

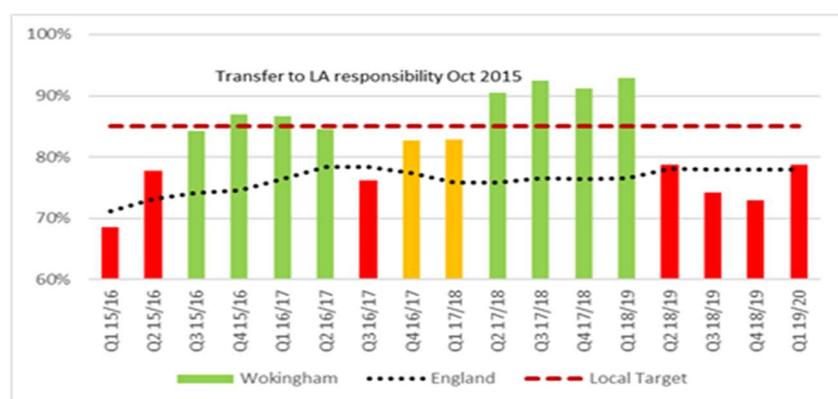
Appendix D - Quarter 1 2019/20 Member Queries and Service Responses

The following Member queries were raised on consideration of the Quarter 1 2019/20 performance report at Overview & Scrutiny Management Committee on 18 September 2019. Service narrative is included below to answer these questions and provide the necessary additional information.

Measure: EA9 (Supplementary Performance Indicator) – Percentage of children who received a 2-2.5 year review.

Member questions: This indicator has been reported as Red for some time. What progress is being made in improving the service?

Service narrative: Despite performance being above target during 2017/18 it deteriorated the following year and quarterly figures have remained below the locally assigned target to date. Health visitor service delivery metrics are published by Public Health England (PHE) one quarter in arrears. Hence Quarter 2 2019/20 data is not yet available and for Quarter 1 2019/20 data remains provisional until it is published by PHE in November 2019.



Local Authority	Q4 18/19
Bracknell Forest	89.8%
West Berkshire	77.2%
Reading	73.2%
Wokingham	72.9%
Windsor & Maidenhead	52.0%
South East	75.8%
National	78.0%

Berkshire Health Foundation Trust (BHFT) provides the health visitor service for Wokingham borough. Through the agreed contract between Wokingham Borough Council and BHFT, an action plan is in place to ensure that more eligible children aged between 2 and 2.5 years receive a health visitor review. One of the challenges affecting performance of this measure is families missing their scheduled appointments or choosing not to attend. BHFT issue reminders via text alerts to help improve attendance and try to ensure follow-up appointments are scheduled within the target timeframe so that children are seen before they turn 2.5 years. Improvements have been made in Q1 2019/20 and this is expected to continue in Q2. Provisional data for Q1 2019/20 indicates that performance is now improving albeit still below target. However Wokingham performance is now in-line with national trends and is better than the average for the South East. BHFT are forecasting that performance should further improve in Q2 2019/20.

Measure: KPI R4 – Return on investment in commercial properties

Member questions: In addition to the percentage net yield, what was the financial return to the Council? Was there any benchmarking to assess whether the yields were competitive?

Service narrative:

The investment decisions made by the Council are based on a range of factors, of which net yield is one. Many of the considered factors are based on a long term view for over 10 years. For example, to secure certain sites which may give a lower yield but offer other strategic benefits or support a wider vision.

It is difficult to assign a target to this measure since each investment decision is unique and made for different reasons. However the service are exploring what quantitative target could be assigned to help track progress with this measure and to explore what other local authorities do for commercial investment opportunities.

Measure: KPI CE10 – Percentage of calls answered
Member questions: The report stated that the Red RAG was due to a significant increase in the volume of calls in April 2019 due to a number of factors including annual Council Tax billing and the introduction of food waste collection. Did the service managers forecast the increase in call volumes and deploy additional staff resources to cope? This KPI measures call volumes. What measures were used, if any, to measure customer satisfaction with the handling of calls. E.g. in relation to the length of waiting times?
Service narrative: <p>April was particularly busy due the annual council tax billing, primary school offer day, garden waste renewals plus the release of food waste collections. To reduce the risk of such high peaks in demand occurring again, resilience planning is underway to predict peaks in demand in the future and manage these more effectively. Opportunities are being explored to spread the release of any future changes across the year rather than focussing on a traditional start date.</p> <p>There are generally two peak periods during the day when residents are most likely to call; between 09:00 – 09:30 and then between 15:30 – 16:00. The Customer Delivery team always ensure that they are resourced accordingly during these periods to meet the increased demand. Officers are taken away from processing work and reassigned to front line activities, where additional resource is required.</p> <p>Customers have the option to request a call-back rather than holding on the line. Over the last year (between Oct 2018 – Sep 2019) around 8,200 customers have taken up the call-back facility out of a total of around 189,900 calls; a take-up rate of 4.3%.</p> <p>The Customer Delivery Team focus very much on the quality of service it provides to the customer and ensuring first time fix. This can take longer to resolve but ensures a higher level of service and satisfaction to the customer. The service are keen to replace this measure, with effect from 2020/21, with a more meaningful KPI based around customer satisfaction and measuring delivery of outcomes.</p>
Measure: KPI T1-6 – Percentage of Highway Infrastructure Schemes on track for project delivery
Member questions: Could the commentary include a clearer explanation on the make-up of the highway infrastructure schemes included?
Service narrative: The Q2 2019/20 performance report now includes further details on the 9 Highway Infrastructure Schemes and how progress on delivery is monitored throughout the project phases.
Measure: KPI VP8 – Percentage of child protection visits completed on time
Member questions: Was the RAG status (Green) accurate?
Service narrative: There was an error in the RAG rating assigned to this measure in the Q1 report. Whilst performance in Q1 2019/20 improved compared to the previous period, it should be reported as Amber since is within the threshold for Amber and remains slightly off target.
Measure: KPI VP14 – Number of affordable dwellings completed
Member questions: Is it possible to show the number of affordable houses completed as a percentage of the total number of houses completed?
Service narrative: Affordable housing delivery is monitored within the service. Currently the Council feel that it is useful to report on the number of affordable dwellings being completed in the borough. Discussions are ongoing to explore whether a percentage could be reported in future reports.