

ITEM NO:

TITLE **Council Plan Performance Monitoring – Q2 2016/17 report**

FOR CONSIDERATION BY Overview & Scrutiny Committee on 22 November 2016

WARD None specific

STRATEGIC DIRECTOR Andrew Moulton, Head of Governance & Improvement Services

OUTCOME

Improved performance in those areas of activity that are seen as a priority for the Council.

RECOMMENDATION

- To note the latest performance indicators and major projects and agree any corrective action required.

SUMMARY OF REPORT

The areas of performance are reported as follows (based on the indicators we have RAG ratings for):

	Q2		Q1	
Green	37	71%	41	77%
Amber	10	19%	7	13%
Red	5	10%	5	9%
Total	52		53	

Indicators with a RED rating are:

- % referrals in 16/17 which are repeat referrals within 12 months of a previous referral to Children’s Social Care
- % Children who became subject of a Child Protection Plan (CPP) who are subject to a CPP for a second or subsequent time within 24 months.
- % Care Proceedings completed in 15/16 within 26 weeks of application
- % Looked After Children living within 20 miles of Berkshire West
- Kgs of residual household waste per household per annum

Indicators with an AMBER rating are:

- % CP Visits due in the period which were on-time (within 10 days of the previous visit).
- Care Governance: Number of providers on Wokingham LA’s Caution list changing from Red to Amber or removed from the list
- % Primary Schools with a Current Ofsted Rating of “Good” or better.

- % Special Schools with a current Ofsted rating of “good” or better.
- Number of affordable dwellings completed (annual)
- Percentage of household waste reuse, recycling and composting
- Business Rates collection
- % first contact resolution - calls and emails
- The % of calls answered
- Number per annum of opportunities (new employment, apprenticeships and graduate posts) negotiated through ESPs

Background

Executive Briefing and Overview and Scrutiny Committee have requested further information to explain how the RAG ratings for the indicators has been determined – this is shown in Appendix B.

Appendix C lists the changes in the Performance Indicators measured compared to 15/16.

Analysis of Issues

None

List of Background Papers	
None	
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