

No	Indicator	Frequency of Reporting	Comparator Period	Baseline Performance	Target 2013/14	Target 2014/15	High or Low score is good	Year End/ March Score	Year End/ March RAG	Exec Member	Strat Director	Indicator commentary
----	-----------	------------------------	-------------------	----------------------	----------------	----------------	---------------------------	-----------------------	---------------------	-------------	----------------	----------------------

Full Report

Human Resources

1	Absence, number of working days lost to sickness	Quarterly	Prev Year	5.97	7	6.8	Low	5.4	Green	Pauline Jorgensen	Graham Ebers	-
2	Turnover of staff	Quarterly	Prev Year	10 - 15%	10 -15%	10-15%	Low	13.05%	Green	Pauline Jorgensen	Graham Ebers	-

Children Safe

5	Safeguarding: Children subject to a Child Protection Plan for a second or subsequent time	Quarterly switched to monthly reporting	Previous quarter	See note	12 to 14%	12 to 14%	Low	13%	Green	Charlotte Haitham Taylor	Judith Ramsden	-
5B	Safeguarding: Children subject to a Child Protection Plan lasting over 2 years	Quarterly switched to monthly reporting	Previous quarter		For CLT only. Internal target of 3-7%no target yet set	3 to 7 %	Low, but not too low	0.00%	Green	Charlotte Haitham Taylor	Judith Ramsden	-
6	Safeguarding: % of referrals that are repeat referrals to Children's Social Care	Quarterly switched to monthly reporting	Previous quarter	See note	20 to 23%	20 to 23%	Low	19.90%	Green	Charlotte Haitham Taylor	Judith Ramsden	-
7	Safeguarding: % of assessments completed within 45 working days	Quarterly switched to monthly reporting	Previous quarter	New indicator	75 to 85% (Focus on timeliness and quality)	75 to 85% (Focus on timeliness and quality)	High	83.60%	Green	Charlotte Haitham Taylor	Judith Ramsden	-
8	Looked after children: % of children who have had three or more placements within the year	Quarterly switched to monthly reporting	Previous quarter	See note	7 to 9%	7 to 9%	Low	1.30%	Green	Charlotte Haitham Taylor	Judith Ramsden	-
9	Looked after children: % of children achieving permanence	Quarterly switched to monthly reporting	Previous quarter	See note	16 to 18%	16 to 18%	High	25.70%	Green	Charlotte Haitham Taylor	Judith Ramsden	-

No	Indicator	Frequency of Reporting	Comparator Period	Baseline Performance	Target 2013/14	Target 2014/15	High or Low score is good	Year End/ March Score	Year End/ March RAG	Exec Member	Strat Director	Indicator commentary
Narrowing the Gap												
10	Key Stage 2 attainment: The gap between the performance of those children eligible for Free School Meals and their peers	Annual	Previous year	Summer 2012 FSM 53% Non FSM 84% NTG 31pp	Gap of around 25 percentage points.		Low	Summer 2014 FSM6 65.1% Non FSM6 87.0% NTG 21.9 pp	Green	Charlotte Haitham Taylor	Judith Ramsden	The FSM6 gap monitors the gap in achievement between children who have received free school meals at some point in the last 6 years and children who have not. The FSM6 gap has reduced from 29.3 percentage points (pp) in 2013 to 21.9 pp in 2014.
11	Key Stage 4 attainment: The gap between the performance of those children eligible for Free School Meals and their peers	Annual	Previous year	Summer 2012 FSM 26.2% Non FSM 67.8% NTG 41.6pp	Gap of around 35 percentage points.		Low	Summer 2014 FSM6 35.6% Non FSM 68.0% NTG 32.4 pp	Green	Charlotte Haitham Taylor	Judith Ramsden	5 A* - C including English and Maths. Published February 2015 at https://www.gov.uk/government/statistics/gcse-and-equivalent-attainment-by-pupil-characteristics-2014 The gap in FSM was 42.5 in 2012/3 NB The gap for disadvantaged pupils was slightly larger than that for FSM at 33.8% (Disadvantaged 36.8% and others 70.6%)
12	% of young people who are classified as Not in Education, Employment or Training (NEET)	Quarterly	Corresponding quarter for previous year	See note	Below 4.5% at year end	Below 4.5% at year end	Low	2.30%	Green	Charlotte Haitham Taylor	Judith Ramsden	-
13	% of young people in vulnerable groups[5] who are classified as Not in Education, Employment or Training (NEET)	Quarterly	Corresponding quarter for previous year	New indicator	Cohort too small – should simply aim for a reduction over the year	Cohort too small – should simply aim for a reduction over the year	Low			Charlotte Haitham Taylor	Judith Ramsden	The NEET population is complex, and the definitions have changed for reporting. In October 173 (80%) of young people with LDD were in EET (the rest were either NEET or "unknown") There are 14 young parents in years 12 – 14, all of whom are not available for education or training.
14	Youth Offending: first time entrants to the Youth Justice System	Quarterly	Previous quarter	Baseline 2012/13 Q1 - 8, Q2 - 4, Q3 - 7, Q4 - 10	Reduction on previous year (nationally subject to revised definition for 2013/14)	Reduction on previous year (nationally subject to revised definition for 2013/14)	Low	29	Green	Charlotte Haitham Taylor	Judith Ramsden	-
15	Youth Offending: rate of re-offending	Quarterly	Previous quarter	2012/13 24.3%	Reduction on previous year	Reduction on previous year	Low	0.212	Green	Charlotte Haitham Taylor	Judith Ramsden	March data not yet available from the Youth Justice Board, So December 2014 data supplied
Opportunity for All												
16	Key Stage 2 attainment: % of pupils achieving Level 4 in both English and mathematics	Annual, (two updates – provisional and final)	Previous year	2011/12 Average all pupils 89%	Average all pupils 90%		High	Summer 2014 85%	Green	Charlotte Haitham Taylor	Judith Ramsden	The summer 2014 national average is 79%
17	Key Stage 4 attainment: % of pupils achieving 5+A*-C GCSEs (inc English and mathematics)	Annual (two updates – provisional and final)	Previous year	2011/12 Average all pupils 65.6%	Average all pupils 70%		High	Summer 2014 66%	Green	Charlotte Haitham Taylor	Judith Ramsden	The data for summer 2014 is based on the new DfE definition, which only counts a pupil's first attempt at an examination. Indications from schools suggest that around 73% of pupils will have achieved the old measure, which allowed for resits.
18	Raising standards in schools: % of schools in Ofsted categories of good or better	Quarterly	Previous quarter	Dec 2012 published data, (43 schools), 72.0%	78% (46 schools)	78% (46 schools)	High	84.5% (49 schools)	Green	Charlotte Haitham Taylor	Judith Ramsden	The data shown is from the Ofsted Data View site as at 05/01/2015, although this reflects the situation at the end of August 2014. 77% of primary schools in Wokingham are at Good or Better as at July 2014.
18a	Raising standards in schools: % of primary schools in Ofsted categories of good or better	Quarterly	Previous quarter		78% (40 schools)	78% (40 schools)	High	83% (41 schools)	Green	Charlotte Haitham Taylor	Judith Ramsden	
18b	Raising standards in schools: % of secondary schools in Ofsted categories of good or better	Quarterly	Previous quarter		78% (6 schools)	78% (6 schools)	High	89% (8 schools)	Green	Charlotte Haitham Taylor	Judith Ramsden	
Adult Social Care – outcomes – these measures relate to safety and quality of life												

No	Indicator	Frequency of Reporting	Comparator Period	Baseline Performance	Target 2013/14	Target 2014/15	High or Low score is good	Year End/ March Score	Year End/ March RAG	Exec Member	Strat Director	Indicator commentary
19	Proportion of people using social care who receive self-directed support, and those receiving direct payments	Quarterly	Previous quarter	SE average 61% @ qtr3 2012	68% by qtr 1, 70% by qtr 2, 70% by qtr 3, 70% by qtr 4	68% by qtr 1, 70% by qtr 2, 70% by qtr 3, 70% by qtr 4	High	63.60%	Red	Julian McGhee-Sumner	Stuart Rowbotham	<p>We continue to encourage the use of DP's throughout the pathway the proposed introduction of pre paid cards may assist with the take up.</p> <p>A local performance indicator is monitored to give a more accurate picture of current performance. This indicator looks at performance at the end of the month, rather than the full year. We are currently achieving 87.1% for this local performance measure.</p> <p>As part of our year end work we have identified a cohort of people whose data was entered into the system incorrectly. We are working with the FWi IT Support team to rectify this recording issue and it will be reflected correctly in our statutory reporting to the Department of Health.</p>
20	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services ** (NHSOF 3.6i)	Last Quarter of the Year	Previous year	National average 2011/12 82.6%	85%	85%	High	-	-	Julian McGhee-Sumner	Stuart Rowbotham	Data for 2014/5 will not be available until late May, as it is based on a specified sample of activity in the period January - March 2015
21	Delayed transfers of care from hospital, and those which are attributable to adult social care.	Monthly	Previous month	National average 2011/12 = 3.8	An average of 2.5 delays a month (Social Care)	An average of 2.5 delays a month (Social Care)	Low			Julian McGhee-Sumner	Stuart Rowbotham	We have a post focussed on finding nursing and residential home placements which is proving to be very successful and is not only finding the placements but is obtaining lower costs. Indicator is reported in arrears, February is the most recently available data
Adult Social Care – accessing or understanding the social care pathway												
22	The proportion of people who use services and carers who find it easy to find information about support	Annually	Previous year	Self reported (annual survey), Last reported	80%		High	-	-	Julian McGhee-Sumner	Stuart Rowbotham	No data collected
Tenant Services												
23	Percentage and number of properties with valid Gas Safety Certificate	Monthly	Previous month	LGSR completed	100% gas safety compliance	100% gas safety compliance	High	99.60%	Amber	John Kaiser	Stuart Rowbotham	At the end of the financial year the percentage of properties that are gas compliant is 99.60%, with 10 CP12s outstanding. Of the 10 CP12s outstanding, 4 are more than 1 month overdue. Of these 4 non-compliant properties, 2 are to receive Housing Officer visits, 1 has been passed to the WBC legal team for further action and 1 will receive an injunction from the service after numerous attempts to enter the property were denied.
24	The Percentage of Tenant Services homes that meet the decency standard.	Monthly	Previous year	N/A	100% Decency by March 2015.	100% Decency by March 2015.	High	95%	Green	John Kaiser	Stuart Rowbotham	<p>The service has met and exceeded the required number of decent homes for the two year programme and have delivered 915 decent homes in 2014/15, significantly over the HCAs target of 629. We have also committed to works that exceed the HCAs grant level and will be claiming the last tranche of the grant for 2014/15 bringing the total grant received up to the full allocation of £2,940,939 for the year.</p> <p>There are 132 properties still to have works undertaken.</p> <p>Decency does not stand still and the Investment Delivery Programme will be implemented to maintain decency over the new financial year.</p>
67	The number of days taken to re-let a void property, both General Needs (GN) and Sheltered (S) and both combined (GN&S).	Monthly	Previous year	benchmarking partners HouseMark	28 Days	28 Days	Low	27	Green	John Kaiser	Stuart Rowbotham	<p>March saw a rise in the overall re-let times for void properties by 2 days, from 25 to 27. General Needs properties saw a fall of 3 days in re-let times when compared with February (from 30 days to 27 respectively). Sheltered re-let times saw a big rise, from 11 days in February to 26 in March. It is positive to note that throughout the whole of this financial year, re-let times for all properties (General Needs and Sheltered combined) were below target and highlights the excellent work of the voids team to meet this goal.</p> <p>A total of 173 properties were re-let this financial year, and of these 173, 101 were accepted on the first offer (59%). At the end of the year 19 properties were vacant (14 General Needs properties and 5 Sheltered).</p>
67a	The number of days taken to re-let a void property for Sheltered (S)	Monthly	Previous year	benchmarking partners HouseMark	28 Days	28 Days	Low	26	Green	John Kaiser	Stuart Rowbotham	
67b	The number of days taken to re-let a void property for General Needs (GN)	Monthly	Previous year	benchmarking partners HouseMark	28 Days	28 Days	Low	27	Green	John Kaiser	Stuart Rowbotham	
67c	The number of days taken to re-let a void property, combined (GN&S).	Monthly	Previous year	benchmarking partners HouseMark	28 Days	28 Days	Low	27	Green	John Kaiser	Stuart Rowbotham	
Housing Needs												

No	Indicator	Frequency of Reporting	Comparator Period	Baseline Performance	Target 2013/14	Target 2014/15	High or Low score is good	Year End/ March Score	Year End/ March RAG	Exec Member	Strat Director	Indicator commentary
25	That the number of households prevented from becoming homeless is double the number where homeless is inevitable and a re-housing duty is accepted.	Quarterly	Previous quarter	30/60	30/61	30/61	See note	15* (H) 8 (P)	Red	John Kaiser	Stuart Rowbotham	The homelessness acceptances for the final quarter are 15 making an annual total of 55. Homelessness presentations have increased by 100% this last year compared with the previous year. This huge increase in numbers of households losing their privately rented home also affects opportunities to prevent homelessness. A full report about homelessness activity in this last year, and projections for 15/16 will be presented to Members at AHIG. On a more positive note, although this indicator is red and numbers are high, spending in the overall cost centre was within budget in 14/15 and all households needing help have been assisted. Staff numbers (and employee costs) have not, to date, been increased.
26	That the number of households using the Rent in Advance Loan Scheme continues as an accessible and effective help to those in extreme housing need. The Accommodation Finder scheme continues to make excellent links with private sector providers and helps households move to a settled home.	Quarterly	Previous quarter	60/50	60/51	60/51	high	8 RIA 2 AF	Red	John Kaiser	Stuart Rowbotham	That the number of households using the Rent in Advance Loan Scheme continues as an accessible and effective help to those in extreme housing need. The Accommodation Finder scheme continues to make excellent links with private sector providers and helps households move to a settled home.
Health and Wellbeing – Improving health, wellbeing and quality of life												
27	Active People Survey - % residents taking part in physical activity 3 times per week for 30 minutes	Annually	Previous year	2010/11 = 38.1%, 2011/12 = 40.6%	41%		High	41%	Green	Angus Ross	Stuart Rowbotham	-
28	Visits to WBC leisure centres	Monthly	Previous Year	See indicator description	420,000	420,000	High	419,280	Green	Angus Ross	Stuart Rowbotham	-
29	Physical visits to libraries	Monthly	Previous year	See indicator description	465,000	465,000	High	518,750	Green	Pauline Jorgensen	Heather Thwaites	-
30	To reduce Road Casualties, (Killed and Seriously Injured)	Annually	Previous year	2010 = 37, 2011 = 46, 2012 = 38, 2013 = 53	41	then than pervious year	Low	50.00	Green	Keith Baker	Heather Thwaites	The number of KSI have reduced from last year. Our target is to achieve a reducing trend in the number of people killed or seriously injured compared to the 2004-2008 average. The overll trend contiues to be downwards. The council will continue to delivery an annual programme of Local Safety Schemes to reduce the risk of injury at accident cluster sites and will continue to provide road safety eduction , training and publicity across the borough.
Traffic congestion = tackling congestion in specific areas of the Borough												
31	Average travel time on chosen roads	Annually	Previous year	2011-2012 = 2.96	<= baseline	<= baseline	Low	3.16	Amber	Keith Baker	Heather Thwaites	Average time to travel a mile across all routes in the peak hour has increased very slightly from last year and is higher than the baseline (2011-12). Major Highways have increased congestion.
Waste and Recycling – improving waste collection, reducing landfill and increasing recycling												
32	% of Municipal waste land-filled	Annually	Previous year	2010/11 = 20.6%, 2011/12 = 15.3%, 2012/13 = 10%	16%		Low	-	-	Angus Ross	Heather Thwaites	Data collected by re3 annually with three months delay in confirming actuals
33	% of household waste recycled	Annually	Previous year	2010/11 = 41.1%, 2011/12 = 42.9%, 2012/13 = 41%	42%		High	-	-	Angus Ross	Heather Thwaites	Data collected by re3 annually with three months delay in confirming actuals
34	Spend per head on Countryside Service	Annually	Previous year	2010/11 = £4.12, 2011/12 = £3.82, 2012/13 = £3.75, 2013/14 = £2.50, 2014/15 = £2.04	<£3.60		Low	£2.04	Green	Angus Ross	Stuart Rowbotham	This figure covers both the statutory and non-statutory elements of the service

No	Indicator	Frequency of Reporting	Comparator Period	Baseline Performance	Target 2013/14	Target 2014/15	High or Low score is good	Year End/ March Score	Year End/ March RAG	Exec Member	Strat Director	Indicator commentary
Customer Satisfaction – improving the customer experience												
36	Overall satisfaction with highways and transport service	Annually	Previous year	2010/11 = 53.9%, 2011/12 = 54%, 2012/13 = 55.4%	>54%	>54%	High	53%	Amber	Keith Baker	Heather Thwaites	Compared to last year the overall satisfaction is very slightly higher but is less than the target. Analysis of the data shows generally small changes across all indicators. Main areas of dissatisfaction continue to be related to traffic levels and congestion.
Key Projects – delivering projects on time and on budget												
38	Key project – Station Link Road – milestones met	Monthly	Previous month	100%	>99%	>99%	N/A	100%	Green	John Kaiser	Heather Thwaites	Indicator for period relates to final Phases 4a & 5. New junction & roads aim to be fully commissioned for use 2nd/3rd May 2015 subject to Network Rail confirmation.
Managing our budgets effectively												
39	Underspend/ overspend against budget	Monthly	Previous month	N/A	£49,000 or less	£49,000 or less	N/A	-£122k	Green	Angus Ross	Heather Thwaites	Underspend is from Staffing Vacancies, Consultancy budget and Winter Maintenance. These figures are provisional.
76	Revenue Budget Monitoring Forecast Position (Council-wide)	Monthly	April	+/- 1% of Budget	£0 - +/- £1.125m	£0 - +/- £1.135m	N/A	-£27,000	Green	Anthony Pollock	Graham Ebers	Figures provisional due to year end processes
77	Capital Monitoring Forecast Position (Council-Wide)	Monthly	April	+/- 0.5% of Budget	£0 - +/- £3m	£0 - +/- £3m	N/A	-£100,000	Green	Anthony Pollock	Graham Ebers	Figures provisional due to year end processes
Income collection												
40	Council Tax collection	Monthly	Previous month	99.00%	98.85%	98.85%	High	99.51%	Green	Anthony Pollock	Graham Ebers	Exceeded Target
41	Business Rates collection	Monthly	Previous month	98.50%	98.50%	98.50%	High	99.77%	Green	Anthony Pollock	Graham Ebers	Exceeded Target
42	Housing rents collection	Monthly	Previous month	98.50%	98.00%	98.00%	High	102.04%	Green	Anthony Pollock	Graham Ebers	Exceeded Target
External customer satisfaction (support services)												
43	% first contact resolution - calls and emails	Monthly	Previous month	55%	65%	65%	High	69.7%	Green	Pauline Jorgensen	Graham Ebers	-
44	% of calls answered	Monthly	Previous month	93%	95%	95%	High	87.5%	Amber	Pauline Jorgensen	Graham Ebers	this is based on the total number of calls which come into the Contact Centre, taking out those which go to the call back facility or the customer hangs up.

No	Indicator	Frequency of Reporting	Comparator Period	Baseline Performance	Target 2013/14	Target 2014/15	High or Low score is good	Year End/ March Score	Year End/ March RAG	Exec Member	Strat Director	Indicator commentary
Internal Customer Satisfaction (support services)												
75	Internal customer satisfaction Procurement	Annually	Previous quarter	N/A	New	80%	High	69.00%	Amber	Pauline Jorgensen	Graham Ebers	This is a new PI added for 2014/15. Overall internal customer satisfaction for the Procurement Service was 69% satisfied or very satisfied based on a year-end customer survey. This is lower than the 80% target set, with the main area of dissatisfaction being around the engagement process with the Service. This was anticipated during the strategy review and service planning during the year, with the proposal to introduce Procurement Business Partnering to improve engagement and council-wide procurement effectiveness. Following restructuring, the BP team will be in place by June 2015 and we would expect this to improve in 2015/16.
Value for Money (support services)												
49a	Population served per Corporate Finance Staff Member	Annually	2010/11	Upper Quartile	Upper Quartile	2150	High	2193	Green	Anthony Pollock	Graham Ebers	Need to revise as Corporate Finance has now become Finance and includes Transactional Finance
49c	Cost of Corporate Finance as a % of organisational running costs	Annually	Mar-13	1%	Lower quartile	1%	Low	1%	Green	Anthony Pollock	Graham Ebers	Need to revise as Corporate Finance has now become Finance and includes Transactional Finance
49e	% variance between forecast outturn at month 9 and actual outturn at month 12	Annually	2013/14	0.25%	Balanced or Underspending	Within 0.5% of Budget	Low	0.02%	Green	Anthony Pollock	Graham Ebers	-
49g	The cost of the HR service per employee against comparators in neighbouring LA's	Annually	2012-2013		Lower quartile	Lower quartile	low	£419.61	Green	Pauline Jorgensen	Graham Ebers	HR running costs budget per employee is £419.61 which is 18.18% lower than the public sector median 50.27% lower than the private sector median Comparison against neighbouring authorities is not available.
Project Delivery												
52	Technology Futures Programme status	Monthly	Previous month	"Green" status	Green	Green	N/A	-	Green	Pauline Jorgensen	Graham Ebers	-
53	WISER project status	Monthly	Previous month	"Green status	Green	Green	N/A	-	Green	Pauline Jorgensen	Graham Ebers	Wiser went live on 1st Sept as planned. Overall it is delivering service but two areas are not fully functional. The project board has an action plan for this and is closely monitored. Support team now in place and functioning well.
Sustainable Communities												
54	Number of dwellings completed	Annual	Previous year	273 (11/12)	1232		High	451 (net) (2014/15)	Amber	John Kaiser	Heather Thwaites;	Initial forecasts indicate that the authority will deliver sufficient homes in the next five years to maintain 5yr supply but current biannual monitoring and review should continue to ensure that progress can continue to be checked
55	Number of affordable dwellings completed	Annual	Previous year	est 90 (12/13)	100		High	95 completions for year 2014/15	Green	John Kaiser	Heather Thwaites;	There were 95 completions for the year 2014/15. Previous estimates were higher, but slippage on some development sites has occurred. There are over 300 completions predicted for 2015/16.
56b	Wokingham Town footfall (measured via car park usage – tickets sold annually)	Annual	Pervious Year	501,000 pa	626,000 pa by 2018 and 700,000 pa by 2023	See comment	High	536,250	Green	Philip Mirfin	Andy Couldrick	No specific target increase figure was set due to major road works planned for 14-15 within town centre and potential impacts. As a note, although the figure of 523,770 was provided for the 2013-14 period last year, this has since been revised by parking and 2013-14 ticket sales were actually 519,342 showing an actual 4% increase in 2014-15
56c	Amount of premium retail space in Wokingham town Centre	Annual	New Indicator	5%	5% (17% by 2018)	5% (17% by 2018)	High	5%	Green	Philip Mirfin	Andy Couldrick	-
56d	WTCR Project Financial performance	Quarterly	New Indicator	5% profit on cost	5% profit on cost	5% profit on cost	High	On target to achieve at least 5%	Green	Philip Mirfin	Andy Couldrick	Regeneration cost and profit calculations now include figures for the Carnvial Leisure Hub proposals.

No	Indicator	Frequency of Reporting	Comparator Period	Baseline Performance	Target 2013/14	Target 2014/15	High or Low score is good	Year End/ March Score	Year End/ March RAG	Exec Member	Strat Director	Indicator commentary
59	Number of dwellings permitted (countable within the 5 year land supply)	Annual	Previous year	222	1232		High	1626 (net) (2014/15)	Amber	Keith Baker	Heather Thwaites;	Initial forecasts indicate that the authority will deliver sufficient homes in the next five years to maintain 5yr supply but current biannual monitoring and review should continue to ensure that progress can continue to be checked
60	Numbers of affordable dwellings permitted (inc where off site contribution received)	Annual	Previous year	6% (13 in 11/12)	30%		High	977.4 (2014/15)	Green	Keith Baker	Heather Thwaites;	600 affordable housing dwellings were permitted in 2014/15 , we also secured the equivalent of 647.4 units through commuted sums (i.e., S106 agreements signed during 2014/15).
62a	No. of attendees at SDL Forums	Monthly	Previous month	New Indicator	100 Arborfield - 40 North Wokingham - 30 South Wokingham and South of the M4	100 Arborfield - 40 North Wokingham - 30 South Wokingham and South of the M4	High			Keith Baker	Heather Thwaites;	No feedback forms completed at forum
62b	% expressing satisfaction at SDL forums	Monthly	Previous month	New Indicator	60%	60%	High			Keith Baker	Heather Thwaites;	Problems with venue and lack of senior officer attendance at one joint North South Wokingham Forum cause satisfaction to fall. Improvements have been put in place with alternative venues and increased officer and member support at subsequent meetings
63a	% of minor planning applications decided within national KPI timeframes or any other timeframe agreed via a PPA or Extension of Time Agreement.	Monthly	Previous month	69%	65%	65%	High	45%	Red	John Kaiser	Heather Thwaites;	The council has experienced a loss of planners to the private sector as a result of the economic recovery while receiving an increase in planning application workload. All vacancies have now been appointed to and will be filled in the new year. Due to the time lag of applications it may take several months for the improvements to be fully reflected in the balance score indicators. However, continued focus on speed of decision and use of PPA's / ETA's has resulted in an improvement.
63b	% of other planning applications decided within national KPI timeframes or any other timeframe agreed via a PPA or Extension of Time Agreement	Monthly	Previous month	80%	80%	80%	High	78%	Amber	John Kaiser	Heather Thwaites;	The council has experienced a loss of planners to the private sector as a result of the economic recovery while receiving an increase in planning application workload. All vacancies have now been appointed to and will be filled in the new year. Due to the time lag of applications it may take several months for the improvements to be fully reflected in the balance score indicators. However, continued focus on speed of decision and use of PPA's / ETA's has resulted in an improvement.
64	% of major applications approved by the Council	Quarterly	Previous quarter	72% (to Dec)	80%	80%	High	93%	Green	John Kaiser	Heather Thwaites;	We have approved 37 of the 40 major planning applications determined during 2014/15.
65	% success rates for policy and infrastructure compliance at major planning appeals	Quarterly	Previous quarter	New Indicator	70%	70%	High	17%	Red	John Kaiser	Heather Thwaites;	There have only been 3 major planning application appeal decisions received during the April 2014 to March 2015 period demonstrating that the council has been successful in either preventing unacceptable schemes through the pre-application process or negotiating acceptable development proposals. In the appeal cases, many of the issues were resolved through the appeal process weakening the councils position such that the appeals were allowed. Lessons to be learned relate to the need to negotiate solutions at the application stage if the principle of development is acceptable but this has been inhibited during this period by high caseloads and staff vacancies.

No	Indicator	Frequency of Reporting	Comparator Period	Baseline Performance	Target 2013/14	Target 2014/15	High or Low score is good	Year End/ March Score	Year End/ March RAG	Exec Member	Strat Director	Indicator commentary
66	Amount of s106 monies held spent or allocated to projects	Monthly	Previous quarter	53%	80%	80%	High	97%	Green	John Kaiser	Heather Thwaites;	-
Business Improvement												
69	Proactive Anti-Fraud drive results	Monthly	N/A	New target	80k	£100k	High	£68k	Amber	Pauline Jorgensen	Andrew Moulton	Due to resources preparing for transfer of benefit investigations to DWP and preparations for Shared Audit and Investigation Service.
70	Value of benefit overpayments detected	Monthly	Previous Month	2012/13 - £291k	£200k	£200k	High	£175k	Green	Pauline Jorgensen	Andrew Moulton	Benefit Investigations transferred to DWP on 1st November - therefore the pro rata target would be £117k against fraud or error detected of £175k. No benefit investigations were undertaken by WBC after 1st Nov.