Growth Key Performance Indicators 2022/23 Summary Table

Ref	Description	RAG Q4	DoT Q4	RAG YE	DoT Q4
PG1	All recorded crime in Wokingham borough (excluding fraud)	Amber	Better	Amber	Worse
PG2	Number of households for whom homelessness has been prevented	N/A	Worse	N/A	Better
PG3	Number of households in emergency nightly-let/B&B temporary accommodation	N/A	Better	N/A	Worse
PG3A	Overall Customer Satisfaction - Housing	N/A	Better	N/A	Better
PG4	Percentage of 'Standard' Highways work orders completed within 28 days (OPM14 Cat2 Task Orders)	Green	Better	Amber	Better
PG7	Proportion of ASB service request cases, opened and closed within the period, that were responded to within 1 day	Green	Better	Amber	N/A
PG8	Total household tonnes	N/A	Better	N/A	Better
PG9	Percentage of household waste reused, recycled and composted	Amber	Worse	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	2,088	1,925 or less	Amber	Worse
Q4 22/23	2,026	1,925 or less	Amber	Better
Year End	8,244	1,925 or less	Amber	Worse



Benchmarking: In September 2022, 816 crimes were recorded in the Wokingham Borough compared to 751 in Bracknell Forest and 1,750 in Reading.

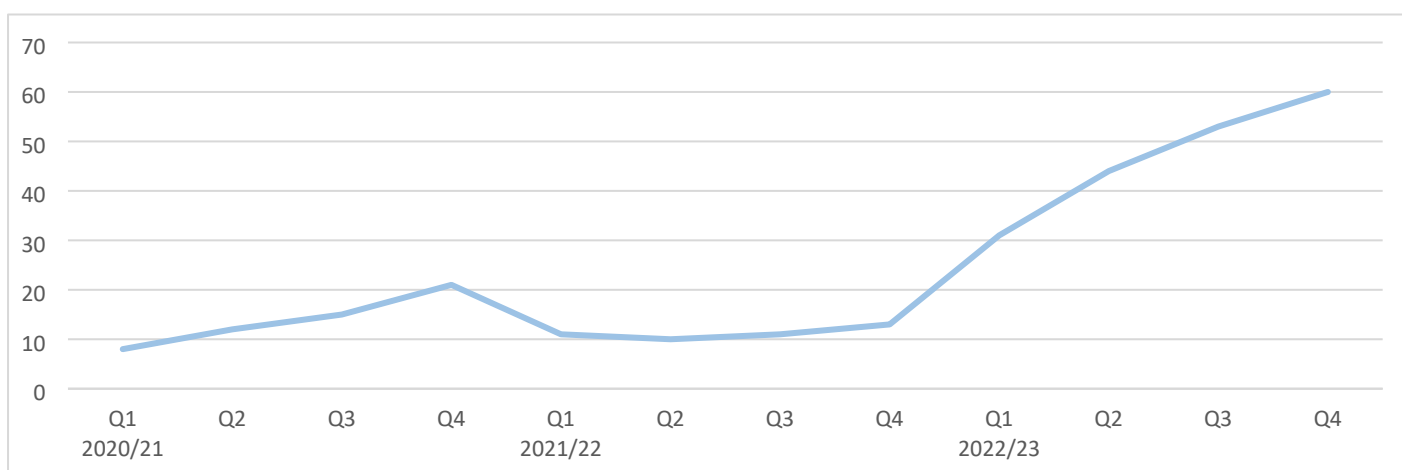
Service Narrative:

Currently reporting from TVP Crime Summaries

Full year recorded crime levels have seen an increase of 11.4% or 841 offences. The majority of the increases have been for shoplifting, which inline with the national trend has seen the single highest increase, vehicle related crimes, bicycle theft and burglary offences. Several joint multi agency projects are underway to look at addressing shoplifting including a new reporting and data sharing system alongside enforcement activity."

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	53	N/A Base Lining	N/A	Better
Q4 22/23	60	N/A Base Lining	N/A	Worse
Year End	188	N/A Base Lining	N/A	Better



Benchmarking: It was reported nationally that 35% of households in the Wokingham Borough secured accommodation after Prevention Duty compared to 57% in the south east and across England.

Service Narrative: In Q4, 60 households either had their homelessness prevented or relieved by the service which is the highest number of households we have prevented or relieved homelessness for in a quarter since the Homelessness Reduction Act was introduced in April 2018. However due to the significant increase in homelessness presentations in Q4, where we owed 153 statutory homelessness duties, we did not meet the 50% service target this quarter. We had a 59% increase in the number of households who presented as homeless or threatened with homelessness in Q4 (153) compared to Q3(96). This is due to the continued pressures of the cost-of-living crisis, increase in refugee and Ukraine homeless cases, continued lack of affordable privately rented accommodation options in borough and a significant increase in domestic abuse cases. This does mean that caseloads are increasing for the Homelessness Prevention Team which may impact our ability to seek early prevention opportunities and could see an increase in emergency accommodation placements for Q1 23/24.

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

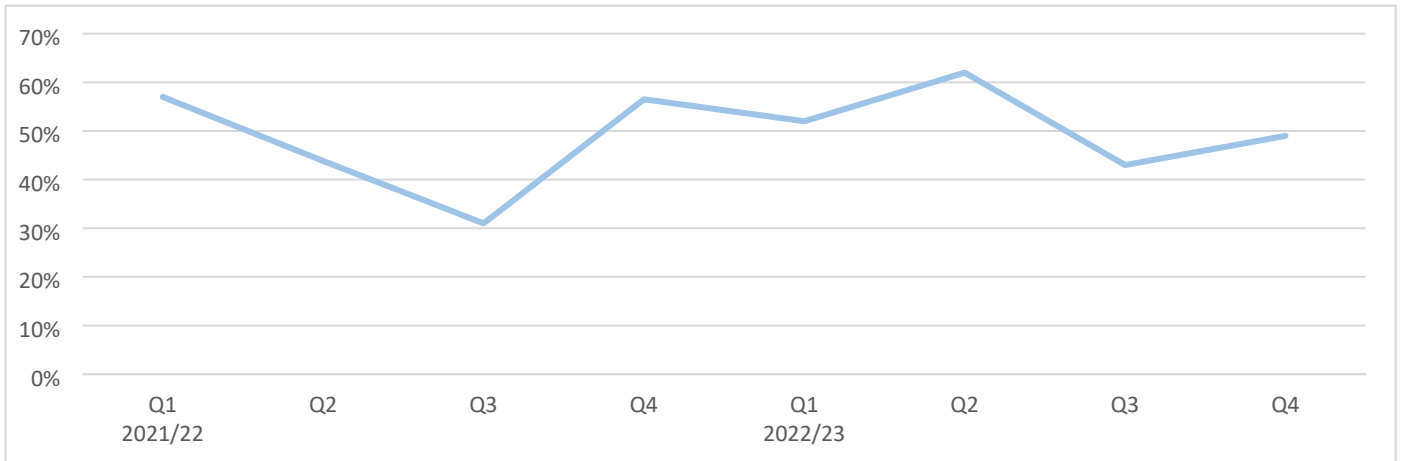
Period	Actual	Target	RAG	DoT
Q1 22/23	34	N/A	N/A	N/A
Q2 22/23	38	N/A	N/A	N/A
Q3 22/23	13	N/A	N/A	Better
Q4 22/23	12	N/A	N/A	Better
Year End	258	N/A	N/A	Worse



Service Narrative: At the end of Q3 there were only 12 households in emergency accommodation, which is the lowest number in this financial year and the lowest number in emergency accommodation since before the pandemic. This is due to ongoing successful prevention and relief activities which have seen a reduction in the number of households needing to be placed into emergency accommodation and those that have been placed, moving into temporary accommodation more quickly. The use of Crown House and the first six units at the regenerated Grovelands Park has had a big impact on emergency accommodation numbers which are likely to continue to decrease as the remaining phases of Grovelands Park will be completed on 23/24. However the demand for homelessness assistance is increasingly sharply, with a 59% increase in number of households owed a prevention or relief duty in Q4, we will not be able to sustain this increase without seeing an impact on the number of placements made into nightly let accommodation.

PG3A – Overall Customer Satisfaction - Housing

Period	Actual	Target	RAG	DoT
Q1 22/23	52% (46)	N/A	N/A	Better
Q2 22/23	62% (58)	N/A	N/A	Better
Q3 22/23	43% (63)	N/A	N/A	Worse
Q4 22/23	49% (70)	N/A	N/A	Better
Year End	53% (237)	N/A	N/A	Better



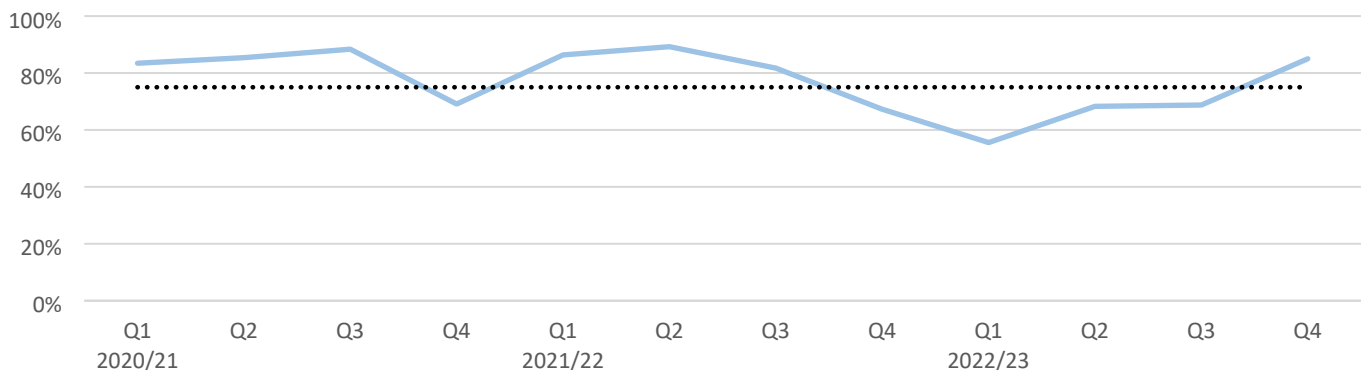
Service Narrative:

In the last financial year, the Housing Service recorded 287 responses to the survey. Of these 206 (72%) were satisfied and only 81 (34%) were dissatisfied with the outcome of their call. Most dissatisfied responses were due to a lack of call back from the service (57%) or from a contractor (20%). The Housing Service is analysing 'dissatisfied' responses to learn from them. Satisfaction with the Housing Assistants, who take calls for the service, remains positive.

The Housing Service is implementing satisfaction surveys across the service and for the Tenant Satisfaction Measures stipulated by the Regulator of Social Housing. The overall satisfaction scores for this data will be presented in future reports.

PG4 – Percentage of 'Standard' Highways work orders completed within 28 days (OPM14 Cat2 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	71% (200/283)	75% or more	Amber	Better
Q4 22/23	85% (898/1057)	75% or more	Green	Better
Year End	73% (1708/2339)	75% or more	Amber	Better



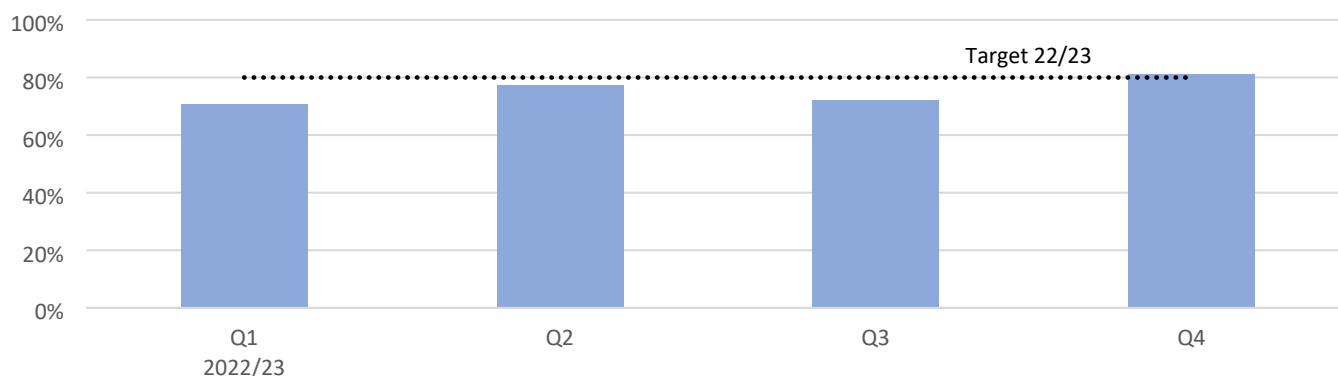
Service Narrative:

898 non-critical defects were fixed within 28 days of the order being raised out of a total 1057. We have worked with our contractor to put in place a draft action plan to improve the Q3 scores. We will continue to

monitor this action plan and make necessary changes to achieve 75% or more so we can stay in 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.

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	72% (314/436)	80% or more	Amber	Worse
Q4 22/23	81% (442/555)	80% or more	Green	Better
Year End	77% (1893/1921)	80% or more	Amber	N/A

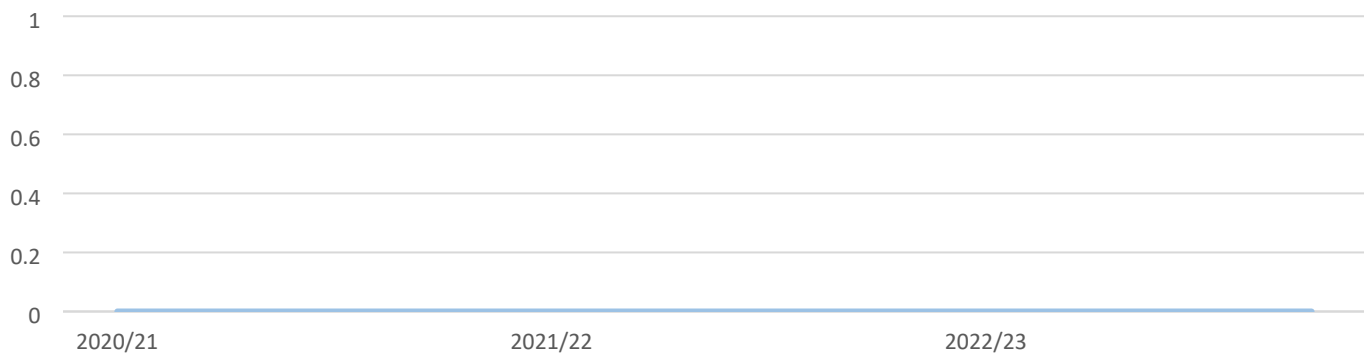


Service Narrative:

An increasing number of cases are of a more long-term nature which may be responded to within 3 days rather than requiring an instant response; additionally the ASB team has reduced in size from 11 to 9 as the Council works to ensure value for money and right sizes the team as it matures.

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	16,155 tonnes	N/A	N/A	Better
Q4 22/23	15,469.81 tonnes	N/A	N/A	Better
Year End	65,709.67 tonnes	N/A	N/A	Better



Service Narrative: As compared to Q4 in 2021/22, there has been an c.4% reduction in the total household waste generated and c.8% reduction overall as compared with 2021/22 full year. This is primarily due to a number of factors including residents buying less products (cost of living crisis and inflation) and people returning to 'normality' following Covid. This reduction of tonnage is not limited to WBC, it is nationwide. It is expected this trend will continue into 2023/24.

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	52% (8,334 tonnes)	52% or more	Green	No Change
Q4 22/23	51% (7830.39 tonnes)	52% or more	Amber	Worse
Year End	53% (34757.37 tonnes)	52% or more	Green	Better



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:

This quarter's recycling performance is c.1% lower as compared to Q4 2021/22. The main reason for this difference was less collected garden waste by c.140t (c.8.7%) due to the cold and wet weather which reduced growth. The cost-of-living crisis continues to have an affect on the purchasing of products (including

packaging) which results in less recyclable material in the waste stream. As a year comparison with 2021/22, there was nearly 6,000 tonnes less waste collected which is significant (c.8%). There was 340t less food waste in 2022/23 as compared with 2021/22 which indicates residents are being careful as to what they consume and what is recycled. This is a nationwide issue which all local authorities are impacted by. The annual recycling target has been exceeded (53% actual against 52% target) which is good news.

Chief Executive's Office
Quarter 4 & YE 2022/23

Susan Parsonage
Chief Executive

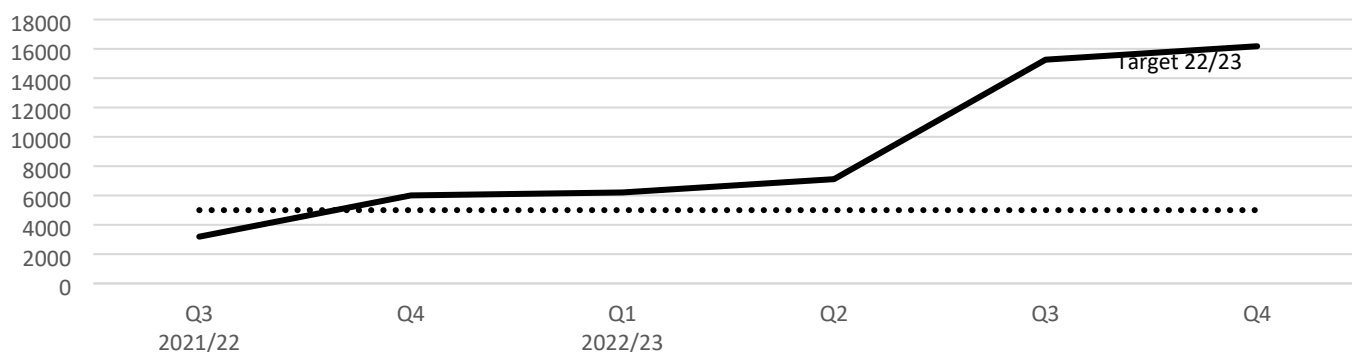
Appendix B-1: Chief Executive's Office Key Performance Indicators 2022/23 Summary Table

Ref	Description	RAG Q4	DoT Q4	RAG YE	DoT YE
CEX1	Number of people registered on the Engage platform	Green	Better	Green	Better
CEX2	Proportion of Customer Services enquiries resolved via Self-Serve	N/A	Better	N/A	Better
CEX3	Proportion of Wokingham resident pupils eligible for Free School Meals at Wokingham borough schools	N/A	Better	N/A	Better
CEX4	Proportion of WBC staff who have self-declared their ethnicity and disability information via internal BWO system	N/A	Worse	N/A	Worse
CEX5	Expected voluntary staff turnover	Amber	Worse	Amber	Worse
CEX6	WBC staff sickness absence	Amber	Better	Amber	Worse
CEX7	Overall customer satisfaction across phone and web	Green	Better	Green	Better
CEX8	Early resolution versus Stage 1 customer complaints	Green	Better	Green	Worse

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	8,124	5,000 or more	Green	Better
Q4 22/23	16,178	5,000 or more	Green	Better
Year End	16,178	5,000 or more	Green	Better



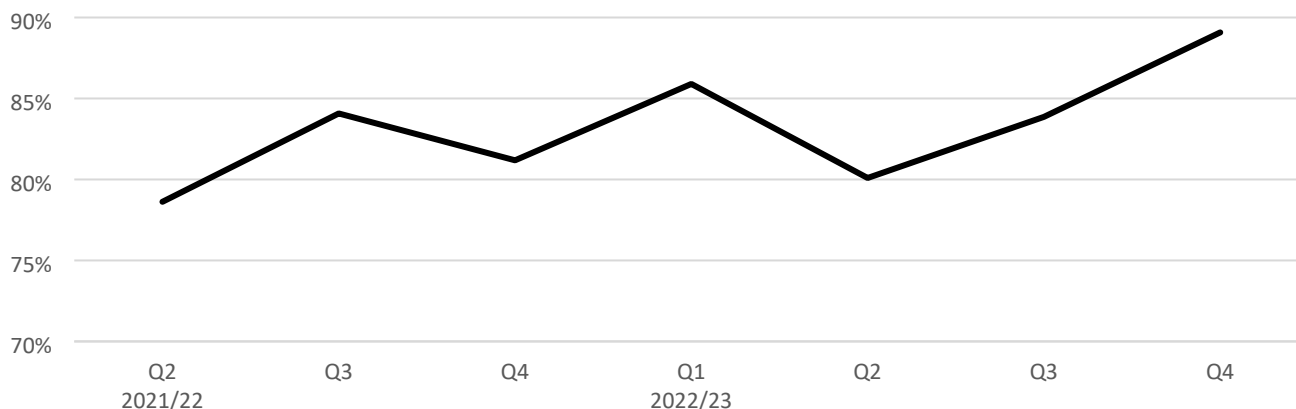
Benchmarking: The provider of Engage platform estimate that if we are engaging with around 3% of our total population, that is considered to be good performance. It is expected that it can take between 18-24 months to achieve this target level of engagement. Wokingham Borough has a population size of 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.

Service Narrative:

The increase from Q2 to Q3 is partially due to a survey on changes to the Council's waste/recycling collections, which had over 9K responses.

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	84% (5,837/ 6,960)	TBC	N/A	Better
Q4 22/23	90% (21,608/24,065)	TBC	N/A	Better
Year End	84% (59,036/ 70,061)	TBC	N/A	Better



Service Narrative

This KPI covers online processes that are managed by Customer Services and are available for customers to self-serve online; 11 Waste processes, Abandoned Vehicle, Apply for or renew a blue badge, Highways request and Vegetation (grounds maintenance). The overall self-serve percentage reflects those digital services used by a customer, where they did not need assistance from a team member.

A high percentage of customers self-served due to these digital journeys being easy to use, intuitive and available 24/7.

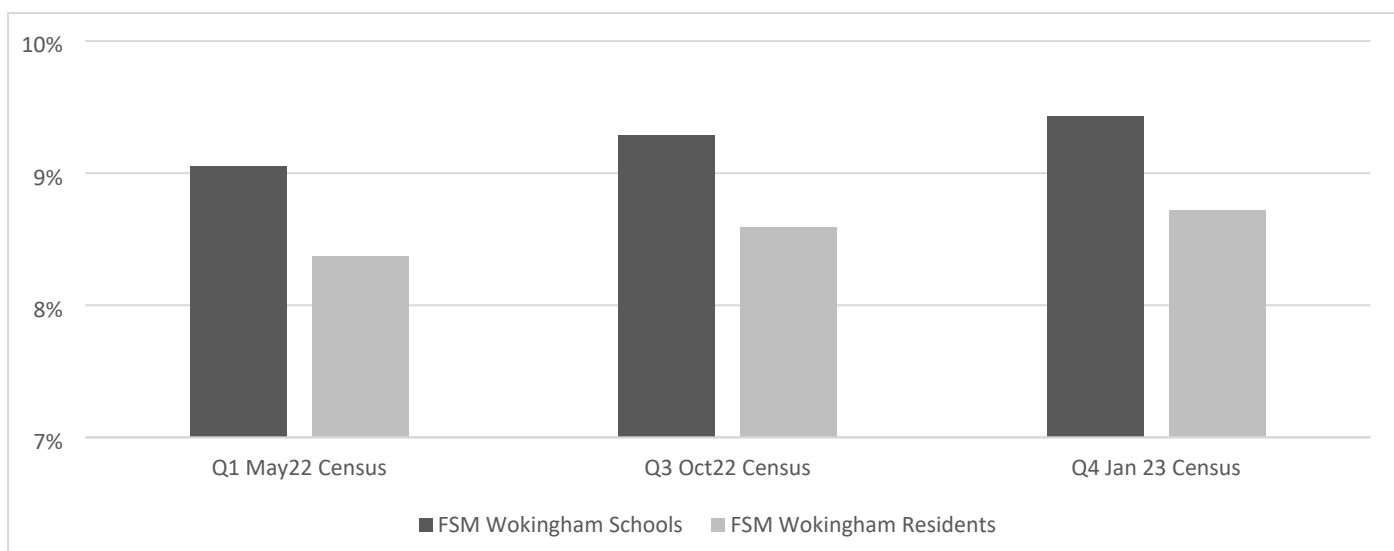
Q1 and Q4 stand out as being significantly busier due to Garden waste registration - By far the biggest self-serve form out of those measured in the KPI. This traditionally sits in Q4/Q1 (March and April being the busiest months)

In 2022 the Garden waste registration sign up opened a month later (April/May) which explains why Q1 and Q4 were significantly busier than Q2&Q3. Blue Bag allocation not received. This form also has its main uptake just after the annual allocation has been delivered in Q4 (March). Vegetation (grounds maintenance) spikes in Q1/Q2 (June and July)

Plans for a new website are progressing to improve the digital experience. We continue to work with the directorates to look for ways to improve customer journeys and quality assure communication before going out to customers. Feedback data is analysed to identify and target areas where call backs aren't being made, and where customers have sighted difficulty in reaching services. Insight and root causes are discussed as part of the Business Partner meetings with leadership teams, and actions to improve are added to service improvement plans.

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	8.6% (2,297/ 26,738)	TBC	N/A	N/A
Q4 22/23 Jan 23 Census	8.7% (2,353/26,987)	TBC	N/A	Better
Year End	8.7% (2,353/26,987)	TBC	N/A	Better



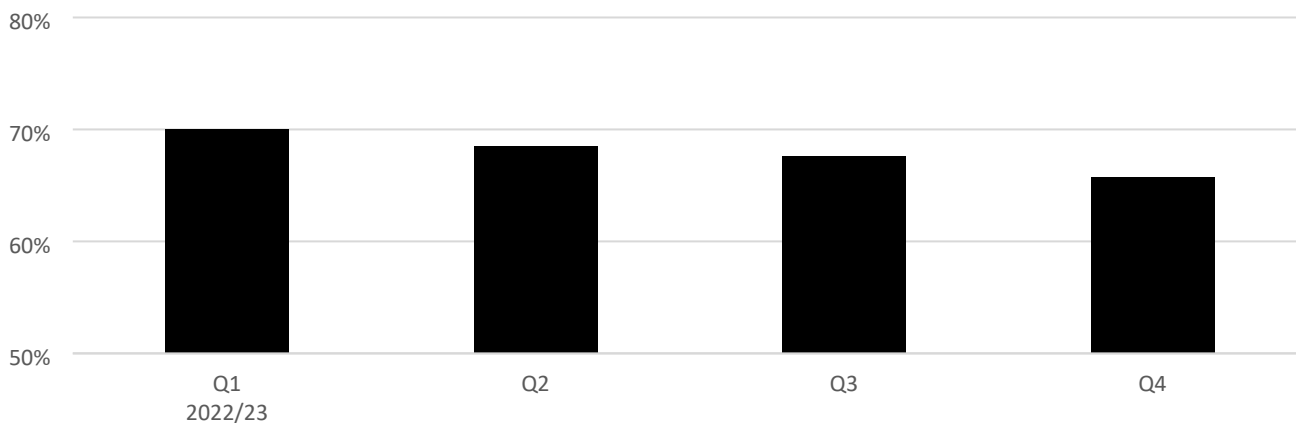
Benchmarking: For the 2021/22 academic year, 12.6% of pupils in the South East region were eligible for Free School Meals and 17% across England. As at the May 2022 census, 8.4% of Wokingham-resident pupils were eligible for Free School Meals (9.1% for all WBC school pupils).

Service Narrative:

The increase is part of a continued push through the Tackling Poverty Strategy and using conversations and communications as part of the Household Support Fund and Cost of Living Crisis to raise awareness and encourage sign-up for FSM for eligible pupils. Whilst numbers have increased these are lower than hoped and still leaves a gap between FSM sign-ups and people known to be eligible based on other data sources, with further communications, promotion and conversations helping to reduce the gap over time.

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	68% (959/ 1419)	TBC	N/A	Worse
Q4 22/23	66% (943/1,434)	TBC	N/A	Worse
Year End	66% (943/1,434)	TBC	N/A	Worse

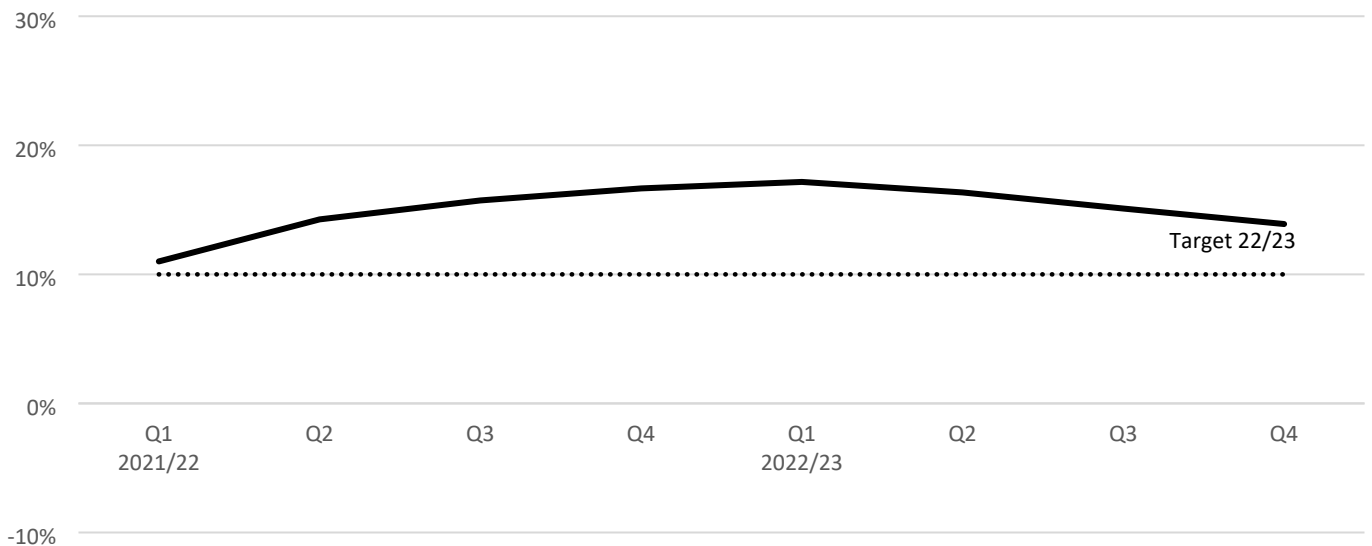


Service Narrative:

The slightly reduced proportion of staff who have disclosed their ethnicity and disability data is due to the number of new starters across that period. A plan in place to encourage disclosure of this data in the year 23/24.

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	15.1%	10-15%	Amber	Better
Q4 22/23	13.9% (203/1,462)	10-15%	Amber	Worse
Year End	15.6% (896/5742)	10-15%	Amber	Worse



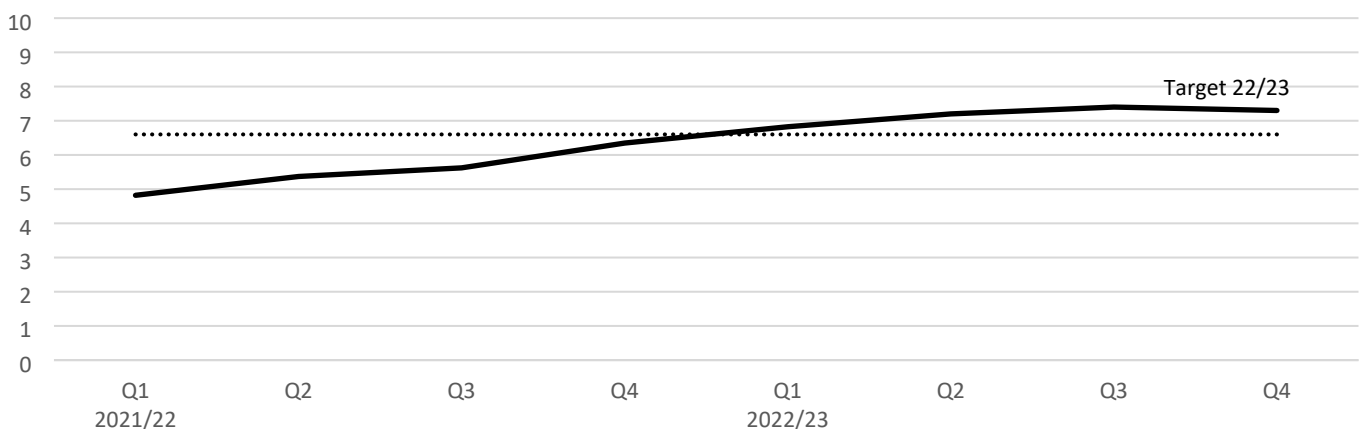
Benchmarking: Median Labour Turnover Rate 10.3% (XpertHR labour turnover rates survey 2022) with an average for public sector organisations of 12.4%

Service Narrative:

Voluntary turnover is now 13.9%, which falls within the Council’s target and just above the public sector average. We already have flexible working practices in place and plan to build on this foundation through embedding modern ways of working but also through our planned People Strategy and Plan.

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	7.4 days	6.6 days or less	Amber	Worse
Q4 22/23	7.3 days	6.6 days or less	Amber	Better
Year End	7.3 days	6.6 days or less	Amber	Worse



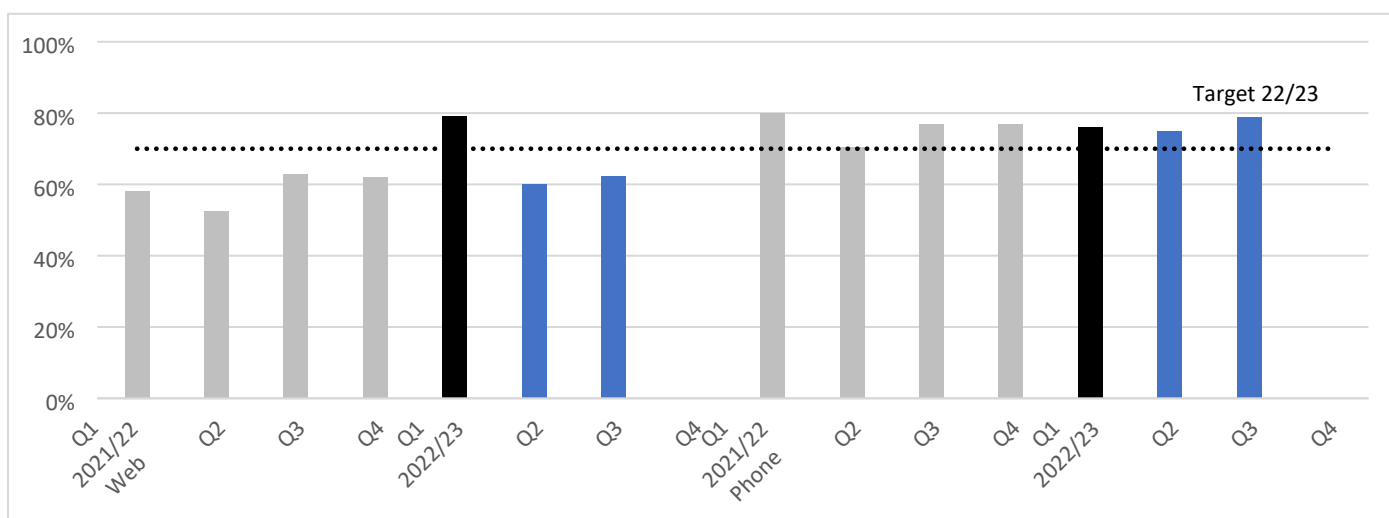
Benchmarking: Average Working Days Lost (AWDL) in the UK is 7.3 days (XpertHR absence rates and costs survey 2022) with an average for public sector organisations of 10 days per FTE.

Service Narrative:

The absence rate for Q4 is slightly above the Councils target but well below the public sector average. Work is being undertaken to strengthen the policy around absence management in the organisation.

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	62% satisfied web 79% satisfied phone	70% or more overall	Green	Better
Q4 22/23	77% satisfied web 78% satisfied phone	70% or more overall	Green	Better
Year End	72% satisfied web 77% satisfied phone	70% or more overall	Green	Better



Benchmarking:

Local Authority overall satisfaction level: 73%

	Benchmarking across Private and Public Sector
Satisfaction per channel:	National average
Web	79.50%
Phone	74.60%

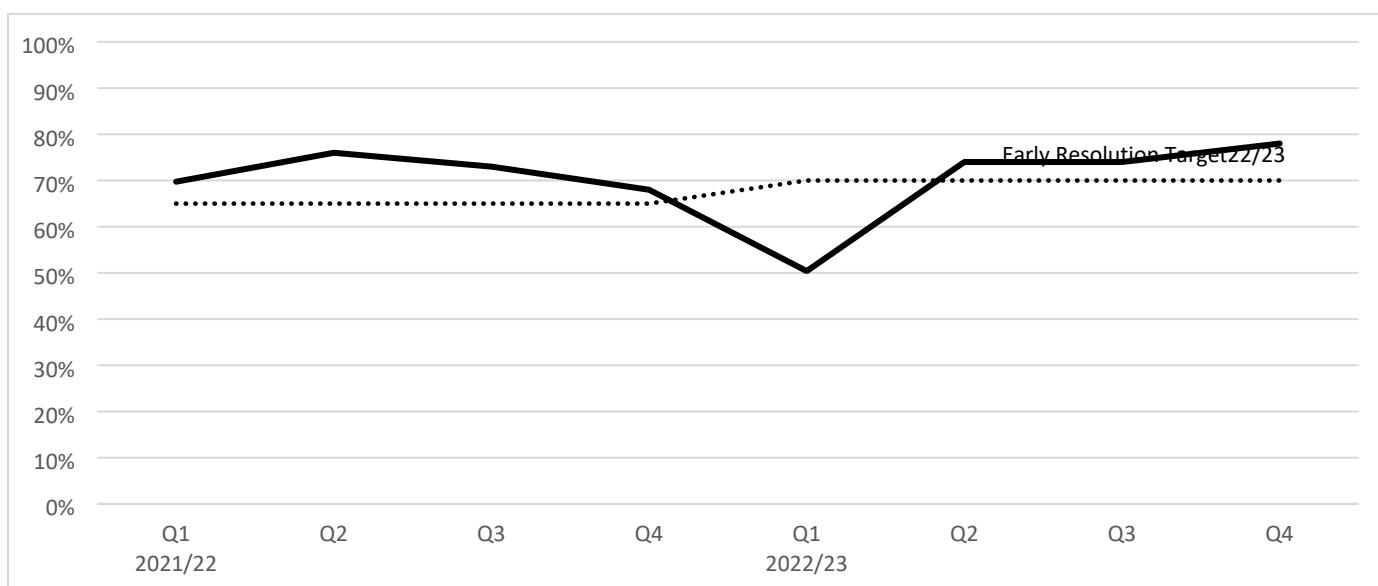
Source – UK Customer Satisfaction Index

Service Narrative:

Positive feedback received for some specific services this quarter against the customer charter. Customer told us that teams were kind, efficient and helpful. Customers found information on the school admission webpage clear and easy to use. Fewer comments concerning call backs this quarter than previous quarters - could be as a result of an intranet article bringing colleagues attention to the issue.

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	ER: 74% (236) S1: 26% (84)	ER 70%: S1 30%	Green	No change
Q4 22/23	ER: 78% (236) S1: 22% (84)	ER 70%: S1 30%	Green	Better
Year End	ER: 73% (236) S1: 27% (84)	ER 70%: S1 30%	Green	Worse



Benchmarking:

Service Narrative:

Compared to 2020-21, the Council received more complaints at both early resolution (67.6%) and Stage 1 (62%). The rise in early resolution cases resulted from external factors, such as weather, emergency utility works, plus growing customer awareness of the complaint submission process. The rise in Stage 1 complaints can be linked to the implementation of the Housing Ombudsman complaint handling code. This policy change removed the possibility of resolving tenant complaints informally (early). The KPI target was achieved in three quarters because of changes made at the beginning of the year to improve complaints management; individual directorates dedicating resource to complaints, customer focused training and digital changes to promote, streamline and improve complaint logging.

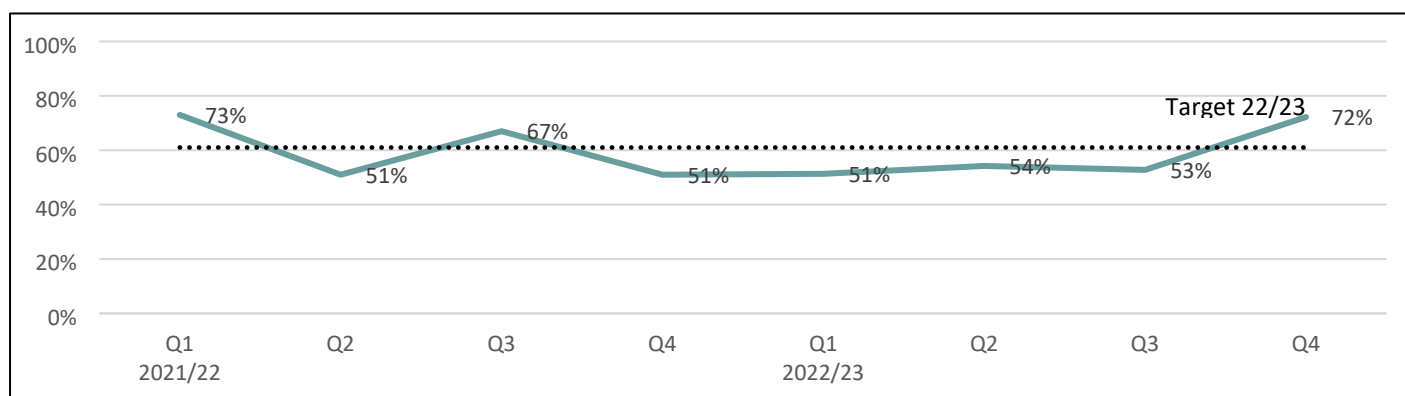
Appendix A-1: Adult Services Key Performance Indicators 2022/23 Summary Table

Ref	Description	RAG Q4	DoT Q4	RAG YE	DoT YE
AS1	Percentage of safeguarding concerns, leading to an enquiry, with decision within 2 working days	Green	Better	Amber	Worse
AS2	Social work assessments allocated to commence within 28 days of the request (counted at point of allocation)	Red	Worse	Green	Better
AS3	Percentage of new contact referrals closed with advice, information or signposting	Amber	Worse	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	Green	Better
AS5	New permanent admissions to residential or nursing care homes (65+) (ASCOF Measure 2A2)	Green	Better	Green	Worse
AS6	Proportion of people receiving long term care who were subject to a review in the last 12 months	Green	Worse	Green	Worse
AS7	Percentage of CQC registered providers that are rated Good or Outstanding	Amber	Better	Amber	Worse

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

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

Period	Actual	Target	RAG	DoT
Q1 22/23	51% (73/143)	61% or more	Red	No change
Q2 22/23	54% (77/142)	61% or more	Red	Better
Q3 22/23	53% (76/144)	61% or more	Red	Worse
Q4 22/23	72% (104/144)	61% or more	Green	Better
Year End	58% (330/573)	61% or more	Amber	Worse



Benchmarking: 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%. The aim of completing safeguarding concerns within 2 working days is a local target in place to ensure decisions are made in a timely manner for concerns that progress to a safeguarding enquiry.

Service Narrative:

Priority: Keeping People Safe.

Performance has been under target in previous 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

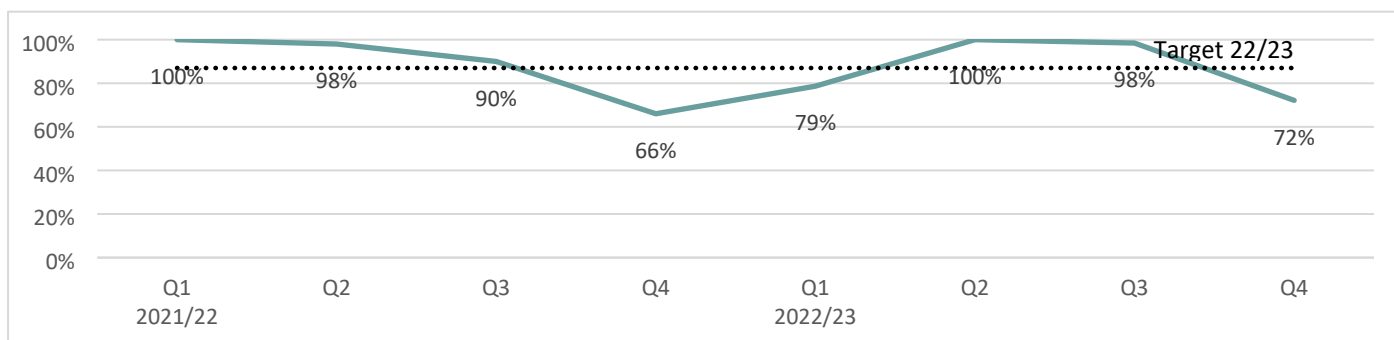
are presenting as increasingly complex and require more intensive multiagency responses. These pressures have been heightened by an increase in staffing pressures due to vacancies, as well as an increase in 'out-of-scope' referrals, particularly from South Central Ambulance Service (SCAS) and Thames 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.

The reductions in performance earlier in the year have caused a minor overall decline (3 percentage points) in our annual performance.

Actions undertaken to address the pressures included additional training for these organisations and a new process commencing December 22 to move the 'out-of-scope' referrals to a more appropriate pathway with Adult Social Care. This has had a significant positive impact on performance with timeliness of concerns improving to 76% in December 2022. Performance has continued to improve, and the target was met for Q4.

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	98% (190/193)	87% or more	Green	Worse
Q4 22/23	72% (158/219)	87% or more	Red	Worse
Year End	90% (558/622)	87% or more	Green	Better



Benchmarking: N/A. This is not monitored as a national performance measure, however, numbers of people waiting for assessments, packages of care or reviews is collected regularly for all Local Authorities in the South East. Currently 26% of people are waiting longer than 6 months across the region. 28 days is a local target to ensure best practice.

Service Narrative

Priority: Involve people in their care and support.

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.

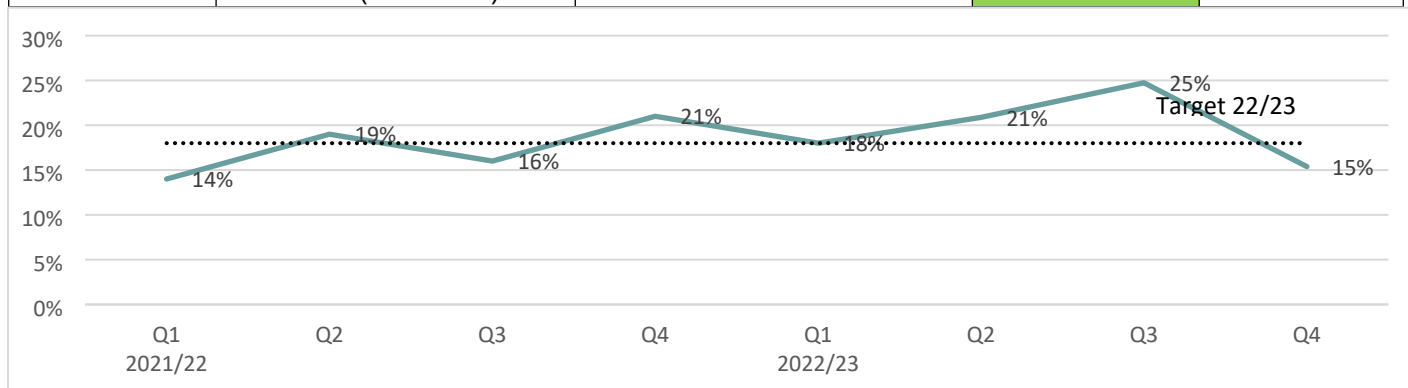
There is a process of triaging and risk assessing all contacts received to ensure those requiring immediate attention are prioritised.

Performance declined in this area in January (84%) and February (72%) due to reduced staffing capacity in the team and seasonal trends linked to winter pressures impacting this time of year, as shown in the drop in Q4 in 2021-22. There have been focused efforts to improve timescales, and this has resulted in an improvement in March to 94%.

Despite the reduction in performance for January and February, performance for the full year 2022-23 has improved compared to 2021-22 and the target was achieved.

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	21% (123/589)	18% or more	Green	Better
Q3 22/23	25% (163/675)	18% or more	Green	Better
Q4 22/23	15% (106/689)	18% or more	Amber	Worse
Year End	20% (396/1953)	18% or more	Green	Better



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:

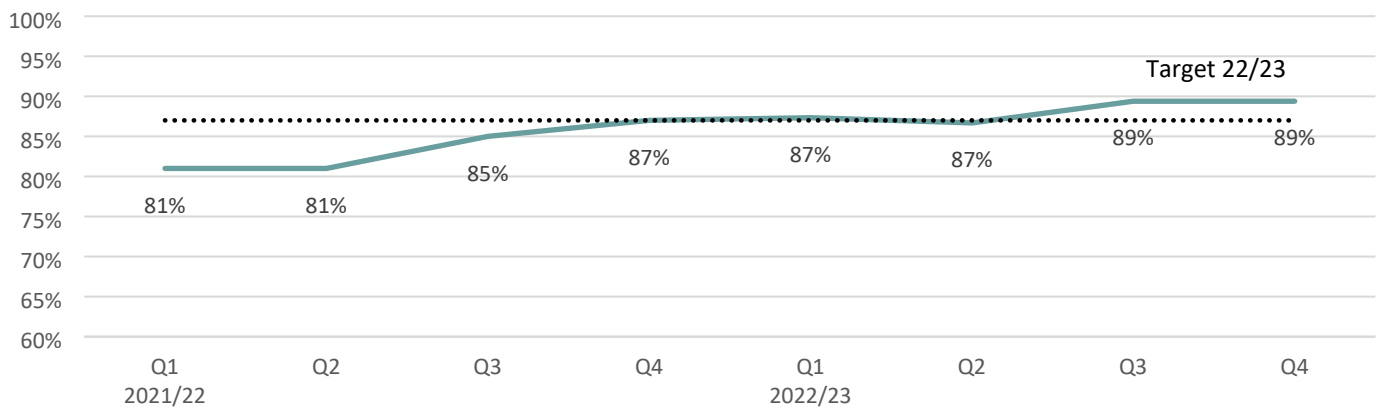
Priority: Prevent, Reduce, Delay the need for formal care and support

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.

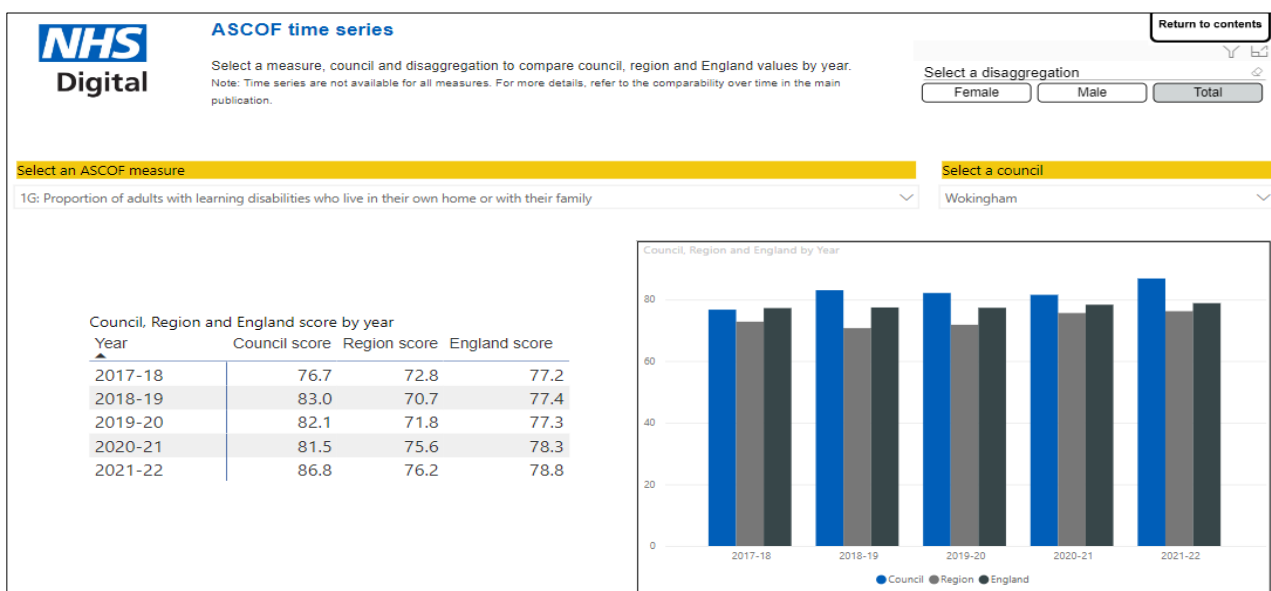
The customer pathway must be simple and efficient. It is essential that our residents are encouraged to self-serve where it is appropriate and possible. Whenever and however people and their carers contact services, they should receive a positive response and appropriate support to help resolve the issues 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	89% (396/443)	87% or more	Green	Better
Q4 22/23	89% (396/443)	87% or more	Green	No change
Year End	88% (1241/1404)	87% or more	Green	Better



Benchmarking: Wokingham Borough Council scored 38 out of 152 Local Authorities for this ASCOF Measure 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:

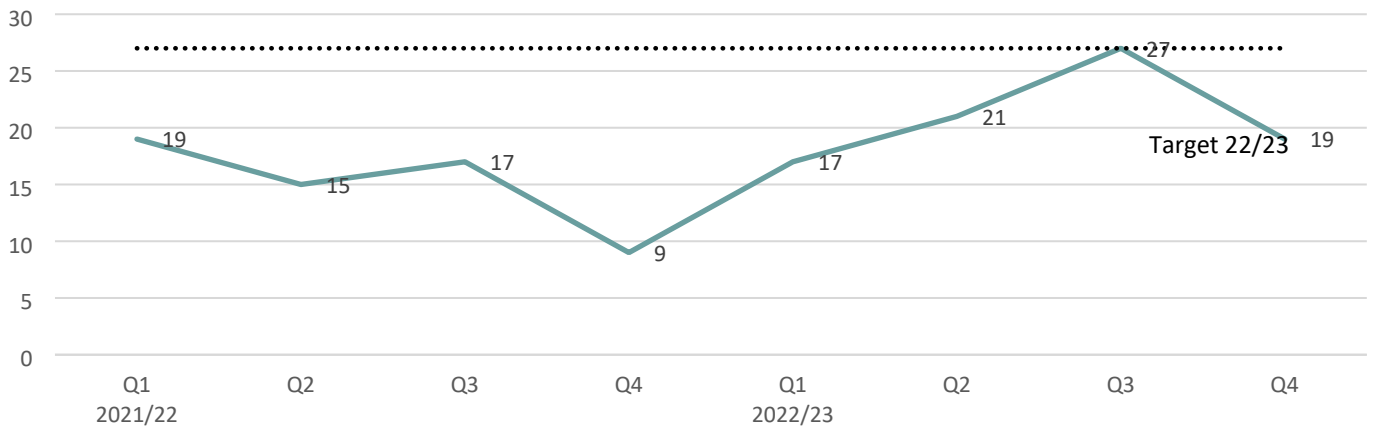
Priority: To involve people in their care and support.

We aim to support people with a learning disability to live independently in suitable accommodation for as long as possible.

The improvement in Q3 has been achieved by the Specialist Accommodation project which has provided 30 new homes for people with adult care needs. Work in this area will continue over the coming months as part of our policy of reducing placing people with Learning Disabilities in Care Homes.


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	21	Less than 27	Green	Worse
Q3 22/23	27	Less than 27	Green	Worse
Q4 22/23	19	Less than 27	Green	Better
Year End	84	Less than 108	Green	Worse



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 admissions to residential and nursing care homes for people aged 65+, per 100,000 population compared 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

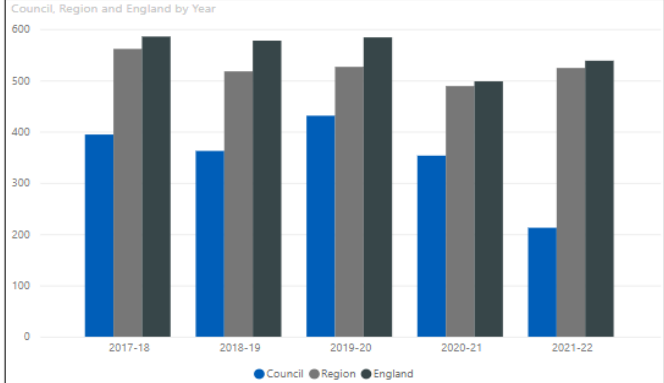
Select an ASCOF measure

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

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



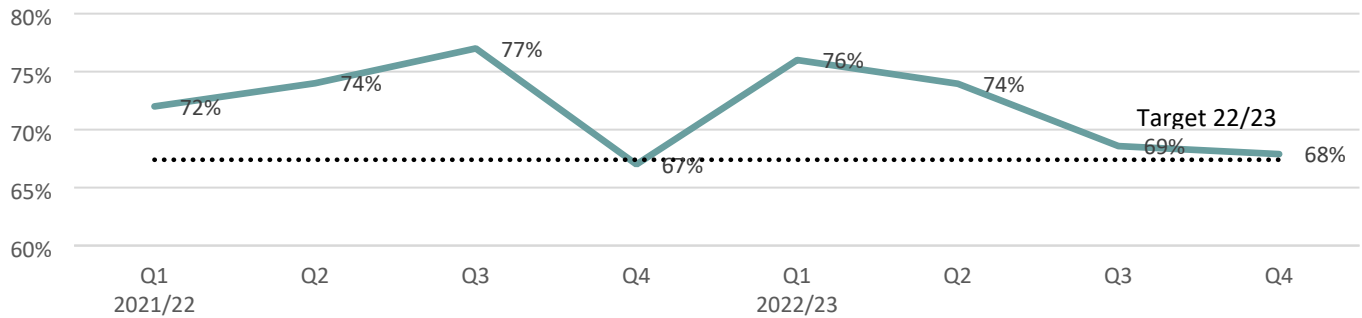
Service Narrative:

Priority: Prevent, Reduce, Delay the need for formal care and support.

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%	67% or more	Green	Worse
Q3 22/23	69%	67% or more	Green	Worse
Q4 22/23	68%	67% or more	Green	Worse
Year End	70%	67% or more	Green	Worse



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: Involve people in their care and support.

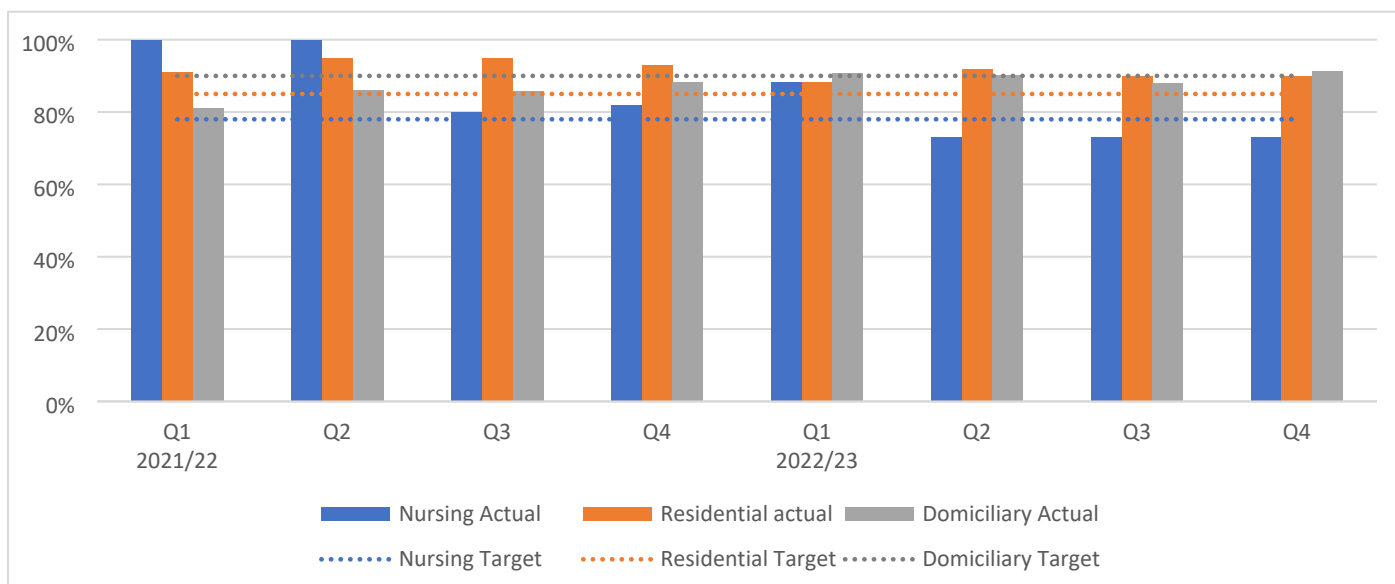
People must be provided with the right combination of care, in the right place at the right time, in ways that will be sustainable going forward.

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.

Performance has fallen over the last two quarters due to staff vacancies and it is expected that performance will continue to decline for this reason, however, the assigned target has been achieved. Reviews that are due for people who have been identified as higher risk will continue to be prioritised to ensure risk is being managed effectively in this area.

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% Domiciliary Care: 91%	Better than South-East: Nursing Homes: 78% Residential Homes: 85% Domiciliary 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% Domiciliary Care: 90%	Amber	Worse
Q3 22/23	Nursing Homes: 73% Residential Homes: 90% Domiciliary Care: 88%	Better than South-East: Nursing Homes: 78% Residential Homes: 85% Domiciliary Care: 90%	Amber	Worse
Q4 22/23	Nursing Homes: 73% Residential Homes: 90% Domiciliary Care: 91%	Better than South-East: Nursing Homes: 78% Residential Homes: 85% Domiciliary Care: 90%	Amber	Better
Year End	Nursing Homes: 73% Residential Homes: 90% Domiciliary Care: 91%	Better than South-East: Nursing Homes: 78% Residential Homes: 85% Domiciliary Care: 90%	Amber	Worse



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%.

At the end of Q4 2022-23 South East performance was Nursing Homes 81%, Residential Homes 84%, Domiciliary Care 87%.

Service Narrative:

Priority: Work in partnership and commission services that deliver quality and value for money. 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.

The locally reported %s for Nursing Homes is impacted by small numbers in the borough. 1 Nursing Home is 9% of the total, meaning our local performance can change more drastically, whereas the total % for the region remains more steady.

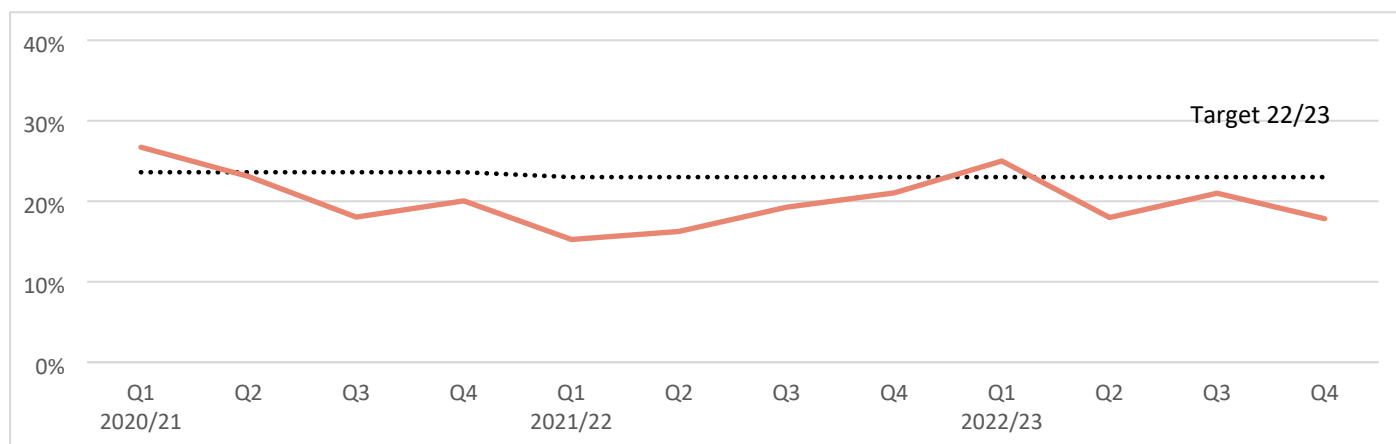
Appendix C-1: Children's Services Key Performance Indicators 2022/23 Summary Table

Ref	Description	RAG Q4	DoT Q4	RAG YE	DoT YE
CS1	Percentage of re-referrals within 12 months	Green	Better	Green	Better
CS2	Percentage of initial Child Protection Conferences held within 15 working days of decision to hold them	Green	Worse	Green	Better
CS3	Percentage of Children in Care who are 20 miles+ from their homes and out of borough	Red	Better	Red	Worse
CS4	Percentage of Education, Health and Care Plan (EHCP) Assessments completed within 20 weeks of referral	Red	Better	Red	Worse
CS5	Percentage of 16–17-year-olds with activities/destinations not known	Green	Better	N/A	N/A
CS6	Percentage of 16–17-year-olds Not in Education, Employment or Training (NEET)	Green	Worse	N/A	N/A

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	21% (79/374)	24% or less	Green	Worse
Q4 22/23	18% (92/516)	23% or less	Green	Better
Year End	20% (343/1692)	23% or less	Green	Better

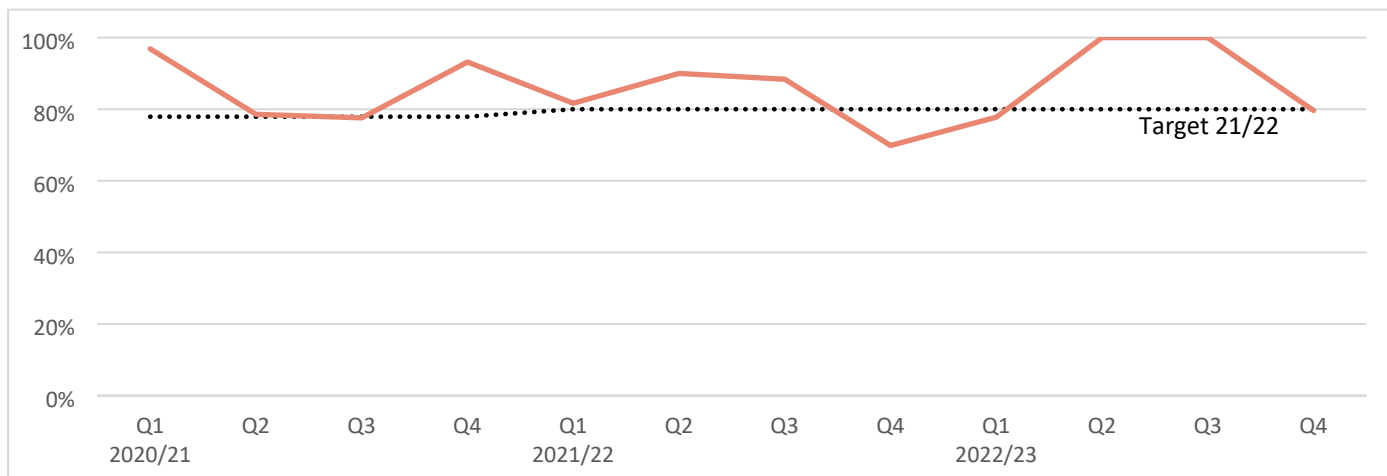


Benchmarking: The locally set target for Wokingham in 2022/23 is based on the average of 2021/22 performance for England (21.5%), South East (25.9%) and Statistical Neighbouring Local Authorities (20.78%). This was adjusted down from 24% to 23% when the new data was published in October 2022.

Service Narrative: Wokingham's performance remains better than the national and regional trends with a year end figure of 20%.

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	100% (43/43)	84% or more	Green	Better
Q4 22/23	80% (54/43)	80% or more	Green	Worse
Year End	95% (132/125)	80% or more	Green	Better

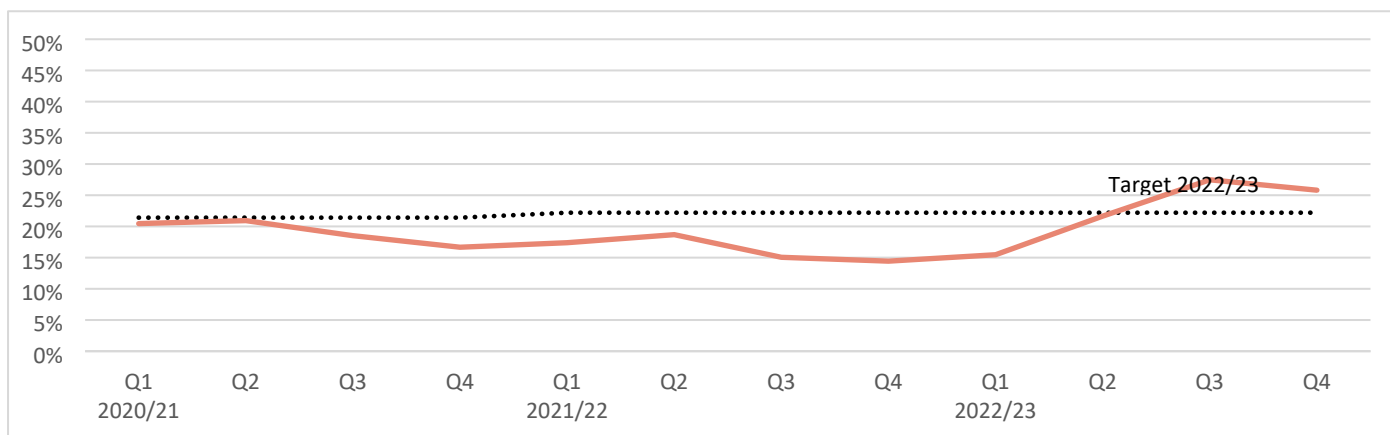


Benchmarking: The locally set target for Wokingham in 2022/23 is based on the average of 2021/22 performance for England (79.2%), South East (78.6%) and Statistical Neighbouring Local Authorities (81.4%). Wokingham’s performance in Quarter 4 2022/23 is better than national and regional trends.

Service Narrative: Wokingham’s end of year performance is better than the national, regional and Statistical Neighbours at 95%.

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	29% (26/91)	22% or less	Red	Worse
Q4 22/23	26% (24/93)	22% or less	Red	Better
Year End	26% (24/93)	22% or less	Red	Worse



Benchmarking: The locally set target for Wokingham in 2022/23 is based on the average of 2021/22 performance for England (16%), South East (22%) and Statistical Neighbouring Local Authorities (29%). Low percentage indicates better performance for this indicator.

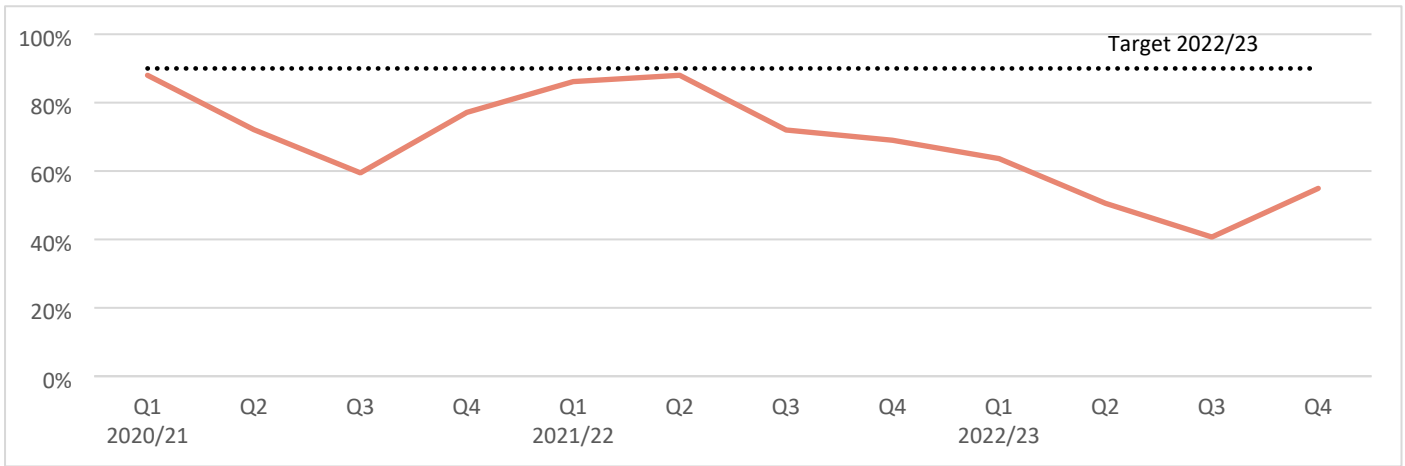
Service Narrative: Local placements are defined as 20 miles or less from the child’s home address and distant placements as those over 20 miles from home address. This is irrespective of local authority boundaries. Wokingham has around 10% of looked after children placed in residential care (non-SEND or UASC), residential care is predominantly out of the borough . The supply of local residential care beds has decreased over recent years.

A number of children are placed with their parents as part of a reunification plan or with family members who have been approved as foster carers. Some of these families now reside further than 20 miles than their originating address in Wokingham.

For some children the distance from their home address can have a real impact as the ‘team around the child’ and the child’s family, are not as easily available. Wokingham is addressing it placement sufficiently in order increase the number of resources that are available locally, through creating additional capacity.

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	41% (35/86)	90% or more	Red	Worse
Q4 22/23	55% (39/71)	90% or more	Red	Better
Year End	52% (168/323)	90% or more	Red	Worse

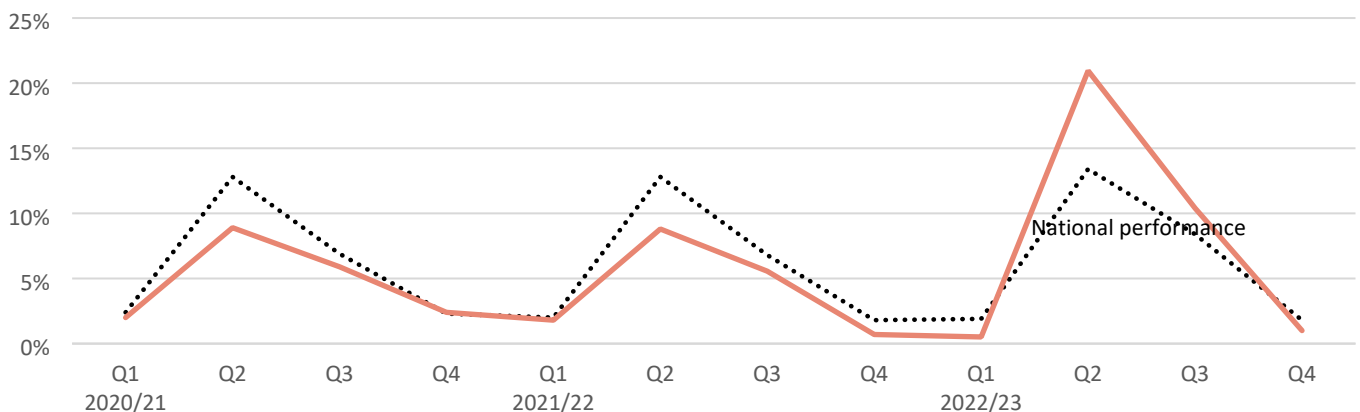


Benchmarking: In 2021 the published results for Wokingham for EHCPs issued within 20 weeks was 80.9% compared to England 57.9%, South East 48.8 % and Statistical Neighbours 57.9%. The target was based on that year’s performance.

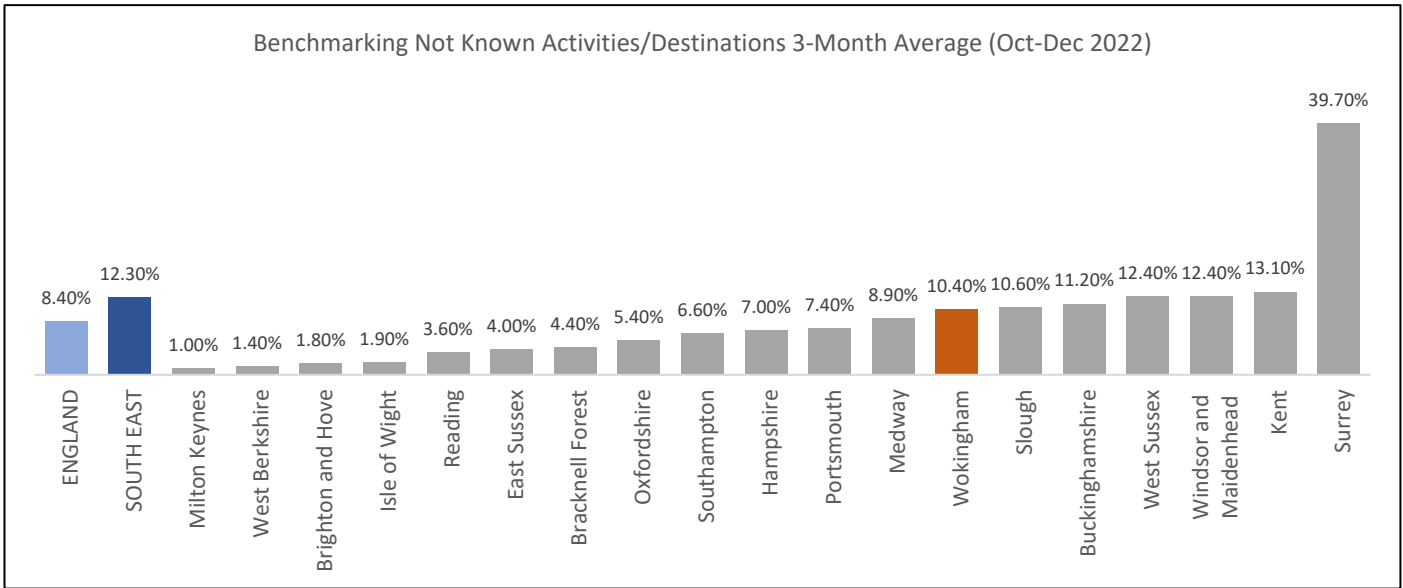
Service Narrative: The % timeliness of the issuing of EHC Plans within 20 weeks started to recover in Q4. This was driven by the Education Psychology service prioritising statutory assessments, using locum staff to progress delayed advice. An EHCP timeliness meeting held with the SEND Team, EP Service and ‘health’ colleagues was useful in identifying areas where delay can occur, and putting in place mitigations to ensure timeliness continues its upward trajectory in 2023/24.

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

Period	Actual	Target/National	RAG	DoT
Q1 22/23	0.5% (20/3907)	1.9% or less	Green	Better
Q2 22/23	20.8% (823/3930)	13.4% or less	Red	Worse
Q3 22/23	10% (413/3959)	8% or less	Red	Better
Q4 22/23	1%	2% or less	Green	Better
Year End	Pending	Pending	Pending	Pending



Benchmarking: Local Authority Tables published for Q4 2022/23 (October-December 2022), from the Department for Education and NCCIS, reported that Wokingham had 10% of 16–17-year-olds with activities or destinations Not Known compared to 12.3% across the South East and 8% across England.



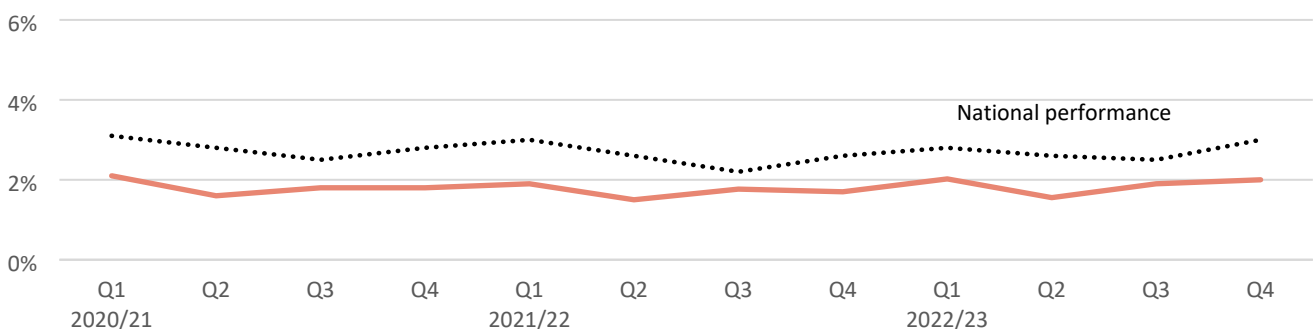
Service Narrative: The published, final figures for Jan-March are not available until May 23rd. This will include the national figures, which we use as our target. Provisional Q4 figures have been updated and will advise of any change to this when the final data is published.

The Not Known figure has again fallen this quarter and we are now much closer to our Q1 position. Wokingham's Not Known average over this period is slightly higher than the national average although is lower than the regional figure. The team has had capacity issues and is now fully staffed. This will enable the service to track the unknown cohort more effectively.

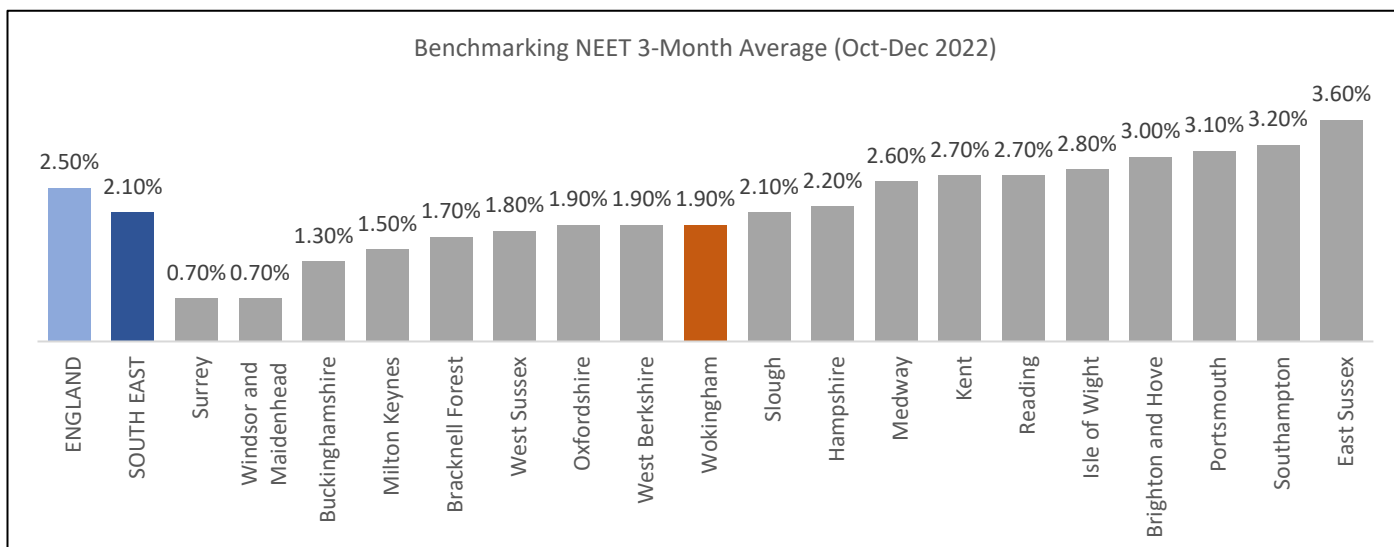
Recent access to data systems for the whole team has provided more contact details and is already proving to be successful in enabling us to engage with those with whom we have lost contact. More effective tracking has been put in place in order to bring this figure down and we now have the resource to carry out more home visits in order to contact our hardest to reach young people.

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

Period	Actual	Target/National	RAG	DoT
Q1 22/23	2.0% (79/3907)	2.8% or less	Green	Better
Q2 22/23	1.6% (61/3926)	2.6% or less	Green	Better
Q3 22/23	1.9% (75/3959)	3% or less	Green	Worse
Q4 22/23	2% (78/3956)	3% or less	Green	Worse
Year End	Pending	Pending	Pending	Pending



Benchmarking:



Local Authority Tables published for Q4 2022/23 (Oct to December 2022), from the Department for Education and NCCIS, reported that Wokingham had 1.9% of 16–17-year-olds Not in Education, Employment or Training (NEET) compared to 2.1% across South East and 3% across England. Wokingham continues to outperform regional and national trends.

Service Narrative: The published, final figures for Jan-March are not available until May 23rd. This will include the national figures, which we use as our target. Provisional Q4 figures have been updated and will advise of any change to this when the final data is published. Although there has been a slight rise in the NEET figure over the past 2 quarters, the low Not Known figure alongside this demonstrates that our data is robust and that we are engaging with our hardest to help group. Work continues to support our NEET young people to transition into EET oport

WOKINGHAM BOROUGH COUNCIL EXECUTIVE FORWARD PROGRAMME

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

Executive Forward Programme - June 2023 to April 2024

Updated 31 May 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 – 29 JUNE 2023						
WBC 1376	Local Sufficiency for Children in Care Purpose: To consider a business case to open a children's home in Wokingham to improve local sufficiency	Executive		Director, Children's Services - Helen Watson/ Hayley Rees	Executive Member for Children's Services and Stephen Conway Leader of the Council	Contains commercially sensitive information about a property purchase
WBC 1378	Corporate Building Cleaning Services Purpose: Provision of cleaning services at WBC (Wokingham Borough Council) sites and schools (maintained schools and academies) across the borough.	Executive		Deputy Chief Executive - Graham Ebers/ Joanne Jennings	Executive Member for Finance and Governance – Imogen Shepherd-DuBey	Financial information
WBC 1372	Corporate Sponsorship Policy Purpose: To seek approval for adoption of a new corporate sponsorship policy	Executive	Executive report and relevant appendices	Deputy Chief Executive - Graham Ebers/ Lyndsey Kauder	Executive Member for Finance and Governance - Imogen Shepherd-DuBey	N/A
WBC 1344	Finchampstead Neighbourhood	Executive	Examination Report	Director, Place and	Executive Member	N/A

Agenda Item 10.

	<p>Plan Purpose: Approval of Executive is sought to accept the changes recommended by the Examiner and to progress the plan to a referendum.</p>		<p>Draft Decision Statement A copy of the 'Finchampstead Neighbourhood Development Plan Referendum Version' is available on request</p>	<p>Growth - Giorgio Framalico/ Ben Davis, James McCabe, Ian Church</p>	<p>for Planning and Local Plan - Lindsay Ferris</p>	
WBC 1351	<p>Revenue Monitoring 2022-23 - Outturn Purpose: To report the revenue outturn position of the Council for 2022/23 financial year highlighting the effective management of the Council's finances to ensure value for money for council tax payers, housing tenants and schools.</p>	Executive		<p>Deputy Chief Executive - Graham Ebers/ Stu Taylor</p>	<p>Executive Member for Finance and Governance - Imogen Shepherd-DuBey</p>	N/A
WBC 1352 70	<p>Capital Monitoring - Outturn 2022/23 Purpose: To inform Members of the capital programme outturn for 2022/2023, seek approval for the relevant budget carry forwards and demonstrate effective and safe use of our resources to deliver service improvements and service continuity through capital investments.</p>	Executive		<p>Deputy Chief Executive - Graham Ebers/ Mark Thompson</p>	<p>Executive Member for Finance and Governance - Imogen Shepherd-DuBey</p>	N/A
WBC 1337	<p>Customer Experience Strategy Purpose: To present a new Customer Experience Strategy, following resident, community and partner engagement.</p>	Executive	<p>A draft copy of a new Customer Experience Strategy.</p>	<p>Chief Operating Officer – Sally Watkins</p>	<p>Executive Member for Climate Emergency and Resident Services - Sarah Kerr</p>	N/A
WBC 1371	<p>Term Maintenance Contracts For Reactive & Planned</p>	Executive	<p>Procurement Strategy Appraisal Paper</p>	<p>Deputy Chief Executive -</p>	<p>Leader of the Council and</p>	N/A

	<p>Mechanical Works Purpose: To seek approval to retender for the provision of Mechanical reactive and planned maintenance contract which forms a part of a wider reactive 'Traded Service' offered to WBC corporate sites and external schools.</p>			Graham Ebers/ Chris Morland, Paul Simmons	Executive Member for Housing - Stephen Conway	
WBC 1354	<p>Wokingham Borough Council Tree Strategy Purpose: To seek Executive approval to adopt the Wokingham Borough Council Tree Strategy</p>	Executive		Director, Place and Growth – Giorgio Framallicco/ Laura Buck	Executive Member for Environment, Sport and Leisure – Ian Shenton	N/A
WBC 1338 71	<p>Toutley East Development - Update 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.</p>	Executive		Deputy Chief Executive - Graham Ebers/ David Smith	Leader of the Council and Executive Member for Housing - Stephen Conway	N/A
WBC 1377	<p>Two New Special Educational Needs School Purpose: The purpose of this report is to update the Executive on the locations for the provision of the two new Special Education Needs</p>	Executive		Deputy Chief Executive - Graham Ebers/ Katie Meakin	Executive Member for Business and Stephen Conway Leader of the Council and Executive Member for Children's	N/A

	schools within the Borough and agree the proposed terms of the lease of the site to the Department for Education.				Services Prue Bray	
WBC 1379	St Crispin's Leisure Centre Consultation Purpose: Approval for public consultation on the future of St Crispin's Leisure Centre.	Executive		Deputy Chief Executive - Graham Ebers/ Susan Bentley	Executive Member for Environment, Sport and Leisure - Ian Shenton	N/A
WBC 1380	Procurement strategy for the purchase and distribution of wheeled bins in the borough Purpose: To determine the procurement strategy for wheeled bins in the borough	Executive		Director, Place and Growth - Giorgio Framalico/ Richard Bisset	Executive Member for Environment, Sport and Leisure - Ian Shenton	N/A
EXECUTIVE MEETING – 27 JULY 2023						
WBC 1356 72	Delivery of Wellington Road Affordable Housing Scheme Purpose: To get Executive approval for the proposed delivery and funding of the affordable housing scheme at Wellington Road, Wokingham	Executive	Main Executive report and appendices	Director, Place and Growth - Giorgio Framalico/ Frances Haywood	Leader of the Council Stephen Conway	N/A
WBC 1357	Capital Monitoring 2023/24 - Q1 Purpose: To consider the Capital Monitoring position at the end of Quarter 1.	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance and Governance - Imogen Shepherd-DuBey	N/A
WBC 1358	Revenue Monitoring 2023-24 Q1 Purpose: To consider the revenue budget position at the end of Quarter 1	Executive		Deputy Chief Executive - Graham Ebers/ Stu Taylor	Executive Member for Finance and Governance- Imogen Shepherd-DuBey	N/A
WBC 1359	Shareholders Report 2022/23 -	Executive		Deputy Chief	Executive Member	N/A

	Outturn Purpose: To consider the Annual Shareholders' Report			Executive - Graham Ebers/ Mark Thompson	for Finance and Governance- Imogen Shepherd- DuBey	
EXECUTIVE MEETING – 28 SEPTEMBER 2023						
WBC 1373	Barkham Solar Farm - Business Case Update Purpose: To up-date Executive on the financial business case of the solar farm	Executive		Deputy Chief Executive - Graham Ebers/ David Smith	Executive Member for Climate Emergency and Resident Services - Sarah Kerr	N/A
73	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
EXECUTIVE MEETING – 26 OCTOBER 2023						
WBC 1374	Promotion of Wokingham Borough Council Assets Purpose: Promotion of WBC assets in Local Plan Update	Executive		Deputy Chief Executive - Graham Ebers/ Katie Meakin	Leader of the Council and Executive Member for Housing - Stephen Conway	N/A
WBC 1360	Revenue Monitoring 2023-24 Q2 Purpose: To consider the revenue budget position at the end of Quarter 2	Executive		Deputy Chief Executive - Graham Ebers/ Stu Taylor	Executive Member for Finance and Governance- Imogen Shepherd- DuBey	N/A
WBC 1361	Capital Monitoring 2023/24 - Q2 Purpose: To consider the Capital Monitoring position at the end of Quarter 2.	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance and Governance - Imogen Shepherd- DuBey	N/A

EXECUTIVE MEETING – 25 JANUARY 2024

WBC 1362	Revenue Monitoring 2023-24 Q3 Purpose: To consider the revenue budget position at the end of Quarter 3.	Executive		Deputy Chief Executive - Graham Ebers/ Stu Taylor	Executive Member for Finance and Governance- Imogen Shepherd-DuBey	N/A
WBC 1363	Capital Monitoring 2023/24 - Q3 Purpose: To consider the Capital Monitoring position at the end of Quarter 1.	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance and Governance - Imogen Shepherd-DuBey	N/A
WBC 1365	Shareholders Update - January 2024 Purpose: To consider various items related to the business of the Council owned companies, including their trading position	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance and Governance - Imogen Shepherd-DuBey	N/A
74 WBC 1364	Chief Finance Officer's Report 2024/25 Purpose: Provide strategic oversight for the 2024-25 budget setting	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance and Governance- Imogen Shepherd-DuBey	N/A

EXECUTIVE MEETING – 22 FEBRUARY 2024

WBC 1366	Housing Revenue Account Budget 2024/25 Purpose: The revenue and capital budgets for 2024/25 are set and tenants rent levels are set for 2024/25 to ensure sound finances and value for money in providing housing services for council tenants.	Executive	Housing Revenue Account Budget 2024/25	Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance and Governance - Imogen Shepherd-DuBey	N/A
WBC 1367	Treasury Management Strategy 2024-2027	Executive	Treasury Management Strategy 2024-2027	Deputy Chief Executive -	Executive Member for Finance and	N/A

	<p>Purpose: Note the treasury management procedures, limits, and objectives for 2024/25. 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 funding the capital programme.</p>			Graham Ebers/ Mark Thompson	Governance- Imogen Shepherd- DuBey	
WBC 1368	<p>Capital Programme and Strategy 2024-2027 Purpose: The capital programme and strategy 2024 – 2027 sets out the capital investment for the benefit of the community and how this is funded.</p>	Executive	Capital Programme and Strategy 2024-2027	Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance and Governance- Imogen Shepherd- DuBey	N/A
75 WBC 1369	<p>Medium Term Financial Plan 2024-2027 Including Revenue Budget Submission 2024/25 Purpose: To provide the Executive with the key revenue budget extract for 2024/25 of the Medium Term Financial Plan (MTFP) 2024-2027 for submission to Council.</p>	Executive	Medium Term Financial Plan 2024-2027 Including Revenue Budget Submission 2024/25	Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance and Governance - Imogen Shepherd- DuBey	N/A

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

Ref No.	Subject for Decision	Decision to be taken by	Original Schedule Date	Contact Details (Director/ Author)	Responsible Lead Member	Explanatory notes
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<p>WBC 1375</p>	<p>Autism and Neurodiversity Strategy 23-26 Purpose: To seek executive decision on the all-age Autism and Neurodiversity Strategy 23-26</p>	<p>Executive</p>	<p>28 September 2023</p>	<p>Director, Adult Social Care and Health - Matt Pope, Director, Children's Services - Helen Watson/ Wesley Hedger, Sophie Kendall, Ming Zhang</p>	<p>Executive Member for Children's Services - Prue Bray, Executive Member for Health, Wellbeing and Adult Services – David Hare</p>	<p>We continue to work with our partners, in line with national guidance, across the Council and Health to ensure priorities reflect those of local autistic people and their families across the borough.</p>
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Members of the Executive:-

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

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**WOKINGHAM BOROUGH COUNCIL
INDIVIDUAL EXECUTIVE MEMBER DECISIONS FORWARD PROGRAMME**

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

Individual Executive Member Forward Plan - June 2023

Updated 31 May 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)	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
<p>7 6 5 4 3 2 1 0 2023/12</p>	<p>Wokingham Borough Council Response to the Updated Draft Ruscombe Neighbourhood Plan Consultation Purpose: To agree Wokingham Borough Council's formal response to the updated draft Ruscombe Neighbourhood Plan (Regulation 16) consultation. Date 22 Jun 2023 Meeting Room and Time LGF3 at 2pm</p>	<p>Executive Member for Planning and Local Plan - Lindsay Ferris</p>	<p>Enclosure 1: Wokingham Borough Council response to updated draft Ruscombe Neighbourhood Plan</p>	<p>Director, Place and Growth - Giorgio Framaliccio/ Ian Bellinger, Ian Church, Ben Davis</p>	<p>N/A</p>

<p>IMD 2023/13</p>	<p>Agreement of WBC Representations to Ofgem Consultation Purpose: To provide the Council's response to the Ofgem consultation in advance of Ofgem publishing an action plan for reform later this Summer. Such reforms are essential if the Barkham Solar Farm is going to achieve earlier grid connection than the 2037 date currently specified. It is therefore important that WBC supports the proposed reforms through positive response to the Ofgem consultation. Date 16 Jun 2023 Meeting Room and Time LGF4 at 10.30am</p>	<p>Executive Member for Climate Emergency and Resident Services - Sarah Kerr</p>	<p>Draft Consultation response for approval</p>	<p>Deputy Chief Executive - Graham Ebers/ David Smith</p>	<p>N/A</p>
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Members of the Executive:-

Clive Jones	Business and Economic Development
Stephen Conway	Leader of Council and Executive Member for Housing.
Rachel Bishop-Firth	Equalities, Inclusion and Fighting Poverty
Paul Fishwick	Active Travel, Transport and Fighting Poverty
Prue Bray	Deputy Leader of the Council and Executive Member for 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 2023-24

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 2023-24 WORK PROGRAMME

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
12 June 2023	Thames Water	Richard Aylard (External Affairs and Sustainability Director) to attend to answer Member questions on issues affecting the Borough	Committee Request	Neil Carr
	Q4 2022/23 Performance Report	To consider the KPI performance report for Q4 of 2022/23 (January – March 2023)	Work Programme	Will Roper
	Executive Forward Programme	To consider the Executive and IEMD Forward Programmes and identify any issues for Scrutiny	Regular Update	Neil Carr
	O&S Work Programmes 23/24	To consider the work programmes for the five 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
18 July 2023	Leader and Chief Executive	To discuss the Council's priorities and challenges for 2023/24	Committee Request	Neil Carr
	Air Quality	To scrutinise progress against the Council's Air Quality improvement targets	Committee Request	Ed Shaylor
	Adoption of Estate Infrastructure	To consider progress since the Task & Finish Group report in 2020.	Committee Request	Chris Easton/ Andy Glencross
	Consultation Protocol	To consider the draft Consultation Protocol	Request	Dave Allen
	Executive Forward Programme	To consider the Executive and IEMD Forward Programmes 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	Work Programme	Neil Carr
	Action Tracker	To consider the regular Action Tracker report	Regular Update	Neil Carr

CHILDREN'S SERVICES OVERVIEW AND SCRUTINY COMMITTEE 2023/24 WORK PROGRAMME

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
20 June 2023	SEND Youth Forum	To consider the work undertaken by the SEND Youth Forum	Information item	Children's Services / Ming Zhang
	School Sufficiency Update	To update the Committee.	Information item	Children's Services / Ming Zhang
	Ofsted ILACS	To receive an update on the process and outcome of the Ofsted inspection.	Information item	Children's Services/ Helen Watson
	Home to School Transport Update	To receive and update of home to school transport, including details of training for drivers and escorts	Challenge item	Place and Growth / Rebecca Brooks
	Draft UASC Strategy	To consider the development of the UASC Strategy	Information item	Children's Services/ Adam Davis
	Safety Valve Update	To monitor the development and progress of the programme.	Standing item	Children's Services/ Ming Zhang
	Schools Update	To monitor schools' performance.	Standing item	Children's Services / Ming
	Executive Member Update	To receive an update from the Executive Member for Children's Services.	Standing item	Prue Bray

	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/ Ming Zhang
	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
6 September 2023	Social Worker Recruitment and Retention Update	To monitor the development and progress of the strategy.	Information item	Children's Services / Adam Davis
	Safety Valve Update	To monitor the development and progress of the programme.	Standing item	Children's Services/ Ming Zhang
	Impact of the Cost of Living crisis	To consider the work being undertaken to support children and young people in the borough in relation to the current cost of living crisis.	Information item	Children's Services/ Helen Watson
	Holiday, Activities & Food programme	To consider the impact of the cost of living crisis on holiday, activities and food programme	Information item	Children's Services / Helen Watson
	Post Ofsted Action Plan	To review the Action Plan in response to the ILACS Ofsted inspection.	Information item	Children's Services / Helen Watson
	KPI's	To consider the key performance indicators	Standing item	Children's Services / Helen Watson
	Schools Update	To monitor schools' performance.	Standing item	Children's Services / Ming
	Executive Member Update	To receive an update from the Executive Member for Children's Services.	Standing item	Prue Bray

	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/ Ming Zhang
	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
1 November 2023	Safety Valve Update	To monitor the development and progress of the programme.	Standing item	Children's Services/ Ming Zhang
	Executive Member Update	To receive an update from the Executive Member for Children's Services.	Standing item	Prue Bray
	Schools Update	To monitor schools' performance.	Standing item	Children's Services / Ming
	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/ Ming Zhang
	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
8 January 2024	Executive Member Update	To receive an update from the Executive Member for Children's Services.	Standing item	Prue Bray
	Schools Update	To monitor schools' performance.	Standing item	Children's Services / Ming

	Safety Valve Update	To monitor the development and progress of the programme.	Standing item	Children's Services/ Ming Zhang
	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/ Ming Zhang
	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
20 March 2024	Safety Valve Update	To monitor the development and progress of the programme.	Standing item	Children's Services/ Ming Zhang
	Schools Update	To monitor schools' performance.	Standing item	Children's Services / Ming
	Executive Member Update	To receive an update from the Executive Member for Children's Services.	Standing item	Prue Bray
	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/ Ming Zhang
	CSO&S Forward Plan	To consider the forward plan of the Committee	Standing item	Democratic Services/ Luciane Bowker

CLIMATE EMERGENCY OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
11 July 2023	Climate Emergency Action Plan (CEAP)	To consider the final draft of the Climate Emergency Action Plan prior to submission to full Council in September 2023	Committee Request	Sabrina Chiaretti
	Work Programme	To consider the Committee's Work Programme for 2023/24 – to be informed by the CEAP Update	Standing Item	Neil Carr
	Action Tracker	To consider the regular Action Tracker report	Standing Item	Neil Carr

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COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
3 July 2023	Community Safety Partnership Update	To receive the annual update on the work of the Community Safety Partnership.	Work programme	Narinder Brar
	Violence Against Women and Girls Strategy Update	To consider an update on the Violence Against Women and Girls Strategy.	Committee request	Narinder Brar
	Anti-Abuse Charter Update	To receive an update on the implementation of the Anti-Abuse Charter.	Council Request	Narinder Brar
	Arts and Culture Strategy Update	To receive an update on the Arts and Culture Strategy.	Work programme	Rhian Hayes
	Work Programme	To consider the work programme for the Committee for 2023-24	Standing Item	Democratic Services

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DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
4 Sep 2023	Highways Items (to be confirmed with officers)	E.G. Bus Strategy, car parking, highways maintenance	Work programme	Chris Easton
	Arts and Culture Strategy	To receive a progress report on the implementation of the Arts and Culture Strategy.		
	Work Programme	To consider the work programme for the Committee for 2023-24	Standing Item	Democratic Services

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DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
2 Oct 2023	Local Plan Update	To receive an update on the development of the Local Plan Update	Work programme	Ian Bellinger
	Planning Process	To consider how development management, strategic planning, and enforcement services operate within the Borough.	Committee Request	Trevor Saunders
	Work Programme	To consider the work programme for the Committee for 2023-24	Standing Item	Democratic Services

Task & Finish Groups – Active Travel Task and Finish Group

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HEALTH OVERVIEW AND SCRUTINY COMMITTEE FORWARD PROGRAMME

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
5 July 2023	Autism Strategy	Consideration of draft strategy		Adult Social Care
	Update on dental services	Update on progress made since update in January 2023	Challenge item	ICB
	Healthwatch update	Challenge item	Challenge item	Healthwatch Wokingham Borough
	ASC KPIs	Challenge item	Challenge item	Matt Pope

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DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
19 September 2023	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
6 November 2023	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
31 January 2024	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
19 March 2024	Healthwatch update	Challenge item	Challenge item	Healthwatch Wokingham Borough
	ASC KPIs	Challenge item	Challenge item	Matt Pope

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Currently unscheduled topics:

- South Central Ambulance Service
- Westcall
- Update on outcome of autumn Covid booster plan
- Maternal mental health
- GP access and communicating different ways of working with the public
- Self care
- Coroner's court
- Adult Services Workforce Strategy
- Specialist Accommodation project

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Agenda Item 12.

Overview and Scrutiny Management Committee – Action Tracker 2023/24

O&S Management Committee – 18 January 2023		
Agenda Item	Action	Update
Minutes of Previous Meeting	<ul style="list-style-type: none"> • Agreed 	<ul style="list-style-type: none"> • Completed
Leader and Chief Executive	<ul style="list-style-type: none"> • Invite Leader and Chief Executive to OSMC every six months 	<ul style="list-style-type: none"> • July 2023
Q2 Performance Report	<ul style="list-style-type: none"> • Circulate follow up information to relevant O&S Committees 	<ul style="list-style-type: none"> • Ongoing
O&S Work Programmes 2023/24	<ul style="list-style-type: none"> • Process for developing work programmes agreed - implement • Work Programmes to be confirmed at the March 2023 meeting • Borough's MPs be invited to submit items 	<ul style="list-style-type: none"> • Completed • Completed • Completed
Exec/IEMD Forward Programmes	<ul style="list-style-type: none"> • Add the Tackling Poverty Strategy to the OSMC work programme 	<ul style="list-style-type: none"> • Completed
Committee Work Programmes	<ul style="list-style-type: none"> • Circulate report of the Estate Infrastructure T&FG to Members 	<ul style="list-style-type: none"> • Completed

O&S Management Committee – 22 February 2023		
Agenda Item	Action	Update
Minutes of Previous Meeting	<ul style="list-style-type: none"> • Agreed 	<ul style="list-style-type: none"> • Completed
Changes to Waste Collection	<ul style="list-style-type: none"> • Submit summary of discussion to Executive together with additional info 	<ul style="list-style-type: none"> • Completed
Customer Excellence Programme	<ul style="list-style-type: none"> • Draft Customer Experience Strategy to next meeting 	<ul style="list-style-type: none"> • Completed

O&S Annual Reports	<ul style="list-style-type: none"> • Agreed for submission to March Council 	<ul style="list-style-type: none"> • Completed
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O&S Management Committee – 15 March 2023		
Agenda Item	Action	Update
Minutes of Previous Meeting	<ul style="list-style-type: none"> • Agreed 	<ul style="list-style-type: none"> • Completed
Q3 Corporate Performance Report	<ul style="list-style-type: none"> • Further information to be circulated to Members • Children’s Care Home Sufficiency report to CS O&S • Update on Greenredeem scheme to Members 	<ul style="list-style-type: none"> • Completed • Completed • Ongoing
Equality Plan Update	<ul style="list-style-type: none"> • Comments to be fed back to inform Equality Action Plan • Update on the new Equality Forum to Members 	<ul style="list-style-type: none"> • Completed • Ongoing
Customer Experience Strategy	<ul style="list-style-type: none"> • Member comments to inform development of the Strategy 	<ul style="list-style-type: none"> • ongoing
Biodiversity Net Gain Pilot Project	<ul style="list-style-type: none"> • Recommendations to the Executive: <ul style="list-style-type: none"> • officers ensure that there is clear communication with residents and community groups about the aims of the BNG pilot project in Ashenbury Park and the expected outcomes; • design work on the pilot project proceed, but no physical works take place on site until the public consultation has been completed, evaluated and reported - consultation to include an option with no changes to Ashenbury Park; • officers explore potential mitigations relating to the financial risks and outcomes relating to the project; • the Executive notes Scrutiny Members’ concerns about the potential negative impact on communities if BNG projects are not linked to the areas which are taking new housing development; 	<ul style="list-style-type: none"> • Completed

	<ul style="list-style-type: none"> • the Executive receive a map showing the proposed pilot project site within Ashenbury Park (included with this paper); • officers provide a briefing for all Members on the introduction of BNG into the planning process and the specific pilot BNG project in Ashenbury Park. 	
Overview & Scrutiny Work Programmes 2023/24	<ul style="list-style-type: none"> • Draft Work Programmes agreed • Refer Work Programmes to individual O&S Committees 	• Completed

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