



Leader's Portfolio Cllr Martin Tett



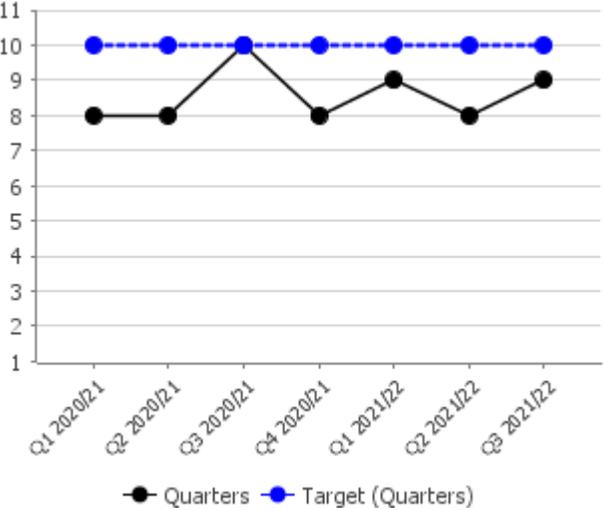
8. Leaders Portfolio RED

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
Unemployment Claimant Rate (as a % of National Rate)	Aim to Minimise	68%	55%	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>72</td> <td>55</td> </tr> <tr> <td>Q2 2020/21</td> <td>73</td> <td>55</td> </tr> <tr> <td>Q3 2020/21</td> <td>72</td> <td>55</td> </tr> <tr> <td>Q4 2020/21</td> <td>71</td> <td>55</td> </tr> <tr> <td>Q1 2021/22</td> <td>70</td> <td>55</td> </tr> <tr> <td>Q2 2021/22</td> <td>70</td> <td>55</td> </tr> <tr> <td>Q3 2021/22</td> <td>68</td> <td>55</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	72	55	Q2 2020/21	73	55	Q3 2020/21	72	55	Q4 2020/21	71	55	Q1 2021/22	70	55	Q2 2021/22	70	55	Q3 2021/22	68	55	None available	<p>This indicator measures the unemployment claimant count in Buckinghamshire as a percentage of the national rate.</p> <p>For Q1 and Q2 2021/22 the result was 70% of the national rate against a target of 55%. For Q3 the forecast result is a slight improvement to 68% (data for Nov 2021 as Dec 2021 data not published until mid-Jan 2022). In Nov 2021, 10,710 Buckinghamshire residents were claiming 'out-of-work' related benefits (the Claimant Count). Buckinghamshire's Claimant Count rate (number of claimants as a proportion of working age residents) currently stands at 3.2%, lower than the national average of 4.7%. Buckinghamshire's claimant count rate is one of the lowest in the country (6th lowest of 38 LEP areas). Rates vary across the County with the Wycombe Parliamentary Constituency area having a Claimant Count rate that exceeds the national average (4.9%). The number of claimants in Buckinghamshire fell marginally between Oct and Nov 2021, suggesting the furlough scheme closing at the end of Sept 2021 had a smaller impact on unemployment than initially feared.</p> <p>The following initiatives are underway to help people move off the claimant count and into work, some are nationally led and some locally led.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • DWP Restart initiative: Aims to give Universal Credit claimants, who have been out of work for at least 12 months, enhanced support to find jobs in their local area • New Jobcentre opening: on High Wycombe High Street • Employability and Skills Taskforce: Buckinghamshire Council established scheme targeting interventions at specific groups of unemployed individuals • Financial Vulnerability Project: Buckinghamshire Council and Partners (incl. DWP and Housing Associations) seeking to address short, medium and long-term financial vulnerability issues. Pilots being developed in areas where claimant count is highest including Wycombe. Pilots include workstreams for coordinating return-to-work activity. • Ongoing Analysis: Buckinghamshire Council and Buckinghamshire LEP undertake ongoing analysis to help target initiatives more effectively e.g. analysis of the 13 Buckinghamshire wards with 'higher than national average' claimant count rates.
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	72	55																												
Q2 2020/21	73	55																												
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary												
Strategic Infrastructure projects: % profiled spend achieved	Aim to Maximise	56.35%	75%	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>25</td> <td>25</td> </tr> <tr> <td>Q2 2021/22</td> <td>35</td> <td>50</td> </tr> <tr> <td>Q3 2021/22</td> <td>56.35</td> <td>75</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	25	25	Q2 2021/22	35	50	Q3 2021/22	56.35	75	None available	<p>This indicator reports a single figure for the percentage of actual spend against profiled spend, for projects within the Capital Programme funded from the Capital Budget. Projects include Phases 1 and 2 of the South East Aylesbury Link Road (SEALR). The target is to hit 100% by year end, which has been equally profiled throughout the year, even though actual spend may be more variable.</p> <p>SEALR Phase 1 has progressed well with planning permission granted and the detailed design complete but the delay to the CPO/SRO/Public Open Space Inquiry from June to November has led to a reduced profile of expenditure. Phase 2 has also progressed well with the preliminary design nearly complete and a planning application expected in Spring 2022. The project is expecting to have less than 10% slippage.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> The team continues to work hard to progress phase 2 on matters such as land acquisition and temporary licences, utility diversions, design progression, early works packages such as archaeology and vegetation clearance.
Quarter	Quarters (%)	Target (Quarters) (%)																
Q1 2021/22	25	25																
Q2 2021/22	35	50																
Q3 2021/22	56.35	75																

8. Leaders Portfolio GREEN

Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
New business registrations: Rank against other LEPs	Aim to Minimise	9	10	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>8</td> <td>10</td> </tr> <tr> <td>Q2 2020/21</td> <td>8</td> <td>10</td> </tr> <tr> <td>Q3 2020/21</td> <td>10</td> <td>10</td> </tr> <tr> <td>Q4 2020/21</td> <td>8</td> <td>10</td> </tr> <tr> <td>Q1 2021/22</td> <td>9</td> <td>10</td> </tr> <tr> <td>Q2 2021/22</td> <td>8</td> <td>10</td> </tr> <tr> <td>Q3 2021/22</td> <td>9</td> <td>10</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q1 2020/21	8	10	Q2 2020/21	8	10	Q3 2020/21	10	10	Q4 2020/21	8	10	Q1 2021/22	9	10	Q2 2021/22	8	10	Q3 2021/22	9	10	1st London 94.3 10th Cheshire and Warrington 27.7	<p>This indicator ranks the number of new business registrations in Buckinghamshire against other Local Enterprise Partnership (LEP) areas. The target is to be in the top 10.</p> <p>In Q1 2021/22 Buckinghamshire was ranked 9th and in Q2 8th. In Q3 Buckinghamshire ranked 9th of 38 LEP areas in terms of the number of business registrations for every 10,000 residents aged 16 or over (a rate of 29.8).</p> <p>1,294 new businesses registered in Buckinghamshire between October and December 2021.</p> <p>The most common sectors in which these new businesses are operating are:</p> <ol style="list-style-type: none"> 1. Buying and selling of own real estate 2. Management consultancy (excluding financial management) 3. Other letting and operating of own or leased real estate 4. Retail sale via mail order houses or via internet 5. IT consultancy activities 6. Freight transport by road <p>Within Buckinghamshire, the highest registration rate was in the South of the county.</p>
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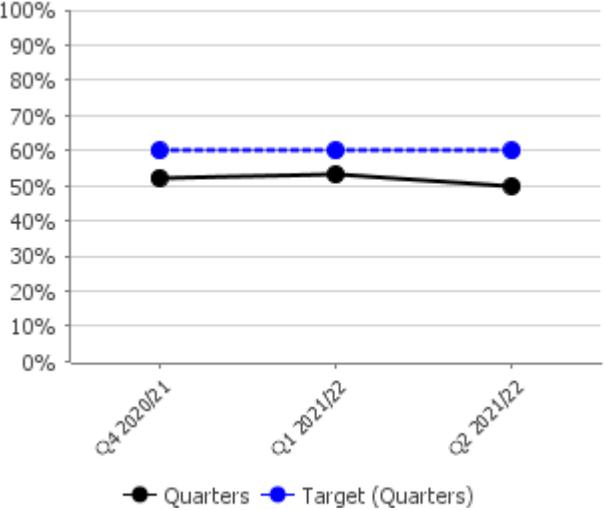
Climate Change and Environment Portfolio

Cllr Peter Strachan



1. Climate Change and Environment Portfolio RED

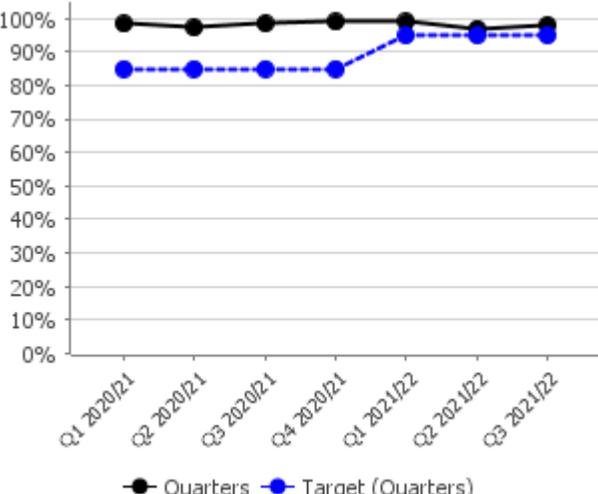
Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary												
NI 192: % of waste collected for recycling, reuse, composting or anaerobic digestion from household sources (household collection and Household Recycling Centres)	Aim to Maximise	49.85%	60%	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q4 2020/21</td> <td>~52%</td> <td>60%</td> </tr> <tr> <td>Q1 2021/22</td> <td>~54%</td> <td>60%</td> </tr> <tr> <td>Q2 2021/22</td> <td>~50%</td> <td>60%</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q4 2020/21	~52%	60%	Q1 2021/22	~54%	60%	Q2 2021/22	~50%	60%	None available	<p>Outturns are reported one quarter in arrears.</p> <p>This is a National Indicator which measures the percentage of total household waste collected that is either sent for reuse, recycling, composting, or anaerobic digestion, divided by the overall tonnage of all household waste. The latter figure will include waste sent for energy recovery or landfill.</p> <p>Performance for Q2 2021/22 shows a drop from Q1 and is lower than the same period in 2020/21.</p> <p>Disruption to kerbside collections due to driver shortages & suspension of separate food waste collections (South area) mean that less material has been sent for anaerobic digestion and composting.</p> <p>Going into Q3 disruption to kerbside collections is expected to continue. The continued suspension of separate food waste collections mean food is mixed with residual waste in most of the South of the administrative area. Therefore the overall recycling rate will not be as high as planned.</p> <p>While Buckinghamshire's performance has dropped, it is still clearly above the South-East average (46%) and England average (42.3%)</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Issues impacting the service including the shortage of drivers are beyond the control of the Council. Incentives are being offered to attract drivers however there are competitive challenges with other sectors offering more lucrative packages including hospitality, retailers and supermarkets. • The Waste Management team aims to keep services and systems running to deliver statutory services and help protect residents' public health.
Quarter	Quarters (Actual)	Target (Quarters)																
Q4 2020/21	~52%	60%																
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NI 191: Residual Household Waste per Household (kg)	Aim to Minimise	138.35	125	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (kg)</th> <th>Target (Quarters) (kg)</th> </tr> </thead> <tbody> <tr> <td>Q4 2020/21</td> <td>~130</td> <td>125</td> </tr> <tr> <td>Q1 2021/22</td> <td>133.98</td> <td>125</td> </tr> <tr> <td>Q2 2021/22</td> <td>138.35</td> <td>125</td> </tr> </tbody> </table>	Quarter	Quarters (kg)	Target (Quarters) (kg)	Q4 2020/21	~130	125	Q1 2021/22	133.98	125	Q2 2021/22	138.35	125	None available	<p>Outturns are reported a quarter in arrears.</p> <p>This indicator reports on the average weight of non-recyclable household refuse produced per dwelling within the county. Performance is reported cumulatively for the year.</p> <p>Q2 2021/22 performance shows increased levels of residual waste in the system, 138.35kg per household, higher than the target of 125kg per household and an increase from Q1 (133.98kg per household). This can be attributed to the well-documented issues nationally and locally in respect of driver shortages and suspension of separate food waste collections (mixed with residual waste in most of the South of the administrative area). It is expected that there will be continued disruption to kerbside collections in Q3, which may impact on year-end performance targets being reached.</p> <p>It is therefore not expected that the 125kg quarterly average, which was always intended as a stretch target for the year, will be achieved.</p> <p>While Buckinghamshire's performance has dropped, it is worth noting that it is close to the England average (138.2kg quarterly average)</p> <p>Improvement Action:</p> <ul style="list-style-type: none"> • During 2021/22, the team planned 'waste behaviour change' campaigns focusing on residual waste which could be nudged into the recycling collection systems (planned 2-3 year project). This has been light touch to date and the project is placed on hold until kerbside service challenges / disruptions can be stabilised.
Quarter	Quarters (kg)	Target (Quarters) (kg)																
Q4 2020/21	~130	125																
Q1 2021/22	133.98	125																
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1. Climate Change and Environment Portfolio GREEN

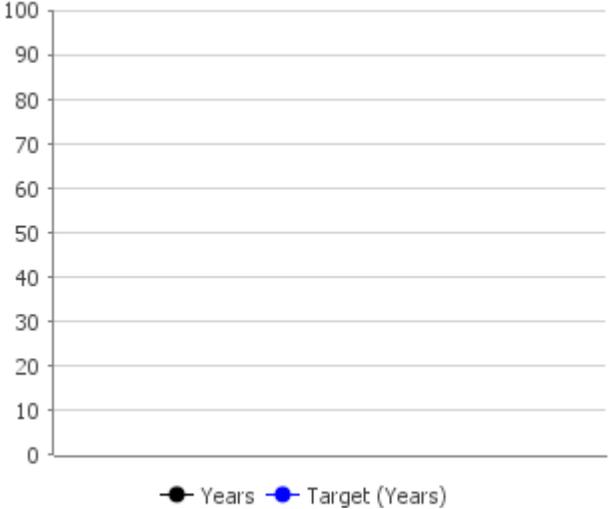
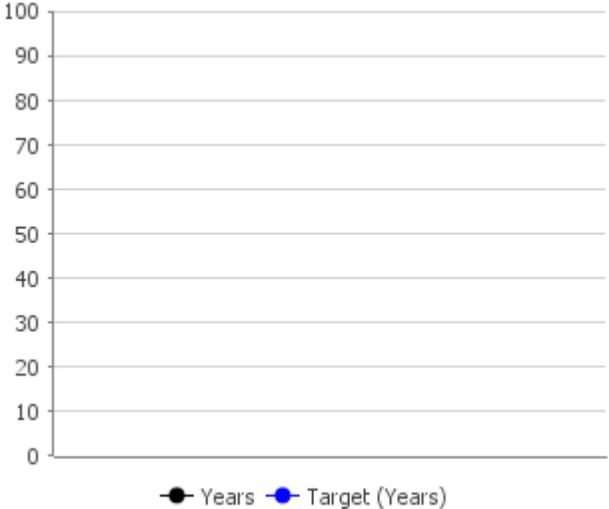
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
% of Flood Management applications responded to within 21 days of receipt	Aim to Maximise	98%	95%	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>98</td> <td>85</td> </tr> <tr> <td>Q2 2020/21</td> <td>97</td> <td>85</td> </tr> <tr> <td>Q3 2020/21</td> <td>98</td> <td>85</td> </tr> <tr> <td>Q4 2020/21</td> <td>98</td> <td>85</td> </tr> <tr> <td>Q1 2021/22</td> <td>98</td> <td>95</td> </tr> <tr> <td>Q2 2021/22</td> <td>97</td> <td>95</td> </tr> <tr> <td>Q3 2021/22</td> <td>98</td> <td>95</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	98	85	Q2 2020/21	97	85	Q3 2020/21	98	85	Q4 2020/21	98	85	Q1 2021/22	98	95	Q2 2021/22	97	95	Q3 2021/22	98	95	None available	<p>This indicator measures the percentage of flood management applications sent to the Strategic Flood Management as the Lead Local Flood Authority, which are responded to within 21 days of receipt, with advice on surface water flood risk and drainage.</p> <p>For Q3, the Flood Management Team are forecasting performance of 98% above the target of 95%. The team have responded to 207 of 212 consultations within the statutory timeframe. This is a higher rate than Q2 (97%) despite the increase in number of consultations from Q2 (155 consultations).</p>
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	98	85																												
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
% of Missed Bin Collections	Aim to Minimise	0.14%	0.15%	<table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>0.15</td> <td>0.15</td> </tr> <tr> <td>Q2 2020/21</td> <td>0.24</td> <td>0.15</td> </tr> <tr> <td>Q3 2020/21</td> <td>0.25</td> <td>0.15</td> </tr> <tr> <td>Q4 2020/21</td> <td>0.22</td> <td>0.15</td> </tr> <tr> <td>Q1 2021/22</td> <td>0.17</td> <td>0.15</td> </tr> <tr> <td>Q2 2021/22</td> <td>0.16</td> <td>0.15</td> </tr> <tr> <td>Q3 2021/22</td> <td>0.14</td> <td>0.15</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	0.15	0.15	Q2 2020/21	0.24	0.15	Q3 2020/21	0.25	0.15	Q4 2020/21	0.22	0.15	Q1 2021/22	0.17	0.15	Q2 2021/22	0.16	0.15	Q3 2021/22	0.14	0.15	None available	<p>This indicator reports on domestic waste collections and not trade waste collections. Residents may report bins as not collected. Instances where bins were not present, access was blocked, there had been contamination or reports were raised too late are not included in this measure.</p> <p>Q3 Performance is 0.14% against a target of 0.15%, where it is good to be low. This is the first time this measure has been within target since Q1 2020/21. This is due to particularly strong performance in the North (0.06%) compared to the South (Veolia) (0.18%). Note Veolia achieved a sustained period in October of 0.12%.</p> <p>Within Q3 Veolia uplifted pay rates for drivers, this led to a resolution of recruitment and retention challenges and allowed food waste collections to be reanimated. Veolia are currently overstaffed with both drivers and loaders, thus improving resilience of the service. Veolia rounds will be re-routed in Spring 2022 as existing rounds are a legacy from the previous contractor and designed around previous district boundaries. Following this re-route Veolia will 'rub out' previous boundaries and achieve a programme of rounds with added resilience and balance. The re-route will ensure each round is manageable each day and efficiencies from a 'whole of the South' approach area achieved. The expected result will be a projected significant reduction in missed bins in the South from Q2 2022/23. A bespoke Re-Route Improvement and Operations plan is in production to ensure any changes to collection day for residents cause limited disruption.</p> <p>The North area have had no service issues regarding staff shortages or suspension of food or other services.</p>
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Q1 2020/21	0.15	0.15																												
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1. Climate Change and Environment Portfolio NO RAG

Generated on: 01 February 2022

PI	Aim To	Current Value	Trend Chart	Commentary
Annual emissions: tonnes	Aim to Minimise			This is an annual measure. No update expected this quarter.
Annual emissions: % reduction	Aim to Minimise			This is an annual measure. No update expected this quarter.

PI	Aim To	Current Value	Trend Chart	Commentary												
Number of fly tipping clearances where an action has been taken	Aim to Maximise	26	<table border="1"> <caption>Quarterly Data for Fly Tipping Clearances</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q2 2021/22</td> <td>30</td> <td>30</td> </tr> <tr> <td>Q3 2021/22</td> <td>26</td> <td>30</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q1 2021/22	0	0	Q2 2021/22	30	30	Q3 2021/22	26	30	<p>This indicator measures the number of fly-tipping clearances where an action has been taken. Actions include prosecutions, Fixed Penalty Notice (FPN) investigations, simple cautions, verbal warnings, community protection notices and community protection warnings. This is a new indicator for 2021/22, and data gathering for this purpose started 1 August 2021.</p> <p>There were 69 investigations in Q3 2021/22 (59 in Q2), 19 of which were existing investigations and actions arising, as investigations usually take longer than 3 months to complete. Actions are reported within the reporting period they took effect, in order to capture the activity in the service area.</p> <p>For the 69 investigations in Q3, 12 FPNs were issued. 8 cases were prosecuted in Q3 resulting from investigations previously carried out and work is ongoing towards prosecution where appropriate on the new investigations. There were additionally 5 warning letters and 1 simple caution giving the total of 26 actions taken in Q3.</p>
Quarter	Quarters (Actual)	Target (Quarters)														
Q1 2021/22	0	0														
Q2 2021/22	30	30														
Q3 2021/22	26	30														

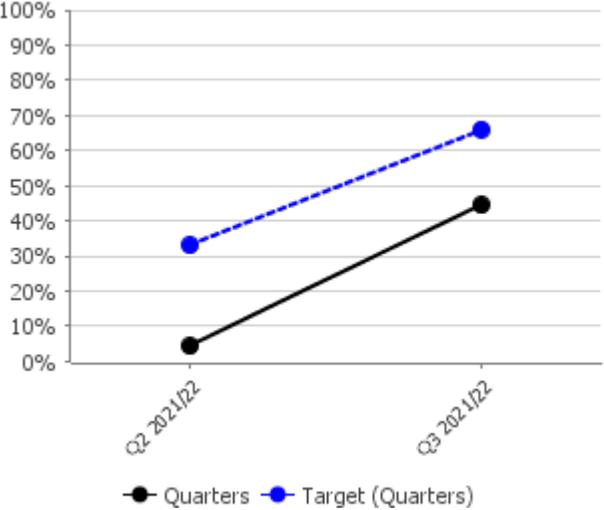


Communities Portfolio Cllr Steve Bowles



2. Communities Portfolio RED

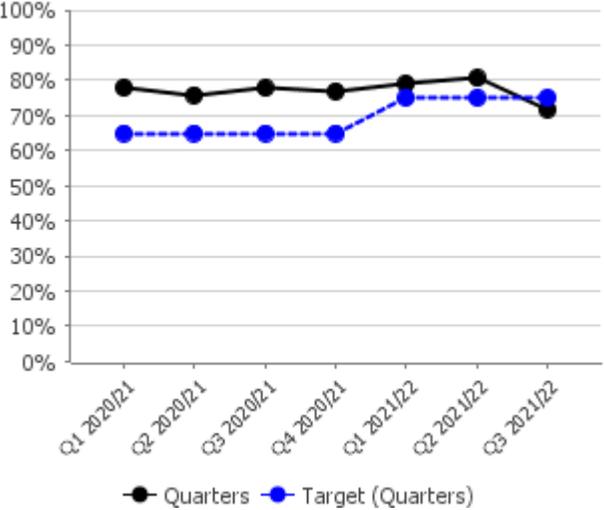
Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary									
% of total climate change spend across all Community Boards compared to profiled spend	Aim to Maximise	44.45%	66%	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>~5%</td> <td>~33%</td> </tr> <tr> <td>Q3 2021/22</td> <td>44.45%</td> <td>66%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q2 2021/22	~5%	~33%	Q3 2021/22	44.45%	66%	None available	<p>This indicator measures a priority area of spend for the Community Boards.</p> <p>Community Boards have a target to spend 15% of their annual budget on initiatives to tackle climate change. At the end of Q3, £260,043 (44.45%) has been allocated to Community Board environmental projects so far out of the total budget for these types of projects of £585,000. Based on projects in the pipeline, we expect this to increase by year end.</p> <p>Q2 reporting was based on a higher overall Community Board budget. This was due to the usual annual budget of £3.9m plus the underspend from the previous financial year totalling approx. £6.9m.</p> <p>More recently, Community Board budgets have been adjusted and reduced to an annual budget of £3.9m.</p> <p>Improvement Action:</p> <ul style="list-style-type: none"> Following implementation of improvement actions in Q2 to share a menu of ideas with Community Boards, and explore both their own locality actions and collaborative cross-border opportunities, allocations have increased in Q3. We will continue to monitor this in Q4
Quarter	Quarters (%)	Target (Quarters) (%)													
Q2 2021/22	~5%	~33%													
Q3 2021/22	44.45%	66%													

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary									
% of total economic recovery spend across all Community Boards compared to profiled spend	Aim to Maximise	17.97%	66%	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>~2%</td> <td>~33%</td> </tr> <tr> <td>Q3 2021/22</td> <td>~18%</td> <td>~66%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q2 2021/22	~2%	~33%	Q3 2021/22	~18%	~66%	None available	<p>This indicator measures a priority area of spend for the Community Boards.</p> <p>Community Boards have a target to spend 15% of their annual budget on initiatives to aid economic recovery. For Q3, £105,126 (17.97%) has been allocated to Community Board economic recovery projects out of the total budget, for these types of projects of £585,000. Based on projects in the pipeline, we expect this to increase by year end.</p> <p>Q2 reporting was based on a higher overall Community Board budget. This was due to the usual annual budget of £3.9m plus the underspend from the previous financial year totalling approx. £6.9m.</p> <p>More recently, Community Board budgets have been adjusted and reduced to an annual budget of £3.9m.</p> <p>Improvement Action:</p> <ul style="list-style-type: none"> Following implementation of improvement actions in Q2 to share a menu of ideas with Community Boards, and explore this theme with service areas, allocations have increased in Q3. We will continue to monitor this in Q4
Quarter	Quarters (%)	Target (Quarters) (%)													
Q2 2021/22	~2%	~33%													
Q3 2021/22	~18%	~66%													

2. Communities Portfolio AMBER

Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
% of female victims supported by IDVAs who have their risk level reduced	Aim to Maximise	71.83%	75%	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>78</td> <td>75</td> </tr> <tr> <td>Q2 2020/21</td> <td>75</td> <td>75</td> </tr> <tr> <td>Q3 2020/21</td> <td>78</td> <td>75</td> </tr> <tr> <td>Q4 2020/21</td> <td>75</td> <td>75</td> </tr> <tr> <td>Q1 2021/22</td> <td>78</td> <td>75</td> </tr> <tr> <td>Q2 2021/22</td> <td>80</td> <td>75</td> </tr> <tr> <td>Q3 2021/22</td> <td>71.83</td> <td>75</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	78	75	Q2 2020/21	75	75	Q3 2020/21	78	75	Q4 2020/21	75	75	Q1 2021/22	78	75	Q2 2021/22	80	75	Q3 2021/22	71.83	75	None available	<p>This indicator measures the percentage of Women's Aid female clients who receive support from an Independent Domestic Violence Advisor (IDVA) and as a result, see their domestic abuse risk-level reduce.</p> <p>The target for risk reduction by IDVA / Client engagement is 75%.</p> <p>The Q3 figure (71.83%) is below target and a reduction in performance on Q2 (80.6 %) & Q1 (79%). The return to working from home and restricting face to face contact has impacted the work of Women's Aid. In addition, Women's Aid have seen an increase in clients disengaging from the service in Q3 which results in their risk level not being reduced.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • The increase in disengagements will be investigated to understand the cause and we will work with Women's Aid to identify actions to address this drop in performance. • The new Domestic Abuse strategy has now been launched and the Domestic Abuse Board will continue to oversee the delivery of the action plan and the design/delivery of the new Domestic Abuse services.
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	78	75																												
Q2 2020/21	75	75																												
Q3 2020/21	78	75																												
Q4 2020/21	75	75																												
Q1 2021/22	78	75																												
Q2 2021/22	80	75																												
Q3 2021/22	71.83	75																												

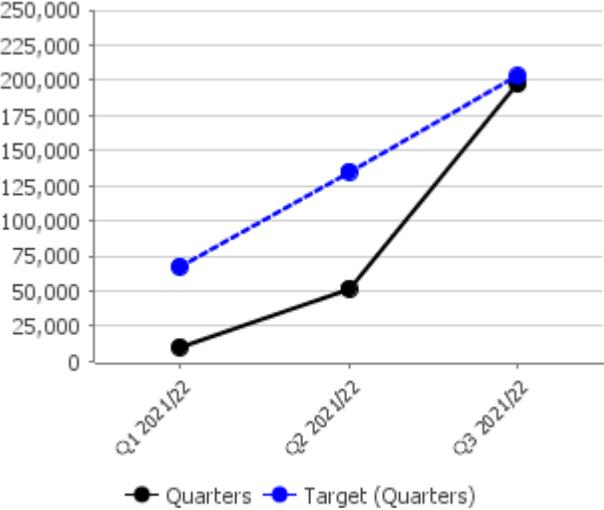


Culture and Leisure Portfolio Cllr Clive Harriss



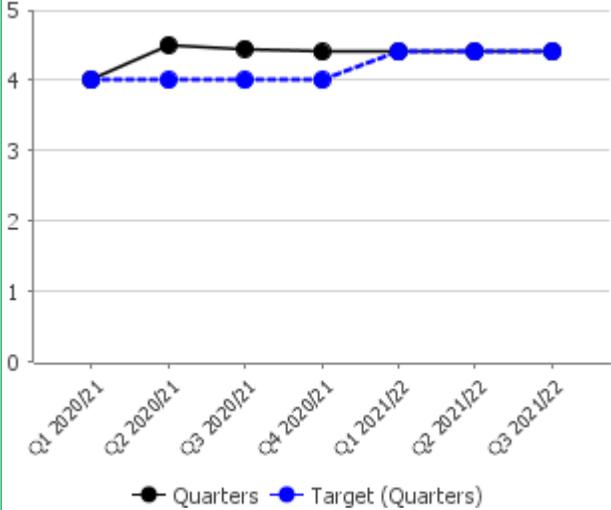
3. Culture and Leisure portfolio AMBER

Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Number of visits to main cultural venues	Aim to Maximise	197,549	202,818		None Available	<p>This indicator measures the number of visits to the main cultural venues in Buckinghamshire: The Buckinghamshire museums - Discover Bucks Museum (Aylesbury) and Wycombe Museum, and the theatres supported by the Council - Aylesbury Waterside Theatre and Wycombe Swan theatre.</p> <p>10,372 visits were recorded in Q1 with a further 41,505 in Q2. 145,672 visits were recorded in Q3, bringing the cumulative total to 197,549, well above the quarterly target of 67,606 visitors and very close to the cumulative target for the year.</p> <p>This Q3 performance is vastly improved, as theatres are getting back to pre-pandemic audience levels. Pantomime season was a much-needed success this year with both theatres reporting excellent figures.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> As theatres are now fully open, we would expect visitor numbers to reach the year end target at the end of Q4.

3. Culture and Leisure portfolio GREEN

Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
Country and Town Park Satisfaction Ratings (Trip Advisor & Google)	Aim to Maximise	4.4	4.4	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>4.0</td> <td>4.0</td> </tr> <tr> <td>Q2 2020/21</td> <td>4.5</td> <td>4.0</td> </tr> <tr> <td>Q3 2020/21</td> <td>4.5</td> <td>4.0</td> </tr> <tr> <td>Q4 2020/21</td> <td>4.5</td> <td>4.4</td> </tr> <tr> <td>Q1 2021/22</td> <td>4.5</td> <td>4.4</td> </tr> <tr> <td>Q2 2021/22</td> <td>4.5</td> <td>4.4</td> </tr> <tr> <td>Q3 2021/22</td> <td>4.5</td> <td>4.4</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q1 2020/21	4.0	4.0	Q2 2020/21	4.5	4.0	Q3 2020/21	4.5	4.0	Q4 2020/21	4.5	4.4	Q1 2021/22	4.5	4.4	Q2 2021/22	4.5	4.4	Q3 2021/22	4.5	4.4	None available	<p>This indicator measures the overall Trip Advisor and Google rating (1-5) as an average across Black Park and Langley Country Parks, Higginson Park, the Rye, and Vale Park.</p> <p>The average Trip Advisor & Google rating for country and town parks in Buckinghamshire remains 4.4 out of a possible 5 for Q3, consistent with Q1 and Q2.</p> <p>Generally there are positive comments but with occasional detractors at each site. Trip Advisor reviews are consistent, but infrequent, with a much higher proportion of reviews now coming in through Google.</p>
Quarter	Quarters (Actual)	Target (Quarters)																												
Q1 2020/21	4.0	4.0																												
Q2 2020/21	4.5	4.0																												
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Q2 2021/22	4.5	4.4																												
Q3 2021/22	4.5	4.4																												

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
Number of visitors to leisure centres and pools	Aim to Maximise	1,393,835	1,350,000	<table border="1"> <caption>Visitor Numbers by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q2 2020/21</td> <td>150,000</td> <td>0</td> </tr> <tr> <td>Q3 2020/21</td> <td>300,000</td> <td>0</td> </tr> <tr> <td>Q4 2020/21</td> <td>300,000</td> <td>0</td> </tr> <tr> <td>Q1 2021/22</td> <td>400,000</td> <td>250,000</td> </tr> <tr> <td>Q2 2021/22</td> <td>800,000</td> <td>800,000</td> </tr> <tr> <td>Q3 2021/22</td> <td>1,400,000</td> <td>1,350,000</td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q1 2020/21	0	0	Q2 2020/21	150,000	0	Q3 2020/21	300,000	0	Q4 2020/21	300,000	0	Q1 2021/22	400,000	250,000	Q2 2021/22	800,000	800,000	Q3 2021/22	1,400,000	1,350,000	None available	<p>This indicator measures the number of visitors to Swan Pool, Aqua Vale, Chalfont Leisure Centre, Chesham Leisure Centre, Chiltern Pools Leisure Centre (replaced by the Chilterns Lifestyle Centre from December), Evreham Centre, Beacon Centre, Wycombe Leisure, Court Garden Marlow & Risborough Springs.</p> <p>In Q3, the leisure centres recorded 528,546 visitors, an increase from Q1 (378,425) and Q2 (486,484), bringing the cumulative target for the year to 1,393,835.</p> <p>The figures for Q3 demonstrate a positive return to leisure, in particular with swimming attendance and swim school programmes. Across our leisure centres there has been increasing demand for classes and activities continue to be reintroduced. Targeted marketing and key offers are continuing to be successful, the reopening of Chalfont swimming pool in mid-October and the opening of the Chilterns Lifestyle Centre on the 6th December have also driven the increase in attendance.</p> <p>The pattern of leisure usage does change throughout the year, and there is always a significant seasonal dip in attendance during December, but this year we also saw members of the public curtailing unnecessary social interaction in the immediate weeks leading up to Christmas in respect of the Omicron variant. As expected, we have seen this seasonal dip in attendance across our sites and will be closely monitoring the early new year period, which is always a key time to attract new leisure members. Despite the challenges, the year-end target of 1.8m visits remains achievable, owing to the positive impact of the Chilterns Lifestyle Centre and continued efforts by all of our Leisure Operators.</p>
Quarter	Actual (Quarters)	Target (Quarters)																												
Q1 2020/21	0	0																												
Q2 2020/21	150,000	0																												
Q3 2020/21	300,000	0																												
Q4 2020/21	300,000	0																												
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
Number of library information enquiries (signposting and referral)	Aim to Maximise	10,649	5,400	<table border="1"> <caption>Information Enquiries Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q2 2020/21</td> <td>1,800</td> <td>3,000</td> </tr> <tr> <td>Q3 2020/21</td> <td>2,800</td> <td>6,000</td> </tr> <tr> <td>Q4 2020/21</td> <td>2,800</td> <td>9,000</td> </tr> <tr> <td>Q1 2021/22</td> <td>2,500</td> <td>1,800</td> </tr> <tr> <td>Q2 2021/22</td> <td>6,500</td> <td>3,500</td> </tr> <tr> <td>Q3 2021/22</td> <td>10,649</td> <td>5,400</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2020/21	0	0	Q2 2020/21	1,800	3,000	Q3 2020/21	2,800	6,000	Q4 2020/21	2,800	9,000	Q1 2021/22	2,500	1,800	Q2 2021/22	6,500	3,500	Q3 2021/22	10,649	5,400	None available	<p>This measure reports on the number of information requests received in libraries relating to Council and Government Services. The purpose of this measure is to establish the extent to which our libraries allow people to access other services. There are 15 Council Access Points (CAPs) situated around the County, 11 of which are libraries.</p> <p>In Q3 there were 4,225 information requests, making a cumulative total of 10,649 for the year to date (Q1 2,559 information requests and Q2 3,865 information requests) against a cumulative target of 5,400. This continued strong performance is due to an increase in library opening hours and footfall over the year as well as improved staffing levels.</p>
Quarter	Quarters	Target (Quarters)																												
Q1 2020/21	0	0																												
Q2 2020/21	1,800	3,000																												
Q3 2020/21	2,800	6,000																												
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Q3 2021/22	10,649	5,400																												
Number of downloads (e-audiobooks, e-magazines and e-news)	Aim to Maximise	498,244	318,750	<table border="1"> <caption>Electronic Downloads Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>130,000</td> <td>100,000</td> </tr> <tr> <td>Q2 2020/21</td> <td>260,000</td> <td>130,000</td> </tr> <tr> <td>Q3 2020/21</td> <td>400,000</td> <td>170,000</td> </tr> <tr> <td>Q4 2020/21</td> <td>580,000</td> <td>200,000</td> </tr> <tr> <td>Q1 2021/22</td> <td>180,000</td> <td>110,000</td> </tr> <tr> <td>Q2 2021/22</td> <td>350,000</td> <td>200,000</td> </tr> <tr> <td>Q3 2021/22</td> <td>498,244</td> <td>318,750</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2020/21	130,000	100,000	Q2 2020/21	260,000	130,000	Q3 2020/21	400,000	170,000	Q4 2020/21	580,000	200,000	Q1 2021/22	180,000	110,000	Q2 2021/22	350,000	200,000	Q3 2021/22	498,244	318,750	None available	<p>This measure records the number of electronic downloads in libraries, including e-magazines, e-books, e-audiobooks and e-news. The purpose of this measure is to understand the usage of online services.</p> <p>The cumulative outturn at Q3 is 498,244. For Q3 the quarterly performance was 167,020 against a quarterly target of 106,250. This is an increase on Q2 (158,434) and only a slight decrease on when there were restrictions due to Covid-19 in Q1 (172,790).</p> <p>E-library services overall remain at significantly higher numbers than pre-Covid-19.</p>
Quarter	Quarters	Target (Quarters)																												
Q1 2020/21	130,000	100,000																												
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
Engagement with Archives through social media and in-person visits	Aim to Maximise	37,609	21,000	<table border="1"> <caption>Engagement with Archives Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>12,000</td> <td>6,000</td> </tr> <tr> <td>Q2 2021/22</td> <td>27,000</td> <td>15,000</td> </tr> <tr> <td>Q3 2021/22</td> <td>37,609</td> <td>21,000</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2021/22	12,000	6,000	Q2 2021/22	27,000	15,000	Q3 2021/22	37,609	21,000	None available	<p>This indicator measures engagement with the Archives through social media and in-person visits.</p> <p>The estimated Q3 performance is lower than that recorded for Q2 (15,498) but is still above target. Covid-19 restrictions continue to limit visitor numbers, and social media numbers are expected to increase from April 2022.</p>												
Quarter	Quarters	Target (Quarters)																												
Q1 2021/22	12,000	6,000																												
Q2 2021/22	27,000	15,000																												
Q3 2021/22	37,609	21,000																												
Number of visitors to Country Parks	Aim to Maximise	992,256	798,000	<table border="1"> <caption>Number of visitors to Country Parks Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>300,000</td> <td>300,000</td> </tr> <tr> <td>Q2 2020/21</td> <td>750,000</td> <td>550,000</td> </tr> <tr> <td>Q3 2020/21</td> <td>1,100,000</td> <td>750,000</td> </tr> <tr> <td>Q4 2020/21</td> <td>1,750,000</td> <td>1,000,000</td> </tr> <tr> <td>Q1 2021/22</td> <td>300,000</td> <td>300,000</td> </tr> <tr> <td>Q2 2021/22</td> <td>750,000</td> <td>600,000</td> </tr> <tr> <td>Q3 2021/22</td> <td>1,000,000</td> <td>800,000</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2020/21	300,000	300,000	Q2 2020/21	750,000	550,000	Q3 2020/21	1,100,000	750,000	Q4 2020/21	1,750,000	1,000,000	Q1 2021/22	300,000	300,000	Q2 2021/22	750,000	600,000	Q3 2021/22	1,000,000	800,000	None available	<p>This indicator measures the number of visitors to country parks per month. It is compiled from an automated count of cars entering car parks at Black Park, Langley Park and Denham. A multiplier of 2.5 is applied (assuming 2.5 visitors per vehicle).</p> <p>Visitor numbers are reported as 252,533 for Q3, bringing the cumulative total for 2021/22 to 992,256 visitors.</p> <p>Total visitor numbers for 2021/22 are expected to be in the region of 1.3 million. This will be lower than the 2020/21 total of 1.75 million, but is expected to exceed the 2019/20 total by around 24%. The Country Parks remain an attractive option for the public, especially while other facilities return to normal, and activities like international travel return.</p>
Quarter	Quarters	Target (Quarters)																												
Q1 2020/21	300,000	300,000																												
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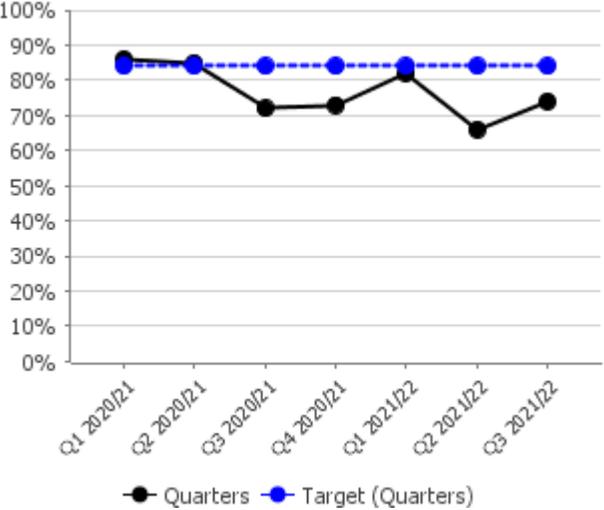


Education and Children's Services Portfolio Cllr Anita Cranmer



4. Education and Childrens Services Portfolio RED

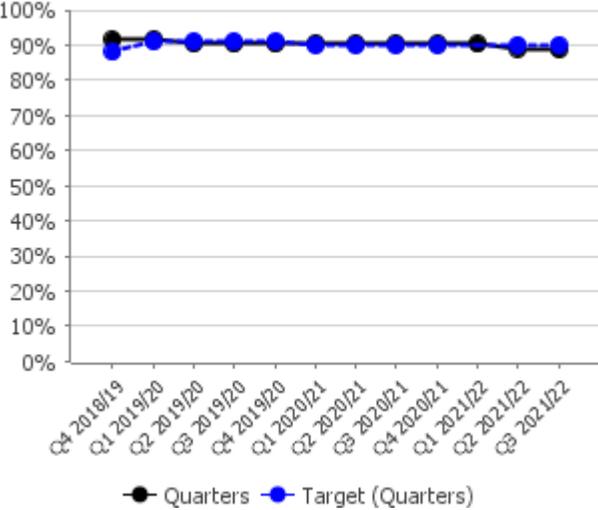
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
% of assessments completed in 45 working days	Aim to Maximise	74%	84%	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>86</td> <td>84</td> </tr> <tr> <td>Q2 2020/21</td> <td>84</td> <td>84</td> </tr> <tr> <td>Q3 2020/21</td> <td>72</td> <td>84</td> </tr> <tr> <td>Q4 2020/21</td> <td>73</td> <td>84</td> </tr> <tr> <td>Q1 2021/22</td> <td>82</td> <td>84</td> </tr> <tr> <td>Q2 2021/22</td> <td>66</td> <td>84</td> </tr> <tr> <td>Q3 2021/22</td> <td>74</td> <td>84</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	86	84	Q2 2020/21	84	84	Q3 2020/21	72	84	Q4 2020/21	73	84	Q1 2021/22	82	84	Q2 2021/22	66	84	Q3 2021/22	74	84	<p>England 88%, South East 89%, Statistical Neighbours 92% (CIN Census 2020/21)</p>	<p>This indicator measures the percentage of children's social care assessments completed within 45 working days.</p> <p>Assessments are conducted to determine what services to provide to children and their families.</p> <p>After Covid-19 lockdown restrictions were eased there was a 34% rise in the number of children and families assessed between April 2021 and December 2021, compared to the same period last year.</p> <p>In response to this, capacity within the service has been increased leading to improved performance during Q3. During Q3 (October to December 2021) the percentage of children's assessments completed within 45 working days was 74% (1,570 assessments). This is an improvement of seven percentage points since Q2 (July to September 2021).</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • In response to demand pressures, the increased management capacity within the Assessment Teams will remain in place in the short term, to support a greater degree of case oversight and timelier case direction. • The Head of Service will continue to work with the area Team Managers to manage and increase performance, by reviewing the timeliness of assessments on a weekly basis and ensuring that assessments are effectively allocated to social workers. • The service will continue to prioritise recruitment activity to sustain workforce capacity.
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	86	84																												
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
% of children with Initial Child Protection Conferences completed within 15 working days of the strategy discussion	Aim to Maximise	61%	85%	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>85%</td> <td>78%</td> </tr> <tr> <td>Q2 2020/21</td> <td>78%</td> <td>78%</td> </tr> <tr> <td>Q3 2020/21</td> <td>85%</td> <td>78%</td> </tr> <tr> <td>Q4 2020/21</td> <td>90%</td> <td>78%</td> </tr> <tr> <td>Q1 2021/22</td> <td>72%</td> <td>85%</td> </tr> <tr> <td>Q2 2021/22</td> <td>33%</td> <td>85%</td> </tr> <tr> <td>Q3 2021/22</td> <td>61%</td> <td>85%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	85%	78%	Q2 2020/21	78%	78%	Q3 2020/21	85%	78%	Q4 2020/21	90%	78%	Q1 2021/22	72%	85%	Q2 2021/22	33%	85%	Q3 2021/22	61%	85%	<p>England 83%, South East 82%, Statistical Neighbours 87% (CIN Census 2020/21)</p>	<p>This indicator measures the percentage of Initial Child Protection Conferences (ICPCs) held within 15 working days of a child's Strategy Discussion. ICPCs are convened when a child is assessed through a Section 47 investigation as either having suffered significant harm or being at risk of suffering significant harm.</p> <p>During Q3 (October and December 2021), 61% of ICPCs were held within 15 working days of the Strategy Discussion. This is an increase of 27 percentage points since Q2.</p> <p>Between April and December 2021, there was a 59% rise in the number of children subject to an ICPC compared to the same period last year with a particular spike in Q2 (July to September 2021). This increase in demand had an adverse effect on performance in Q2.</p> <p>In response to this, capacity within the service has been increased leading to improved performance during Q3. Performance has continued to improve more recently, where 75% of ICPCs were completed on time during December 2021.</p> <p>The service continues to review out of time cases and monitor safety plans and is satisfied that those children are safe.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Meetings continue to be held daily to identify any issues with ICPC booking requests and to support teams to resolve these in a timely manner, minimising delays. • Performance data continues to be reviewed regularly to track all children awaiting an ICPC and ensure risks are mitigated against. • Social workers continue to hold consultations with Child Protection Advisors and regular auditing is carried out by senior managers, to ensure timely and proportionate decision making for children at risk of significant harm • Recruitment is underway for additional resource to support the administration of ICPCs.
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	85%	78%																												
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4. Education and Childrens Services Portfolio AMBER

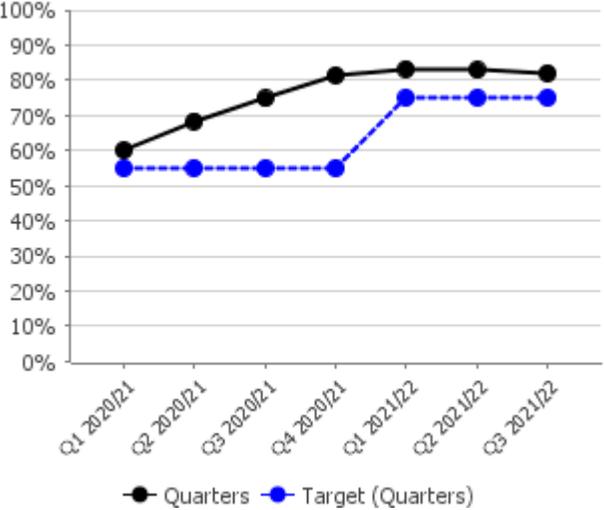
Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																																							
% of pupils attending schools rated good and outstanding by Ofsted	Aim to Maximise	88.8%	90%	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q4 2018/19</td><td>91.2%</td><td>90%</td></tr> <tr><td>Q1 2019/20</td><td>88.8%</td><td>90%</td></tr> <tr><td>Q2 2019/20</td><td>88.8%</td><td>90%</td></tr> <tr><td>Q3 2019/20</td><td>88.8%</td><td>90%</td></tr> <tr><td>Q4 2019/20</td><td>88.8%</td><td>90%</td></tr> <tr><td>Q1 2020/21</td><td>88.8%</td><td>90%</td></tr> <tr><td>Q2 2020/21</td><td>88.8%</td><td>90%</td></tr> <tr><td>Q3 2020/21</td><td>88.8%</td><td>90%</td></tr> <tr><td>Q4 2020/21</td><td>88.8%</td><td>90%</td></tr> <tr><td>Q1 2021/22</td><td>88.8%</td><td>90%</td></tr> <tr><td>Q2 2021/22</td><td>88.8%</td><td>90%</td></tr> <tr><td>Q3 2021/22</td><td>88.8%</td><td>90%</td></tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q4 2018/19	91.2%	90%	Q1 2019/20	88.8%	90%	Q2 2019/20	88.8%	90%	Q3 2019/20	88.8%	90%	Q4 2019/20	88.8%	90%	Q1 2020/21	88.8%	90%	Q2 2020/21	88.8%	90%	Q3 2020/21	88.8%	90%	Q4 2020/21	88.8%	90%	Q1 2021/22	88.8%	90%	Q2 2021/22	88.8%	90%	Q3 2021/22	88.8%	90%	<p>State-funded schools in England (31/12/2021) = 85.9%</p> <p>State-funded schools in the South East region (31/12/2021) = 91.2%</p>	<p>This indicator reports the percentage of Buckinghamshire pupils who are attending schools judged by Ofsted to be good or outstanding.</p> <p>At the end of December 2021, 88.8% of Buckinghamshire pupils were attending a good or outstanding school, which is slightly below target. The decrease in performance since Q2 relates to one school receiving an inadequate inspection judgement.</p> <p>Ofsted's routine inspections were suspended between March 2020 and April 2021 due to the pandemic, with interim inspection during the summer term. From September 2021 a full inspection program resumed, including the reinspection of outstanding schools. Many of the outstanding Ofsted rated schools in Buckinghamshire have not been inspected for over ten years, during which time the Ofsted inspection framework has been tightened with significant changes in 2019 and 2021.</p> <p>There have been 15 school inspections in Buckinghamshire since September (10 primary schools, 4 secondary school and 1 special school), although not all inspection reports have been published yet.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Focused intensive work is carried out for schools in Ofsted categories through the side by side intervention programme. • Schools are risk assessed each year for their vulnerability and additional support is put in place should they require it through the side by side programme prior to inspection. • Further capacity for the School Improvement Team has been agreed and is being recruited to. The cost of this is planned to be covered by increased traded work with schools.
Quarter	Quarters (Actual)	Target (Quarters)																																											
Q4 2018/19	91.2%	90%																																											
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary												
% of children in need seen within 4 weeks	Aim to Maximise	88%	90%	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>88%</td> <td>90%</td> </tr> <tr> <td>Q2 2021/22</td> <td>84%</td> <td>90%</td> </tr> <tr> <td>Q3 2021/22</td> <td>88%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	88%	90%	Q2 2021/22	84%	90%	Q3 2021/22	88%	90%	None available	<p>This indicator measures the percentage of children subject to a Child in Need (CIN) plan who have been seen in person in the last 4 weeks.</p> <p>The purpose of visits to children and their families is to check on a child's physical and emotional wellbeing, to ensure that all their needs are being met. Alongside this, the child's plan will be progressed and the social worker will explore the child's wishes and feelings. This will help to inform the type of support they need both now and in the future.</p> <p>At the end of December 2021, 88% of children on a CIN plan were seen within 4 weeks. This is two percentage points below the target of 90%.</p> <p>Performance has improved by four percentage points since Q2 (end of September 2021). This is due to additional staff resourcing to help address the rise in the number of CIN Plans, which has increased by 38% from December 2020 to December 2021.</p> <p>Of the 1,241 children on a CIN plan at the end of December 2021, 98% were seen in person within 6 weeks.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> Managers will continue to regularly review performance reports, to ensure that there is stringent oversight of children on CIN Plans. Managers will continue to regularly review risks for children and families who cannot be physically visited, for example where families are self-isolating, to ensure that children are safeguarded.
Quarter	Quarters (%)	Target (Quarters) (%)																
Q1 2021/22	88%	90%																
Q2 2021/22	84%	90%																
Q3 2021/22	88%	90%																

4. Education and Childrens Services Portfolio GREEN

Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
% new Education, Health and Care Plans (EHCPs) issued within 20 weeks (excluding exceptions)	Aim to Maximise	82%	75%	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>60</td> <td>55</td> </tr> <tr> <td>Q2 2020/21</td> <td>68</td> <td>55</td> </tr> <tr> <td>Q3 2020/21</td> <td>75</td> <td>55</td> </tr> <tr> <td>Q4 2020/21</td> <td>80</td> <td>55</td> </tr> <tr> <td>Q1 2021/22</td> <td>82</td> <td>75</td> </tr> <tr> <td>Q2 2021/22</td> <td>82</td> <td>75</td> </tr> <tr> <td>Q3 2021/22</td> <td>82</td> <td>75</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	60	55	Q2 2020/21	68	55	Q3 2020/21	75	55	Q4 2020/21	80	55	Q1 2021/22	82	75	Q2 2021/22	82	75	Q3 2021/22	82	75	<p>2020 calendar year: South East = 48.7% National = 58.0% Buckinghamshire = 74.7%</p>	<p>This indicator measures the percentage of Education, Health and Care Plans (EHCPs) that are issued to families within 20 weeks. This indicator is cumulative for the calendar year, and Q3 reports on the EHCPs issued from January 2021 to December 2021.</p> <p>Between January and the end of December, 82.0% of EHCPs were issued within 20 weeks, which is above target and above the latest published national and regional averages (National 58.0% and South East 48.7% for 2020).</p> <p>Performance in this area has seen significant improvements during the last year, with monthly performance since May 2020 being consistently above the latest national average.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	60	55																												
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
Permanent exclusion rate (%) – primary	Aim to Minimise	0.01%	0.02%	<table border="1"> <caption>Permanent Exclusion Rate (%) - Primary Schools</caption> <thead> <tr> <th>Year</th> <th>Actual Rate (%)</th> <th>Target Rate (%)</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>0.04%</td> <td>0.03%</td> </tr> <tr> <td>2017/18</td> <td>0.02%</td> <td>0.02%</td> </tr> <tr> <td>2018/19</td> <td>0.03%</td> <td>0.02%</td> </tr> <tr> <td>2019/20</td> <td>0.01%</td> <td>0.02%</td> </tr> </tbody> </table>	Year	Actual Rate (%)	Target Rate (%)	2016/17	0.04%	0.03%	2017/18	0.02%	0.02%	2018/19	0.03%	0.02%	2019/20	0.01%	0.02%	<p>England (state-funded schools) 2019-20 = 0.02%</p> <p>South East (state-funded schools) 2019-20 = 0.01%</p>	<p>Previously reported at Cabinet in Q2.</p> <p>This indicator shows the percentage of permanent exclusions in primary schools and is reported in arrears due to national data collection and publication dates.</p> <p>In the 2019-20 academic year, 5 pupils were permanently excluded from Buckinghamshire primary schools, giving a permanent exclusion rate of 0.01%. This was below (better than) the national average (0.02%) and in line with the regional average.</p> <p>This academic year's data includes the start of the pandemic when, from 23 March, school sites were closed for all but those children of critical workers and vulnerable children, with others being educated remotely. Permanent exclusions were possible throughout the full academic year but comparisons to previous years should be treated with caution.</p> <p>Local Authority officers continue to work closely with primary schools and provide advice and guidance to schools, children and families to reduce the risk of permanent exclusion.</p>
Year	Actual Rate (%)	Target Rate (%)																			
2016/17	0.04%	0.03%																			
2017/18	0.02%	0.02%																			
2018/19	0.03%	0.02%																			
2019/20	0.01%	0.02%																			

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Permanent exclusion rate (%) – secondary	Aim to Minimise	0.06%	0.2%		<p>England (state-funded schools) 2019-20= 0.13%</p> <p>South East (state-funded schools) 2019-20 = 0.06%</p>	<p>Previously reported at Cabinet in Q2.</p> <p>This indicator shows the percentage of permanent exclusions in secondary schools and is reported in arrears due to national data collection and publication.</p> <p>In the 2019-20 academic year, 22 pupils were permanently excluded from Buckinghamshire secondary schools, giving a permanent exclusion rate of 0.06%. This was below (better than) the national average (0.13%) and in line with the regional average.</p> <p>This academic year's data includes the start of the pandemic when, from 23 March, school sites were closed for all but those children of critical workers and vulnerable children, with others being educated remotely. Permanent exclusions were possible throughout the full academic year but comparisons to previous years should be treated with caution.</p> <p>Secondary schools work hard to minimise the number of permanent exclusions and are supported to understand influencing factors and to share good practice. Parents may also agree for their child to change schools to prevent exclusions through the Managed Move process.</p>
% of Early Years settings (Ofsted registered childcare on non-domestic premises) rated good/outstanding	Aim to Maximise	98.6%	97%		<p>England (March 2021) = 96.4%</p> <p>South East (March 2021) = 97.4%</p>	<p>This indicator reports the percentage of early years settings judged by Ofsted to be good or outstanding, specifically looking at Ofsted registered childcare on non-domestic premises.</p> <p>At the end of December 2021, 98.6% of Buckinghamshire settings have been judged by Ofsted to be good or outstanding. This is above both the latest national and regional averages.</p> <p>Ofsted's routine inspections were suspended between March 2020 to April 2021 due to the pandemic. Full inspections resumed from September 2021.</p>

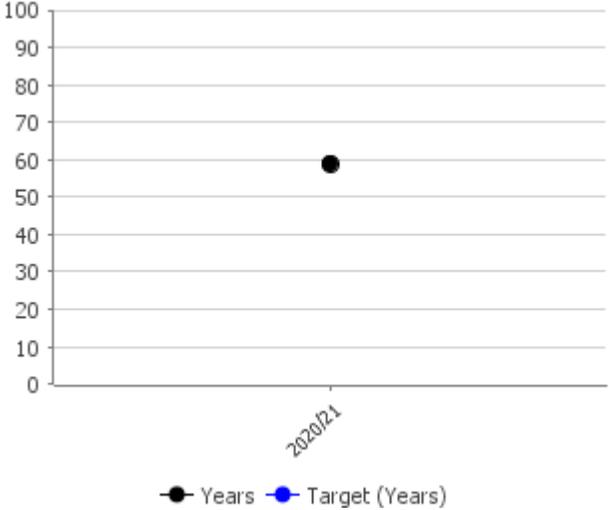
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
% of initial Family Support Plans completed within 31 working days	Aim to Maximise	95%	85%	<table border="1"> <caption>Data for Family Support Plans Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>~92</td> <td>85</td> </tr> <tr> <td>Q2 2021/22</td> <td>~92</td> <td>85</td> </tr> <tr> <td>Q3 2021/22</td> <td>95</td> <td>85</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	~92	85	Q2 2021/22	~92	85	Q3 2021/22	95	85	None available	<p>This indicator measures the percentage of initial Family Service Support plans completed within 31 working days.</p> <p>The Family Support Service is designed to provide targeted support for vulnerable families who face a range of issues and complex challenges. The service provides one-to-one support for families and individuals (Level 3 support), as well as group work for parents and one to one support for young people (Level 2 support).</p> <p>Completion of timely assessments and plans support engagement and provides the best opportunities to result in positive change and improved outcomes for children and families.</p> <p>During Q3 (October to December 2021), 95% of families had an Initial Plan completed within 31 working days (225 of 238 initial plans completed), which is 10 percentage points above the target of 85%.</p>												
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2021/22	~92	85																												
Q2 2021/22	~92	85																												
Q3 2021/22	95	85																												
% of 19-21 year olds who have left care that are in education, employment or training	Aim to Maximise	76%	55%	<table border="1"> <caption>Data for Care Leavers EET Trend Chart</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>60</td> <td>60</td> </tr> <tr> <td>Q2 2020/21</td> <td>50</td> <td>60</td> </tr> <tr> <td>Q3 2020/21</td> <td>50</td> <td>60</td> </tr> <tr> <td>Q4 2020/21</td> <td>55</td> <td>60</td> </tr> <tr> <td>Q1 2021/22</td> <td>60</td> <td>55</td> </tr> <tr> <td>Q2 2021/22</td> <td>65</td> <td>55</td> </tr> <tr> <td>Q3 2021/22</td> <td>76</td> <td>55</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	60	60	Q2 2020/21	50	60	Q3 2020/21	50	60	Q4 2020/21	55	60	Q1 2021/22	60	55	Q2 2021/22	65	55	Q3 2021/22	76	55	<p>England 52%, South East 51%, Statistical Neighbours 52% (Children Looked After Return - SSSA903, 2020/21)</p>	<p>This indicator measures the percentage of care leavers aged between 19 and 21 who are in education, employment, or training (EET).</p> <p>Although fewer care leavers were in EET during the Covid-19 pandemic last year, the percentage increased to 76% at the end of December 2021. This is above both the target of 55% and the benchmark figures for England, the South East and our statistical neighbours.</p> <p>Of the 172 care leavers aged 19-21, 130 are in EET. Targeted support is being provided to 42 care leavers who are not in EET due to their illness/disability, parenting or pregnancy or other circumstances.</p> <p>Regular panel meetings are held about the care leavers who are not in EET, to discuss the opportunities available to them and how best to support them going forward. There is also a designated lead Personal Advisor in post who works with these young people.</p> <p>Care leavers are also being supported to take part in a range of schemes aimed at helping young people get involved in education or employment appropriate to their level of need. This includes the Kickstart programme, as well as schemes run by partner agencies such as the Princes Trust and Building Futures.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	60	60																												
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary												
% of children subject to a Child Protection Plan seen within 4 weeks	Aim to Maximise	98%	95%	<table border="1"> <caption>Data for % of children seen within 4 weeks</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>98%</td> <td>95%</td> </tr> <tr> <td>Q2 2021/22</td> <td>97%</td> <td>95%</td> </tr> <tr> <td>Q3 2021/22</td> <td>99%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2021/22	98%	95%	Q2 2021/22	97%	95%	Q3 2021/22	99%	95%	None available	<p>This indicator measures the percentage of children subject to a Child Protection (CP) Plan who have been seen in person within the last 4 weeks.</p> <p>At the end of December 2021, 98% of children subject to a CP plan were seen within 4 weeks. Performance has remained high since June 2021 despite an increase in the number of children on a CP plan, which rose from 609 at the end of June to 702 at the end of December 2021.</p> <p>There is strong oversight of children on CP plans within the service, which is supported by performance information being reviewed weekly by senior managers to ensure that visits are timely and that children are safeguarded.</p>
Quarter	Quarters	Target (Quarters)																
Q1 2021/22	98%	95%																
Q2 2021/22	97%	95%																
Q3 2021/22	99%	95%																
% children who became the subject of a Child Protection Plan for a second or subsequent time within 2 years	Aim to Minimise	4%	10%	<table border="1"> <caption>Data for % children who became the subject of a CP plan for a second or subsequent time within 2 years</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>8%</td> <td>10%</td> </tr> <tr> <td>Q2 2021/22</td> <td>10%</td> <td>10%</td> </tr> <tr> <td>Q3 2021/22</td> <td>5%</td> <td>10%</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2021/22	8%	10%	Q2 2021/22	10%	10%	Q3 2021/22	5%	10%	None available	<p>This indicator measures the percentage of children that became subject to a Child Protection (CP) Plan during the quarter who had previously been on a CP plan within the last 2 years.</p> <p>During Q3 (October to December 2021), of the 190 children starting on a CP plan, 4% (7 children) had previously been subject to a CP plan within the last 2 years. This continues to be below the target of 10% (it is good to be low).</p> <p>Child Protection Advisors and managers continue to ensure that children are supported on a CP plan, until there is sufficient evidence that the child is no longer at risk of significant harm.</p> <p>Strong partnership working with schools, police and health organisations also ensures that support is in place for families to achieve sustainable and positive change, both whilst the child is subject to a CP plan and after the plan has ended.</p>
Quarter	Quarters	Target (Quarters)																
Q1 2021/22	8%	10%																
Q2 2021/22	10%	10%																
Q3 2021/22	5%	10%																

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary												
% of children looked after visited within timescales	Aim to Maximise	92%	90%	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>92</td> <td>90</td> </tr> <tr> <td>Q2 2021/22</td> <td>90</td> <td>90</td> </tr> <tr> <td>Q3 2021/22</td> <td>92</td> <td>90</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	92	90	Q2 2021/22	90	90	Q3 2021/22	92	90	None available	<p>This indicator measures the percentage of looked after children who were seen in person within timescales. The frequency of visits is determined by the child's needs and care plan, in accordance with statutory requirements. At the end of December 2021, 92% of children had been visited within timescales.</p> <p>The aim of the visit is to check on a child's physical and emotional wellbeing to ensure that all their needs are being met, alongside exploring their wishes and feelings and the environment in which they live. This will help to inform the type of support they need both now and in the future.</p> <p>When visiting children, social workers are responsible for planning future visits at a time convenient for them and their carer, to ensure that they are seen regularly.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																
Q1 2021/22	92	90																
Q2 2021/22	90	90																
Q3 2021/22	92	90																

4. Education and Childrens Services Portfolio NO RAG

Generated on: 01 February 2022

PI	Aim To	Current Value	Trend Chart	Commentary
Key Stage 4 - average Attainment 8 score (Centre Assessed Grade based, due to COVID Pandemic)	Aim to Maximise	59	 <p>The chart displays a single data point for the year 2020/21, where the Attainment 8 score is 59. The Y-axis represents the score, ranging from 0 to 100 in increments of 10. The X-axis represents the academic year, with 2020/21 marked. A legend at the bottom indicates that black dots represent 'Years' and blue dots represent 'Target (Years)'. No target value is explicitly shown on the chart.</p>	<p>The changes to the way GCSE grades have been awarded over the last two years (with CAGs and TAGs replacing exams) mean 2020/21 pupil attainment data should not be directly compared to pupil attainment data from previous years for the purposes of measuring year on year changes in pupil performance.</p> <p>Attainment 8 measures the achievement of a pupil across 8 qualifications including English, mathematics, 3 qualifications that count in the English Baccalaureate measure (science, computer science, history, geography and languages) and 3 further qualifications. Results are for all eligible pupils attending state funded schools in Buckinghamshire,</p> <p>The Attainment 8 result for Buckinghamshire in 2021 is 59, which is above both the statistical neighbour average of 53.6 and the national average of 50.9.</p> <p>The summer exam series for both the 2019/20 and 2020/21 academic years were cancelled. Instead, for 2020/21, pupils were only assessed on the content they had been taught for each course. Schools were given flexibility to decide how to assess their pupils' performance, for example, through mock exams, class tests, and non-exam assessment already completed. GCSE grades were then determined by teachers based on the range of evidence available and they are referred to as teacher-assessed grades, or TAGs.</p> <p>This is a different process to that of 2019/20 when pupils were awarded either a centre assessment grade (known as CAGs, based on what the school or college believed the pupil would most likely have achieved had exams gone ahead) or their calculated grade using a model developed by Ofqual - whichever was the higher of the two.</p>



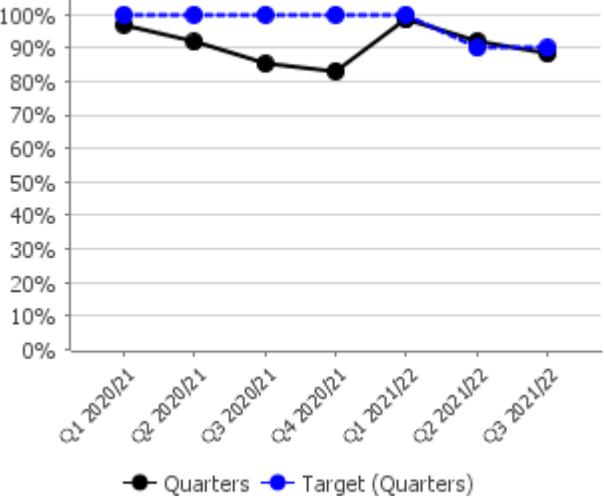
Finance, Resources, Property and Assets Portfolio

CLr John Chilver



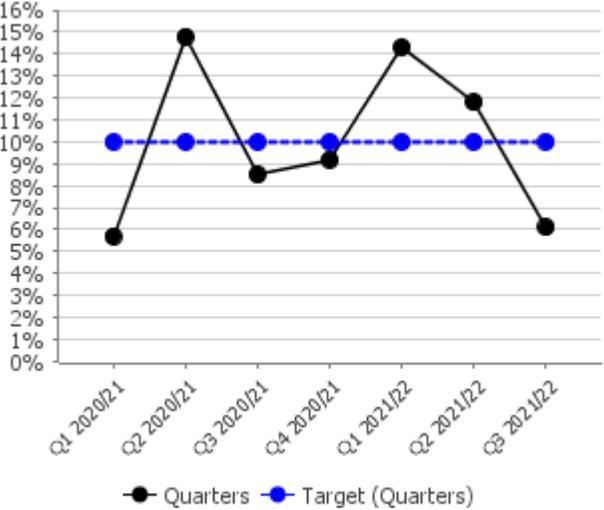
5. Finance Resources Property and Assets Portfolio AMBER

Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% total capital spend across Buckinghamshire Council (forecast) compared to Budget (performance measure)	Aim to Maximise	88.3%	90%	 <p>The trend chart displays the percentage of total capital spend compared to the budget over seven quarters. The y-axis ranges from 0% to 100% in 10% increments. The x-axis lists quarters from Q1 2020/21 to Q3 2021/22. A solid black line with circular markers represents the 'Quarters' data, and a dashed blue line with circular markers represents the 'Target (Quarters)'. The target is consistently at 100%. The actual spend starts at approximately 98% in Q1 2020/21, drops to 92% in Q2, 85% in Q3, 82% in Q4, rises to 98% in Q1 2021/22, and then falls to 90% in Q2 and 88.3% in Q3 2021/22.</p>	None available	<p>This indicator measures the forecast percentage of total capital spend across Buckinghamshire Council compared to budget.</p> <p>Net capital slippage has increased between Q2 and Q3 from £14.8m (7.9%) to £22.5m (11.7%). This has now exceeded the Council's corporate target of 10%, and may further increase in the final quarter of the year.</p> <p>There are a number of factors that have contributed to this position including Covid-19, availability of building materials and semi-conductors, supply chain issues and post unitary impacts.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> The profiling of the new proposed capital programme for 2022/23-2025/26 is being revisited to make sure that profile assumptions are still correct before final approval to ensure that slippage next financial year is minimised.

5. Finance Resources Property and Assets Portfolio GREEN

Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
Average % of phone calls in Customer Service Centres abandoned before being answered	Aim to Minimise	6.1%	10%	 <table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>5.7</td> <td>10.0</td> </tr> <tr> <td>Q2 2020/21</td> <td>14.3</td> <td>10.0</td> </tr> <tr> <td>Q3 2020/21</td> <td>8.8</td> <td>10.0</td> </tr> <tr> <td>Q4 2020/21</td> <td>9.1</td> <td>10.0</td> </tr> <tr> <td>Q1 2021/22</td> <td>14.3</td> <td>10.0</td> </tr> <tr> <td>Q2 2021/22</td> <td>11.8</td> <td>10.0</td> </tr> <tr> <td>Q3 2021/22</td> <td>6.1</td> <td>10.0</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	5.7	10.0	Q2 2020/21	14.3	10.0	Q3 2020/21	8.8	10.0	Q4 2020/21	9.1	10.0	Q1 2021/22	14.3	10.0	Q2 2021/22	11.8	10.0	Q3 2021/22	6.1	10.0	None available	<p>This indicator measures the average percentage of phone calls which are abandoned before being answered in the customer service centres (CSC).</p> <p>Q3 performance is 6.1% against a target of 10%. This is an improvement in performance of 5.7 percentage points when compared with Q2 (11.8%) and an improvement in performance when compared with Q1 (14.3%)</p> <p>Following the launch of the 'Customer First' approach to delivering the council's customer experience ambition, we have been working with service teams to provide training and coaching on customer service call management allowing CSC staff to maximise first call resolution.</p> <p>There have also been technological advancements including the introduction of a callback function on the Aylesbury and Wycombe council tax and benefit lines, new automated forms and the embedding of single workforce management software. The single telephony platform has allowed the cross training of advisers to give better resilience across lines.</p> <p>We have also experienced a reduction in call volumes as a result of pausing individual food waste collections in the south which has resulted in fewer missed bins and hence less customer contacts, and pausing council tax correspondence due to the migration to the new system.</p> <p>Taken all together, this has then contributed to a decreased number of abandoned calls.</p>
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Q1 2020/21	5.7	10.0																												
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Average % customers with an appointment seen within 15 minutes of their scheduled appointment at Council Access Points Plus	Aim to Maximise	100%	90%	<table border="1"> <caption>Appointment Seen Within 15 Minutes Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>100</td><td>90</td></tr> <tr><td>Q2 2020/21</td><td>100</td><td>90</td></tr> <tr><td>Q3 2020/21</td><td>100</td><td>90</td></tr> <tr><td>Q4 2020/21</td><td>100</td><td>90</td></tr> <tr><td>Q1 2021/22</td><td>100</td><td>90</td></tr> <tr><td>Q2 2021/22</td><td>100</td><td>90</td></tr> <tr><td>Q3 2021/22</td><td>100</td><td>90</td></tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	100	90	Q2 2020/21	100	90	Q3 2020/21	100	90	Q4 2020/21	100	90	Q1 2021/22	100	90	Q2 2021/22	100	90	Q3 2021/22	100	90	None available	<p>This indicator measures the average percentage of customers with a face to face appointment who are seen within 15 minutes of their appointment time.</p> <p>Our target is that 90% of visitors at our Council Access Points Plus locations, who have a pre-arranged appointment, are seen within 15 minutes of their appointment time.</p> <p>Q3 performance is 100% against a target of 90%. This is consistent with both Q2 performance (100%) and Q1 performance (100%).</p>
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	100	90																												
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Q2 2021/22	100	90																												
Q3 2021/22	100	90																												
Average % of phone calls in Customer Service Centres resolved at first call (FCR)	Aim to Maximise	69.8%	51%	<table border="1"> <caption>FCR Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>77.3</td><td>51</td></tr> <tr><td>Q2 2020/21</td><td>79.3</td><td>51</td></tr> <tr><td>Q3 2020/21</td><td>80.3</td><td>51</td></tr> <tr><td>Q4 2020/21</td><td>75.3</td><td>51</td></tr> <tr><td>Q1 2021/22</td><td>73.3</td><td>51</td></tr> <tr><td>Q2 2021/22</td><td>78.3</td><td>51</td></tr> <tr><td>Q3 2021/22</td><td>70.3</td><td>51</td></tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	77.3	51	Q2 2020/21	79.3	51	Q3 2020/21	80.3	51	Q4 2020/21	75.3	51	Q1 2021/22	73.3	51	Q2 2021/22	78.3	51	Q3 2021/22	70.3	51	None available	<p>This indicator measures the average percentage of phone calls in Customer Service Centres resolved at the first point of contact.</p> <p>Q3 performance is 69.8% against a target of 51%. This is a reduction in performance when compared with Q2 (77.3%) and Q1 (73%), however is still above the 51% target.</p> <p>The Q3 fall in performance can be attributed to a standardisation of reporting functions across all advisers and targeted training around capturing first call resolution (FCR).</p>
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	77.3	51																												
Q2 2020/21	79.3	51																												
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Q4 2020/21	75.3	51																												
Q1 2021/22	73.3	51																												
Q2 2021/22	78.3	51																												
Q3 2021/22	70.3	51																												

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary												
Average webchat wait time	Aim to Minimise	0h 00m 30s	0h 00m 50s	<table border="1"> <caption>Average webchat wait time - Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (s)</th> <th>Target (Quarters) (s)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>28</td> <td>47</td> </tr> <tr> <td>Q2 2021/22</td> <td>35</td> <td>47</td> </tr> <tr> <td>Q3 2021/22</td> <td>30</td> <td>47</td> </tr> </tbody> </table>	Quarter	Quarters (s)	Target (Quarters) (s)	Q1 2021/22	28	47	Q2 2021/22	35	47	Q3 2021/22	30	47	None available	<p>This indicator measures the average time taken to respond to a webchat across all customer service sites.</p> <p>Q3 performance is 30 seconds against a target of 50 seconds. This is an improvement in performance of 5 seconds when compared to Q2 (35 seconds) and a reduction in performance when compared with Q1 (28 seconds).</p> <p>The improvement in performance compared with Q2 can be attributed to continuing to increase the number of customer service centre staff who are cross trained in web chat.</p>
Quarter	Quarters (s)	Target (Quarters) (s)																
Q1 2021/22	28	47																
Q2 2021/22	35	47																
Q3 2021/22	30	47																

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary												
Average Call Wait Time	Aim to Minimise	0h 02m 27s	0h 03m 00s	<table border="1"> <caption>Average Call Wait Time Trend Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>0h 04m 40s</td> <td>0h 03m 00s</td> </tr> <tr> <td>Q2 2021/22</td> <td>0h 05m 00s</td> <td>0h 03m 00s</td> </tr> <tr> <td>Q3 2021/22</td> <td>0h 02m 27s</td> <td>0h 03m 00s</td> </tr> </tbody> </table>	Quarter	Actual Value	Target Value	Q1 2021/22	0h 04m 40s	0h 03m 00s	Q2 2021/22	0h 05m 00s	0h 03m 00s	Q3 2021/22	0h 02m 27s	0h 03m 00s	None available	<p>This indicator measures the average call wait time for all lines across all Customer Service sites.</p> <p>Q3 performance is 2 minutes 27 seconds against a target of 3 minutes. This is an improvement in performance when compared with Q2 (5 minutes 3 seconds).</p> <p>Since Q2, monthly performance has improved with performance in October 2021 (2 minutes, 56 seconds), November 2021 (2 minutes 30 seconds) and December 2021 (1 minute 56 seconds) all now under the 3 minute target.</p> <p>Following the launch of the 'Customer First' approach to delivering the council's customer experience ambition, we have been working with service teams to provide training and coaching on customer service call management allowing CSC staff to maximise first call resolution.</p> <p>There have also been technological advancements including the introduction of a callback function on the Aylesbury and Wycombe council tax and benefit lines, the embedding of single workforce management software and new automated forms.</p> <p>We have also experienced a reduction in call volumes as a result of pausing individual food waste collections in the south which has resulted in fewer missed bins and hence less customer contacts, and pausing council tax correspondence due to the migration to the new system.</p> <p>Taken all together, this has then contributed to a shorter call wait time.</p>
Quarter	Actual Value	Target Value																
Q1 2021/22	0h 04m 40s	0h 03m 00s																
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
Webchat customer satisfaction	Aim to Maximise	79%	75%	<table border="1"> <caption>Webchat customer satisfaction data</caption> <thead> <tr> <th>Quarter</th> <th>Current Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>76.5</td> <td>75</td> </tr> <tr> <td>Q2 2021/22</td> <td>76.5</td> <td>75</td> </tr> <tr> <td>Q3 2021/22</td> <td>79</td> <td>75</td> </tr> </tbody> </table>	Quarter	Current Value (%)	Target (%)	Q1 2021/22	76.5	75	Q2 2021/22	76.5	75	Q3 2021/22	79	75	None available	<p>This indicator measures the customer satisfaction when interacting via both webchat platforms (Digital Genius and Click4Assistance). Customers rate the webchat on a scale of 1-5 and this indicator measures the percentage of 4 and 5 star ratings received.</p> <p>Following a review of data quality we have updated figures for previous periods to ensure these are accurate.</p> <p>Q3 performance is 79% against a target of 75%. This is an improvement in performance when compared with Q2 (76.5%).</p> <p>The improvement in performance compared with Q2 is due to continuing to use feedback and frequent questions to develop web chat templates and feed into website improvements which drive customer satisfaction.</p>												
Quarter	Current Value (%)	Target (%)																												
Q1 2021/22	76.5	75																												
Q2 2021/22	76.5	75																												
Q3 2021/22	79	75																												
Overall revenue (forecast) variance (%) across the council (performance measure)	Aim to Minimise	-0.21%	0%	<table border="1"> <caption>Overall revenue (forecast) variance data</caption> <thead> <tr> <th>Quarter</th> <th>Current Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>1.4</td> <td>0</td> </tr> <tr> <td>Q2 2020/21</td> <td>1.1</td> <td>0</td> </tr> <tr> <td>Q3 2020/21</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q4 2020/21</td> <td>-0.1</td> <td>0</td> </tr> <tr> <td>Q1 2021/22</td> <td>0.1</td> <td>0</td> </tr> <tr> <td>Q2 2021/22</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q3 2021/22</td> <td>-0.21</td> <td>0</td> </tr> </tbody> </table>	Quarter	Current Value (%)	Target (%)	Q1 2020/21	1.4	0	Q2 2020/21	1.1	0	Q3 2020/21	0	0	Q4 2020/21	-0.1	0	Q1 2021/22	0.1	0	Q2 2021/22	0	0	Q3 2021/22	-0.21	0	None available	<p>This indicator measures the percentage of forecast revenue variance across Buckinghamshire Council.</p> <p>Forecast Revenue outturn is a surplus of £0.9m (breakeven Q2).</p> <p>The variance includes £5.9m adverse variance in Portfolios. This is mitigated in Corporate and Funding by a £4.2m favourable variation on Corporate Contingencies, £1.9m favourable variance on Covid Sales, Fees and Charges compensation scheme income, and £0.7m favourable variance in capital financing costs.</p>
Quarter	Current Value (%)	Target (%)																												
Q1 2020/21	1.4	0																												
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Q2 2021/22	0	0																												
Q3 2021/22	-0.21	0																												

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
£ value of unsecured debt > 90 days (excl Business Rate, Housing Benefit and Council Tax, and not secured against a property or asset)	Aim to Minimise	£9,000,000	£10,000,000		None available	<p>This indicator measures the value of unsecured debt > 90 days (excl. Business Rate, Housing Benefit and Council Tax and not secured against a property or asset).</p> <p>Q3 performance is £9,000,000 against a target of £10,000,000. This is an improvement in performance when compared with Q2 (£9,500,000).</p> <p>The council's value of unsecured debt is now within target. Work continues to improve and reduce the overall position.</p>
% of invoices paid within 30 days	Aim to Maximise	98%	95%		None available	<p>This indicator measures the percentage of invoices that have been paid within 30 days.</p> <p>Q3 performance is 98% against a target of 95%.</p> <p>This result returns the indicator to above the target after a one-off technical issue in Q2 (81%).</p>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of Council Tax collected (cumulative)	Aim to Maximise	83.4%	83.4%		None available	<p>This indicator measures the percentage of the current year's council tax collected throughout the year. The target is adjusted for what is expected each quarter.</p> <p>Performance at the end of Q3 is 83.4% against a target of 83.4%.</p> <p>Despite nationally there being a drop in collection rates of 1.1 percentage points between 2019/20 and 2020/21 from 96.8% to 95.7%. Our collection rate is expected to be 97.7% by the end of the year.</p>
% of Business Rates collected	Aim to Maximise	81.9%	74.8%		None available	<p>This indicator measures the percentage of the current year's business rates collected throughout the year. The target is adjusted for what is expected each quarter.</p> <p>Performance for Q3 is 81.9% against a target of 74.8%.</p> <p>A strong bounce back of business rate collection has continued this quarter as businesses open up after Covid-19 closures. Collection is now 7.1 percentage points ahead of target. Moving into Q4 we expect to achieve the year end target.</p>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
Average time for processing new HB claims (days)	Aim to Minimise	15	20	<table border="1"> <caption>Average time for processing new HB claims (days)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>21</td> <td>20</td> </tr> <tr> <td>Q2 2020/21</td> <td>14</td> <td>20</td> </tr> <tr> <td>Q3 2020/21</td> <td>14</td> <td>20</td> </tr> <tr> <td>Q4 2020/21</td> <td>14</td> <td>20</td> </tr> <tr> <td>Q1 2021/22</td> <td>16</td> <td>20</td> </tr> <tr> <td>Q2 2021/22</td> <td>13</td> <td>20</td> </tr> <tr> <td>Q3 2021/22</td> <td>15</td> <td>20</td> </tr> </tbody> </table>	Quarter	Actual (Days)	Target (Days)	Q1 2020/21	21	20	Q2 2020/21	14	20	Q3 2020/21	14	20	Q4 2020/21	14	20	Q1 2021/22	16	20	Q2 2021/22	13	20	Q3 2021/22	15	20	DWP March 2021 Average new claims processing time: 19 days	<p>This indicator measures the average time for processing new Housing Benefit claims in days.</p> <p>The outturn for Q3 (as at end of December) is 15 days, this is a slight decrease in performance compared to Q2 (13.3 days) but ahead of the target of 20 days.</p> <p>The latest national Department for Work and Pensions (DWP) statistics available for the period up to the end of March 2021 show the average new claims processing time was 19 days.</p>
Quarter	Actual (Days)	Target (Days)																												
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Average time for processing HB changes claims (days)	Aim to Minimise	4	7	<table border="1"> <caption>Average time for processing HB changes claims (days)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>4.5</td> <td>7</td> </tr> <tr> <td>Q2 2020/21</td> <td>4</td> <td>7</td> </tr> <tr> <td>Q3 2020/21</td> <td>4</td> <td>7</td> </tr> <tr> <td>Q4 2020/21</td> <td>3.8</td> <td>7</td> </tr> <tr> <td>Q1 2021/22</td> <td>4.5</td> <td>7</td> </tr> <tr> <td>Q2 2021/22</td> <td>4.8</td> <td>7</td> </tr> <tr> <td>Q3 2021/22</td> <td>4</td> <td>7</td> </tr> </tbody> </table>	Quarter	Actual (Days)	Target (Days)	Q1 2020/21	4.5	7	Q2 2020/21	4	7	Q3 2020/21	4	7	Q4 2020/21	3.8	7	Q1 2021/22	4.5	7	Q2 2021/22	4.8	7	Q3 2021/22	4	7	DWP March 2021 Average time taken to process a change: 3 days	<p>This indicator measures the average time for processing Housing Benefit changes to claims in days.</p> <p>The outturn for Q3 (as at end of December) was 4 days despite the systems being down in Aylesbury and Wycombe for the single system merge in December.</p> <p>The latest national Department for Work and Pensions (DWP) statistics available for the period up to the end of March 2021 show the average time taken to process a change of circumstance to an existing Housing Benefit claim was 3 days.</p>
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Q1 2020/21	4.5	7																												
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
Number of sickness absence days per FTE annually (BC)	Aim to Minimise	8.42	9	<table border="1"> <caption>Sickness Absence Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Value)</th> <th>Target (Value)</th> </tr> </thead> <tbody> <tr> <td>Q4 2020/21</td> <td>6.5</td> <td>9.0</td> </tr> <tr> <td>Q1 2021/22</td> <td>7.0</td> <td>9.0</td> </tr> <tr> <td>Q2 2021/22</td> <td>7.68</td> <td>9.0</td> </tr> <tr> <td>Q3 2021/22</td> <td>8.42</td> <td>9.0</td> </tr> </tbody> </table>	Quarter	Quarters (Value)	Target (Value)	Q4 2020/21	6.5	9.0	Q1 2021/22	7.0	9.0	Q2 2021/22	7.68	9.0	Q3 2021/22	8.42	9.0	None available	<p>This indicator measures the number of sickness absence days per full time equivalent (FTE) employee in the Council.</p> <p>Q3 performance is 8.42 days against a target of 9 days. This is a reduction in performance when compared with Q2 (7.68 days) but still remains below the target.</p> <p>Sickness absence is calculated using a 12 month rolling year, therefore the Q3 outturn is based on the period 1st January 2021 - 31st December 2021.</p> <p>Sickness absence rates have continued to increase as people start to return to pre-pandemic activities and social interaction increases. They continue to be monitored on a monthly basis.</p>
Quarter	Quarters (Value)	Target (Value)																			
Q4 2020/21	6.5	9.0																			
Q1 2021/22	7.0	9.0																			
Q2 2021/22	7.68	9.0																			
Q3 2021/22	8.42	9.0																			
Voluntary turnover % (BC - rolling year)	Banding	13.6%	12%	<table border="1"> <caption>Voluntary Turnover Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Value)</th> <th>Target (Value)</th> </tr> </thead> <tbody> <tr> <td>Q4 2020/21</td> <td>8.8%</td> <td>12.0%</td> </tr> <tr> <td>Q1 2021/22</td> <td>10.5%</td> <td>12.0%</td> </tr> <tr> <td>Q2 2021/22</td> <td>12.7%</td> <td>12.0%</td> </tr> <tr> <td>Q3 2021/22</td> <td>13.6%</td> <td>12.0%</td> </tr> </tbody> </table>	Quarter	Quarters (Value)	Target (Value)	Q4 2020/21	8.8%	12.0%	Q1 2021/22	10.5%	12.0%	Q2 2021/22	12.7%	12.0%	Q3 2021/22	13.6%	12.0%	None available	<p>This indicator measures the workforce voluntary turnover percentage for the Council.</p> <p>Q3 performance is 13.6% against a target of 12%. This is a change in performance by 0.9 percentage points when compared with Q2 (12.7%) but is still within the banded target of 10% to 14%.</p> <p>Voluntary turnover is calculated using a 12 month rolling year, therefore the Q3 outturn is based on the period 1st January 2021 - 31st December 2021.</p> <p>Voluntary turnover has seen a reduction during the pandemic compared to pre-pandemic quarters. Turnover rates have consistently increased since as the economy continues to recover.</p> <p>Turnover is monitored on a monthly basis.</p>
Quarter	Quarters (Value)	Target (Value)																			
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Employee engagement index score	Aim to Maximise	71%	70%	<p>The chart shows the employee engagement index score over three quarters. The y-axis ranges from 0% to 100%. A solid black line with circular markers represents the 'Quarters' performance, and a dashed blue line with circular markers represents the 'Target (Quarters)'. The target is constant at 70%. The actual performance starts at approximately 72% in Q1, drops to 70% in Q2, and ends at 71% in Q3.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>72</td> <td>70</td> </tr> <tr> <td>Q2 2021/22</td> <td>70</td> <td>70</td> </tr> <tr> <td>Q3 2021/22</td> <td>71</td> <td>70</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	72	70	Q2 2021/22	70	70	Q3 2021/22	71	70	None available	<p>This indicator measures the employee engagement index score from the Together Survey. Engagement is the combined measure of three questions looking at how motivated people feel to do their best for the Council, how happy they are working for the Council and how valued they feel for the work they do.</p> <p>The latest result from the survey in November is 71% engagement against a target of 70%. This is a small reduction of 2% compared with the previous survey which was conducted in July.</p> <p>Engagement levels remain positive and above external benchmarking scores and the target. Survey results are reviewed corporately and within service areas with actions put in place to address issues as appropriate. Surveys will now be carried out on a half-yearly basis.</p>												
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Q2 2021/22	70	70																												
Q3 2021/22	71	70																												
Service Desk: First Time Fix %	Aim to Maximise	69%	62%	<p>The chart shows the Service Desk First Time Fix percentage over seven quarters. The y-axis ranges from 0% to 100%. A solid black line with circular markers represents the 'Quarters' performance, and a dashed blue line with circular markers represents the 'Target (Quarters)'. The target is constant at 62%. The actual performance starts at 72% in Q1 2020/21, drops to 64% in Q2, 61% in Q3, 66% in Q4, 64% in Q1 2021/22, 65% in Q2, and rises to 69% in Q3 2021/22.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>72</td> <td>62</td> </tr> <tr> <td>Q2 2020/21</td> <td>64</td> <td>62</td> </tr> <tr> <td>Q3 2020/21</td> <td>61</td> <td>62</td> </tr> <tr> <td>Q4 2020/21</td> <td>66</td> <td>62</td> </tr> <tr> <td>Q1 2021/22</td> <td>64</td> <td>62</td> </tr> <tr> <td>Q2 2021/22</td> <td>65</td> <td>62</td> </tr> <tr> <td>Q3 2021/22</td> <td>69</td> <td>62</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	72	62	Q2 2020/21	64	62	Q3 2020/21	61	62	Q4 2020/21	66	62	Q1 2021/22	64	62	Q2 2021/22	65	62	Q3 2021/22	69	62	None available	<p>This indicator measures the percentage of calls fixed first time on the IT Service Desk.</p> <p>Q3 performance is 69% against a target of 62%. This is an improvement in performance by 4 percentage point when compared with Q2 (65%).</p> <p>The improvement in performance compared with Q2 is due to the increase in knowledge transferred to the Service Desk staff, enabling them to fix more calls at first contact.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	72	62																												
Q2 2020/21	64	62																												
Q3 2020/21	61	62																												
Q4 2020/21	66	62																												
Q1 2021/22	64	62																												
Q2 2021/22	65	62																												
Q3 2021/22	69	62																												

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary												
Proportion of new website updated	Aim to Maximise	41%	40%	<table border="1"> <caption>Proportion of new website updated</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>18</td> <td>40</td> </tr> <tr> <td>Q2 2021/22</td> <td>25</td> <td>40</td> </tr> <tr> <td>Q3 2021/22</td> <td>41</td> <td>40</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	18	40	Q2 2021/22	25	40	Q3 2021/22	41	40	None available	<p>This indicator measures the proportion of the Buckinghamshire Council website which has been updated or migrated with new or existing content.</p> <p>Q3 performance is 41% against a target of 40% for the quarter. The indicator remains on track to deliver the necessary website updates by Q4.</p> <p>During Q3 there was a large reduction in the number of pages on the legacy sites.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																
Q1 2021/22	18	40																
Q2 2021/22	25	40																
Q3 2021/22	41	40																
% of Better Buckinghamshire service reviews achieving expected milestones	Aim to Maximise	100%	85%	<table border="1"> <caption>% of Better Buckinghamshire service reviews achieving expected milestones</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>100</td> <td>85</td> </tr> <tr> <td>Q2 2021/22</td> <td>100</td> <td>85</td> </tr> <tr> <td>Q3 2021/22</td> <td>100</td> <td>85</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	100	85	Q2 2021/22	100	85	Q3 2021/22	100	85	None available	<p>This indicator measures the percentage of Better Buckinghamshire service reviews that are in progress that are achieving expected milestones at the end of the quarter.</p> <p>At the end of Q3, performance is 100% against a target of 85% with all 18 service reviews currently in progress achieving their expected milestones. This is the same when compared with Q2.</p> <p>Progress of all reviews is monitored frequently.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																
Q1 2021/22	100	85																
Q2 2021/22	100	85																
Q3 2021/22	100	85																

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
% of planned savings on track for delivery across Buckinghamshire Council as a result of the Better Buckinghamshire programme	Aim to Maximise	100%	100%	<table border="1"> <caption>Data for % of planned savings on track</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>100</td> <td>100</td> </tr> <tr> <td>Q2 2021/22</td> <td>100</td> <td>100</td> </tr> <tr> <td>Q3 2021/22</td> <td>100</td> <td>100</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	100	100	Q2 2021/22	100	100	Q3 2021/22	100	100	None available	<p>This indicator measures the percentage of planned savings on track for delivery across Buckinghamshire Council as a result of the Better Buckinghamshire programme.</p> <p>Savings from the Better Buckinghamshire programme at the end of 2021/22 are expected to be £2.7m.</p> <p>Performance at the end of Q3 shows that 100% are on track for delivery</p>												
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2021/22	100	100																												
Q2 2021/22	100	100																												
Q3 2021/22	100	100																												
Gross yield (%) from Investment portfolio	Aim to Maximise	6.68%	6.4%	<table border="1"> <caption>Data for Gross yield (%) from Investment portfolio</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>6.5</td> <td>6.0</td> </tr> <tr> <td>Q2 2020/21</td> <td>6.4</td> <td>6.0</td> </tr> <tr> <td>Q3 2020/21</td> <td>6.4</td> <td>6.0</td> </tr> <tr> <td>Q4 2020/21</td> <td>6.5</td> <td>6.0</td> </tr> <tr> <td>Q1 2021/22</td> <td>6.9</td> <td>6.4</td> </tr> <tr> <td>Q2 2021/22</td> <td>7.0</td> <td>6.4</td> </tr> <tr> <td>Q3 2021/22</td> <td>6.7</td> <td>6.4</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	6.5	6.0	Q2 2020/21	6.4	6.0	Q3 2020/21	6.4	6.0	Q4 2020/21	6.5	6.0	Q1 2021/22	6.9	6.4	Q2 2021/22	7.0	6.4	Q3 2021/22	6.7	6.4	None available	<p>This indicator records the gross yield from the Council's Investment Portfolio (i.e. where financed by debt).</p> <p>In Q3 the gross yield was 6.68%. For the year 2021/22 to date the results have all been above target. For Q1 the result was 6.89% and for Q2 6.96%. Revenue has remained at Q4 2020 levels despite capital values falling in the same period.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	6.5	6.0																												
Q2 2020/21	6.4	6.0																												
Q3 2020/21	6.4	6.0																												
Q4 2020/21	6.5	6.0																												
Q1 2021/22	6.9	6.4																												
Q2 2021/22	7.0	6.4																												
Q3 2021/22	6.7	6.4																												

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Gross income (£) from Property	Aim to Maximise	£21,028,000.00	£20,510,000.00		None available	<p>This indicator measures the gross income, the budgeted annual forecast, exclusive of bad debt (that is loans or outstanding balances owed that are no longer deemed recoverable and must be written off) from property rent for Investment, Commercial, Corporate and Agricultural Portfolios. The target is for income to be greater than the annual budget (£20,510,000).</p> <p>For Q1 the outturn figure was above target at £20,858,000 and Q2 was on target at £20,510,000. For Q3 the gross income was back above target (£20,510,000) at £21,028,000, representing an improvement on the previous periods.</p> <p>Rent pressure continues in the property market, however the arrears position is stabilising and improving post-lockdown with fewer tenant voids than previously expected. Whether this continues beyond the lifting of the debt enforcement moratorium later in the year remains to be seen, but the picture looks more positive than previous budget estimates. Revenue continues to be monitored.</p>
% of empty properties across the Council Estate that are vacant for more than 2 years (excluding those in an approved Regeneration or Capital Programme, and schools)	Aim to Minimise	0.33%	0.4%		None available	<p>This indicator measures the % of empty properties across the Council estate that are vacant for more than 2 years. Vacant means continuously empty for 2 years and not within a Capital or Regeneration programme.</p> <p>For Q3 the outturn figure is below (better than) the target at 0.33%. This is an improvement on Q2 (0.44%) and on Q1 (0.4%)</p>

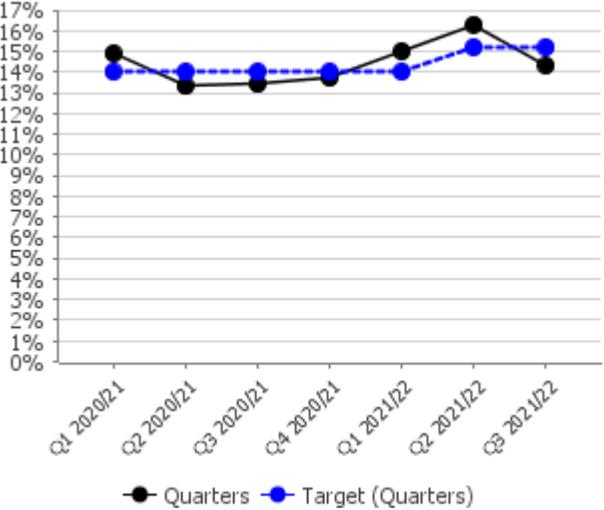


Health and Wellbeing Portfolio Cllr Angela Macpherson



6. Health and Wellbeing Portfolio RED

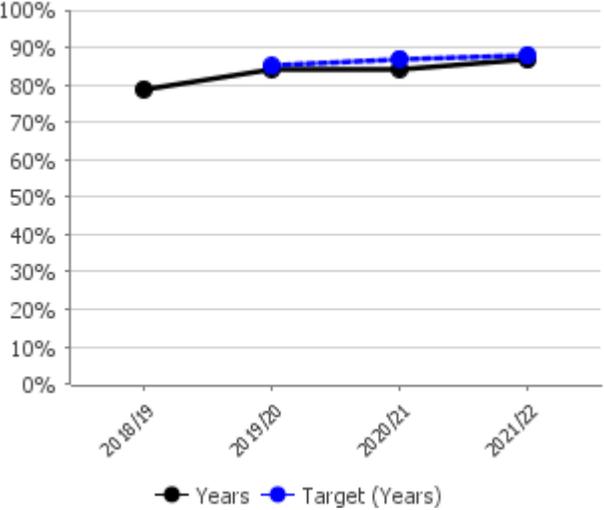
Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of successful drug treatment completions of those in treatment	Aim to Maximise	14.3%	15.2%	 <p>The trend chart displays the percentage of successful drug treatment completions over seven quarters. The y-axis represents the percentage, ranging from 0% to 17% in 1% increments. The x-axis lists the quarters from Q1 2020/21 to Q3 2021/22. A solid black line with circular markers represents the 'Quarters' data, and a blue dashed line with circular markers represents the 'Target (Quarters)'. The target is consistently set at 15.2%. The actual performance starts at approximately 14.5% in Q1 2020/21, drops to 13.5% in Q2 2020/21, rises to 14.5% in Q3 2020/21, and then fluctuates between 14.0% and 16.5% through Q3 2021/22.</p>	<p>14.5% (Q2 2021/22 England)</p> <p>17.3% (Q2 2021/22 South East region)</p> <p>14.5% (Q1 2021/22 England)</p> <p>17.3% (Q1 2021/22 South East region)</p>	<p>This indicator measures the percentage of adults who have successfully completed drug treatment of all those receiving treatment. Performance is reported for Q2 because the data is a quarter in arrears.</p> <p>Performance in Q2 was 14.3% against a target of 15.2% which is benchmarked against the South East. Performance is 0.9 percentage points under target, which equates to only 8 service users. Performance is similar to the national average of 14.5% and South East performance was 17.3%.</p> <p>Contributing factors this quarter include a change in staffing which resulted in a reallocation of caseloads and COVID related illness and isolation for staff. The service prioritises safeguarding higher risk clients with complex needs.</p> <p>Improvement Action:</p> <ul style="list-style-type: none"> Recruitment will help the service to increase successful completions and thereby increase performance. The recruitment is closing at the end of January 2022 and we anticipate performance improvement from Q1 2022/23 onwards.

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
% of births that receive a face-to-face New Birth Visit within 14 days by a health visitor in the quarter	Aim to Maximise	69.9%	90%	<p>The trend chart displays the percentage of births receiving a face-to-face New Birth Visit within 14 days by a health visitor in the quarter. The Y-axis represents the percentage from 0% to 100%. The X-axis shows quarters from Q1 2020/21 to Q3 2021/22. A solid black line with circular markers represents the 'Quarters' data, and a dashed blue line with circular markers represents the 'Target (Quarters)' at 90%.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>~95%</td> <td>90%</td> </tr> <tr> <td>Q2 2020/21</td> <td>~95%</td> <td>90%</td> </tr> <tr> <td>Q3 2020/21</td> <td>~92%</td> <td>90%</td> </tr> <tr> <td>Q4 2020/21</td> <td>~92%</td> <td>90%</td> </tr> <tr> <td>Q1 2021/22</td> <td>~88%</td> <td>90%</td> </tr> <tr> <td>Q2 2021/22</td> <td>~78%</td> <td>90%</td> </tr> <tr> <td>Q3 2021/22</td> <td>70%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	~95%	90%	Q2 2020/21	~95%	90%	Q3 2020/21	~92%	90%	Q4 2020/21	~92%	90%	Q1 2021/22	~88%	90%	Q2 2021/22	~78%	90%	Q3 2021/22	70%	90%	<p>86.5% England (Q3 2019/20)</p> <p>87.8% England (Q2 2019/20)</p> <p>88.8% (Q1 2019/20 England)</p> <p>87.9% (Q3 2019/20 South East region)</p> <p>90.9% (Q1 2019/20 mean of CIPFA peers)</p>	<p>This indicator measures the percentage of new birth visits undertaken within 14 days. This indicator is reported in arrears, Q2 performance is reported in Q3.</p> <p>Performance (69.9%) is below contractually targeted level (90%). The proportion of new birth visits taking place within 14 days has decreased due to capacity within Aylesbury and Wycombe teams. Both have experienced staff shortages due to staff turnover as well as a result of Covid-19 (illness and isolation). In addition, capacity has been reduced due to responding to an increase in the proportion of the health visiting caseload who are seen on the UPP (Universal Partnership Plus) pathway (safeguarding/vulnerable families) in the period. Although a higher proportion than target is taking place after the 14th day, there have not been any significant changes to the proportion of children with no recorded visit. This has remained at less than 2% across the contract year. This data represents visits from health visitors and does not include the visits from a midwife, which mothers will also receive post birth.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • New birth visits, even if outside the 14 day window, are being prioritised, along with vulnerable families, ensuring absences in the workforce are as low as possible and skill mixing is being used to help backfill. • Recruitment is being prioritised for both new workers and student health visitors, 10 are planned to be starting training this year. • A deep dive, from the provider, is currently underway to further investigate reasons for drop in performance.
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	~95%	90%																												
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6. Health and Wellbeing Portfolio AMBER

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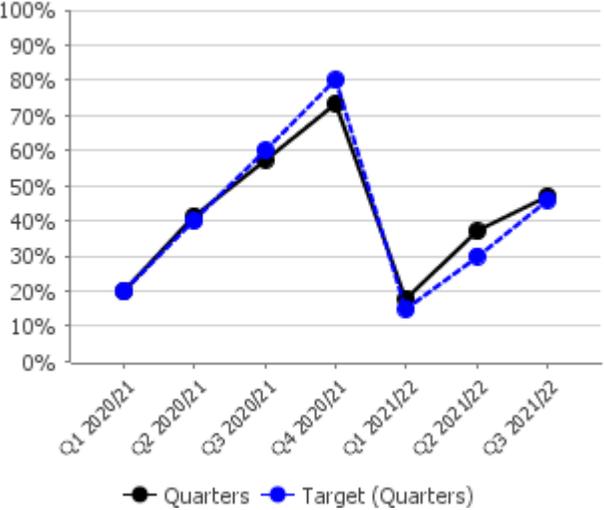
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
% of service users who say those services make them feel safe and secure (annual)	Aim to Maximise	86.7%	88%	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Years (Actual)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>78.8%</td> <td>88%</td> </tr> <tr> <td>2019/20</td> <td>86.7%</td> <td>88%</td> </tr> <tr> <td>2020/21</td> <td>86.7%</td> <td>88%</td> </tr> <tr> <td>2021/22</td> <td>86.7%</td> <td>88%</td> </tr> </tbody> </table>	Year	Years (Actual)	Target (Years)	2018/19	78.8%	88%	2019/20	86.7%	88%	2020/21	86.7%	88%	2021/22	86.7%	88%	<p>South East: 88% in 2019/20.</p> <p>Note that the survey was voluntary during 2020/21 and only 18 Local Authorities made a submission, so 2020/21 benchmarks are not available.</p>	<p>This indicator measures the percentage of users of care services who feel that their care and support has contributed to making them feel safe and secure. The outturn is calculated annually from the statutory service user survey and is good to be high.</p> <p>In the 2021/22 survey, 472 of 544 people (86.7%) agreed that their services make them feel safe and secure which is below the 88% target. Performance continues to improve year on year since 2018/19 when performance was 78.8%.</p> <p>Many people cite either their environment or health conditions (mainly mobility issues) as affecting their overall feelings of safety. Consequently, provision of equipment to assist with mobility was frequently mentioned as aiding people to feel safe.</p> <p>In addition, the role of home care staff was significant and was frequently mentioned, where simple tasks, such as checking doors and windows prior to leaving the persons premises contributed positively to feelings of security. Consistency in the delivery of care, including having the same person routinely providing the care, allowed people to build trusting relationships with their home care staff and so contributed to positive responses. Frequent contact from care staff, for people in Residential or Nursing settings, also led to people feeling safe.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Continue engagement with clients via the Service User Forums that have been established recently, to expand on our understanding of their concerns and develop action plans to address them. • To strengthen the commissioning framework for home care services, which will include ensuring the requirement for there to be as much consistency in who is caring for clients as possible. • To continue to increase the overall use of technology which supports people to remain independent.
Year	Years (Actual)	Target (Years)																			
2018/19	78.8%	88%																			
2019/20	86.7%	88%																			
2020/21	86.7%	88%																			
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
% of safeguarding enquiries where personal outcomes were fully or partially achieved (where expressed).	Aim to Maximise	93.2%	96%	<table border="1"> <caption>Trend Chart Data (Safeguarding Enquiries)</caption> <thead> <tr> <th>Year</th> <th>Years (%)</th> <th>Target (Years) (%)</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>88</td> <td>96</td> </tr> <tr> <td>2020/21</td> <td>93.2</td> <td>96</td> </tr> <tr> <td>2021/22</td> <td>97</td> <td>96</td> </tr> </tbody> </table>	Year	Years (%)	Target (Years) (%)	2019/20	88	96	2020/21	93.2	96	2021/22	97	96	South East: 96% in 2019/20 and 2020/21.	<p>This indicator measures the percentage of safeguarding enquiries that had outcomes expressed by either the individual or an advocate, where the outcomes were fully or partially achieved when the safeguarding enquiry closed. It is good to be high.</p> <p>Information for this indicator is captured by the annual safeguarding adults collection which is a statutory return, and results are published by NHS digital in November 2021.</p> <p>In 2020/21 there were 590 safeguarding enquiries concluded with outcomes expressed, and of these for 550 (93.2%) the expressed outcomes were either fully achieved (363) or partially achieved (187).</p> <p>Last year's performance (93.2%) is slightly below benchmark levels of 94.8% for England and 96.3% for the South East. However, more recent performance between April to September this year has risen to 97%.</p> <p>Improvement Action:</p> <ul style="list-style-type: none"> Continue to ensure that the outcomes that individuals (or their representatives) would like to achieve are sought and fully considered when safeguarding enquiries are conducted. 									
Year	Years (%)	Target (Years) (%)																									
2019/20	88	96																									
2020/21	93.2	96																									
2021/22	97	96																									
Percentage of all clients attending GUM clinics seen or assessed by a healthcare professional within 48 hours (2 working days) of first contacting the service	Aim to Maximise	76.5%	80%	<table border="1"> <caption>Trend Chart Data (GUM Clinics)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>85</td> <td>80</td> </tr> <tr> <td>Q2 2020/21</td> <td>82</td> <td>80</td> </tr> <tr> <td>Q3 2020/21</td> <td>80</td> <td>80</td> </tr> <tr> <td>Q4 2020/21</td> <td>85</td> <td>80</td> </tr> <tr> <td>Q1 2021/22</td> <td>80</td> <td>80</td> </tr> <tr> <td>Q2 2021/22</td> <td>76.5</td> <td>80</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	85	80	Q2 2020/21	82	80	Q3 2020/21	80	80	Q4 2020/21	85	80	Q1 2021/22	80	80	Q2 2021/22	76.5	80	There is no national benchmarking available for this indicator but this is a clinical standard which has to be achieved by all sexual health services and links to the requirement for the provision of open access services.	<p>This indicator measures the percentage of GUM (Genitourinary Medicine Level 3 Sexual Health Service) clinic clients who have been seen or assessed within 48 hours of contacting the service.</p> <p>Data is reported a quarter in arrears. This measure is slightly below target due to a large number of patients cancelling appointments or not attending due to the fuel shortage at the time. It is expected Q3 performance will improve however, with high Covid-19 infection rates, performance may not recover to 80% until Q4.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> Patients to be offered telephone consultation where appropriate Patients to be offered online STI testing Patients to be offered postal contraception
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2020/21	85	80																									
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
% of those who have set a quit smoking date who have successfully quit at 4 weeks	Aim to Maximise	48%	50%	<table border="1"> <caption>Quarterly Quit Rates Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>50%</td> <td>50%</td> </tr> <tr> <td>Q2 2020/21</td> <td>45%</td> <td>50%</td> </tr> <tr> <td>Q3 2020/21</td> <td>68%</td> <td>50%</td> </tr> <tr> <td>Q4 2020/21</td> <td>50%</td> <td>50%</td> </tr> <tr> <td>Q1 2021/22</td> <td>70%</td> <td>50%</td> </tr> <tr> <td>Q2 2021/22</td> <td>48%</td> <td>50%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	50%	50%	Q2 2020/21	45%	50%	Q3 2020/21	68%	50%	Q4 2020/21	50%	50%	Q1 2021/22	70%	50%	Q2 2021/22	48%	50%	England 52% (2018/19)	<p>This indicator measures the percentage of those who have set a quit date with the service and who have self-reported that they are a successful smoking quitter at 4 weeks. The quit rate for Q2 is 2 percentage points below the target of 50%. This indicator is reported a quarter in arrears. Q2 is reported in Q3. This is due to clients setting a quit date and then outcomes not being available for a further 4 weeks. In Q2 176 people set a quit date. Of those setting a quit date 84 have quit. Although this is lower than the Q1 rate, it is similar to the average proportion achieved for the last year.</p> <p>Improvement Actions:</p> <p>The provider (Live Well Stay Well) has been taking a number of actions to ensure the quit rate continues to achieve the target, including:</p> <ul style="list-style-type: none"> • Monitoring motivation of people trying to quit throughout the 4 weeks, and then offering appropriate and additional support • Supporting referrers to make appropriate referrals • Offering weekly appointments and extra check ins for residents in priority groups • Offering staff additional training • New e-cigarette pilot launched 1st Sept, which is expected to increase success rates and numbers coming into the service. We will have a full evaluation report and outcomes in Q4. • A localised Better Health – Stop Smoking campaign is running in January with paid social media. This should increase the numbers setting a quit date in Q4.
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2020/21	50%	50%																									
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Q1 2021/22	70%	50%																									
Q2 2021/22	48%	50%																									

6. Health and Wellbeing Portfolio GREEN

Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of service users due an annual review that receive their review	Aim to Maximise	47%	46%		<p>South East benchmarks for the equivalent period of April to December were 46% in 2019/20, and 42% in 2020/21.</p>	<p>This indicator measures the percentage of Adult Social Care service users due an annual review in year who receive their review and is good to be high.</p> <p>This is a cumulative measure and performance will continue to increase for the remainder of 2021/22 along with the target.</p> <p>From April to December 2021, 47% service users that are due an annual review in the year were reviewed (1,907 people), which is above the target 46% (1,866 people) for this period which is based on 2019/20 benchmarks. In addition, 2020/21 benchmarks have recently been released, where performance in the South East was lower for this equivalent period at 42%.</p> <p>Service user reviews are prioritised according to the needs of the individual. This year there is more unplanned review activity (42% of all reviews) compared to the same point last year (25% of all reviews). This diverts resources away from planned review activity to unplanned review activity to support service users whose care needs are changing.</p> <p>Much of the diversion of resources is attributable to the large number of referrals being received by the council, along with a large-scale enquiry across several care homes, which had contributed towards the reduction in the number of planned reviews.</p>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
% of people who use services who have control over their daily life	Aim to Maximise	83.3%	78%	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Years (%)</th> <th>Target (Years) (%)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>80%</td> <td>78%</td> </tr> <tr> <td>2019/20</td> <td>78%</td> <td>78%</td> </tr> <tr> <td>2020/21</td> <td>80%</td> <td>78%</td> </tr> <tr> <td>2021/22</td> <td>83.3%</td> <td>78%</td> </tr> </tbody> </table>	Year	Years (%)	Target (Years) (%)	2018/19	80%	78%	2019/20	78%	78%	2020/21	80%	78%	2021/22	83.3%	78%	<p>South East: 78% in 2019/20.</p> <p>Note that the survey was voluntary during 2020/21 and only 18 Local Authorities made a submission, so 2020/21 benchmarks are not available.</p>	<p>This indicator measures the percentage of service users who report they have at least adequate control of their daily lives. The outturn is calculated annually from the statutory service user survey and is good to be high.</p> <p>In the 2021/22 survey 479 of 575 people (83.3%) responded positively to the question about how much control they have over their daily life which is above the target and outperforms all previous years since 2018/19.</p> <p>People tend to report that they have control over their daily life when they are in good health, have choice over the services they receive through direct payments, or have control over their daily routines.</p> <p>Embedding the Better Lives Independence model into Social Work practice continues to be an area of focus for staff training and practice learning sessions. This model delivers choice and control to Adult Social Care clients as their strengths and views are central to their assessment of care needs, as well as providing choices with their care and support; for example, making better use of community resources. Maximising people's choice and control has also contributed positively to their overall satisfaction levels with their care and support.</p>
Year	Years (%)	Target (Years) (%)																			
2018/19	80%	78%																			
2019/20	78%	78%																			
2020/21	80%	78%																			
2021/22	83.3%	78%																			

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
Overall satisfaction (%) of people who use services with their care and support	Aim to Maximise	67.6%	65%	<table border="1"> <caption>Overall Satisfaction Data</caption> <thead> <tr> <th>Year</th> <th>Years (Actual)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>58.6%</td> <td>65%</td> </tr> <tr> <td>2019/20</td> <td>58.6%</td> <td>65%</td> </tr> <tr> <td>2020/21</td> <td>65%</td> <td>65%</td> </tr> <tr> <td>2021/22</td> <td>67.6%</td> <td>65%</td> </tr> </tbody> </table>	Year	Years (Actual)	Target (Years)	2018/19	58.6%	65%	2019/20	58.6%	65%	2020/21	65%	65%	2021/22	67.6%	65%	<p>South East: 65% in 2019/20</p> <p>Note that the survey was voluntary during 2020/21 and only 18 Local Authorities made a submission, so 2020/21 benchmarks are not available.</p>	<p>This indicator measures the satisfaction with services of people using adult social care, which is directly linked to a positive experience of care and support. The outturn is calculated annually from the statutory service user survey, expressed as a percentage and is good to be high.</p> <p>In the 2021/22 survey 391 of 578 people (67.6%) responded positively to the question about how satisfied they were with their care and support which is above the target. A further 140 people (24.5%) were quite satisfied, and only 17 people (3.1%) provided negative responses. Performance continues to improve year on year since 2018/19 when overall satisfaction was 58.6%.</p> <p>People's health conditions can impact how likely they are to provide positive responses with people in poor health less likely to be satisfied. In Buckinghamshire 55% of survey respondents were experiencing some level of pain or discomfort and 45% some level of anxiety or depression.</p> <p>Feeling in control of their care and having choice about how care is delivered were identified as significant factors in overall satisfaction levels with care and support, which were areas where Buckinghamshire scored well in the survey.</p>									
Year	Years (Actual)	Target (Years)																												
2018/19	58.6%	65%																												
2019/20	58.6%	65%																												
2020/21	65%	65%																												
2021/22	67.6%	65%																												
Number of younger people (aged 18-64) admitted to permanent residential or nursing care homes per head of 100,000 population	Aim to Minimise	10.4	11	<table border="1"> <caption>Younger People Admissions Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>2.5</td> <td>3.5</td> </tr> <tr> <td>Q2 2020/21</td> <td>7.5</td> <td>7</td> </tr> <tr> <td>Q3 2020/21</td> <td>6</td> <td>10</td> </tr> <tr> <td>Q4 2020/21</td> <td>8</td> <td>12</td> </tr> <tr> <td>Q1 2021/22</td> <td>4.5</td> <td>3.5</td> </tr> <tr> <td>Q2 2021/22</td> <td>9.5</td> <td>7.5</td> </tr> <tr> <td>Q3 2021/22</td> <td>10.4</td> <td>11</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q1 2020/21	2.5	3.5	Q2 2020/21	7.5	7	Q3 2020/21	6	10	Q4 2020/21	8	12	Q1 2021/22	4.5	3.5	Q2 2021/22	9.5	7.5	Q3 2021/22	10.4	11	<p>South East: April to December equivalent of 11.0 in 2019/20 and 10.3 in 2020/21.</p>	<p>This indicator measures the number of younger adults whose long-term support needs are best met by their admission to a residential and nursing care home. The number of admissions is expressed as a rate per 100,000 population and is good to be low.</p> <p>33 younger adults (10.4 per 100,000 population) have been admitted between April and December 2021 which is below the target (35 people).</p> <p>The newly implemented supported living framework makes available additional specialist community support to people that would otherwise be admitted to permanent residential or nursing care.</p> <p>Adult Social Care continues to investigate whether the Hospital 'Discharge to Assess' pathway (put in place due to Covid-19), is resulting in additional admissions of younger people. Along with this, data quality is also being monitored to ensure that care records accurately reflect provisions in place.</p>
Quarter	Quarters (Actual)	Target (Quarters)																												
Q1 2020/21	2.5	3.5																												
Q2 2020/21	7.5	7																												
Q3 2020/21	6	10																												
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Q3 2021/22	10.4	11																												

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
Number of older people (65+) admitted to permanent residential or nursing care homes per 100,000 population	Aim to Minimise	341.9	394.9	<table border="1"> <caption>Number of older people (65+) admitted to permanent residential or nursing care homes per 100,000 population</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>100</td> <td>100</td> </tr> <tr> <td>Q2 2020/21</td> <td>200</td> <td>200</td> </tr> <tr> <td>Q3 2020/21</td> <td>280</td> <td>300</td> </tr> <tr> <td>Q4 2020/21</td> <td>330</td> <td>350</td> </tr> <tr> <td>Q1 2021/22</td> <td>120</td> <td>120</td> </tr> <tr> <td>Q2 2021/22</td> <td>260</td> <td>260</td> </tr> <tr> <td>Q3 2021/22</td> <td>341.9</td> <td>400</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2020/21	100	100	Q2 2020/21	200	200	Q3 2020/21	280	300	Q4 2020/21	330	350	Q1 2021/22	120	120	Q2 2021/22	260	260	Q3 2021/22	341.9	400	South East: April to December equivalent of 394.9 in 2019/20 and 366.8 in 2020/21.	<p>This indicator measures the number of older adults whose long-term support needs are best met by admission to residential and nursing care homes relative to the population size. It is expressed as a rate per 100,000 population and is good to be low.</p> <p>356 older adults (341.9 per 100,000 population) have been admitted between April and December 2021 which is below the target (411 people).</p> <p>Adult Social Care continues to investigate whether the Hospital 'Discharge to Assess' pathway (put in place due to Covid-19) is resulting in additional admissions of older adults. The rate of permanent admissions amongst older adults is lower than benchmarks, although slightly higher than the previous year as a result of the pandemic.</p> <p>There is focused data quality work being undertaken by Adult Social Care and Finance, to ensure that service provisions are accurately recorded.</p>
Quarter	Quarters	Target (Quarters)																												
Q1 2020/21	100	100																												
Q2 2020/21	200	200																												
Q3 2020/21	280	300																												
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Q1 2021/22	120	120																												
Q2 2021/22	260	260																												
Q3 2021/22	341.9	400																												
% of younger adults (aged 18-64) with a learning disability living in their own home or with friends/family	Aim to Maximise	77.2%	71.8%	<table border="1"> <caption>% of younger adults (aged 18-64) with a learning disability living in their own home or with friends/family</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>75%</td> <td>75%</td> </tr> <tr> <td>Q2 2020/21</td> <td>75%</td> <td>75%</td> </tr> <tr> <td>Q3 2020/21</td> <td>78%</td> <td>75%</td> </tr> <tr> <td>Q4 2020/21</td> <td>75%</td> <td>75%</td> </tr> <tr> <td>Q1 2021/22</td> <td>75%</td> <td>72%</td> </tr> <tr> <td>Q2 2021/22</td> <td>78%</td> <td>72%</td> </tr> <tr> <td>Q3 2021/22</td> <td>77.2%</td> <td>72%</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2020/21	75%	75%	Q2 2020/21	75%	75%	Q3 2020/21	78%	75%	Q4 2020/21	75%	75%	Q1 2021/22	75%	72%	Q2 2021/22	78%	72%	Q3 2021/22	77.2%	72%	South East: 71.8% in 2019/20 and 75.6% in 2020/21.	<p>This indicator measures the percentage of younger adults with a primary support reason of learning disability support who are receiving Adult Social Care Services that are living in their own home or with friends/family. It is good to be high.</p> <p>At the end of December 2021 there were 1,058 younger adults with a learning disability accessing adult social care services, of which 817 (77.2%) were living in their own home or with friends/family, which is above target (71.8%) by 57 people.</p> <p>The supported living framework is now in place improving Adult Social Care's supported living offer by making additional specialist providers available to support more people in community settings.</p> <p>This complements our Better Lives strength-based independence model, which promotes the independence of service users by enabling them to access suitable community-based support options.</p>
Quarter	Quarters	Target (Quarters)																												
Q1 2020/21	75%	75%																												
Q2 2020/21	75%	75%																												
Q3 2020/21	78%	75%																												
Q4 2020/21	75%	75%																												
Q1 2021/22	75%	72%																												
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Q3 2021/22	77.2%	72%																												

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																		
% of adults in contact with secondary Mental Health Services (aged 18-69) living in their own home or with friends/family	Aim to Maximise	69%	52%	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2020/21</td> <td>61</td> <td>-</td> </tr> <tr> <td>Q4 2020/21</td> <td>71</td> <td>-</td> </tr> <tr> <td>Q1 2021/22</td> <td>71</td> <td>52</td> </tr> <tr> <td>Q2 2021/22</td> <td>71</td> <td>52</td> </tr> <tr> <td>Q3 2021/22</td> <td>69</td> <td>52</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q3 2020/21	61	-	Q4 2020/21	71	-	Q1 2021/22	71	52	Q2 2021/22	71	52	Q3 2021/22	69	52	South East: 52% in 2019/20 and 61% in 2020/21.	<p>This indicator measures the percentage of adults receiving secondary mental health services who were living in settled accommodation. It is based on all NHS and Adult Social Care patients that are open to the Oxford Health Foundation Trust (OHFT).</p> <p>Settled accommodation includes people that are living in their own homes, with family or friends or in supported accommodation, rather than living in a care home or a communal establishment including a long-term hospital ward.</p> <p>The 69% outturn for this indicator relates to performance as at the end of November 2021, where 791 adults were living in settled accommodation out of 1,141 adults in receipt of secondary mental health services. The number of people in settled accommodation has reduced by 3%, which is mainly attributed to less people needing to be in contact with secondary mental health services overall.</p> <p>Integrated mental health services support people who are receiving treatment to function independently, by helping them with their relationships, to live at home and to access local services. This indicator is reported in line with the national statutory definition, which counts patients that have assessed needs through the Care Programme Approach (CPA), where adults have care plans and receive services.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																						
Q3 2020/21	61	-																						
Q4 2020/21	71	-																						
Q1 2021/22	71	52																						
Q2 2021/22	71	52																						
Q3 2021/22	69	52																						

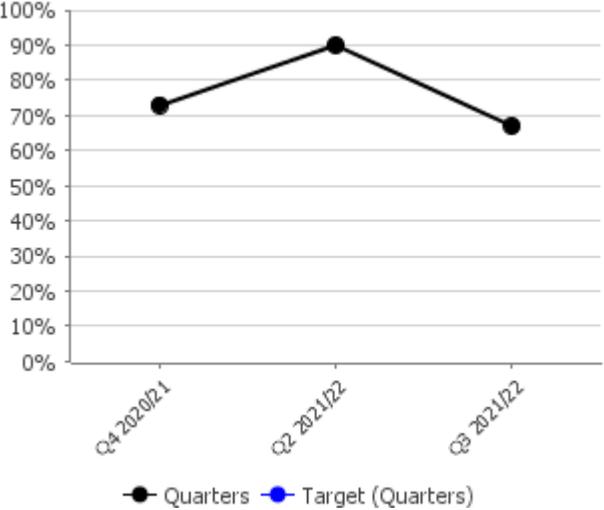
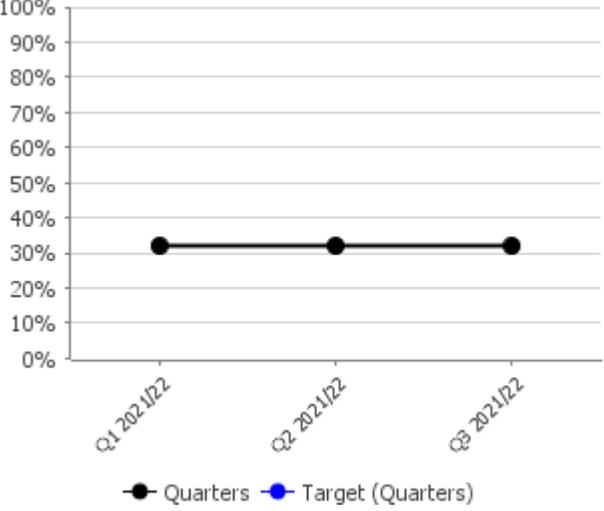
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
% of older people discharged from hospital into reablement / rehabilitation services who are still in their own home 91 days after discharge	Aim to Maximise	87.9%	77%	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Years (Actual)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>67%</td> <td>77%</td> </tr> <tr> <td>2019/20</td> <td>72%</td> <td>77%</td> </tr> <tr> <td>2020/21</td> <td>78%</td> <td>77%</td> </tr> <tr> <td>2021/22</td> <td>88%</td> <td>77%</td> </tr> </tbody> </table>	Year	Years (Actual)	Target (Years)	2018/19	67%	77%	2019/20	72%	77%	2020/21	78%	77%	2021/22	88%	77%	<p>South East: 77.0% in 2019/20 and 76.7% in 2020/21.</p>	<p>The indicator measures the percentage of older people (aged 65 and over) discharged from hospital to their own home or to a residential or nursing care home or extra care housing for rehabilitation, with a clear intention that they will move on/back to their own home (including a place in extra care housing or an adult placement scheme setting), who are at home or in extra care housing or an adult placement scheme setting 91 days after the date of their discharge from hospital. It is good to be high.</p> <p>Performance reported covers hospital discharges from October to December 2020 where 262 of 298 (87.9%) older people discharged were still at home 91 days later, and is above target, continuing the year-on-year improvement seen since 2018. During 2021 Buckinghamshire Council's Home Independence Team and Occupational Therapy Service have further integrated, which contributed to the improvement in performance.</p> <p>The Home Independence Team has improved its interface with the acute hospital trusts to identify clients earlier in the discharge process. This increased the number of people in the Home Independence Service and improved the use of therapy services, which led to an increase in performance.</p> <p>During 2022, further consideration will be given to improving the coordination of the councils Home Independence Service when supporting discharge.</p>
Year	Years (Actual)	Target (Years)																			
2018/19	67%	77%																			
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2021/22	88%	77%																			

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary												
% people that live independently after receiving short term services.	Aim to Maximise	79.4%	79.1%	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Years (Actual)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>63%</td> <td>79.1%</td> </tr> <tr> <td>2020/21</td> <td>71%</td> <td>79.1%</td> </tr> <tr> <td>2021/22</td> <td>79.4%</td> <td>79.1%</td> </tr> </tbody> </table>	Year	Years (Actual)	Target (Years)	2019/20	63%	79.1%	2020/21	71%	79.1%	2021/22	79.4%	79.1%	<p>South East: 79.1% in 2019/20 and 74.1% in 2020/21.</p>	<p>This indicator is based on all Adult Social Care clients that received the Home Independence (reablement) service, and measures the percentage of people that did not require a long-term Adult Social Care service after receiving the reablement service. It is good to be high.</p> <p>During 2020/21, 592 of 746 (79.4%) people discharged from the service required no on-going long-term support which is above the target, continuing the year-on-year improvement seen since 2019. During 2021, Buckinghamshire Council's Home Independence Team and Occupational Therapy Service have further integrated, which contributed to the improvement in performance.</p> <p>The service had also reintroduced its referral criteria. This increased the number of people in the Home Independence Service and improved the use of therapy services, which led to an increase in performance. The Home Independence Team has also improved its interface with the acute hospital trusts to identify clients earlier in the discharge process.</p> <p>During 2022, further consideration will be given to improving the coordination of the council's Home Independence Service when supporting discharge but also how to better support clients who require an urgent community response.</p>
Year	Years (Actual)	Target (Years)																
2019/20	63%	79.1%																
2020/21	71%	79.1%																
2021/22	79.4%	79.1%																

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of successful alcohol treatment completions of those in treatment	Aim to Maximise	38.7%	37%		<p>37.5% (Q2 2021/22 England)</p> <p>38.6% (Q2 2021/22 South East region)</p> <p>37.9% (Q1 2021/22 England)</p> <p>39.5% (Q1 2021/22 South East region)</p> <p>34.5% (Q3 2020/21 mean of CIPFA peers)</p>	<p>This indicator measures the proportion of adults who have successfully completed alcohol treatment, expressed as a percentage of all receiving treatment. Performance is reported for Q2 because the data are a quarter in arrears.</p> <p>Performance in Q2 was 38.7% against a target of 37% which is benchmarked against the South East. South East performance was 38.6% and England was 37.5%.</p> <p>Number of successful completions 213 / Number in treatment 551 = 38.7%</p> <p>Q2 2021/22 performance is above the national performance of 37.9%</p> <p>Although Q2 performance is lower than Q1, this is mainly due to the increase in number of service users starting treatment as opposed a significant decrease in service users completing treatment. We will continue to monitor this.</p>
% of those in most deprived quintiles (DQ 4/5) who have set a quit smoking date who have successfully quit at 4 weeks	Aim to Maximise	52%	50%		None available	<p>This indicator measures the number of people who have set a quit date and successfully quit at 4 weeks who live in the more deprived areas of Buckinghamshire, quintiles 4 and 5. This is important as smoking and the harm it causes are not evenly distributed across the population, is increasingly concentrated in more disadvantaged groups and the main contributor to health inequalities.</p> <p>In Q2 there were 92 people from the more deprived areas that had set a quit date and 44 who had quit. 52% of all quitters in Buckinghamshire in Q2 were from deprivation quintiles 4 and 5 which is above the 50% target.</p>

6. Health and Wellbeing Portfolio NO RAG

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PI	Aim To	Current Value	Trend Chart	Commentary												
% of young people whose Adult Social Care Assessment was completed before they turned 18 years old (cumulative).	Aim to Maximise	67%	 <table border="1"> <caption>Trend Chart Data: % of young people whose Adult Social Care Assessment was completed before they turned 18 years old (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2020/21</td> <td>73%</td> <td>73%</td> </tr> <tr> <td>Q2 2021/22</td> <td>90%</td> <td>73%</td> </tr> <tr> <td>Q3 2021/22</td> <td>67%</td> <td>73%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q4 2020/21	73%	73%	Q2 2021/22	90%	73%	Q3 2021/22	67%	73%	<p>This indicator measures the proportion of clients that turned 18 in the period, that had an Adult Social Care assessment prior to their 18th birthday. It is expressed as a percentage and is good to be high.</p> <p>From April to December 2021, 22 of the 33 young people transitioning into adult services were assessed by the 0-24 service before they turned 18. The current position of 67% is higher than Buckinghamshire's position for the same period last year of 55% (Full year position in 2020/21 was 73%).</p>
Quarter	Quarters (%)	Target (Quarters) (%)														
Q4 2020/21	73%	73%														
Q2 2021/22	90%	73%														
Q3 2021/22	67%	73%														
% of long term clients who are supported by a carer	Aim to Maximise	32%	 <table border="1"> <caption>Trend Chart Data: % of long term clients who are supported by a carer</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>32%</td> <td>32%</td> </tr> <tr> <td>Q2 2021/22</td> <td>32%</td> <td>32%</td> </tr> <tr> <td>Q3 2021/22</td> <td>32%</td> <td>32%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	32%	32%	Q2 2021/22	32%	32%	Q3 2021/22	32%	32%	<p>This indicator measures the proportion of long-term clients receiving Adult Social Care services that have an identified carer linked to their care. It is expressed as a percentage and is good to be high.</p> <p>At the end of December 2021, of the 4,008 people in receipt of long-term community-based services, 1,265 are supported by a carer. At 32% this is higher than Buckinghamshire's position in 2020/21 of 20%, but lower than national and regional benchmarks (England 40%, South East 35%).</p> <p>Carers are recorded on the social care system when people start to receive services. In addition to this, carers are also being identified and recorded when service users' support needs change or when crisis situations occur, where peoples care needs are prioritised based on the urgency and nature of the support required</p>
Quarter	Quarters (%)	Target (Quarters) (%)														
Q1 2021/22	32%	32%														
Q2 2021/22	32%	32%														
Q3 2021/22	32%	32%														



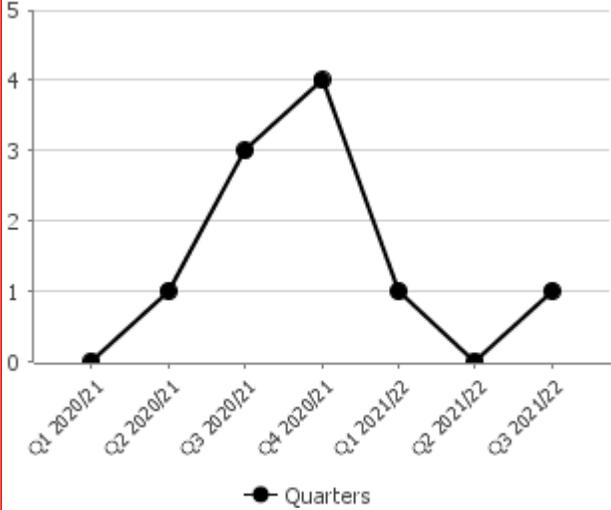
Housing, Homelessness and Regulatory Services Portfolio

Cllr Nick Naylor



7. Housing, Homelessness and Regulatory Services Portfolio RED

Generated on: 01 February 2022

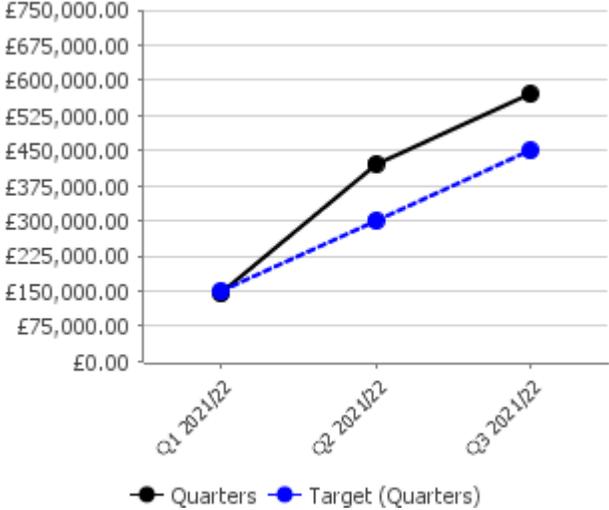
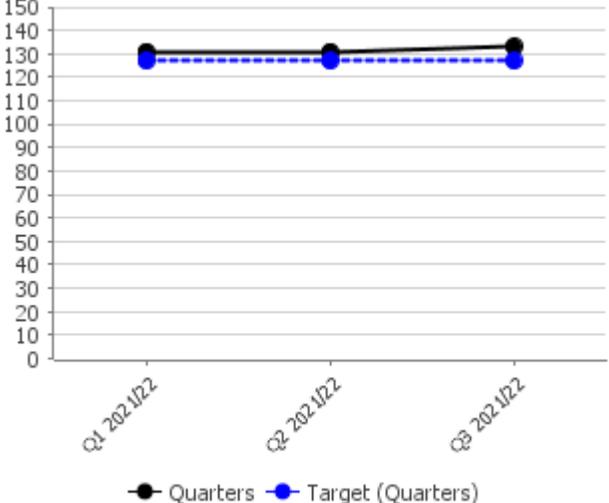
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																
Number of applicants with/expecting children who have been in non-self-contained Bed & Breakfast accommodation for longer than 6 weeks	Aim to Minimise	1	0	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>0</td> </tr> <tr> <td>Q2 2020/21</td> <td>1</td> </tr> <tr> <td>Q3 2020/21</td> <td>3</td> </tr> <tr> <td>Q4 2020/21</td> <td>4</td> </tr> <tr> <td>Q1 2021/22</td> <td>1</td> </tr> <tr> <td>Q2 2021/22</td> <td>0</td> </tr> <tr> <td>Q3 2021/22</td> <td>1</td> </tr> </tbody> </table>	Quarter	Value	Q1 2020/21	0	Q2 2020/21	1	Q3 2020/21	3	Q4 2020/21	4	Q1 2021/22	1	Q2 2021/22	0	Q3 2021/22	1	None available	<p>This is a snapshot at the end of the quarter to show the numbers of applicants for housing with/expecting children who have been in non-self-contained Bed & Breakfast (B&B) accommodation for longer than 6 weeks.</p> <p>For Q3 there was one family who had been in non self-contained B&B accommodation for longer than 6 weeks, but who have now been allocated accommodation. The service unexpectedly experienced reduced capacity during the quarter, which resulted in this family not being moved within the indicator timeframe.</p> <p>Improvement Action:</p> <ul style="list-style-type: none"> Measures and staff are now in place to mitigate in future (unless in extenuating circumstances such as safety reasons for longer placement)
Quarter	Value																					
Q1 2020/21	0																					
Q2 2020/21	1																					
Q3 2020/21	3																					
Q4 2020/21	4																					
Q1 2021/22	1																					
Q2 2021/22	0																					
Q3 2021/22	1																					

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary												
Number of households living in temporary accommodation for over 12 months	Aim to Minimise	86	32	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>76</td> <td>32</td> </tr> <tr> <td>Q2 2021/22</td> <td>78</td> <td>32</td> </tr> <tr> <td>Q3 2021/22</td> <td>86</td> <td>32</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q1 2021/22	76	32	Q2 2021/22	78	32	Q3 2021/22	86	32	None available	<p>This is a snapshot at the end of each quarter to show the number of households who have been living in temporary accommodation for over 12 months.</p> <p>At the end of Q3 there were 86 households who had been living in temporary accommodation for over 12 months. This is higher (worse) than the target of 32 households and an increase from Q2 (78 households) and from Q1 (76 households). Numbers have increased since previous years due to a change in how they are recorded and the target will be reviewed going forward.</p> <p>The high figure is due to a number of people needing one bedroom or three/four bedroom accommodation where demand for this type of accommodation is very high.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • New staff are now in post to assist with settled accommodation placements • Continue to carefully monitor applicants in temporary accommodation and utilise all avenues to move them to permanent accommodation in a timely manner, including the use of privately rented accommodation • Signpost clients to other support including for financial and debt management
Quarter	Quarters (Actual)	Target (Quarters)																
Q1 2021/22	76	32																
Q2 2021/22	78	32																
Q3 2021/22	86	32																

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
% of homelessness decisions taking over 56 days	Aim to Minimise	50.7%	40%	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2020/21</td> <td>60</td> <td>40</td> </tr> <tr> <td>Q3 2020/21</td> <td>42</td> <td>40</td> </tr> <tr> <td>Q4 2020/21</td> <td>28</td> <td>40</td> </tr> <tr> <td>Q1 2021/22</td> <td>58</td> <td>40</td> </tr> <tr> <td>Q2 2021/22</td> <td>52</td> <td>40</td> </tr> <tr> <td>Q3 2021/22</td> <td>50.7</td> <td>40</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q2 2020/21	60	40	Q3 2020/21	42	40	Q4 2020/21	28	40	Q1 2021/22	58	40	Q2 2021/22	52	40	Q3 2021/22	50.7	40	None available	<p>This indicator is a statutory reporting requirement relating to the prevention and relief duties on Local Authorities. 'Homelessness decision' relates to the outcome of assessment by the Local Authority if a person is 'threatened with homelessness'.</p> <p>In Q3 50.7% of decisions took longer than 56 days. This is longer than (worse) the target of 40% but an improvement on Q2 where 52% of decisions took longer than 56 days and on Q1 where 57.7% of decisions took longer than 56 days.</p> <p>The focus of the housing service is to try and prevent people from becoming homeless, and due to the current number of cases or approaches to the service, timescales for making homelessness decisions have slipped. This has been challenging and will continue to be, as the Department for Levelling Up, Housing and Communities expect further temporary accommodation to be offered to those at risk of rough sleeping due to the colder weather and the Omicron variant. The work required to get people into safety has an impact on the time it takes to make full duty decisions.</p> <p>Improvement Action:</p> <ul style="list-style-type: none"> The Housing Service is working on improving timescales with changes in procedures and stronger performance monitoring
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q2 2020/21	60	40																									
Q3 2020/21	42	40																									
Q4 2020/21	28	40																									
Q1 2021/22	58	40																									
Q2 2021/22	52	40																									
Q3 2021/22	50.7	40																									

7. Housing, Homelessness and Regulatory Services Portfolio GREEN

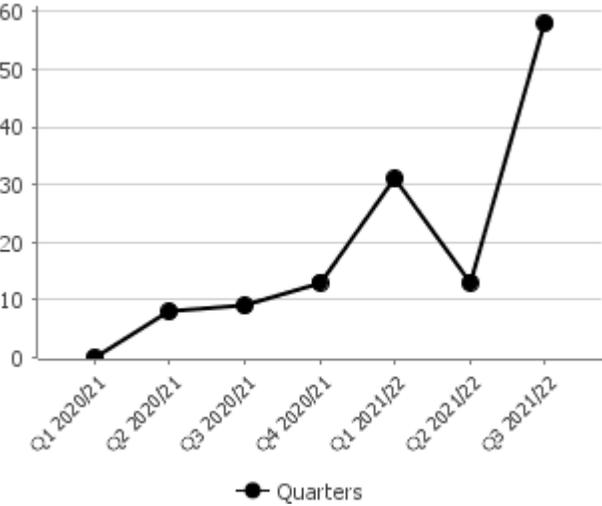
Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Financial impact on residents as a result of scams intervention	Aim to Maximise	£570,812.00	£450,000.00		None available	<p>This indicator reports on the financial impact on residents as a result of scams intervention (direct and future savings).</p> <p>The estimated outturn for Q2 £150,000 has been updated to an actual outturn figure of £275,859. Q2 was an exceptionally good quarter due to high quality referrals from the National Trading Standards Scheme. These helped the team target resources at interventions for vulnerable people in the midst of serious scam issues.</p> <p>The estimated figure for Q3 is the budget figure of £150,000, estimate is based on previous year's performance.</p>
Number of businesses registered as primary authorities	Aim to Maximise	133	127		None available	<p>This indicator measures the number of businesses registered as primary authorities to receive tailored advice on meeting environmental health, trading standards or fire safety regulations through a single point of contact at a local authority.</p> <p>This is a forecast result with 133 businesses registered to December 2021. It will be updated when additional data is available but the direction of travel is reported to be positive and stable for the year.</p>

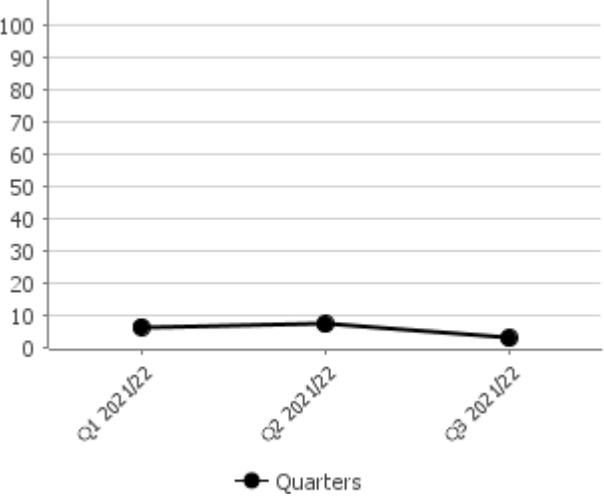
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
95% of customers rating the Registration Service as good or excellent	Aim to Maximise	99%	95%	<p>The trend chart displays a vertical axis from 0% to 100% in 10% increments. A horizontal line is drawn at the 95% target level. A single data point for 'H1 2021/22' is plotted at 99%, represented by a black dot with a blue shadow. A legend at the bottom indicates that the black dot represents 'Half Years' and the blue dot represents 'Target (Half Years)'.</p>	None available	<p>This indicator measures the number of customers rating the Registration service as good or excellent. This is measured on a half year basis in Q2 and Q4.</p> <p>For 2021/22 Q2 99% of customers rated the service as good or excellent. 115 customers responded via customer survey cards covering births, deaths and ceremonies. 6 rated the service as fair, 1 poor and 108 excellent. This was a slight increase from 98% in the previous period.</p>

7. Housing, Homelessness and Regulatory Services Portfolio NO RAG

Generated on: 01 February 2022

PI	Aim To	Current Value	Trend Chart	Commentary																
Interventions completed against the total due in the annual inspection plan of food premises (A-D rated premises) - Buckinghamshire	Aim to Maximise	58	 <table border="1"> <caption>Interventions Completed by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Interventions Completed</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>0</td> </tr> <tr> <td>Q2 2020/21</td> <td>8</td> </tr> <tr> <td>Q3 2020/21</td> <td>9</td> </tr> <tr> <td>Q4 2020/21</td> <td>13</td> </tr> <tr> <td>Q1 2021/22</td> <td>31</td> </tr> <tr> <td>Q2 2021/22</td> <td>13</td> </tr> <tr> <td>Q3 2021/22</td> <td>58</td> </tr> </tbody> </table>	Quarter	Interventions Completed	Q1 2020/21	0	Q2 2020/21	8	Q3 2020/21	9	Q4 2020/21	13	Q1 2021/22	31	Q2 2021/22	13	Q3 2021/22	58	<p>This indicator originally reported on the percentage of interventions completed during the quarter, against the total due in the annual inspection programme of food premises (A-D rated premises). The inspection programme has been superseded by the Food Standards Agency (FSA) Recovery Roadmap, to address the high number of new business registrations received during 2020 and 2021, and the inability of local authorities to undertake their programmed inspections in 2020 and 2021 due to Covid-19 restrictions.</p> <p>The roadmap sets out a plan of prioritised interventions through to March 2023, targeting high risk new businesses and category A food businesses by end of March 2022 and category B – D food businesses by end of March 2023. Local authorities are required to follow the recovery roadmap. Inspections of the highest risk food businesses; category A, B and non-compliant Cs, are being prioritised and these figures represent the actual numbers that have been inspected during the reporting period.</p> <p>In 2021/22 Q1 there were 31 interventions, Q2 13 interventions and Q3 there were 58 interventions. The team is ahead of schedule in relation to the target dates for the FSA Roadmap with all A and B rated premises already having been inspected</p> <p>During the reporting period, the Government's Plan B was introduced, and officers spent time visiting and advising businesses in relation to mask wearing and signage, checking on compliance and providing advice to relevant businesses and event organisers in relation to the introduction of Covid-19 passports.</p>
Quarter	Interventions Completed																			
Q1 2020/21	0																			
Q2 2020/21	8																			
Q3 2020/21	9																			
Q4 2020/21	13																			
Q1 2021/22	31																			
Q2 2021/22	13																			
Q3 2021/22	58																			

PI	Aim To	Current Value	Trend Chart	Commentary																
Number of unrated premises which are awaiting an inspection and are trading	Aim to Minimise	470	<table border="1"> <caption>Unrated Premises Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>180</td> </tr> <tr> <td>Q2 2020/21</td> <td>360</td> </tr> <tr> <td>Q3 2020/21</td> <td>450</td> </tr> <tr> <td>Q4 2020/21</td> <td>580</td> </tr> <tr> <td>Q1 2021/22</td> <td>810</td> </tr> <tr> <td>Q2 2021/22</td> <td>720</td> </tr> <tr> <td>Q3 2021/22</td> <td>450</td> </tr> </tbody> </table>	Quarter	Value	Q1 2020/21	180	Q2 2020/21	360	Q3 2020/21	450	Q4 2020/21	580	Q1 2021/22	810	Q2 2021/22	720	Q3 2021/22	450	<p>This indicator reports on the number of new inspections required during the year and unrated premises which are trading, which are added to the team's work programme.</p> <p>The Food Standards Agency (FSA) has implemented a recovery roadmap to address the high number of new business registrations received during 2020 and 2021, and the inability for local authorities to undertake their programmed inspections in 2020 and 2021 due to Covid-19 restrictions. The roadmap sets out a plan of prioritised interventions through to March 2023, targeting high risk new businesses.</p> <p>As a consequence, funding was secured from the Food Standards Agency to employ staff to triage the current list of new businesses in order to help prioritise those that pose the greatest risk and which will be prioritised for inspection. The figures represent the progress in reducing this backlog from an initial figure of 970. However, during this period an additional 139 have been received, which will also need to be triaged during Q3, whilst in Q1 104 new business registrations were received and in Q2, 115.</p>
Quarter	Value																			
Q1 2020/21	180																			
Q2 2020/21	360																			
Q3 2020/21	450																			
Q4 2020/21	580																			
Q1 2021/22	810																			
Q2 2021/22	720																			
Q3 2021/22	450																			
Number of cremations carried out per year	Aim to Maximise			<p>This is an annual measure, no data expected this quarter.</p>																

PI	Aim To	Current Value	Trend Chart	Commentary								
% of taxi licences suspended/revoked versus licences in force	Aim to Minimise	2.9	 <p>The chart is a line graph with a vertical y-axis labeled from 0 to 100 in increments of 10. The horizontal x-axis is labeled with three quarters: Q1 2021/22, Q2 2021/22, and Q3 2021/22. A single data series, represented by a black line with circular markers, shows the percentage of licences suspended or revoked. The values are approximately 7.2% for Q1, 7.2% for Q2, and 2.9% for Q3. A legend below the chart indicates the series is 'Quarters'.</p> <table border="1" data-bbox="757 188 1361 687"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>7.2%</td> </tr> <tr> <td>Q2 2021/22</td> <td>7.2%</td> </tr> <tr> <td>Q3 2021/22</td> <td>2.9%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2021/22	7.2%	Q2 2021/22	7.2%	Q3 2021/22	2.9%	<p>This indicator measures the % of taxi licences suspended/revoked versus those in force. This gives an indication of compliance and of the level of formal enforcement activity being carried out.</p> <p>In Q2 7.2 % of licences in force were suspended or revoked (338) and in Q3 the percentage was 2.9% (166). Licences are suspended or revoked where there is non-compliance with policy requirements. In Q1 86% of the licences suspended or revoked were vehicle licences and in Q3 this figure was 59%. Licensed vehicles that fail to pass a taxi MOT and compliance test are routinely suspended until the vehicle has satisfactorily met the test standard. This reduction likely reflects changes to vehicle testing arrangements with less vehicles now being tested at the Council's in-house facility and more by approved private providers. The remaining suspensions and revocations relate to driver rather than operator licences. Drivers that fail to adhere to Policy requirements may have their licences suspended or revoked.</p>
Quarter	Percentage											
Q1 2021/22	7.2%											
Q2 2021/22	7.2%											
Q3 2021/22	2.9%											



Planning and Regeneration Portfolio

Cllr Gareth Williams



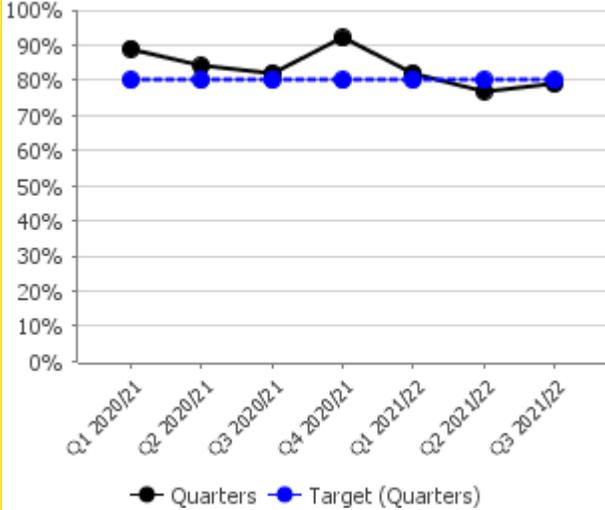
9. Planning and Regeneration Portfolio RED

Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
% of enforcement appeals allowed	Aim to Minimise	28.5%	20%	<table border="1"> <caption>Quarterly Data for % of enforcement appeals allowed</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>0%</td> <td>20%</td> </tr> <tr> <td>Q2 2020/21</td> <td>0%</td> <td>20%</td> </tr> <tr> <td>Q3 2020/21</td> <td>50%</td> <td>20%</td> </tr> <tr> <td>Q4 2020/21</td> <td>0%</td> <td>20%</td> </tr> <tr> <td>Q1 2021/22</td> <td>0%</td> <td>20%</td> </tr> <tr> <td>Q2 2021/22</td> <td>25%</td> <td>20%</td> </tr> <tr> <td>Q3 2021/22</td> <td>28.5%</td> <td>20%</td> </tr> </tbody> </table>	Quarter	Actual Value (%)	Target (%)	Q1 2020/21	0%	20%	Q2 2020/21	0%	20%	Q3 2020/21	50%	20%	Q4 2020/21	0%	20%	Q1 2021/22	0%	20%	Q2 2021/22	25%	20%	Q3 2021/22	28.5%	20%	None available	<p>This indicator measures the percentage of enforcement appeals that the Planning Inspectorate allows.</p> <p>In Q1 no appeals were allowed. In Q2 25% (1 out of 4) appeals were allowed and 75% of appeal appeals were dismissed, In Q3 28.5% (2 out of 7) appeals were allowed. The 12 month rolling appeal performance is 19.4% of appeals allowed (3.5 out of 18)</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> As per the commentary above the % reported on this measure is affected by low numbers of appeals. We will continue to monitor this closely and consider further improvement actions if necessary.
Quarter	Actual Value (%)	Target (%)																												
Q1 2020/21	0%	20%																												
Q2 2020/21	0%	20%																												
Q3 2020/21	50%	20%																												
Q4 2020/21	0%	20%																												
Q1 2021/22	0%	20%																												
Q2 2021/22	25%	20%																												
Q3 2021/22	28.5%	20%																												

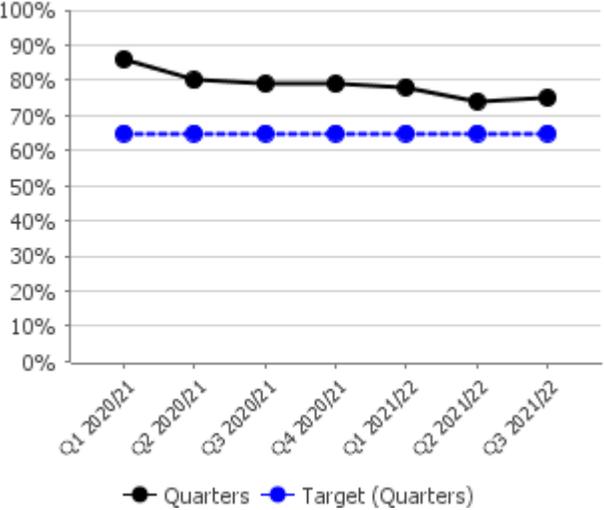
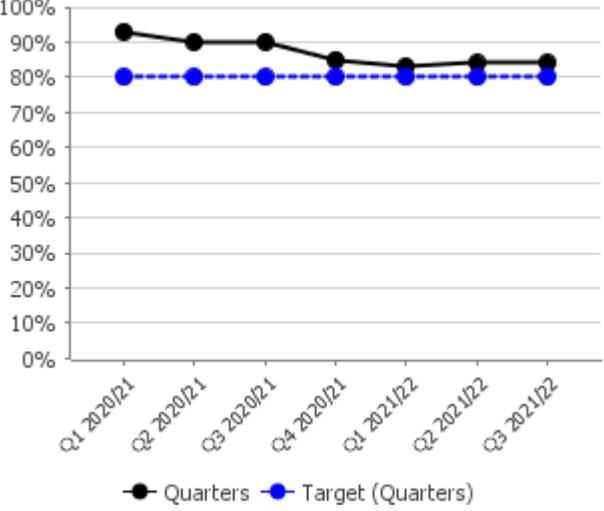
9. Planning and Regeneration Portfolio AMBER

Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
% of major planning approvals determined in 13 weeks, or with agreed extension of time	Aim to Maximise	79%	80%	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>89%</td> <td>80%</td> </tr> <tr> <td>Q2 2020/21</td> <td>84%</td> <td>80%</td> </tr> <tr> <td>Q3 2020/21</td> <td>81%</td> <td>80%</td> </tr> <tr> <td>Q4 2020/21</td> <td>92%</td> <td>80%</td> </tr> <tr> <td>Q1 2021/22</td> <td>81%</td> <td>80%</td> </tr> <tr> <td>Q2 2021/22</td> <td>77%</td> <td>80%</td> </tr> <tr> <td>Q3 2021/22</td> <td>79%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	89%	80%	Q2 2020/21	84%	80%	Q3 2020/21	81%	80%	Q4 2020/21	92%	80%	Q1 2021/22	81%	80%	Q2 2021/22	77%	80%	Q3 2021/22	79%	80%	None available	<p>This indicator measures the percentage of major planning approvals determined in 13 weeks, or within an agreed extension of time.</p> <p>The figure for Q3 is just below the 80% target at 79%, but an improvement on Q2 at 77%. It is worth noting that the percentage outturns are based on a relatively small number of “major” applications (33 in the current period) and so the outturn can be significantly impacted by just one or two applications being made out-of-time. Major applications are by their very nature often very complex applications to resolve.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • The team continues to look at ways to increase resource, including retaining consultants whilst continuing to recruit permanent staff, developing a list of agents and contractors who are able to provide support to manage peaks in demand and bringing officers alongside as additional support on complex cases. • There is a focus on moving older applications to decision and bringing new applications to decision as quickly as possible. This means not accepting amended plans/additional information if the principle of the development is unacceptable.
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	89%	80%																												
Q2 2020/21	84%	80%																												
Q3 2020/21	81%	80%																												
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Q1 2021/22	81%	80%																												
Q2 2021/22	77%	80%																												
Q3 2021/22	79%	80%																												

9. Planning and Regeneration Portfolio GREEN

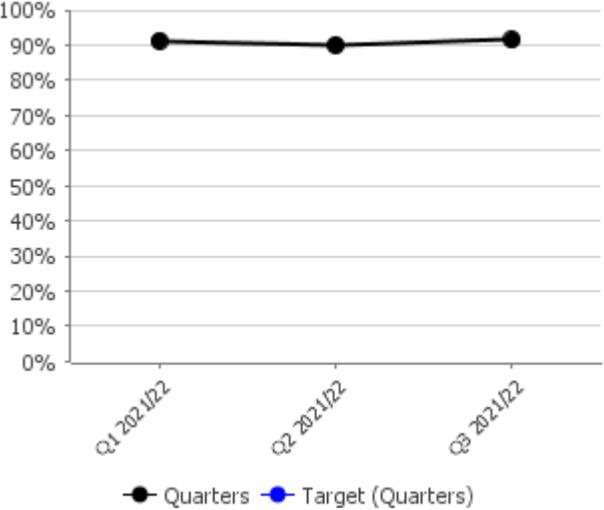
Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of minor planning applications determined in 8 weeks, or with agreed extension of time	Aim to Maximise	75%	65%		None available	<p>This indicator measures percentage of "minor" planning applications determined in 8 weeks, or within agreed extensions of time.</p> <p>Performance remains consistent in dealing with these application types (smaller commercial and housing development).</p> <p>Performance in Q3 was 75%, consistent with the year to date where in Q1 78% of minor applications were determined in 8 weeks and Q2 74%.</p>
% of other applications determined in 8 weeks, or with agreed extension of time	Aim to Maximise	84%	80%		None available	<p>This indicator measures the percentage of other applications determined in 8 weeks, or within agreed extensions of time.</p> <p>Performance remains consistently above target in dealing with these application types (householder, adverts)</p> <p>Q3 performance was 84%, consistent with the year to date. In Q1 83% of other applications were determined in 8 weeks and in Q2 84%.</p>

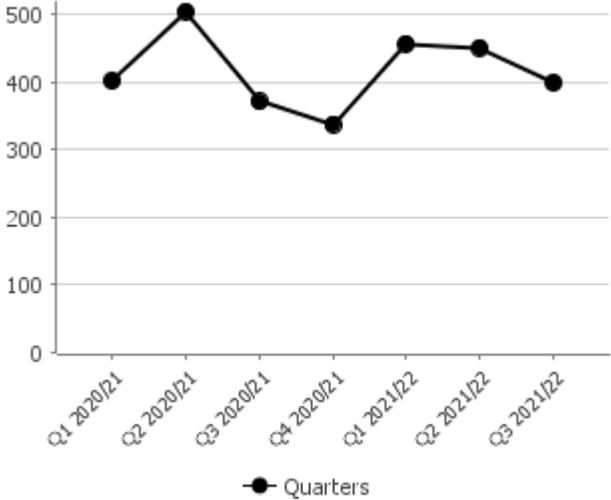
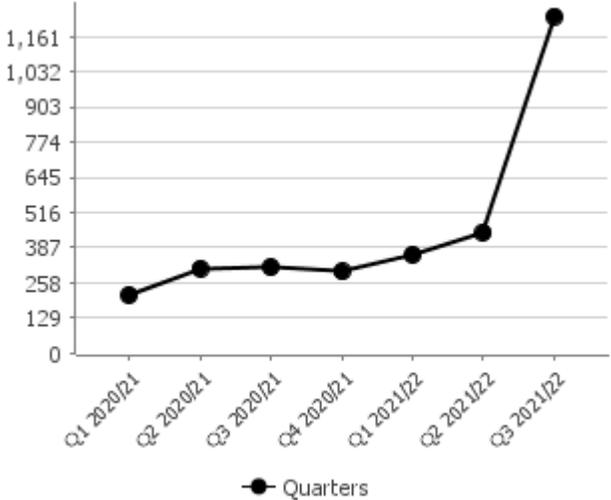
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
% of Building Control applications checked within 21 days	Aim to Maximise	90.97%	90%	<table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>~95</td> <td>90</td> </tr> <tr> <td>Q2 2020/21</td> <td>84.01</td> <td>90</td> </tr> <tr> <td>Q3 2020/21</td> <td>85.46</td> <td>90</td> </tr> <tr> <td>Q4 2020/21</td> <td>~85</td> <td>90</td> </tr> <tr> <td>Q1 2021/22</td> <td>~85</td> <td>90</td> </tr> <tr> <td>Q2 2021/22</td> <td>~86</td> <td>90</td> </tr> <tr> <td>Q3 2021/22</td> <td>90.97</td> <td>90</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	~95	90	Q2 2020/21	84.01	90	Q3 2020/21	85.46	90	Q4 2020/21	~85	90	Q1 2021/22	~85	90	Q2 2021/22	~86	90	Q3 2021/22	90.97	90	None available	<p>This indicator measures the percentage of building regulation applications checked or determined within 21 days of the application being validated. The target set is high, in order to drive performance, recognising that building control operates in a competitive market.</p> <p>The percentage of plans checked within 21 days in Q3 is 90.97%, just above the target level (90%). This performance demonstrates improvements on Q1 (84.01%) 2021/22 and Q2 (85.46%) 2021/22.</p> <p>The Q3 performance is strong despite 5 vacant Surveyor posts yet to be filled, resulting in a reduction in the number of officers available. An additional agency surveyor started late December to assist with workloads and we are actively monitoring the market share.</p> <p>Market Share: The Building Control indicator for market share is not shown in the table however it is a useful assessment to record the number of applications dealt with by Buckinghamshire Council building control against the number of applications dealt with by private sector building control, as a percentage. Q3 Market Share is recorded as 73.3% which is exceeding our target of 70%.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	~95	90																												
Q2 2020/21	84.01	90																												
Q3 2020/21	85.46	90																												
Q4 2020/21	~85	90																												
Q1 2021/22	~85	90																												
Q2 2021/22	~86	90																												
Q3 2021/22	90.97	90																												

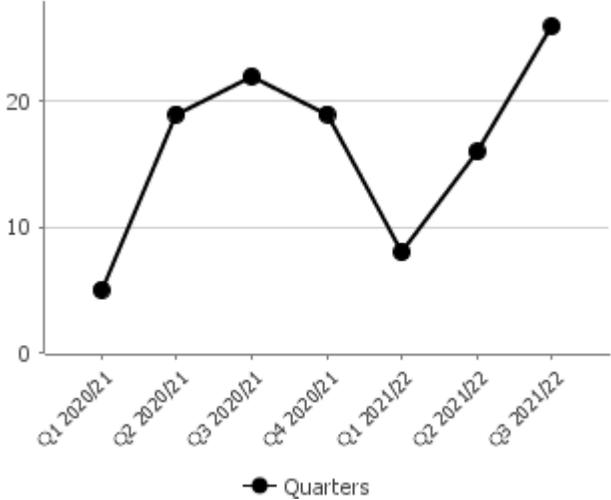
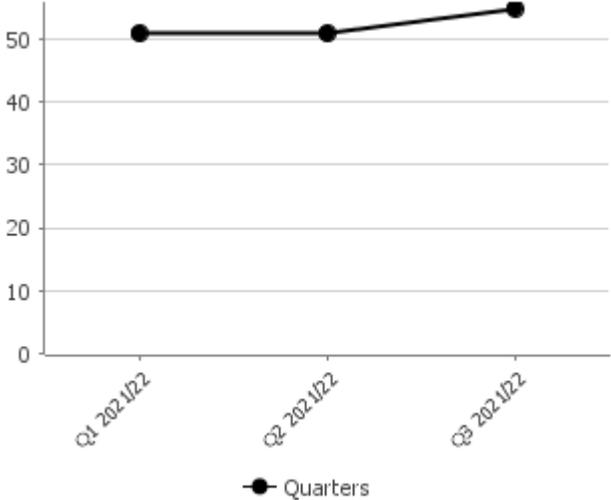
9. Planning and Regeneration Portfolio NO RAG

Generated on: 01 February 2022

PI	Aim To	Current Value	Trend Chart	Commentary
Town centre occupancy rate	Aim to Maximise	91.5%	 <p>The chart displays the occupancy rate over three quarters. The y-axis represents the percentage of 'high street' premises occupied, ranging from 0% to 100% in 10% increments. The x-axis shows the quarters: Q1 2021/22, Q2 2021/22, and Q3 2021/22. A black line with circular markers represents the 'Quarters' data, showing values of approximately 91% in Q1, 90% in Q2, and 91.5% in Q3. A blue line with a circular marker represents the 'Target (Quarters)' at 91.5%.</p>	<p>This indicator measures the percentage of 'high street' premises that are occupied across the following towns in Buckinghamshire and monitoring new business openings and closures.</p> <p>This is a new metric developed in response to monitoring requirements of the Government's European Regional Development Fund 'Welcome Back Fund' and focuses on retail and hospitality 're-openings' on our high streets following lockdown.</p> <p>The pre-Covid 19 baseline position for 'high street' occupancy across the monitored towns was 93.6% (n = 2,292 premises of which 2,145 were open) and currently stands at 91.5% (2,097 operational) a 0.5 percentage improvement from Q2 (91% and 2,086 operational).</p> <p>A headline percentage figure does not reflect the variation across the county. The top 3 highest 'open high street business' rates are for Beaconsfield New Town (97%), Wendover and Winslow (both 96.8%) and Princes Risborough (94.8%). The lower rates are High Wycombe (86.4%) and Great Missenden (83.9% - small base number of premises).</p>

PI	Aim To	Current Value	Trend Chart	Commentary												
Town Centre footfall	Aim to Maximise	8,189,438	<table border="1"> <caption>Town Centre Footfall Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>10,500,000</td> <td>10,500,000</td> </tr> <tr> <td>Q2 2021/22</td> <td>10,800,000</td> <td>10,800,000</td> </tr> <tr> <td>Q3 2021/22</td> <td>8,200,000</td> <td>10,800,000</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q1 2021/22	10,500,000	10,500,000	Q2 2021/22	10,800,000	10,800,000	Q3 2021/22	8,200,000	10,800,000	<p>This indicator captures modelled footfall data at the level of place for the key high street and town areas. This is a new data set purchased using the Government's European Regional Development Fund 'Welcome Back Fund' for monitoring and review purposes of high street areas (a requirement under the fund). The data is provided from 'Town and Place AI' and footfall is derived and modelled using AI from anonymised mobile device data.</p> <p>Data has a month lag and it is not possible to 'forecast' the lag month in each quarter's report. Q3 is therefore Oct and Nov 2021 data only.</p> <p>For Oct and Nov 2021 compared to the same period last year we have seen an overall increase across our monitored towns of 18.7% (1,534,168). The largest increases are seen in Aylesbury (+72%/925k), High Wycombe (+38.2%/853k), Gerrards Cross (+33.4%/254k), Marlow (+27.3%/249k) and Buckingham (+19.4%/104k). Decreases in footfall compared to this period last year were shown for Beaconsfield New Town (-119.4%/520k) and Wendover (-70.8%/196k).</p> <p>Full data for Q2, now updated, shows an overall increase of 17.2% compared to the same period last year (1.87m) but this remains 22.7% down on pre-Covid-19 figures for 19/20 (2.4m fewer counts). None of the monitored towns reached pre-pandemic levels for Q2, although Amersham-on-the-Hill (4.3% fewer), Great Missenden (9.3% fewer) and Wendover (9.6% fewer) were within 10% - with Chesham (191k fewer counts), Gerrards Cross (203k fewer counts), High Wycombe (650k fewer counts), Aylesbury (510k fewer) and Marlow (276k fewer) reporting a 25% to 30% reduction in footfall.</p>
Quarter	Quarters (Actual)	Target (Quarters)														
Q1 2021/22	10,500,000	10,500,000														
Q2 2021/22	10,800,000	10,800,000														
Q3 2021/22	8,200,000	10,800,000														

PI	Aim To	Current Value	Trend Chart	Commentary																
Number of enforcement cases logged	Aim to Maximise	399	 <table border="1" data-bbox="750 183 1361 683"> <caption>Enforcement Cases Logged (Q1-Q3)</caption> <thead> <tr> <th>Quarter</th> <th>Number of Cases</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>407</td> </tr> <tr> <td>Q2 2020/21</td> <td>500</td> </tr> <tr> <td>Q3 2020/21</td> <td>375</td> </tr> <tr> <td>Q4 2020/21</td> <td>338</td> </tr> <tr> <td>Q1 2021/22</td> <td>457</td> </tr> <tr> <td>Q2 2021/22</td> <td>451</td> </tr> <tr> <td>Q3 2021/22</td> <td>399</td> </tr> </tbody> </table>	Quarter	Number of Cases	Q1 2020/21	407	Q2 2020/21	500	Q3 2020/21	375	Q4 2020/21	338	Q1 2021/22	457	Q2 2021/22	451	Q3 2021/22	399	<p>This indicator records the number of new planning enforcement cases received and logged on the Council database. This reflects the cases where an alleged breach of planning control is received and where some form of investigation is required. It excludes any non-planning matters received.</p> <p>In Q1 457 cases were logged and in Q2 451 cases were logged. The Q3 outturn was 399 enforcement cases logged, representing a reduction in the number of cases received in Q3 but this is an anticipated 'seasonal reduction' that has been seen every year in the past 4 years in Q3 (the average number cases received in Q3 since 2018 is 396).</p>
Quarter	Number of Cases																			
Q1 2020/21	407																			
Q2 2020/21	500																			
Q3 2020/21	375																			
Q4 2020/21	338																			
Q1 2021/22	457																			
Q2 2021/22	451																			
Q3 2021/22	399																			
Number of enforcement cases closed	Aim to Maximise	1,236	 <table border="1" data-bbox="750 697 1361 1197"> <caption>Enforcement Cases Closed (Q1-Q3)</caption> <thead> <tr> <th>Quarter</th> <th>Number of Cases</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>215</td> </tr> <tr> <td>Q2 2020/21</td> <td>315</td> </tr> <tr> <td>Q3 2020/21</td> <td>325</td> </tr> <tr> <td>Q4 2020/21</td> <td>305</td> </tr> <tr> <td>Q1 2021/22</td> <td>365</td> </tr> <tr> <td>Q2 2021/22</td> <td>443</td> </tr> <tr> <td>Q3 2021/22</td> <td>1,236</td> </tr> </tbody> </table>	Quarter	Number of Cases	Q1 2020/21	215	Q2 2020/21	315	Q3 2020/21	325	Q4 2020/21	305	Q1 2021/22	365	Q2 2021/22	443	Q3 2021/22	1,236	<p>This indicator measures the number of enforcement cases that were closed in the period.</p> <p>Q1 362 and Q2 443 enforcement cases were closed. In Q3 1236 cases were closed. The high number of case closures here is a result of data cleansing undertaken in Q3.</p> <p>As part of work on digitalising the enforcement register, it was discovered that a number of historic cases were showing as 'open' on the system, when in fact they were actually inactive cases. As a result, in Q3 approximately 630 inactive cases (pre-2017) were closed. This data cleanse project enables the team to provide more accurate statistics, manage work levels and monitor cases in hand. It also prepares the data for the future merging of legacy IT systems.</p>
Quarter	Number of Cases																			
Q1 2020/21	215																			
Q2 2020/21	315																			
Q3 2020/21	325																			
Q4 2020/21	305																			
Q1 2021/22	365																			
Q2 2021/22	443																			
Q3 2021/22	1,236																			

PI	Aim To	Current Value	Trend Chart	Commentary																
Number of enforcement notices issued	Aim to Maximise	26	 <table border="1" data-bbox="750 183 1361 683"> <caption>Enforcement Notices Issued (Estimated)</caption> <thead> <tr> <th>Quarter</th> <th>Number of Notices</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>5</td> </tr> <tr> <td>Q2 2020/21</td> <td>19</td> </tr> <tr> <td>Q3 2020/21</td> <td>22</td> </tr> <tr> <td>Q4 2020/21</td> <td>19</td> </tr> <tr> <td>Q1 2021/22</td> <td>8</td> </tr> <tr> <td>Q2 2021/22</td> <td>16</td> </tr> <tr> <td>Q3 2021/22</td> <td>26</td> </tr> </tbody> </table>	Quarter	Number of Notices	Q1 2020/21	5	Q2 2020/21	19	Q3 2020/21	22	Q4 2020/21	19	Q1 2021/22	8	Q2 2021/22	16	Q3 2021/22	26	<p>This indicator records the total number of formal notices issued (this includes Planning Enforcement Notices, Temporary Stop Notices, Stop Notices, Breach of Condition Notices, S215 (untidy land) notices etc.)</p> <p>In Q1 8 and in Q2 16 Enforcement Notices were issued. In Q3 in addition to the 26 Enforcement Notices issued, the North team also served 169 Breach of Condition Notices on an unauthorised caravan site. This was a particularly unusual case and it is unlikely that the Council will serve as many notices on one site in the future.</p> <p>The number of notices issued will fluctuate due to the type of cases received within the team. The team continue to take enforcement action, where necessary, assessing the merits of the development at an earlier stage and taking appropriate action.</p>
Quarter	Number of Notices																			
Q1 2020/21	5																			
Q2 2020/21	19																			
Q3 2020/21	22																			
Q4 2020/21	19																			
Q1 2021/22	8																			
Q2 2021/22	16																			
Q3 2021/22	26																			
Number of Planning Appeals received	Banding	55	 <table border="1" data-bbox="750 697 1361 1197"> <caption>Planning Appeals Received (Estimated)</caption> <thead> <tr> <th>Quarter</th> <th>Number of Appeals</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>51</td> </tr> <tr> <td>Q2 2021/22</td> <td>51</td> </tr> <tr> <td>Q3 2021/22</td> <td>55</td> </tr> </tbody> </table>	Quarter	Number of Appeals	Q1 2021/22	51	Q2 2021/22	51	Q3 2021/22	55	<p>This indicator measures the number of appeals against refusal of permission received</p> <p>55 planning appeals were received in Q3. In the year to date 51 planning appeals were received in each of Q1 and Q2. This is provided to allow the workload trend to be monitored.</p> <p>The numbers recorded here are those which have "started", however many more have been received and are awaiting a formal "start" date.</p>								
Quarter	Number of Appeals																			
Q1 2021/22	51																			
Q2 2021/22	51																			
Q3 2021/22	55																			

PI	Aim To	Current Value	Trend Chart	Commentary
Number of homes built against housing requirements	Aim to Maximise			This is an annual measure, no update expected this quarter.

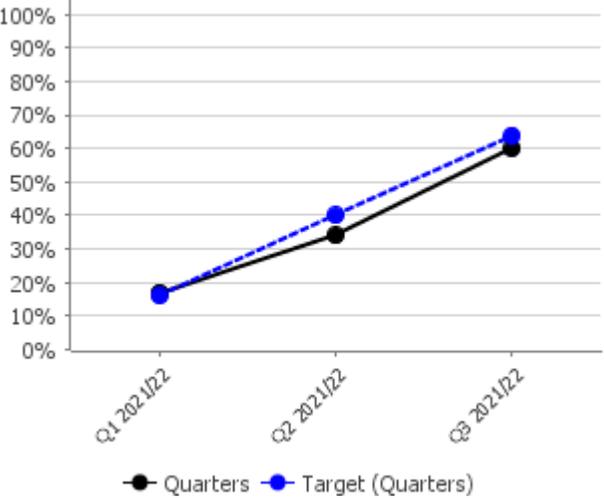


Transport Portfolio Cllr Steve Broadbent



10. Transport Portfolio RED

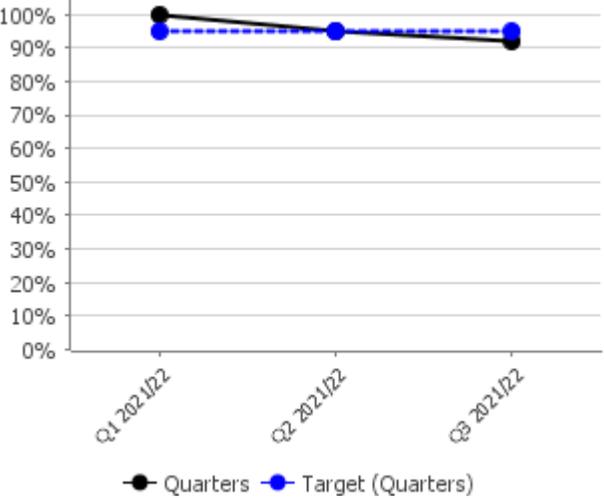
Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary												
% of gullies cleaned against the cyclical gully programme	Aim to Maximise	60%	64%	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>17</td> <td>16</td> </tr> <tr> <td>Q2 2021/22</td> <td>34</td> <td>40</td> </tr> <tr> <td>Q3 2021/22</td> <td>60</td> <td>64</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	17	16	Q2 2021/22	34	40	Q3 2021/22	60	64	None available	<p>This indicator measures the percentage of gullies cleaned against the cyclical gully programme (clean all gullies within 1 year) with an annual target of >95%. Since the programme only started in May, the cumulative year-end target is adjusted to >88% to exclude April.</p> <p>Performance in Q1 was good at 17% (target >16%), in Q2 it declined to 34% (target >40%), but improved again in Q3 to 60% (target >64%), and is only just outside the target.</p> <p>This period continued to be a challenge in terms of the difficulties in delivering this programme due to the effect that Covid-19 and HGV driver shortages had on productivity. The additional supply chain commissioned from September did increase output throughout October and November, although during the shorter work month of December, there were a greater number of driver and operator absence issues.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Many mitigation actions have been put in place to address this matter including additional resources. We brought in extra supply chain during the autumn (as mentioned above), which continues and we have extended this further through overtime/weekend working. We have also undertaken further training covering both HGV driving skills and specialist gully operator training to increase productivity.
Quarter	Quarters (%)	Target (Quarters) (%)																
Q1 2021/22	17	16																
Q2 2021/22	34	40																
Q3 2021/22	60	64																

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
% eligible clients who are provided with transport before the required start date, or no later than 15 working days from the date the transport assessment was completed (SEND), or all information was received to provide transport (Mainstream)	Aim to Maximise	74%	95%	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>82%</td> <td>95%</td> </tr> <tr> <td>Q2 2020/21</td> <td>89%</td> <td>95%</td> </tr> <tr> <td>Q3 2020/21</td> <td>69%</td> <td>95%</td> </tr> <tr> <td>Q4 2020/21</td> <td>76%</td> <td>95%</td> </tr> <tr> <td>Q1 2021/22</td> <td>66%</td> <td>95%</td> </tr> <tr> <td>Q2 2021/22</td> <td>84%</td> <td>95%</td> </tr> <tr> <td>Q3 2021/22</td> <td>74%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	82%	95%	Q2 2020/21	89%	95%	Q3 2020/21	69%	95%	Q4 2020/21	76%	95%	Q1 2021/22	66%	95%	Q2 2021/22	84%	95%	Q3 2021/22	74%	95%	None available	<p>This indicator currently reports the percentage of eligible clients who are provided with transport before the required start date, or no later than 15 working days from the date of referral.</p> <p>Further development work is underway to refine this measure, so that the 15 working days starts from when the transport assessment was completed for Special Educational Needs and Disability (SEND) clients, or all information was received to provide transport (Mainstream), thus measuring what is within our control, and what we set out to report with this indicator. More accurate data will be captured and available approximately 3 months after the introduction of new software in client transport and therefore anticipated to be reflected in reporting in early summer 2022. Once the KPI is measured more accurately the data will reflect improved performance as currently the measure includes periods of time where the service is awaiting information from parents or others, in order to be able to start the process of making arrangements for transport.</p> <p>Q3 performance is 74%, which is lower than the 95% target, and is lower than Q2 84% (summer holidays / return to school), but better than Q1 66%. The variations reflect the seasonal pattern of school transport provision and nature of the workload at different times of the year. This quarter's activity reflects predominantly SEND transport rather than mainstream transport arrangements and as outlined above, includes periods of time that are beyond the control of the service where information is awaited before transport can be arranged.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Data quality exercise underway to improve date field recording, so that the indicator is more accurately reflected, which in turn is expected to improve reported performance. • Migration to ONE system will provide more actionable intelligence to support team workflows and is expected to help improve operational performance. • Review targets for 2022/23 and consider separating out mainstream and SEND transport for monitoring purposes.
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	82%	95%																												
Q2 2020/21	89%	95%																												
Q3 2020/21	69%	95%																												
Q4 2020/21	76%	95%																												
Q1 2021/22	66%	95%																												
Q2 2021/22	84%	95%																												
Q3 2021/22	74%	95%																												

10. Transport Portfolio AMBER

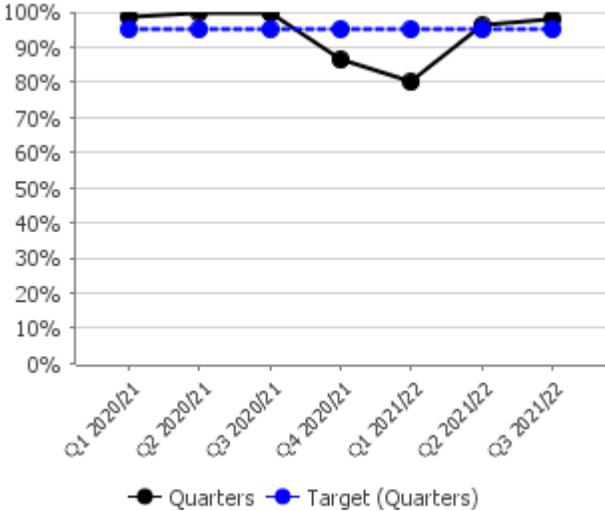
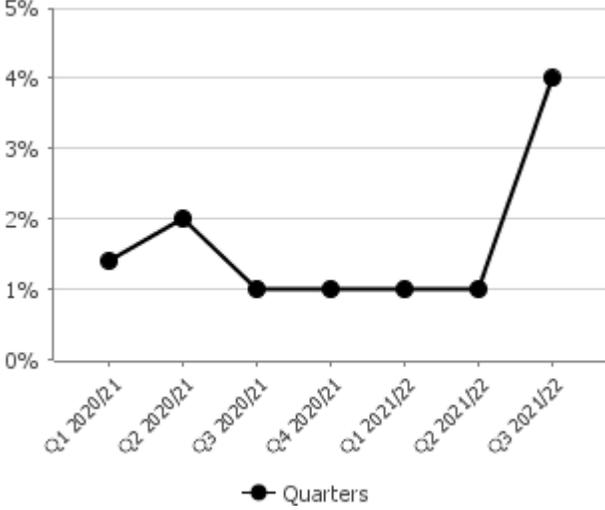
Generated on: 01 February 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of Highways Core Capital Construction Start/Completion milestone dates met	Aim to Maximise	92%	95%	 <p>Legend: ● Quarters ● Target (Quarters)</p>	None available	<p>This indicator measures the percentage of core Capital Construction start/completion milestones met.</p> <p>In Q1 the result was 100%, Q2 recorded a slight reduction to 95%, but still meeting the target. In Q3 performance dropped to 92%, which is just below target - the service has achieved this performance level despite significant challenges. Principally, the national shortage of HGV drivers has directly affected operative availability in a number of areas, with this compounded by Covid-19 absences, a difficult recruitment market generally and competition for professional staff with major national infrastructure projects in the county.</p> <p>Programme control has been generally good for construction work with approximately 90 schemes completed on time in Q3. The remaining 7 schemes have been started and or completed but after the agreed programme date. However, all schemes are programmed for delivery this financial year.</p> <p>Improvement Action:</p> <ul style="list-style-type: none"> Continue to monitor, no further action at this stage as below target due to external factors explained above.

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary												
Major transport schemes: % of profiled spend achieved	Aim to Maximise	72.59%	75%	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>~5%</td> <td>~25%</td> </tr> <tr> <td>Q2 2021/22</td> <td>~35%</td> <td>~50%</td> </tr> <tr> <td>Q3 2021/22</td> <td>72.59%</td> <td>75%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	~5%	~25%	Q2 2021/22	~35%	~50%	Q3 2021/22	72.59%	75%	None available	<p>This indicator reports a single figure for the percentage of actual spend against profiled spend, for projects within the Capital Programme funded from the Capital Budget. Projects include Eastern Link Road, Abbey Lane (ABLIS), Princes Risborough, Westhorpe Globe Park, A40, A41, and A418. The target is 100% by year end, which has been equally profiled throughout the year, even though actual spend may be more variable.</p> <p>After a delay to the start of works, good progress has been made on site of the A41 project. Both Westhorpe and ABLIS continue to experience significant delays due to external design approvals and significant optioneering requirements respectively.</p> <p>The Crest Road project has been completed on site and the Princes Risborough project is expected to see significant accelerated spend.</p> <p>Improvement Action:</p> <ul style="list-style-type: none"> Accelerated spend on some projects is expected to offset slippage on others, which means the forecast for the end of financial year is for there to be <10% slippage.
Quarter	Quarters (%)	Target (Quarters) (%)																
Q1 2021/22	~5%	~25%																
Q2 2021/22	~35%	~50%																
Q3 2021/22	72.59%	75%																

10. Transport Portfolio GREEN

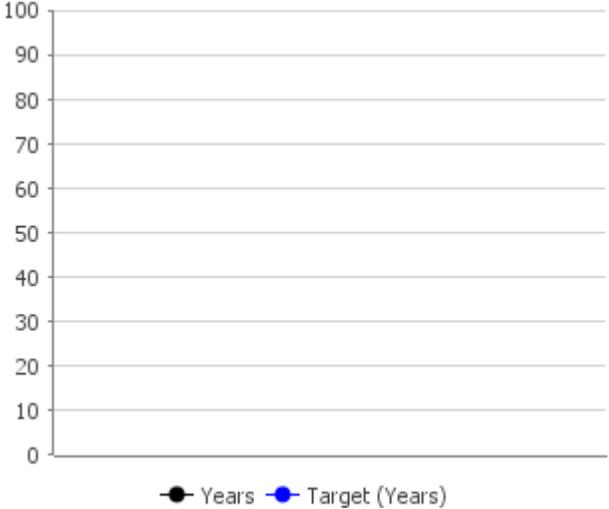
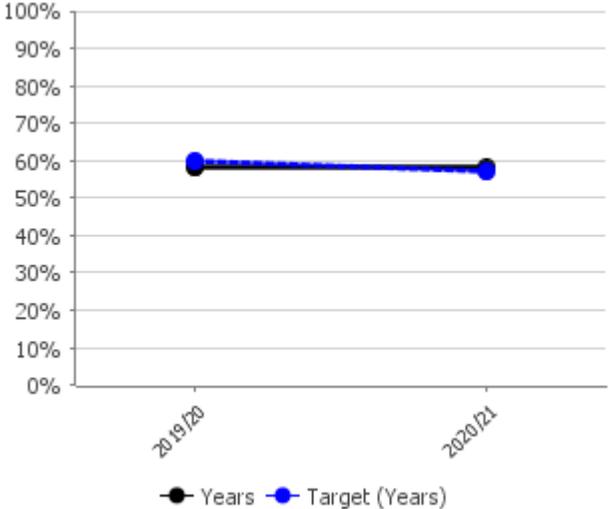
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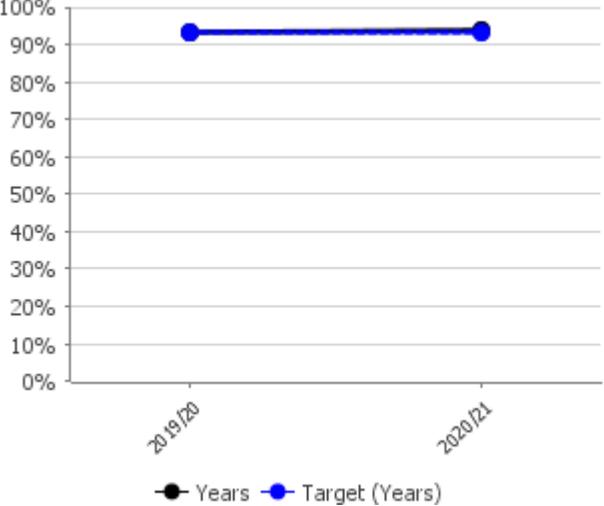
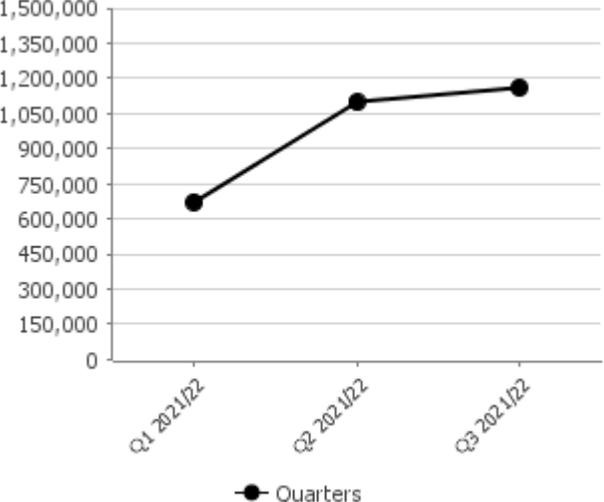
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																
% of Category 1 defects repaired in 2 working days	Aim to Maximise	98%	95%	 <table border="1"> <caption>Category 1 Defects Repaired in 2 Working Days</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>98%</td></tr> <tr><td>Q2 2020/21</td><td>96%</td></tr> <tr><td>Q3 2020/21</td><td>86%</td></tr> <tr><td>Q4 2020/21</td><td>80%</td></tr> <tr><td>Q1 2021/22</td><td>96%</td></tr> <tr><td>Q2 2021/22</td><td>98%</td></tr> <tr><td>Q3 2021/22</td><td>98%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2020/21	98%	Q2 2020/21	96%	Q3 2020/21	86%	Q4 2020/21	80%	Q1 2021/22	96%	Q2 2021/22	98%	Q3 2021/22	98%	None available	<p>This indicator records the percentage of Category 1 (non-emergency) defects (e.g. potholes) as defined in the Buckinghamshire Highways Safety Inspection Policy, that have been repaired within 2 working days.</p> <p>Performance against this indicator for Q1 was 80%, for Q2 96%, and rose to 98% for Q3.</p> <p>Performance in one area of the county dropped temporarily at the start of the year. A performance improvement plan was put in place, which reviewed all relevant processes to improve efficiency. This review has seen the performance return to above target during Q2 and Q3, and will remain in place to monitor all relevant processes to further improve efficiency.</p>
Quarter	Value (%)																					
Q1 2020/21	98%																					
Q2 2020/21	96%																					
Q3 2020/21	86%																					
Q4 2020/21	80%																					
Q1 2021/22	96%																					
Q2 2021/22	98%																					
Q3 2021/22	98%																					
% of invalid PCNs (on- and off-street)	Aim to Minimise	4%	4%	 <table border="1"> <caption>Invalid PCNs</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>1.5%</td></tr> <tr><td>Q2 2020/21</td><td>2%</td></tr> <tr><td>Q3 2020/21</td><td>1%</td></tr> <tr><td>Q4 2020/21</td><td>1%</td></tr> <tr><td>Q1 2021/22</td><td>1%</td></tr> <tr><td>Q2 2021/22</td><td>1%</td></tr> <tr><td>Q3 2021/22</td><td>4%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2020/21	1.5%	Q2 2020/21	2%	Q3 2020/21	1%	Q4 2020/21	1%	Q1 2021/22	1%	Q2 2021/22	1%	Q3 2021/22	4%	None available	<p>This indicator measures the percentage of total Penalty Charge Notices (PCNs) issued, which are invalid due to civil enforcement officer errors, equipment error and spoils (cancelled by officer on site). The reasons for invalid PCNs vary including equipment failures and errors by staff issuing notices.</p> <p>The percentage of invalid PCNs for Q3 is 4%, a rise from 1% for Q1 and Q2. This increase for Q3 is largely due to moving to a new system and the officers getting used to the new handheld equipment.</p> <p>This was anticipated and we are closely monitoring to support progression in the right direction.</p>
Quarter	Value (%)																					
Q1 2020/21	1.5%																					
Q2 2020/21	2%																					
Q3 2020/21	1%																					
Q4 2020/21	1%																					
Q1 2021/22	1%																					
Q2 2021/22	1%																					
Q3 2021/22	4%																					

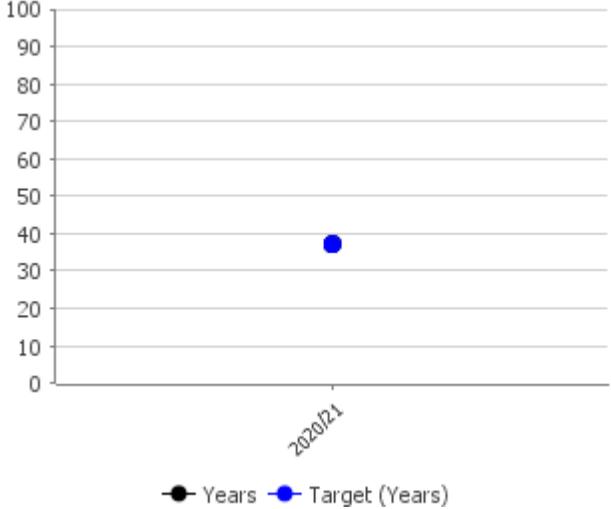
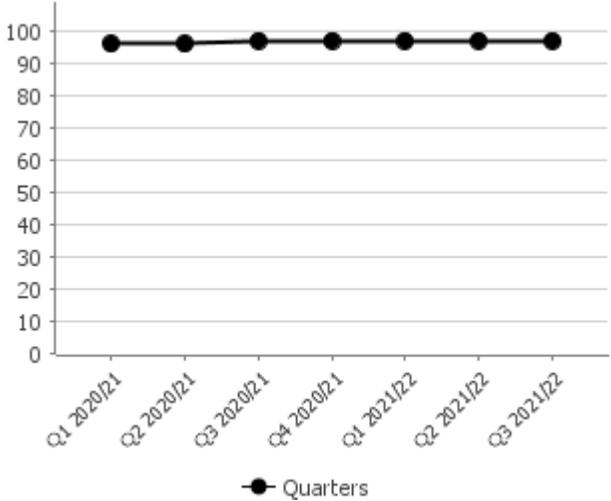
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
HS2 highways approvals: % responded within time limit	Aim to Maximise	100%	95%	<p>The chart shows the percentage of HS2 highways approvals responded to within the time limit. The y-axis ranges from 0% to 100%. The x-axis shows quarters from Q1 2020/21 to Q3 2021/22. A solid black line with circular markers represents 'Quarters' performance, and a dashed blue line with circular markers represents the 'Target (Quarters)'. Performance is consistently at 100% from Q1 2020/21 to Q4 2020/21, then drops to approximately 90% in Q1 2021/22, rises to 100% in Q2 2021/22, and remains at 100% in Q3 2021/22. The target is set at 95% for all quarters.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>100</td> <td>95</td> </tr> <tr> <td>Q2 2020/21</td> <td>100</td> <td>95</td> </tr> <tr> <td>Q3 2020/21</td> <td>100</td> <td>95</td> </tr> <tr> <td>Q4 2020/21</td> <td>100</td> <td>95</td> </tr> <tr> <td>Q1 2021/22</td> <td>90</td> <td>95</td> </tr> <tr> <td>Q2 2021/22</td> <td>100</td> <td>95</td> </tr> <tr> <td>Q3 2021/22</td> <td>100</td> <td>95</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	100	95	Q2 2020/21	100	95	Q3 2020/21	100	95	Q4 2020/21	100	95	Q1 2021/22	90	95	Q2 2021/22	100	95	Q3 2021/22	100	95	None available	<p>This indicator measures the percentage of High Speed 2 (HS2) Highways approvals applications which were responded to within the time limit.</p> <p>In Q3 there was 1 Schedule-17 (lorry route) application and it was determined within the agreed timescale.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	100	95																												
Q2 2020/21	100	95																												
Q3 2020/21	100	95																												
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Q1 2021/22	90	95																												
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HS2 planning approvals: % responded to within time limit	Aim to Maximise	100%	95%	<p>The chart shows the percentage of HS2 planning approvals responded to within the time limit. The y-axis ranges from 0% to 100%. The x-axis shows quarters from Q1 2020/21 to Q3 2021/22. A solid black line with circular markers represents 'Quarters' performance, and a dashed blue line with circular markers represents the 'Target (Quarters)'. Performance is consistently at 100% from Q1 2020/21 to Q4 2020/21, then drops to approximately 80% in Q2 2021/22, rises to 100% in Q3 2021/22. The target is set at 95% for all quarters.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>100</td> <td>95</td> </tr> <tr> <td>Q2 2020/21</td> <td>100</td> <td>95</td> </tr> <tr> <td>Q3 2020/21</td> <td>100</td> <td>95</td> </tr> <tr> <td>Q4 2020/21</td> <td>100</td> <td>95</td> </tr> <tr> <td>Q1 2021/22</td> <td>100</td> <td>95</td> </tr> <tr> <td>Q2 2021/22</td> <td>80</td> <td>95</td> </tr> <tr> <td>Q3 2021/22</td> <td>100</td> <td>95</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	100	95	Q2 2020/21	100	95	Q3 2020/21	100	95	Q4 2020/21	100	95	Q1 2021/22	100	95	Q2 2021/22	80	95	Q3 2021/22	100	95	None available	<p>This indicator reports on the percentage of High Speed 2 (HS2) planning approvals applications which were responded to within the time limit.</p> <p>In Q3 100% of planning applications were determined within the timeframe or agreed extensions. This is a return to 100% performance after a slight drop in Q2 (80% of applications determined).</p>
Quarter	Quarters (%)	Target (Quarters) (%)																												
Q1 2020/21	100	95																												
Q2 2020/21	100	95																												
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Q3 2021/22	100	95																												

10. Transport Portfolio NO RAG

Generated on: 01 February 2022

PI	Aim To	Current Value	Trend Chart	Commentary									
NHT Public Satisfaction on the condition of road surfaces (HMBI 01)	Aim to Maximise		 <table border="1"> <caption>Data for NHT Public Satisfaction on the condition of road surfaces (HMBI 01)</caption> <thead> <tr> <th>Year</th> <th>Actual Value</th> <th>Target Value</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>0</td> <td>0</td> </tr> <tr> <td>2020/21</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Year	Actual Value	Target Value	2019/20	0	0	2020/21	0	0	This is an annual measure. No update expected this quarter.
Year	Actual Value	Target Value											
2019/20	0	0											
2020/21	0	0											
NHT Public Satisfaction Survey: (KBI 15) % of customers satisfied with their local Rights of Way Network	Aim to Maximise		 <table border="1"> <caption>Data for NHT Public Satisfaction Survey: (KBI 15) % of customers satisfied with their local Rights of Way Network</caption> <thead> <tr> <th>Year</th> <th>Actual Value</th> <th>Target Value</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>60%</td> <td>60%</td> </tr> <tr> <td>2020/21</td> <td>58%</td> <td>58%</td> </tr> </tbody> </table>	Year	Actual Value	Target Value	2019/20	60%	60%	2020/21	58%	58%	This is an annual measure, no update expected this quarter.
Year	Actual Value	Target Value											
2019/20	60%	60%											
2020/21	58%	58%											

PI	Aim To	Current Value	Trend Chart	Commentary								
% of strategic carriageway network in fair/good and very good condition	Aim to Maximise		 <table border="1" data-bbox="757 185 1361 691"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>~93%</td> </tr> <tr> <td>2020/21</td> <td>~93%</td> </tr> </tbody> </table>	Year	Value (%)	2019/20	~93%	2020/21	~93%	This is an annual measure. No update expected this quarter.		
Year	Value (%)											
2019/20	~93%											
2020/21	~93%											
Number of car parking ticket sales managed by Buckinghamshire Council	Aim to Maximise	1,160,244	 <table border="1" data-bbox="757 707 1361 1209"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>671,304</td> </tr> <tr> <td>Q2 2021/22</td> <td>1,098,009</td> </tr> <tr> <td>Q3 2021/22</td> <td>1,160,244</td> </tr> </tbody> </table>	Quarter	Value	Q1 2021/22	671,304	Q2 2021/22	1,098,009	Q3 2021/22	1,160,244	<p>This indicator measures the number of car park ticket sales managed by Buckinghamshire Council. These figures combine on-street ticket sales and car park ticket sales.</p> <p>For Q3 the total was 1,160,244 (1,071,355 car park ticket sales and 88,889 on street ticket sales). This was higher than in Q2 (total of 1,098,009) and Q1 (671,304).</p> <p>There was a steady increase over the Q3 period with vehicles returning to the car parks and using the on-street pay and display parking bays. The figures for December showed a slight reduction in growth where there were a number of Christmas free parking days. The team continues to monitor the figures closely.</p>
Quarter	Value											
Q1 2021/22	671,304											
Q2 2021/22	1,098,009											
Q3 2021/22	1,160,244											

PI	Aim To	Current Value	Trend Chart	Commentary
Number of publicly available electric vehicle charging points in Buckinghamshire	Aim to Maximise			This is an annual measure, no data is expected this quarter.
Number of public transport bus routes in Buckinghamshire	Aim to Maximise	97		<p>This indicator measures the number of public transport routes in Buckinghamshire.</p> <p>There are currently 97 public bus routes operating in Buckinghamshire.</p> <p>One volunteer operated community transport scheme is yet to resume operation – the Beaconsfield Town Community Bus Service.</p> <p>Some public bus services are operating temporary timetables to help manage issues with Public Service Vehicle (PSV) driver shortages but all routes are operating.</p>