



Finance & Resources Select Committee agenda

Date: Thursday 28 July 2022

Time: 2.00 pm

Venue: The Oculus, Buckinghamshire Council, Gatehouse Road, Aylesbury HP19 8FF

Membership:

R Bagge (Chairman), D Anthony, M Ayub, D Barnes, M Bracken, S Chhokar, T Dixon, D Goss, G Harris, I Macpherson, R Newcombe, W Raja, M Walsh, S Wilson and K Wood

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1 Apologies for absence / Changes in membership	
2 Declarations of Interest	
3 Appointment of Vice-Chairman	
4 Minutes The minutes of the meetings held on 7 April 2022 and 18 May 2022 to be confirmed as a correct record.	5 - 12
5 Public Questions Public questions is an opportunity for people who live, work or study in Buckinghamshire to put a question to a Select Committee. The Committee will hear from members of the public who have submitted questions in advance relating to items on the agenda. The Cabinet Member, relevant key partners and responsible officers will be invited to respond. Further information on how to register can be found here: https://www.buckinghamshire.gov.uk/your-council/get-involved-with-council-decisions/select-committees/	
6 Lessons Learnt from Other Local Authorities To consider a report that outlines lessons learnt from other Local	13 - 26

Authorities and how they have been applied at Buckinghamshire Council.

Contributors:

Councillor John Chilver, Cabinet Member for Accessible Housing and Resources

Sarah-Murphy-Brookman, Corporate Director – Resources

Matthew Strevens, Head of Finance – Corporate

Mark Preston, Head of Projects & Pensions

Nick Graham, Service Director – Legal & Democratic Services

Papers:

Lessons learnt from other Local Authorities

Appendix 1: Consolidated Action Plan for Improvements

- 7 Budget Monitoring Outturn 2021-22 27 - 64**
- The Revenue and Capital Outturn Report for the financial year 2021-22 as presented to Cabinet at its meeting on Tuesday 7 June is attached for the Committee to consider.
- Contributors:**
- Councillor John Chilver, Cabinet Member for Accessible Housing and Resources
- Sarah-Murphy-Brookman, Corporate Director – Resources
- Matthew Strevens, Head of Finance – Corporate
- Mark Preston, Head of Projects & Pensions
- Papers:**
- Budget Monitoring Outturn 2021-22
- 8 Q4 Performance Report 2021-22 65 - 160**
- The Q4 Performance Report 2021-22 as presented to Cabinet at its meeting on Tuesday 7 June is attached for the Committee to consider.
- Contributors:**
- Councillor John Chilver, Cabinet Member for Accessible Housing and Resources
- Matthew Everitt, Interim Service Director – Service Improvement
- Papers:**
- Q4 Performance Report 2021-22
- 9 Q1 Budget Monitoring Report 2022-23 161 - 192**
- The Quarter 1 Budget Monitoring Report as presented to Cabinet at its meeting on Tuesday 12 July is attached for the Committee to consider.

Contributors:

Councillor John Chilver, Cabinet Member for Accessible Housing and Resources

Sarah-Murphy-Brookman, Corporate Director – Resources

Matthew Strevens, Head of Finance – Corporate

Mark Preston, Head of Projects & Pensions

Papers:

Q1 Budget Monitoring Report

10 Corporate Performance Indicators 2022-2023 193 - 220

The Corporate Key Performance Indicators 2022/23 report as presented to Cabinet at its meeting on Tuesday 13 July is attached for the Committee to consider.

Contributors:

Councillor John Chilver, Cabinet Member for Accessible Housing and Resources

Matthew Everitt, Interim Service Director – Service Improvement

Papers:

Corporate Key Performance Indicators 2022/23

11 Work Programme 221 - 222

The Committee will discuss the work programme and agree the items for the next meeting.

Contributors:

All Committee Members

Papers:

Work Programme attached

12 Date and time of the next meeting

The next meeting will take place on Thursday 22 September at 2pm.

13 Exclusion of the Public (if required)

To resolve that under Section 100(A)(4) of the Local Government Act 1972 the public be excluded from the meeting for the following item(s) of business on the grounds that it involves the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Act.

Paragraph 3 – information relating to the financial or business affairs of any particular person (including the authority holding that information)

14 Confidential Minutes 223 - 224

The confidential minutes of the meeting held on 7 April 2022 to be confirmed as a correct record.

If you would like to attend a meeting, but need extra help to do so, for example because of a disability, please contact us as early as possible, so that we can try to put the right support in place.

For further information please contact: Chris Ward on 01296 585807, email democracy@buckinghamshire.gov.uk.



Agenda Item 4
Buckinghamshire Council
Finance & Resources Select
Committee

Minutes

MINUTES OF THE MEETING OF THE FINANCE & RESOURCES SELECT COMMITTEE HELD ON THURSDAY 7 APRIL 2022 IN THE PARALYMPIC ROOM, BUCKINGHAMSHIRE COUNCIL, GATEHOUSE ROAD, HP19 8FF, COMMENCING AT 2.00 PM AND CONCLUDING AT 3.15 PM

MEMBERS PRESENT

R Bagge, K Wood, D Anthony, K Ashman, M Ayub, S Chhokar, T Dixon, T Egleton, D Goss, G Harris, I Macpherson, M Walsh and S Wilson

OTHERS IN ATTENDANCE

J Chilver, R Ambrose, J Reed and C Ward

Agenda Item

1 APOLOGIES FOR ABSENCE / CHANGES IN MEMBERSHIP

Apologies were received from Councillor M Tett.

2 DECLARATIONS OF INTEREST

Councillor R Bagge declared a personal interested as having been a Cabinet Member at South Bucks District Council that set up Consilio.

3 MINUTES

The minutes of the meeting held on 17 February 2022 were agreed as a correct record.

4 PUBLIC QUESTIONS

No public questions had been received.

5 BUDGET PERFORMANCE MONITORING Q3

The Committee received the Budget Performance Monitoring Q3 report, which was introduced by Councillor J Chilver, Cabinet Member for Finance, Resources, Property and Assets. The following key points were highlighted by the Cabinet Member:

- The overall Portfolio overspend was £5.9m which was offset by £6.8m underspend in corporate and funding budget lines. The forecast was £0.9m underspend for the year.
- The main areas of overspend were in:
 - Education and Children's services (£3.4m). This related to staffing and agency costs and was linked to the volume and complexity of referrals.

- Health and Wellbeing (£1.9m). Attributed to costs of nursing care and complexity of care packages.
- Transport (£1.1m). Demands and complexity of home to school transport.
- The revenue forecast had improved compared to Q2 however risks and uncertainties remained which could impact the end of year position.
- Capital slippage had increased between Q2 and Q3 from 7.9% (£14.8m) to 11.7% (£22.5m). This now exceeded the council target of 10%. Global factors that influenced this included Covid's impact on material supply chains and contractors' workforce. The biggest area of capital slippage was on town centre regeneration schemes in High Wycombe and Aylesbury, High Heavens biowaste transfer station and a new South Bucks country park. These projects were still planned to be completed.
- Overall debt levels had reduced since Q2 and 95% of suppliers were paid within 30 days.

The following points were noted during the Committee's discussion:

- Members noted it was positive that the forecast outturn figure had improved.
- Work was ongoing on the end of year 2021/22 report. It was provisionally expected that the report would not be materially different to Q3.
- The three areas of overspend had been impacted more acutely by inflationary pressures and next year's budget had set aside a significant contingency to cover this. Although the budget had taken higher inflation into account based on the Q3 figures, the risks on this had increased and would be monitored carefully in the new financial year. More certainty was expected in Q1 and the Committee felt it was prudent to receive more details on this later in the year.
- The largest capital slippage referred to overspend on Desborough Road temporary accommodation which was in progress. There was ongoing pressure regarding temporary accommodation costs in the Aylesbury Vale area that needed to be addressed in the new financial year.
- It was expected that the £0.4m slippage related to an underspend of £0.1m for Wycombe cemetery would fall on the Council however this would be confirmed.
Action: Richard Ambrose
- The forecast savings was £12.7m against a target of £12.2m with the £0.5m shortfall being spread across a number of portfolios. The Cabinet Member was confident that future savings would catch up with this shortfall. The Better Buckinghamshire savings target was on target by the end of the programme.
- The Q3 KPIs had improved with 69% on 90 indicators being green (63% in Q2). The Cabinet Member's portfolio had 23 green indicators out of 24. It was agreed that Quarterly Performance KPI reports would be on the Select Committee's future agendas.
- It was expected that the Abbey Barn slippage would not impact the HIF funding. Commercial discussions were ongoing and on target for delivery with a report to Cabinet in 4-8 weeks.

The Chairman thanked the Cabinet Member for the report.

6 EXTERNAL PROPERTY COMPANIES

The Chairman invited the Cabinet Member for Finance, Resources, Property and Assets, Councillor J Chilver, to introduce the report. In the Cabinet Member's presentation, the following points were highlighted:

- The Council owned or had interested in four companies:
 - Aylesbury Vale Estates LLP (AVE)
 - Consilio Property Ltd

- London Road Management Company
- Buckinghamshire Advantage
- Cabinet had recently agreed a new Shareholder/Member Committee be formed to act as the council's shareholder. This Committee would monitor the activities of the companies and report back to Cabinet.

AVE

- AVE was a 2009 joint venture with Akeman Property to manage the legacy Aylesbury Vale estate. The Council was 12 years into this 20-year arrangement.
- The company was governed by a member's agreement and a Board constituted by a 50/50 joint limited partnership with three members from each side.
- Performance to date was positive with an asset increase from £8m to £17m with a return of investment of 17% per annum.
- During the pandemic, the industrial estate had performed well whilst Hale Leys shopping centre was now recovering.
- Planning applications had been approved at Rabans Lane and Stocklake.
- In March 2022, the Council received a £340k dividend which was £40k over forecast. The strategy was for similar dividends to be paid over the next two years.

Consilio

- Owned three properties:
 - Travelodge, Hemel Hempstead.
 - Offices, Milton Keynes.
 - Housing at Tatling End – 34 units of which 14 are affordable.
- The company intended to enable the new development of residential property on surplus land on the council's existing estate.
- Consideration was being given to securing Registered Housing Provider status which would allow the company to manage lettings at Tatling End and make future affordable developments easier.

London Road Management Company

- A not-for-profit company which recharged out the shared costs of the business park to all occupiers of the site.
- Responsible for maintenance of the business park.

Buckinghamshire Advantage

- The Council solely-owned the company following the withdrawal of Bucks Business First.
- Its purpose was to promote the 500-acre Woodland site, Aston Clinton.
- Outlying planning permission had recently been secured.

During the open discussion, Members raised the following points:

- Hale Leys shopping centre had been acquired after AVE had been set up. As its sole purpose was a shopping centre, it was a separate company to AVE but did have the same management arrangements. The figures given in the report consolidated both these companies.
- Consilio and London Road Management Company had two council officers as Directors. The appointment was based on officer suitability and there was no formal length of term.
- AVE had three members on the Board (two Cabinet Members and one senior officer).
- There were no specific concerns with the current companies' governance arrangements however there had been national high profile cases (e.g. Robin Hood Energy, Nottingham

City Council). The Government commissioned report recommended local authorities had robust governance arrangements which the Council was looking to implement. Members on company Boards would not be on the Shareholder/Member Committee.

- Measures of success for AVE and Consilio were based on return of investment, dividends, positive cashflow and estate maintenance. Consilio had been affected by the pandemic due to its ownership of Travelodge but was now recovering.
- Buckinghamshire Advantage was a single-asset vehicle and would now be negotiating with landowners following planning application approval. There had been delays due to Section 106 agreements and Environment Agency concerns at the canal.

The Chairman thanked Members for their questions in the open session.

7 WORK PROGRAMME

Members were encouraged to suggest items for consideration in 2022/23's work programme.

8 DATE AND TIME OF THE NEXT MEETING

Thursday 28 July at 2pm (Provisional)

9 EXCLUSION OF THE PUBLIC

RESOLVED –

That pursuant to Section 100(A)(4) of the Local Government Act 1972 the public be excluded from the meeting during consideration of Minute No 12, on the grounds that it involves the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Act as defined as follows:

Minute 10 – External Property Companies

Information relating to the financial or business affairs of any particular person (including the authority holding that information) (Paragraph 3, Part 1 of Schedule 12A, Local Government Act 1972) (The need to maintain the exemption outweighs the public interest in disclosure, because disclosure could prejudice the Council's position in any future process or negotiations).

10 EXTERNAL PROPERTY COMPANIES

This item was undertaken in confidential session as part of the confidential appendices related to Minute Item 6. A number of topics were discussed which included:

- The overall market value of each company.
- The relationship between Hale Leys and Friars Square shopping centres.
- Covenant arrangements and rent variances.
- Consilio's operations and timescale for potentially obtaining housing provider status.
- Council maintenance costs.
- Cash flows of the companies.
- AVE's Business Plan, balance sheet and Board membership.

11 CONFIDENTIAL MINUTES

After brief discussion, the confidential minutes of the meeting held on 17 February 2022 were agreed as a correct record.

Information Circulated After the Meeting

Underspend on Wycombe Cemetery

The £0.1m underspend is planned to be spent on office fitting out for the Cemetery in 22/23. Therefore, this underspend will be carried forward and so it effectively goes back to the High Wycombe Town Committee special expenses reserve and then gets spent in 22/23.

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Buckinghamshire Council

Finance & Resources Select Committee

Minutes

MINUTES OF THE MEETING OF THE FINANCE & RESOURCES SELECT COMMITTEE HELD ON WEDNESDAY 18 MAY 2022 IN THE OCULUS, BUCKINGHAMSHIRE COUNCIL, GATEHOUSE ROAD, AYLESBURY HP19 8FF,

MEMBERS PRESENT

R Bagge, K Wood, D Anthony, M Ayub, S Chhokar, T Dixon, D Goss, G Harris, R Newcombe, I Macpherson, W Raja, M Walsh, S Wilson, M Bracken

OTHERS IN ATTENDANCE

D Dhillon

Agenda Item

1 APOLOGIES

Apologies had been received from Councillor D Barnes.

2 ELECTION OF CHAIRMAN

It was proposed by Councillor D Goss and seconded by Councillor I Macpherson.

Resolved: that Councillor R Bagge be elected Chairman of the Finance and Resources Select Committee for the ensuing year.

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Report to Finance & Resources Select Committee

Date:	28 th July 2022
Reference number:	N/A
Title:	Update on Lessons Learnt from Other Local Authorities
Cabinet Member(s):	John Chilver, Cabinet Member for Accessible Housing and Resources
Contact officers:	Nick Graham, Director for Legal & Democratic Services Mark Preston, Head of Projects & Pensions
Ward(s) affected:	N/A
Recommendations:	Finance & Resources Select Committee are invited to NOTE the report.
Reason for decision:	N/A

1. Executive summary

- 1.1 This is a 6-month update on the lessons learnt from other local authorities where best value and public interest reports have been published and/or where s114 notices have been issued. The report updates on progress against the action plan from 6 months ago and updates this with lessons learnt from developments on issues experienced by local authorities over the last 6 months.
- 1.2 This report focuses on issues experienced by Slough Borough Council and Northumberland County Council.

2. Slough Borough Council

- 2.1 As has been widely publicised, Slough have been seeking exceptional funding from Government since 2020. More recently they have issued a s114 notice (July 2021); there have been two external reviews (September & October 2021) and the

appointment of Commissioners (January 2022). The 9th March 2022 also saw the dismissal of the Chief Executive for gross misconduct.

- 2.2 The two external reports, linked in the Background Reading section of the report below, examine Slough's circumstances, outline the scale of the problem and provide action plans to address the issues. The CIPFA report examines the financial issues, with the independent review from Jim Taylor covering Governance.
- 2.3 The main headline issues were:
- Very significant property investment (from £180m to £760m over a 5-year period) with no obvious capital investment plan or appreciation of the impact on the minimum reserves.
 - A failed transformation programme resulting in significant vacancies and heavy reliance on agency staff.
 - A poor track record of delivering savings to address overspends.
 - Poor financial management and controls.
 - Poorly functioning procurement service.
- 2.4 Embedded within the reports are several learning points worth reflecting on, with an assessment of how Buckinghamshire compares in these areas:
- a) Criticism of the Annual Governance Statement – principally that it wasn't in place and that it failed to have an action plan setting out how governance issues should be addressed.
- Buckinghamshire does have an Annual Governance Statement process in place and is looking to enhance the process by developing a 'Local Code for Corporate Governance' over the next few months that will further strengthen existing governance arrangements. This will include the identification of actions on perceived areas of improvement and a plan to address these over the following period of the Statement.
- b) Adult Social Care debt recovery was lacking.
- With an increase in debt due to non-payment of care fees a comprehensive recovery process for client contribution debt has been created, co-designed by Finance, Social Care and Legal Services and responsibility for debt recovery has transferred to the Finance Debt Team. The improvements introduced include improved training and guidance for Social Workers, early identification of client capacity issues. There is a rolling focus on the top 10 high risk debts to bring to a resolution or refer to the Legal team as a means of reducing the outstanding debt level. [Add Action Point 13]
- c) There was poor/little oversight of risks.

- For Buckinghamshire a well-established and regular statutory officers meeting takes place (ie, Chief Executive, Monitoring Officer, s151 Officer, Chief Internal Auditor). Statutory officers consider and input into emerging and current strategic risks.
 - There is regular reporting in Buckinghamshire to CMT of strategic risks and accountability through the Risk Management Group who regularly report to Audit and Governance Committee. They review all directorate risks on a rolling programme and also review the strategic risk register regularly.
- d) Poor oversight of the local authority companies.
- Buckinghamshire's company arrangements have had the benefit of being overseen by Cabinet but has established a Cabinet Shareholder Committee attended by the section 151 officer, to provide a consistent overview. These new arrangements have provided an opportunity to review the governance arrangements in place and further work to embed good practice is continuing. Training has been arranged covering the role of directors of companies as well as other roles such as the shareholder committee and member scrutiny to ensure strong oversight and avoid potential conflicts of interest etc. [See Action 4(ii)]
- e) No business cases for savings nor associated risk assessments.
- Service Improvement has a robust methodology covering risk and each business case is scrutinised via the Design Authority. In addition, a backward look report is going to the Service Improvement Board in September to confirm that services are delivering the agreed improvements and checking to see if the service landscape has changed since implementation. This is planned to be a 6-monthly activity.
 - There are also MTFP business cases in support of the significant revenue savings and a savings tracker is reported to CMT monthly and Cabinet quarterly. This provides the opportunity for early reporting of savings delivery issues or any adverse impact savings have on service delivery.
- f) Poor oversight of the Capital Programme.
- The establishment of the Capital Programme is developed in conjunction with the Corporate Capital Investment Board (CCIB) and subject to the budget scrutiny process annually. Capital oversight and governance is provided throughout the year via CCIB and the HIF Investment, IT, Property and Transport capital boards. Cabinet reviews the Budget monitoring position for capital and revenue on a quarterly basis.
- g) Failure to address Internal Audit recommendations.

- There is regular reporting of outstanding internal audit recommendations to CMT to ensure issues are addressed and there is an audit action tracker that is presented regularly to Audit and Governance Committee.
- h) Failure to learn from earlier peer reviews which raised a number of red flags.
- A peer review of Business Assurance has been undertaken that then fed into the service review and this showed full conformance with audit standards. However, the regular review of the issues that have arisen at other authorities enables the Council to consider whether any of those issues exist in the organisation or if there are opportunities to improve existing governance and processes even where there are no issues to ensure best practice is adopted.
- i) Inadequate IT to address the transformation programme.
- IT are involved in the Service Improvement work mentioned earlier to ensure that IT requirements are in place to enable service improvements to be successfully implemented.
 - The Council have also implemented a forward plan of IT upgrades to the Council's ICT systems.
- j) Overreliance on interim staff in key senior posts.
- This is not an issue currently for Buckinghamshire Council. There is monthly monitoring by CMT of high-cost interims, including ensuring that there are end dates for all interims.
- k) Lack of strategic oversight of procurement and contract management.
- There is regular reporting of Contract Waivers and Breaches to Audit & Governance Committee. There is also an officer Supplier Management Group chaired by Richard Ambrose that meets regularly to monitor progress on the SRM improvement plan and ensure that self-assessments are carried out by contract managers on key contracts, with any issues escalated to CMT and Member Committees.
- l) No specific s106 policy and very poor recovery of s106 monies.
- S106 policies exist for Buckinghamshire Council as adopted from the legacy councils, but a review of the policies is being undertaken currently. There are s106 teams that recover the monies due to the Council and monitor that they are spent within the agreed timeframes. Improvements are being made by bringing together the s106 teams together into one team by September and with the introduction of a single system to monitor s106 obligations, collection, and the use of funds.
- m) Inadequate resourcing of scrutiny function.

- There is good Democratic Services support for the Scrutiny function of the Council and no concerns have been raised about the demands placed upon Directorates by Scrutiny work.
- n) Inadequate legal advice on cabinet reports.
- In Buckinghamshire there is a good process in place for input and sign off. Officers have usually engaged Legal in the preparation stages of the report. There are occasions when Cabinet reports are late to Legal, but generally the process works well.
 - The Council's senior legal officer also attends CMT to advise Corporate Directors.

3. Northumberland County Council

- 3.1 An independent governance review was completed by Solace in Business and in its Executive Summary explains that unitary council needs to have an understanding of both its strategic overview and local delivery and the evidence of the review highlighted that Northumberland County Council had forgotten much of this and instead over a number of years both political and officer managerial levels had been distracted to a large extent on internal battles.
- 3.2 Many of the recommended actions are focussed on resetting the Council's vision, objectives, values, processes, and relationships and includes a redrafting of the Constitution to reflect an appropriate scheme of delegation and proper oversight of companies and partnership bodies. Buckinghamshire Council's governance is not in the same place that Northumberland County Council appears to be and, for example, for the oversight of Local Authority and Companies, it has already put in place a Cabinet Shareholder Committee [Action 4.2] which still needs to become embedded.
- 3.3 In summary the recommendations from the Northumberland report comprise:
- a) Establish what it means to be a Best Value Unitary Local Authority and introduce new seasoned local government professional leadership at the top of the organisation now to help it do this.
 - b) Buckinghamshire seeks to meet its best value duty by seeking to continuously improve the way in which its functions are exercised ensuring appropriate budget management and effective service delivery. This is achieved by rigorous consideration by senior officers at the CMT level with input from finance and procurement and close cooperation with Cabinet Members. It is also embedded in the service improvement activity currently underway. Redraft the Corporate Plan in terms of the Administration's Goals and Objectives, moderated by the capacity of the organisation and the legislative framework.

- An appropriate Council Plan is already in place for Buckinghamshire Council. This has been formally approved by Full Council on the 20 April 2022.
- c) Ensure the values by which it seeks to operate are lived within the organisation.
- The early introduction of the Buckinghamshire Council PACT values (Proud, Ambition, Collaboration and Trust) have been widely communicated and endorsed by staff and inform officers conduct and decision making. Regular staff events and award ceremonies celebrate and reinforce these values.
 - ‘Being a Bucks Manager’ is looking to build on the values by which the Council wishes to operate and help provide a framework for standardised training and development for managers. The Coaching for Performance process also allows for the review of how individuals behaviours are meeting the Council’s values.
- d) Review and redraft the Constitution to ensure that decisions that should be taken at Member level, by Cabinet, Committee, Individual Member or Full Council are clearly identified and that the recording and scrutiny of officer decisions, both individually and in aggregate, is unambiguous.
- Northumberland seem to have had problems with the process they used to appoint senior staff. The Director for Legal and Democratic Services has reviewed the Constitution and is satisfied that our Constitution is clear and sets out the legal process clearly for appointments, which we have evidence of following.
 - The Constitution is regularly reviewed by the Constitution Working Group with proposal for change and amendment where appropriate.
- e) Review and redraft the codes of conduct which regulate Member and officer behaviours and working relationships with each other.
- The oversight of the Member Code of Conduct is undertaken in Buckinghamshire by members of the Standards & General Purposes Committee supported by the Monitoring Officer. Regular reporting of complaints, improvements to the process and regular training on the Code is organised for Members.
- f) Establish a rationale for the establishment or continuation of any company established under the provisions of the Localism Act 2011.
- The Council does not have companies established under the Localism Act 2011 at the moment, but the establishment of the Shareholder Committee allows the regular review of the performance of any relevant companies and ensure that the rationale for their existence is still relevant.

- g) Establish a specific governance framework by which, for those companies owned or partly owned by the Council, their Directors are appointed, reports on performance are presented to a Cabinet Sub-Committee, conflicts of interest are dealt with and risk and how shareholder agreements are ratified, by both the company and the Council.
- The Council has recently established a Shareholder Committee for this purpose and training has been arranged around roles and responsibilities [Action 4(ii)].
- h) Establish an officer structure which is designed to deliver against earlier recommendations and seek to appoint permanent employees to fulfil those objectives.
- Buckinghamshire Council has a clear officer structure with clear accountability. Permanent staff are employed in the key roles.
- i) Establish a scheme of performance appraisal, starting with the Chief Executive at Member level, in line with the JNC provisions, which cascades throughout the organisation so that every employee is clear about their targets and how they fit into plan delivery. As the Chief Executive is accountable to the Council as a whole for their performance, publish the targets and how they have been achieved as an annual statement to Council.
- The Coaching for Performance appraisal process is in place throughout the Council to ensure that everyone is clear about their targets and how they fit into the delivery of the Council's objectives. It also allows for the assessment of how individuals are demonstrating the corporate values.
- The appraisal of the Chief Executive is discussed in a meeting of Senior Appointments and Pay Committee on an annual basis.

4. Next steps and review

- 4.1 The focus will be on continuing to implement the action plan and monitoring any new issues that might emerge within the sector from other Councils. Unless there are any significant issues that arise out of these, there will be a further review in 6 months' time.

5. Background papers

[Cabinet Paper 02 March 2021: 'Financial Sustainability – Comparison with LB Croydon'](#)

[Audit & Governance Paper 25 January 2022: 'Lessons Learnt from Other Local Authorities'](#)

[Slough Borough Council – CIPFA Report](#)

[Slough Borough Council – Governance Review](#)

[Northumberland County Council Independent Governance Review](#)

Consolidated Action Plan for Improvements

CURRENT ACTIONS

	Action	Lead Officer(s)	Timeline	Update July 2022
4	Stronger governance arrangements and regular reporting of financial position & performance against approved business plans: -			
4(i)	<u>Farnham Park Trust and Higginson Park Trust</u> <ul style="list-style-type: none"> - Strategic review of trust arrangements and agreement of future approach (informed by leisure strategy). 	Sophie Payne Head of Finance (Fiorella Mugari)	March 2023	<p>The strategic review of trust arrangements is continuing, with Service Improvement involved in an options appraisal for Farnham Park as well as the wider service review. The arrangement for Trusts will fall out of this work and the Leisure Strategy.</p> <p>The 3 key components of the Leisure Strategy (Indoor Facilities Strategy/ Playing Pitch Strategy/ Open Space Strategy) are being developed, for approval in 2023.</p>
4(ii)	<u>Consilio and Aylesbury Vale Estates</u> <ul style="list-style-type: none"> - Due to Consilio being a small, young company that is closely knit to the Council consider and shape the future direction of the management of the company as it grows. To be directed by Companies Oversight Board. 	Ian Thompson John Reed Claire Hunter	On-going	The Buckinghamshire Shareholder Committee will have its first meeting on 19 th July 2022 and will consider this as part of its role.

	Action	Lead Officer(s)	Timeline	Update July 2022
6	Review the financial model and how service finance currently work with directorates to ensure strong financial management and grip that adds value and enhances decision-making: (i) Complete current assessment of arrangements. (ii) Implement required changes to model (as part of service review).	David Skinner	Commence Assessment (Complete) Receive draft report from CIPFA (Complete) Service Review to conclude (Sept 2022)	The review of the Service Finance (and the whole of Finance) model forms part of the Finance Service Review and will be informed by the CIPFA review of general financial management in the Council.
7	It would be of significant benefit to make sure that all directorship/representative roles have comprehensive training to ensure they fully understand their role and responsibility as a Council director/representative.	John Reed	September 2022	Company Director Training for all Council nominated Company Directors, Shareholder Committee members and relevant advisors has been set up for 23 rd September 2022.
11	Legal to review with Service Directors notification and approval process for external instructions.	Nick Graham	Ongoing	Whilst there have been improvements, there is still work to do with ensuring proper sign off for all external instructions.
12	Legal to liaise with internal communications team about profile raising corporate governance issues.	Nick Graham	March 2022	The Principal Governance Officer will take forward this action.
13	The Adults & Health Debt Task and Finish Group continues to make improvements in the income and debt collection process and proactively looks to reduce the level of A&H outstanding debt.	Gill Quinton	Ongoing	New

COMPLETED ACTIONS

	Action	Lead Officer(s)	Timeline	Update July 2022
1	Establishment of a monthly budget board for each Directorate (as already exist in some of the directorates).	David Skinner	Completed	A budget Board has been established for each of the Directorates.
2	Review of all current commercial properties to re-assess the future strategy and understand the risks for the new authority.	John Reed Mark Preston	Completed	A review has been undertaken and a report presented to CMT Budget Board on 22/09/2021 and Informal Cabinet on 7/10/2021. Annual reviews will continue to be undertaken.
3	Quarterly reporting of earmarked reserves, including the purpose and future planned movements.	Richard Ambrose	Completed	Quarterly monitoring is undertaken. The next monitoring report will be presented to CMT in January before forming part of the s151 Officer's 'Chief Finance Officer's Statutory Report' to Council in February.
4	Stronger governance arrangements and regular reporting of financial position & performance against approved business plans: -			
4(i)	<u>Farnham Park Trust and Higginson Park Trust</u> <ul style="list-style-type: none"> - Review of operations and financial position (historic and projected) for Farnham Park. - Review of operations and financial position (historic and projected) for Higginson Park. 	Sophie Payne Head of Finance (Fiorella Mugari)	Completed Completed	Reports have been provided to CMT providing details of the operations and financial position for each Trust. The projected financial position for both Trusts is monitored, and 22/23 proposed budgets included in MTFP process considerations.

	Action	Lead Officer(s)	Timeline	Update July 2022
4(ii)	<u>Consilio and Aylesbury Vale Estates</u> <ul style="list-style-type: none"> - Set up a Companies & Partnerships Oversight Board to provide structure and visibility to the monitoring and governance arrangements. - Governance and oversight arrangements to be formalised and published and subject to an internal audit review. - Annual report to be presented to CMT and Informal Cabinet to enable the Council to exercise its rights as a Shareholder (incl. review of accounts and business plan). 	Ian Thompson John Reed Claire Hunter	Complete Complete Complete	Cabinet approved the establishment of the Buckinghamshire Shareholder Committee on 29 th March 2022, to provide oversight of the Councils company interests. The first meeting is due to take place on 19 th July 2022.
5	Review of loans made to external bodies (e.g. Consilio, AVE, Enterprise Zones, Silverstone) to ensure repayments are being made promptly and an evaluation of risks is undertaken.	Mark Preston	Complete	A review of loans was undertaken and reported to CMT Budget Board on 22/09/2021 and Informal Cabinet on 7/10/2021. A regular review is undertaken as part of budget monitoring and the MTFP process. An alternative repayment schedule has been agreed regarding the Silverstone loans, which should safeguard the repayment of the principal and an appropriate return for the Council.
8	Contracts: Legal will continue to monitor capacity in this area and liaise with finance and procurement colleagues regarding forthcoming contacts up for renewal to ensure that these are properly supported.	Nick Graham	Complete	We have successfully recruited a team leader and two permanent contract lawyers who are all very experienced
9	Service Directors for Finance and Legal to discuss and clarify roles and expectations around procurements.	Nick Graham	Complete	There is a good relationship now between the Team Leader for Contracts and the Head of Procurement.

	Action	Lead Officer(s)	Timeline	Update July 2022
10	Legal to review with HR the recruitment campaign when completed.	Nick Graham	Complete	

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Report to Cabinet

Date:	7 June 2022
Title:	Budget Monitoring - Outturn 2021-22
Relevant councillor(s):	John Chilver
Author and/or contact officer:	Richard Ambrose, Service Director – Corporate Finance & S151 Officer
Ward(s) affected:	none specific
Recommendations:	Cabinet is asked to: <ul style="list-style-type: none">- note the report and the risks and opportunities contained within it.- approve the transfer of £9.9m arising from unused contingencies (£7.7m) and a favourable outturn variance (£2.2m) to an earmarked reserve, to mitigate heightening risks around the financial implications associated with increased inflationary pressures, global turbulence, Local Government Finance Reform and Adult Social Care Reforms.- approve the carry-forward of slippage on capital schemes where budget is required on approved capital projects in future financial years.
Reason for decision:	To understand the financial position of the Council in respect of 2021-22 Budgets.

1. Executive summary

- 1.1 This report sets out the Revenue and Capital outturn position for Buckinghamshire Council for the financial year 2021/22. Portfolio revenue and capital entries have been concluded, although work is ongoing to quality assure the final position. It is anticipated that any movements would be offset by corresponding use of reserves.
- 1.2 The Revenue outturn position for 2021/22 is a favourable variance of £2.2m, 0.5% of Portfolio budgets. This is an improved position from the Quarter 3 forecast, where a favourable variance of £0.9m (0.2%) was forecast.
- 1.3 The main drivers for this increase in favourable variance are;
 - i) an improved position in the Health and Wellbeing portfolio of £0.8m, due to £0.5m additional clawbacks of Direct Payments following successful migration of providers, and £0.3m from maximisation of Covid-19 grants, in particular the workforce and retention grant.
 - ii) An improved position in the Finance, Resources, Property & Asset portfolio with efficiencies realised in travelling expenses and webcasting costs, plus an increase in legal costs recovered.
- 1.4 Cabinet on 29th March 2022 approved the principle of transferring unused contingency budgets at year end to an earmarked reserve to help mitigate heightening risks around inflation from global, political and economic turbulence, the potential impact of future funding reform, reform of Adult Social Care and the ongoing effect of Covid-19.
- 1.5 The forecast at that time was that £6.2m of contingency budgets would not be required. However, a further £1.5m had been held back in order to mitigate any further risks that might arise during the final quarter. These potential pressures have been managed within the Portfolios and so a further £1.5m is now available to transfer to the proposed new earmarked reserve.
- 1.6 The overall favourable variance of £2.2m is also proposed to be transferred to the reserve, giving a total of £9.9m. This will considerably help to address the increased financial risks and pressures already being experienced within 2022/23, whilst also providing an opportunity to review the robustness of all budgets from 2023/24 onwards as part of the Medium Term Financial Planning process.
- 1.7 Inflation is a key risk for the Council at the current time, as The Bank of England have increased their estimates for 2022/23 from 7% to 10%. This is due in particular to oil, gas and food prices which have been affected by the Ukraine conflict and also the expected rise in the energy price cap in October 2022 which may push prices up further. The cost of living crisis will also drive upward pressure on wages.

- 1.8 The impact of inflation will be felt differently on different sectors, but pressures within the Council's supply chain are expected particularly in housing/property costs and transport costs. There is a risk that suppliers could withdraw from contracts, in the areas of Client Transport and Home Care for example.
- 1.9 Construction inflation is especially concerning as it is currently running at 20%. This will affect the Council's capital programme with increased cost of delivery of capital schemes; it could also, therefore, affect the level of future financial borrowing required which would impact revenue budgets in terms of interest payable. In addition, budgets such as repairs and maintenance expenditure will be impacted by an increase in raw material costs.
- 1.10 The impact of inflation is very difficult to quantify, as the extent and duration are as yet unknown. Although it is anticipated that the exceptionally high rates will be temporary, HM Treasury estimates for financial year 2023 are still very broad, ranging from 1% to 6.4%. For each 1% change in inflation, the estimated cost is £4.6m annually in revenue and £5.2m across the 4 year capital programme. Although the revenue budgets for 2022/23 contain some contingencies which will provide an element of mitigation, a prudent provision for risk at outturn is recommended.
- 1.11 The Appendix provides further detail for each Portfolio and information about performance relating to overdue debts and late payments of commercial debt.

2. Revenue

- 2.1 The forecast revenue budget outturn is summarised in Figure 1. The key Portfolio variances are explained in Appendix 1.
- 2.2 Overall a favourable variance of **£2.2m (0.5% of the net budget)** is forecast after allowing for £6.8m of corporate mitigations. This is a favourable movement of £1.3m since Quarter 3 where a favourable variance of £0.9m was reported.

Figure 1: Revenue Budgets

	Budget	Y/E Outturn	Variance	Change in Variance (from Q3 Cab) £000
		£000	£000	
Revenue				
Expenditure	8,900	10,600	1,700	
Income	(1,000)	(2,600)	(1,600)	
Leader	7,900	8,000	100	200 ↑
Expenditure	38,200	43,300	5,100	
Income	(8,800)	(15,000)	(6,200)	
Climate Change & Environment	29,400	28,300	(1,100)	(200) ↓
Expenditure	14,500	17,500	3,000	
Income	(3,500)	(6,900)	(3,400)	
Communities	11,000	10,600	(400)	200 ↑
Expenditure	11,500	12,700	1,200	
Income	(4,700)	(5,300)	(600)	
Culture & Leisure	6,800	7,400	600	(100) ↓
Expenditure	417,400	454,500	37,100	
Income	(331,300)	(365,100)	(33,800)	
Education & Childrens Services	86,100	89,400	3,300	(100) ↓
Expenditure	173,100	182,500	9,400	
Income	(120,100)	(130,300)	(10,200)	
Finance, Resources, Property & Assets	53,000	52,200	(800)	(400) ↓
Expenditure	247,900	253,900	6,000	
Income	(90,300)	(95,200)	(4,900)	
Health & Wellbeing	157,600	158,700	1,100	(800) ↓
Expenditure	15,400	19,400	4,000	
Income	(8,300)	(11,900)	(3,600)	
Housing & Homelessness & Regulatory Serv	7,100	7,500	400	(200) ↓
Expenditure	14,800	16,100	1,300	
Income	(9,000)	(10,100)	(1,100)	
Planning & Regeneration	5,800	6,000	200	0
Expenditure	69,100	72,400	3,300	
Income	(14,400)	(16,500)	(2,100)	
Transport	54,700	55,900	1,200	100 ↑
Portfolios Total	419,400	424,000	4,600	(1,300) ↓
Corporate	34,600	29,300	(5,300)	
Funding	(454,000)	(455,500)	(1,500)	
Corporate & Funding Total	(419,400)	(426,200)	(6,800)	0
Revenue Total	0	(2,200)	(2,200)	(1,300) ↓

- 2.3 The favourable variance of £2.2m (0.5%) comprises:
- a) £4.6m (1.1%) adverse variance on Portfolio budgets (£5.9m adverse Q3);
 - b) £4.0m favourable variation on Corporate Contingencies, after a proposed transfer to earmarked reserves of £7.7m (£6.2m Q3);
 - c) £2.4m favourable variation relating to Covid Sales Fees and Charges compensation scheme (£1.9m at Q3). £1.2m of this relates to the claim for the current year, as eligible pressures were higher than budgeted for, leading to the additional compensation. A further £1.2m relates to the previous year, as further scrutiny has enabled the identification of more compensation than had been identified at financial year end;
 - d) £0.4m favourable variation on Corporate Budgets, principally capital financing costs (£0.7m at Q3).

2.4 **Appendix 1** provides further detail on the revenue forecast outturn by Portfolio.

3. Achievement of Savings

3.1 £13.2m of savings were incorporated into the approved 2021-22 Revenue budgets. The table below shows performance against those targets.

Figure 2 Savings Targets by Portfolio

Portfolio	Target £k	Forecast £k	Shortfall £k
Climate Change & Environment	1,126	1,056	70
Communities	392	392	0
Culture & Leisure	1,113	933	180
Education & Childrens Services	2,363	2,256	107
Finance, Resources, Property & Assets	2,451	2,251	200
Health & Wellbeing	2,319	2,609	-290
Housing & Homelessness & Regulatory Serv	305	305	0
Leader	1,074	1,074	0
Planning & Regeneration	1,219	1,219	0
Transport	875	691	184
Total	13,237	12,786	451

- a) Achievement of the £13.2m savings targets is summarised in the above table. Overall there was a shortfall of £0.5m (£0.5m Q3) which has been fully considered and taken into account when approving the 2022/23 budget.

4. Capital Budget Outturn

The final outturn position on capital slippage is £18.7m which is 9.5% of budgets. This is an improved position from the Q3 forecast of £22.5m (11.7%) and brings the outturn to within the Council's target of 10% of budgets. Focus will remain on challenging the robustness of capital budgets, and as part of the MTFP process, the profile of capital expenditure will be reviewed to ensure that realistic budgets based on achievable timescales are set.

Further details for each portfolio may be found in **Appendix 1**.

Figure 4: Capital Budgets

Directorate	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Variance on Released Budget £000's	Variance on Total Budget £000's	% Variance Total Budget
Children's Services	64,838	57,959	785	58,744	6,879	6,094	10.4%
Climate Change & Environment	7,856	7,545	1,326	8,871	311	-1,015	-11.4%
Communities	194	133	0	133	61	61	45.5%
Culture & Leisure	17,632	18,997	1,020	20,017	-1,366	-2,386	-11.9%
Finance, Resources, Property & Assets	5,737	8,694	303	8,997	-2,957	-3,260	-36.2%
Health & Wellbeing	0	436	0	436	-436	-436	-100.0%
Housing, Homelessness & Regulatory Leader	9,042	11,308	2,019	13,326	-2,266	-4,285	-32.2%
Planning and Regeneration	12,217	-174	8,403	8,229	12,391	3,988	48.5%
Transport	17,113	28,410	626	29,036	-11,297	-11,923	-41.1%
Grand Total	177,512	178,101	18,120	196,221	-589	-18,709	-9.5%

5. Other options considered

5.1 None arising directly from this report.

6. Legal and financial implications

6.1 This is a Finance report and all the financial implications are included in the report.

6.2 There are no legal implications arising from the report.

7. Corporate implications

7.1 Actions resulting from consideration of this report may influence future expenditure in areas of concern / interest.

8. Local councillors & community boards consultation & views

8.1 Not applicable.

9. Communication, engagement & further consultation

9.1 Not applicable.

10. Next steps and review

10.1 A report on the Council's 2022/23 financial position, based on the Q1 position, will be brought to Cabinet in July.

11. Background papers

11.1 Appendix 1 – Portfolio level summaries.

12. Your questions and views (for key decisions)

12.1 If you have any questions about the matters contained in this report please get in touch with the author of this report. If you have any views that you would like the cabinet member to consider please inform the democratic services team. This can be done by telephone [01296 382343] or email [democracy@buckinghamshire.gov.uk].

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BUDGET MONITORING OUTTURN 2021-22 (Outturn)

APPENDIX 1 Portfolio Summary

(including Debt and Late Payments)

Contents

1. Leader
2. Climate Change and Environment
3. Communities
4. Culture and Leisure
5. Education & Children's Services
6. Finance, Resources, Property & Assets
7. Health & Wellbeing
8. Housing & Homelessness & Regulatory Services
9. Planning and Regeneration
10. Transport
11. Corporate & Funding
12. Outstanding Sundry Debts
13. Late Payments

APPENDIX 1 Portfolio Summary (including Debt and Late Payments)

Please note that the rounding of numbers gives rise to minor differences in the totals for each Portfolio between the covering report and this appendix.

1. Leader

Figure 1: Leader Revenue Table

	Budget	Y/E Outturn	Variance	Change in Variance (from Q3 Cab) £000
	£000	£000	£000	
Expenditure	610	620	10	
Income	0	0	0	
Chief Executives Office	610	620	10	120
Expenditure	3,950	5,690	1,740	
Income	(480)	(2,000)	(1,520)	
Economic Growth & Regeneration	3,470	3,690	220	170
Expenditure	4,170	3,890	(280)	
Income	(480)	(460)	20	
Policy & Communications	3,690	3,430	(260)	(240)
Expenditure	200	380	180	
Income	0	(90)	(90)	
Strategic Infrastructure	200	290	90	50
Leader	7,970	8,030	60	100

Figure 2: Leader Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Variance on Released Budget £000's	Variance on Total Budget £000's	% Variance Total Budget
Rural Broadband	430	-47	1,200	1,153	477	-723	-62.7%
Economic Growth Total	430	-47	1,200	1,153	477	-723	-62.7%
A355 Improvement Scheme (Wilton Park)	13	0	0	0	13	13	0.0%
Aylesbury Eastern Link Road	209	300	0	300	-91	-91	-30.2%
Creditor Reserve Payments	15	210	0	210	-194	-194	-92.6%
Grid Reinforcement Works	3,214	390	0	390	2,824	2,824	724.2%
Cycle Infrastructure	0	0	25	25	0	-25	-100.0%
Abbey Barn - HIF / S106	727	990	810	1,800	-262	-1,073	-59.6%
Stoke Mandeville Relief Road / SEALR II	503	475	0	475	27	27	5.7%
Princes Risborough Relief Road	3,247	1,030	346	1,376	2,217	1,871	136.0%
SEALR (South East Aylesbury Link Road)	3,859	-3,522	6,022	2,500	7,380	1,359	54.3%
Strategic Infrastructure (HIF) Total	11,788	-127	7,203	7,076	11,914	4,712	66.6%
Grand Total	12,217	-174	8,403	8,229	12,391	3,988	48.5%

1.1 Leader Revenue Budget £8.0m, Outturn £8.0m, Var £nil (Covid Var £nil)

APPENDIX 1 Portfolio Summary (including Debt and Late Payments)

- a) The Strategic Infrastructure projects team had a £90k pressure on their staff capitalisation target (£50k more than estimated). This was managed within the overall Transport Strategy Team budgets (in transport portfolio).
- b) Economic Development & Skills budgets overspent by £220k; £50k of this was due to Covid pressure in Quarter 1 on Markets (part of the Govt income reclaim scheme); remaining £170k was from a contract harmonisation saving that was deemed not deliverable, and, via the budget scrutiny process has now been removed from the MTFP for 22/23 onwards.
- c) Chief Executive's Office have reported a £10k overspend. Adverse movement from last quarter due to a reduced drawdown of reserves than originally planned, £120k.
- d) Policy & Communications has reported a £260k favourable variance, primarily from staffing and an underspend for the County magazine, subscriptions and computer and software costs.

1.2 **Leader Capital Budget** £8.2m, Outturn £12.2m, Var **£4.0m (overall accelerated spend)**

- a) £2.8m accelerated spend (i.e. spend made early compared to original profile) on Aylesbury Grid Reinforcement Works, from the bringing forward of a staged payment milestone to UK Power Network (approved at HIF investment Board, Feb 2022)
- b) £1.8m accelerated spend on Princes Risborough from a Property & Land acquisition.
- c) Rural Broadband project (voucher scheme, funded by DEFRA) had £723k of slippage due to delays in roll-out of superfast connections to some premises; full project should be delivered during 22/23.
- d) Minimal slippage on SEALR compared to profile - SEALR budget

APPENDIX 1 Portfolio Summary (including Debt and Late Payments)

2. Climate Change and Environment

Figure 3: Climate Change and Environment Revenue Table

	Budget	Y/E Outturn	Variance	Change in Variance (from Q3 Cab) £000
	£000	£000	£000	
Expenditure	3,030	2,710	(320)	
Income	(1,130)	(920)	210	
Environment	1,900	1,790	(110)	(20)
Expenditure	2,610	2,550	(60)	
Income	(380)	(290)	90	
Street Cleaning	2,230	2,260	30	100
Expenditure	32,530	38,060	5,530	
Income	(7,280)	(13,830)	(6,550)	
Waste	25,250	24,230	(1,020)	(190)
Climate Change & Environment	29,380	28,280	(1,100)	(110)

Figure 4: Climate Change and Environment Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Variance on Released Budget £000's	Variance on Total Budget £000's	% Variance Total Budget
Flood Defence Schemes	751	1,650	50	1,700	-899	-949	-55.8%
Strategic Flood Management	0	50	0	50	-50	-50	-100.0%
Flood Management Total	751	1,700	50	1,750	-949	-999	-57.1%
Biowaste Treatment	1,910	4,393	0	4,393	-2,483	-2,483	-56.5%
Southern Waste Contract - Vehicles	2,748	0	161	161	2,748	2,587	1607.1%
Southern Waste Contract-Depot Improvmnt	944	419	0	419	525	525	125.4%
Waste Management Vehicles & Plant	84	83	0	83	1	1	1.1%
Recycling Centre Welfare Facilities	26	0	280	280	26	-254	-90.6%
Pembroke Rd Depot Welfare Facilities	15	0	800	800	15	-785	-98.1%
Aylesbury Waste Vehicles Replacement	121	0	35	35	121	85	242.8%
Recycling Initiatives & Waste Containers	1,257	950	0	950	307	307	32.3%
Waste Total	7,104	5,845	1,276	7,121	1,259	-17	-0.2%
Grand Total	7,856	7,545	1,326	8,871	311	-1,015	-11.4%

2.1 Climate Change and Environment Revenue: Budget £29.4m, Outturn £28.3m, Var - £1.1m

- a) EFW & Residual Waste - Budget £0.7m, Favourable Var £1.7m
Underspend in contract costs due to gate fees and rates at EfW and North Landfill gate fees. Electricity sales and third-party income have overachieved and have been transferred to Reserves in order to mitigate any future volatility.

APPENDIX 1 Portfolio Summary (including Debt and Late Payments)

- b) Ground Maintenance - Budget £0.8k, Adverse Var £0.1m
Shortfall in the Grounds Maintenance internal recharging income and High Wycombe Town Council management fee.
 - c) Household Recycling Centres - Budget £2.1m, Adverse Var £0.4m
Reduction against budgeted income for household disposal charges, recharge to Slough Borough Council and trade charges offset by underspend due to reduced costs and increased income within waste streams.
 - d) Waste Collection - Budget £18m, Adverse Var £0.5m
South and North waste operations impacted by increased cost of agency, staff absence, long term sickness and increased dry recycling tonnages & vehicle hire. Waste containers (North Waste) unable to be capitalised this current financial year. Shortfall in rental income at London Road Depot and additional expenditure for vehicle hire, repairs and maintenance offset by improved North trade waste customer collections.
 - e) Street Cleansing – Budget £1.5m Favourable Var £0.1m
Reduction in grounds maintenance expenditure costs relating to amenity areas, Parishes and Town Council grounds.
 - f) Waste Disposal – Budget £2.5m, Favourable Var £0.1m
Underspend in contract costs in Green Food Bulky Wood (GFBW) contract and reduced costs in collection of other hazardous waste.
 - g) Waste Strategy & Management – Budget £1.8m, Favourable Var £0.2m
Increased dry recyclables income and increased garden waste income from the Southern Waste Contract. Savings on legacy recycling budgets offset by an increase in costs relating to the Southern Waste round re-organisation.
 - h) Environment – Budget £1.9m, favourable var £0.1m
£42k favourable variance in Flooding team cost from unbudgeted HS2 income and Grace project funding, and £52k favourable variance in Natural Environment from £24k unbudgeted new burdens funding for Biodiversity Net Gain, and some staffing vacancies in the Ecology team.
- 2.2 **Climate Change & Environment Capital:** Budget £8.9m, Outturn £7.9m, Var **£-1.0m**
- a) Waste - Slippage of £2.5m for Biowaste (delays in construction start date); £1m on Depot facilities refurbishment (contractor sourcing and stock unavailability) offset by £3.5m accelerated spend on vehicle replacements and container purchases.
 - b) Flood defence schemes slipped by of £949k due to delays in installing culverts.

APPENDIX 1 Portfolio Summary (including Debt and Late Payments)

3. Communities

Figure 5: Communities Revenue Table

	Budget	Y/E Outturn	Variance	Change in Variance (from Q3 Cab) £000
	£000	£000	£000	
Expenditure	3,870	3,800	(70)	
Income	0	10	10	
Community Boards	3,870	3,810	(60)	150
Expenditure	290	300	10	
Income	0	0	0	
Emergency Planning	290	300	10	10
Expenditure	8,610	11,740	3,130	
Income	(3,060)	(6,580)	(3,520)	
Localities & Strategic Partnerships	5,550	5,160	(390)	30
Expenditure	1,720	1,660	(60)	
Income	(430)	(370)	60	
Special Expenses	1,290	1,290	0	0
Communities	11,000	10,560	(440)	190

Figure 6: Communities Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Variance on Released Budget £000's	Variance on Total Budget £000's	% Variance Total Budget
CCTV Projects	194	133	0	133	61	61	45.5%
Community Safety Total	194	133	0	133	61	61	45.5%
Grand Total	194	133	0	133	61	61	45.5%

3.1 Communities Revenue: Budget £11m, Outturn £10.6m, Var -£0.4m

Covid Var £0.0m

- a) Communities Portfolio reported £0.4m favourable variance. This is broadly, driven by £60k within Community Boards from a reduction in commitments, £257k within Community Safety mostly due to vacancies in staffing and £0.1m underspend within Grants.

APPENDIX 1 Portfolio Summary

(including Debt and Late Payments)

- b) Adverse £0.1m movement from last quarter is due to £150k increased commitments in Community Boards, £88k adverse movement within Community Safety (Primarily due to an increase in running costs) offset by a reduction in running costs across service areas within localities, £58k.

3.2 **Communities Capital:** Budget £0.1m, Outturn £0.2m, Var **£0.1m**

- a) Acceleration in spend on CCTV schemes has resulted in an increase in costs, this is still within the overall capital scheme.

APPENDIX 1 Portfolio Summary (including Debt and Late Payments)

4. Culture and Leisure

Figure 7: Culture and Leisure Revenue Table

	Budget	Y/E Outturn	Variance	Change in Variance (from Q3 Cab) £000
	£000	£000	£000	
Expenditure	11,460	12,730	1,270	
Income	(4,720)	(5,330)	(610)	
Culture & Leisure	6,740	7,400	660	(50)
Culture & Leisure	6,740	7,400	660	(50)

Figure 8: Culture and Leisure Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Variance on Released Budget £000's	Variance on Total Budget £000's	% Variance Total Budget
Country Parks	0	5	0	5	-5	-5	-100.0%
Country Parks Visitors Centre	0	0	650	650	0	-650	-100.0%
South Bucks Country Pk Leisure Facility	167	1,866	0	1,866	-1,699	-1,699	-91.0%
Country Parks Total	167	1,871	650	2,521	-1,704	-2,354	-93.4%
Leisure Centres Maintenance	357	462	0	462	-105	-105	-22.7%
Chalfont & Chesham Leisure Centres	2,700	2,137	0	2,137	563	563	26.3%
Chilterns Lifestyle Centre	12,077	11,573	0	11,573	505	505	4.4%
Leisure Centres Total	15,134	14,171	0	14,171	963	963	6.8%
Libraries Self-Service Replacement	156	0	280	280	156	-124	-44.2%
Libraries Enhanced Technology	0	0	90	90	0	-90	-100.0%
Libraries Total	156	0	370	370	156	-214	-57.8%
Parks & Play Areas	153	1,050	0	1,050	-897	-897	-85.4%
Parks & Play Areas Total	153	1,050	0	1,050	-897	-897	-85.4%
S106 Funded Projects	2,021	1,905	0	1,905	116	116	6.1%
Sport and Leisure Projects Total	2,021	1,905	0	1,905	116	116	6.1%
Grand Total	17,632	18,997	1,020	20,017	-1,366	-2,386	-11.9%

4.1 Culture and Leisure Revenue: Budget £6.7m, Outturn £7.4m, Var **+£0.7m**

a) Arts & Culture - Budget £1.3m, Favourable Var £0.2m

An overspend from repairs and renewals at the Wycombe Swan has been mitigated by an underspend on salaries.

b) Libraries - Budget £3.9m, Favourable Var £0.1m

The service has mitigated its net costs associated with Covid by closely monitoring income & expenditure and have reduced spend within Libraries.

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- c) Museums & Heritage - Budget £0.6m, No Variance
Agreed grant and management fees have been delivered.
- d) Country Parks, Parks & Play Areas - Budget £0m, Adverse Var £0.1m
Variance relates to extra cleaning costs and events income shortfall offset by additional income from car parks, filming and South Bucks Country Park soil importation.
- e) Leisure Centres - Budget £1m, Adverse Var £0.8m
Variance relates to reduced income from leisure due to Covid and restrictions in operations resulting from the Government roadmap. Improved forecasts from operators reviews of financial assumptions and the income secured for operators through the Government Leisure Recovery Fund.

4.2 **Culture and Leisure Capital:** Budget £20m, Forecast £17.6m, Var **£-2.4m**

- a) £2.4m slippage on Country Parks; Visitors Centre is underway however the majority of spend will happen in the next financial year whilst South Bucks Country Park main works are due to commence in November 2022 once the soil importation is complete, with completion of the park in March 2023.
- b) £0.2m slippage due to competing pressures on Library staff, the Libraries Self-Service has not fully completed this year.
- c) £0.9m slippage - due to staff shortages there is a delay in the Parks and Play area in relation to Higginson Park and the Rye NEAP (Neighbourhood Equipped Area of Play).
- d) £1m accelerated spend on Leisure Centres due to acceleration of works that are included in the 2022/23 budget including early commencement of Phase II on Chilterns Lifestyle Centre.
- e) £0.1m accelerated spending on S106 funded projects.

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5. Education & Children's Services

Figure 9: Education & Children's Services Revenue Table

	Budget	Y/E Outturn	Variance	Change in Variance (from Q3 Cab) £000
	£000	£000	£000	
Expenditure	74,370	80,640	6,270	
Income	(2,600)	(4,550)	(1,950)	
Children's Social Care	71,770	76,090	4,320	250
Expenditure	19,460	19,570	110	
Income	(5,160)	(6,290)	(1,130)	
Education	14,300	13,280	(1,020)	(340)
Expenditure	323,520	354,240	30,720	
Income	(323,520)	(354,240)	(30,720)	
Education - Dedicated Schools Grant	0	0	0	0
Education & Children's Services	86,070	89,370	3,300	(90)

Figure 10: Education & Children's Services Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Variance on Released Budget £000's	Variance on Total Budget £000's	% Variance Total Budget
Children's Homes	0	0	499	499	0	-499	-99.9%
Children's Social Care Total	0	0	499	499	0	-499	-99.9%
Health Pupil Projects	14	16	0	16	-1	-1	-9.3%
Primary School Places	5,937	7,823	136	7,959	-1,886	-2,022	-25.4%
Provision for Early Years	305	387	109	496	-83	-192	-38.6%
School Property Maintenance	5,758	5,824	0	5,824	-66	-66	-1.1%
Secondary School Places	52,182	42,635	-525	42,110	9,547	10,072	23.9%
Provision for Special Educational Need	136	851	566	1,416	-714	-1,280	-90.4%
School Toilets	299	266	0	266	33	33	12.4%
School Access Adaptations	205	156	0	156	49	49	31.4%
Schools Total	64,837	57,959	285	58,244	6,879	6,593	11.3%
Grand Total	64,838	57,959	785	58,744	6,879	6,094	10.4%

5.1 Education & Children's Services Revenue: Budget £86.1m, Net Expenditure £89.4m, Var +£3.3m

- a) Revenue budgets are overspent by £3.3m, an improvement of £90k compared with the Q3 forecast.

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- b) The service continued to experience increased demand through both the volume and complexity of referrals throughout the year. The financial impact of this change in demand was experienced across the front line social work teams as agency staff have been required in order to ensure this demand can be managed. A number of additional social workers were supported through Covid-19 grants however further increases in staff were required in order to manage demand. Actions were taken during the year to increase recruitment of permanent staff, including the recruitment of overseas workers and the continuation of the social work academy.
 - c) Placement budgets for children looked after were overspent by £0.5m. Overall placement volumes were lower than budgeted for however unit costs of placements increased significantly in Q3 with the emergence of Omicron impacting on the number of available external residential placements across the country. Unit costs have remained high through Q4 meaning that for most placement types weekly costs are higher than budgeted.
 - d) Education budgets are underspent by £1m following one off mitigating actions taken to offset the wider Children's Services position.
- 5.2 **Education & Children's Services Capital:** Budget £58.7m, Expenditure £64.8m
Variance **+£6.1m**
- a) Children's Homes slippage -£0.5m due to pausing the development of further provision.
 - b) Accelerated spend of £8.7m on secondary school projects including Kingsbrook School, Chiltern Hills Academy and Misbourne school. All projects are progressing well.
 - c) Overspends of £1.4m against a number of secondary school projects.
 - d) Primary School projects have a net underspend/slippage of -£2.0m of which £1.0m is an underspend against the delivery of Kingsbrook Primary which is now open.
 - e) Projects for the development of provision for Special Educational Needs have a net underspend of £1.3m compared with the allocated budget for the year. This will be reallocated to other projects to support delivery of the agreed SEND Sufficiency Strategy.

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6. Finance, Resources, Property & Assets

Figure 11: Finance, Resources, Property & Assets Revenue Table

	Budget	Y/E Outturn	Variance	Change in Variance (from Q3 Cab) £000
	£000	£000	£000	
Expenditure	11,860	11,750	(110)	
Income	(380)	(500)	(120)	
Business Operations	11,480	11,250	(230)	(40)
Expenditure	570	600	30	
Income	0	0	0	
Digital	570	600	30	70
Expenditure	108,190	110,600	2,410	
Income	(96,020)	(98,280)	(2,260)	
Finance & Revenues	12,170	12,320	150	100
Expenditure	5,080	5,590	510	
Income	(390)	(1,020)	(630)	
Human Resources & Organisational Development	4,690	4,570	(120)	(100)
Expenditure	12,800	13,990	1,190	
Income	(180)	(1,370)	(1,190)	
ICT	12,620	12,620	0	(170)
Expenditure	11,900	13,690	1,790	
Income	(1,390)	(3,190)	(1,800)	
Legal & Democratic Services	10,510	10,500	(10)	(460)
Expenditure	19,000	22,640	3,640	
Income	(21,650)	(25,790)	(4,140)	
Property & Assets	(2,650)	(3,150)	(500)	200
Expenditure	280	360	80	
Income	0	0	0	
Resources	280	360	80	0
Expenditure	3,420	3,320	(100)	
Income	(60)	(100)	(40)	
Service Improvement	3,360	3,220	(140)	0
Finance, Resources, Property & Assets	53,030	52,290	(740)	(400)

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Figure 12: Finance, Resources, Property & Assets Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Variance on Released Budget £000's	Variance on Total Budget £000's	% Variance Total Budget
Delivery of Technology Strategy	211	394	17	411	-183	-199	-48.6%
Social Care Systems	0	200	0	200	-200	-200	-100.0%
Buckinghamshire Network	379	1,604	0	1,604	-1,226	-1,226	-76.4%
Device Refresh & Windows 10	394	565	0	565	-171	-171	-30.2%
ICT Total	984	2,763	17	2,780	-1,779	-1,796	-64.6%
Agricultural Estate	75	140	0	140	-65	-65	-46.3%
Conversion Old Wycombe Library	3	311	0	311	-308	-308	-99.2%
Corporate Investment Portfolio	3,603	3,554	50	3,604	50	0	0.0%
Enhancement of Strategic Assets	33	619	0	619	-586	-586	-94.7%
Property Management Programme	1,014	1,310	0	1,310	-296	-296	-22.6%
Rowley Farm	25	-2	236	234	27	-209	-89.4%
Property & Assets Total	4,753	5,932	286	6,218	-1,178	-1,464	-23.6%
Grand Total	5,737	8,694	303	8,997	-2,957	-3,260	-36.2%

6.1 Finance, Resources, Property & Assets Revenue: Budget £53m, Outturn £52.3m, Var **-£0.7m**

Finance, Resources, Property & Assets portfolio outturn position is a favourable variance of -£740k, a change of -£400k from Q3. The main variances are described below:

- £230k favourable net variance in Business Operations as follows: -£126k staff vacancies held, mainly in the Commercial Development Team in anticipation of 2022/23 service review; -£50k additional commercial waste income in Business Development, being an income bounce back to pre COVID levels and exceeding this year's budget which was temporarily reduced in anticipation of a drop in income; -£43k underspend against Supplies and Services budgets across the service area, and -£11k additional schools' income over budget for Bucks IT Environment for Schools.
- +£150k unfavourable variance in Finance and Revenues of which: +£500k is a Q1 income shortfall in Council Tax/Business Rates court costs recovered, due COVID related Court closures in 2020/21, although c£350k of offsetting income is accounted for corporately, claimed under the Government's COVID income compensation scheme; +£300k staff cost pressure in Finance Business Partnering Teams, +£249k additional income shortfall in Council Tax/Business Rates court

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costs recovered, resulting from delays in processing cases as staff were fully occupied in implementing the new R&B system; pressures offset by additional Revenue and Benefits Government grant income of -£778k (c£500k being one-off new burdens and Test & Trace Admin. grants) and -£120k underspend on Supplies and Service budgets across the Service area. Change from Q3 is mainly +£143k additional income loss on court costs recovered due to R&B system implementation.

- c) -£120k favourable variance in HR&OD made up of the following: -£174k staff recruitment slippage/graduate scheme; -£68k Supplies & Services budgets across the Service area; offset by losses in traded service income +£97k, mainly payroll and +£30k additional cost of Council-wide Kick Start scheme not covered by DWP grant funding. Change from Q3 of -£100k is from -£174k staffing offset by +£97k loss of traded services income and -£19k underspend on other smaller budgets
- d) -£10k variance in Legal & Democratic Services. Legal services has overspent by £412k; which relates to £911k overspend in staffing and agency costs offset by better than expected income of £499k. Democratic services has underspent by (£422k) due to an underspend on elections, £100k, an underspend in electoral services staffing costs, £50k, the balance, £272k, lower than expected member related allowances such as travel expenses.
- e) Property & Assets net favourable variance of £500k, due to high level of staffing vacancies. Final outturn was £200k less than forecast due to Wycombe Air Park income being delayed (this was paid in April instead). Overall, Property income was up £1.5m more than forecast (COVID impacts less than expected; many leases renewed with rent increases with tenants, and this has been set aside in an earmarked reserve to cover future investment in the Council's strategic assets.
- f) -£140k favourable variance in Service Improvement being underspend on staffing because of several vacancies in the Business Intelligence Team in the first 6 months.
- g) £30k, Digital, the underspend is due to a contribution towards a reserve to provide additional funding for the Digital work programme.

6.2 Finance, Resources, Property & Assets Capital: Budget £9m, Var -£0.33m

- a) Delivery of Technology Strategy outturn position is -£199k, of which -£156k relates to the EDRMS project and -£27k Worksmart.
- b) iCares Social Care Systems slippage of -£200k is the balance of budget to be carried forward into 2022/23 to fund residual costs of the project.

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- c) Buckinghamshire Network project -£1.2m slippage is due to the global shortage of IT components.
- d) Device Refresh project -£171k slippage is due to delivery delays (related to global shortage of IT components).
- e) £0.6m slippage on Enhancements of Strategic Assets due to delays on housing projects at Horns Lane and Tilehouse.
- f) £0.3m slippage on corporate investment property maintenance projects, primarily on Vale Retail Park unit fitout.
- g) £0.3m underspend on Old Wycombe Library project; underspent budget will be released back to the corporate pot once project is formally closed.
- h) £0.2m slippage on Rowley Farm maintenance works; project being reevaluated due to price increases.

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7. Health & Wellbeing

Figure 13: Health & Wellbeing Revenue Table

	Budget	Y/E Outturn	Variance	Change in Variance (from Q3 Cab) £000
	£000	£000	£000	
Expenditure	222,490	228,190	5,700	
Income	(64,900)	(69,480)	(4,580)	
Adult Social Care	157,590	158,710	1,120	(830)
Expenditure	25,410	25,750	340	
Income	(25,410)	(25,750)	(340)	
Public Health	0	0	0	0
Health & Wellbeing	157,590	158,710	1,120	(830)

Figure 14: Health & Wellbeing Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Variance on Released Budget £000's	Variance on Total Budget £000's	% Variance Total Budget
Respite Care	0	436	0	436	-436	-436	-100.0%
Adult Social Care Total	0	436	0	436	-436	-436	-100.0%
Grand Total	0	436	0	436	-436	-436	-100.0%

7.1 Health & Wellbeing Revenue: Budget £157.6m, Forecast £158.7m Var **+\$1.1m**, Movt -\$0.8m, Covid Var £2.1m

The final outturn position as at 31 March is an overspend of £1.1m.

- The main movement from Q3 relates to additional (£0.5m) clawback of Direct Payments above forecast. These occur primarily due to actual care being below planned. In addition, (£0.25m) benefit from the maximisation of the workforce and retention grant; and (£0.2m) release of contingency not required back to general fund.
- The Covid variance of £2.1m relates predominantly to the cost of additional Nursing care, due to increased numbers of clients, most of which are coming via the Discharge to Assess process (D2A) with more complex needs. An in-depth review of the outturn position has identified a risk of £2.3m of recurring pressures linked to the growth in Nursing spend that is likely to impact on 2022-23. Mitigations will be reviewed around the potential ongoing impact.
- The final position shows a £7.1m overspend on Care packages relating to Nursing £2.7m, Residential £2.5m, other short-term and community care £1.1m

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and Supported Living £0.8m. This is offset by recovered expenditure (£1.5m), a small underspend on Home Care (£0.2m) and Direct Payments of (£0.4m).

- d) Additional income of (£2.2m) from BCF and Omicron Support grant and CCG has been used to manage cost pressures, however the outturn shows an adverse variance on actual client income by £1.35m.
- e) A BAU underspend was achieved, with favourable variances in Integrated Commissioning off-setting ASC operations BAU pressures, and a net underspend on staffing of (£1.4m) including the cost of additional Agency staff.
- f) The favourable position on Public Health has increased to (£1.597m) due to staff vacancies and some incentive payments not required. This improved by (£0.4m) from February due staff vacancies and a lower volume of activity across most contracts (such as NHS health checks) due to Covid continuing to impact on GP practices. The underspend has been transferred to the Public Health reserve.
- g) There are a number of significant risks that could impact on the 2021/22 position including provider failure, inflationary pressures and cost pressures from additional clients through the D2A process.

7.2 Health & Wellbeing Capital: Budget £0.436m, Var **£-0.436m**, Movt -£-m

- a) There is currently a freeze period whilst a review is undertaken of the proposed scheme in light of Covid-19. As a result, no spend has taken place in 2021/22.

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8. Housing & Homelessness & Regulatory Services

Figure 15: Housing & Homelessness & Regulatory Revenue Table

	Budget	Y/E Outturn	Variance	Change in Variance (from Q3 Cab) £000
	£000	£000	£000	
Expenditure	5,530	9,430	3,900	
Income	(2,210)	(5,390)	(3,180)	
Housing & Homelessness	3,320	4,040	720	0
Expenditure	9,840	9,970	130	
Income	(6,080)	(6,540)	(460)	
Regulatory Services	3,760	3,430	(330)	(300)
Housing & Homelessness & Regulatory Serv	7,080	7,470	390	(300)

Figure 16: Housing & Homelessness & Regulatory Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Variance on Released Budget £000's	Variance on Total Budget £000's	% Variance Total Budget
Affordable Housing - S106 Funded	803	3,795	0	3,795	-2,992	-2,992	-78.8%
Affordable Housing Total	803	3,795	0	3,795	-2,992	-2,992	-78.8%
Chiltern & Berton Crematoria	576	946	0	946	-370	-370	-39.1%
Cemeteries & Memorial Gardens	10	527	0	527	-516	-516	-98.1%
Cemeteries and Crematoria Total	587	1,473	0	1,473	-886	-886	-60.2%
Temporary Accommodation	3,900	2,388	0	2,388	1,512	1,512	63.3%
Homelessness Total	3,900	2,388	0	2,388	1,512	1,512	63.3%
Disabled Facility Grants	3,367	3,344	0	3,344	23	23	0.7%
Enabling Schemes	385	0	2,019	2,019	385	-1,634	-80.9%
Home Renovation Grants	0	308	0	308	-308	-308	-100.0%
Housing Total	3,752	3,652	2,019	5,670	100	-1,919	-33.8%
Grand Total	9,042	11,308	2,019	13,326	-2,266	-4,285	-32.2%

8.1 Housing & Homelessness & Regulatory Revenue: Budget £7.1m, Outturn £7.5m, Var +£0.4m

a) Housing and Homelessness adverse var £0.7m:

Homelessness pressures crystallised at £0.3m (previous forecast was £0.4m; reduction due to unringfencing of a Govt Grant, meaning it could be used to fund general homeless costs pressures). This will continue to be a key risk area during the new Financial year.

£0.2m of projected vacancy factor not met in Housing as essential staff backfilled with agency to ensure service delivery maintained.

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£0.1m of staffing cost overspend for the Housing & Environmental Health Management team to be moved to Environmental Health budgets, where there is headroom in the staffing budget.

b) Regulatory Services £0.3m favourable variance:

£0.4m favourable variance in Environmental Health, from contract savings on Dog & Pest control contracts, and staffing vacancies.

£0.3m net additional income from Registrars as ceremony bookings increased; income was up £0.4m, offsetting £0.1m of additional staffing and service running costs to cover the increased number of ceremonies.

£0.2m cost pressure in Coroners from COVID costs in Qtr1 and increased contract price.

£0.1m Adverse Var in Licencing due to shortfall in miscellaneous income (private vehicle hire, gambling, street trading and premises).

8.2 **Housing & Homelessness & Regulatory Capital:** Budget £13.3m, Outturn £9.0, Var **£4.3m slippage:**

- a) £3.0m on slippage of s.106 funded project for Affordable Housing. The majority of this slippage is uncommitted and will be redirected towards projects arising from the emerging Affordable Housing Position Statement.
- b) £1.5m overspend on the Desborough Road Temporary Accommodation project, as highlighted during the MTFP process, due to increase in expected construction costs and delay (£3m overspend overall - £1.5m in 21/22, £1.5m in 22/23). The budget has been increased via the MTFP to cover the overspend, funded from s.106 developer funding.
- c) £1.6m of slippage on Enabling Schemes (funding used to match-fund Registered Providers to nominate units for social housing). This funding is currently uncommitted, will roll forward to next year, and will be reassessed in this year's MTFP process.
- d) Cemeteries and Crematoria – £0.9m variance in relation to: underspend of £0.2m for Wycombe cemetery and crematory projects; slippage of £0.7m due to delays in projects for Cremator replacement, Great Missenden extension, Parkside and Stoke Poges Memorial Gardens.
- e) £0.3m underspend on Home Renovation Grants, as they are largely delivered via Disabled Facilities grant. Funding to be released via MTFP to be redirected to other priority projects.

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9. Planning and Regeneration

Figure 17: Planning & Regeneration Revenue Table

	Budget	Y/E Outturn	Variance	Change in Variance (from Q3 Cab) £000
	£000	£000	£000	£000
Expenditure	14,850	16,090	1,240	
Income	(8,990)	(10,110)	(1,120)	
Planning	5,860	5,980	120	40
Planning & Regeneration	5,860	5,980	120	40

Figure 18: Planning & Regeneration Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Variance on Released Budget £000's	Variance on Total Budget £000's	% Total Budget
LEP 3rd Party Schemes	9,060	8,244	0	8,244	815	815	9.9%
LEP 3rd Party Schemes Total	9,060	8,244	0	8,244	815	815	9.9%
Aylesbury Town Centre	142	-34	1,500	1,466	176	-1,324	-90.3%
CIL Funded Regeneration	0	113	0	113	-113	-113	-100.0%
Employment & Regeneration Led Opportunit	4,724	7,628	0	7,628	-2,904	-2,904	-38.1%
Environment Led Opportunities	83	521	0	521	-438	-438	-84.0%
Former WDC Third Party CIL Projects	50	310	0	310	-260	-260	-83.7%
Future High Street Funds	1,204	6,452	-4,074	2,378	-5,248	-1,174	-49.4%
High Wycombe Town Centre	512	450	35	485	62	27	5.6%
Retasking of Winslow Centre	797	1,076	0	1,076	-279	-279	-26.0%
Waterside North Development	373	454	3,164	3,618	-81	-3,245	-89.7%
Housing Led Opportunities	15	0	0	0	15	15	0.0%
Ashwells	97	1,000	0	1,000	-903	-903	-90.3%
Wycombe Air Park	58	2,197	0	2,197	-2,139	-2,139	-97.4%
Amersham Regeneration (St John's Build)	-2	0	0	0	-2	-2	0.0%
Regeneration Total	8,053	20,166	626	20,791	-12,113	-12,738	-61.3%
Grand Total	17,113	28,410	626	29,036	-11,297	-11,923	-41.1%

9.1 Planning & Regeneration Revenue: Budget £5.9m, Outturn £6.0m, Var £0.1m

- The Planning Service had a running cost overspend of £120k (previously forecast £83k), which is offset by headroom in the Environment portfolio (managed jointly within the Planning & Regeneration service area).
- Additional Income from Planning applications is up by £1m, around 11% more than budgeted due to the large increase in Planning Application numbers. The income projections decreased by around £200k since Qtr3, however expenditure

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projections also reduced in line with this too, therefore there was no resulting pressure.

9.2 **Planning & Regeneration Capital:** Budget £29.0m, Outturn £17.1m, Var **-£11.9m slippage**

- a) £3.2m slippage on the Old County Office development in Waterside North, as the project is reassessed for viability.
- b) £2.9m of slippage on Wycombe regeneration projects, including £1m of slippage on Cressex Island project due to a 3 month delay in contractor starting on site
- c) Slippage of £2.1m on Wycombe Air Park infrastructure works due to deferral of the planning process.
- d) £1.3m of slippage on Kingsbury Market Square in Aylesbury Town Centre whilst plans remain in development.
- e) £1.1m of slippage on Future High Street Funding projects, as we await project approval from Central Government.
- f) £0.9m of slippage on Ashwells. A small amount, £150k, of accelerated spend forecast for Walton Street Public Realm works (forecast £3.8m against 21-22 budget of £3.6m).
- g) £0.3m of slippage on the Winslow Town Centre regeneration project, as the business case continues to be developed.
- h) £0.8m of slippage across smaller, legacy CIL funded regeneration projects, including on the Track Works on the Marlow Branch (where project timings are uncertain) and £0.3m of funding earmarked for investment by the High Wycombe Town Committee, for which plans are being agreed to be delivered from next year.

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10. Transport

Figure 19: Transport Revenue Table

	Budget	Y/E Outturn	Variance	Change in Variance (from Q3 Cab) £000
	£000	£000	£000	
Expenditure	33,320	33,410	90	
Income	(11,350)	(12,220)	(870)	
Highways & Technical Services	21,970	21,190	(780)	(10)
Expenditure	1,090	2,060	970	
Income	(390)	(1,360)	(970)	
HS2	700	700	0	(190)
Expenditure	32,790	35,010	2,220	
Income	(2,270)	(2,420)	(150)	
Transport Services	30,520	32,590	2,070	180
Expenditure	1,930	1,920	(10)	
Income	(410)	(460)	(50)	
Transport Strategy	1,520	1,460	(60)	160
Transport	54,710	55,940	1,230	140

APPENDIX 1 Portfolio Summary (including Debt and Late Payments)

Figure 20: Transport Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Variance on Released Budget £000's	Variance on Total Budget £000's	% Variance Total Budget
Car Parks	230	617	50	667	-388	-438	-65.6%
Car Parks Total	230	617	50	667	-388	-438	-65.6%
ADEPT Live Labs	1,653	2,577	0	2,577	-925	-925	-35.9%
Globe Park Access / Westthorpe Junction	321	-121	1,939	1,818	441	-1,498	-82.4%
Haydon Hill Cycle Way	271	285	0	285	-15	-15	-5.1%
Highways & Cycleway Funded Schemes	684	1,004	0	1,004	-321	-321	-31.9%
HS2 Funded Schemes	1,069	701	0	701	368	368	52.5%
NPIF Schemes	-88	145	0	145	-233	-233	-160.8%
Emergency Active Travel Fund	212	212	0	212	0	0	0.0%
Taplow Cycle Way	5	303	0	303	-298	-298	-98.2%
Iver Relief Road	9	0	0	0	9	9	0.0%
Active Travel Tranche II - Emerald Way	14	50	0	50	-36	-36	-72.0%
Highways & Cycleway Funded Schemes Total	4,149	5,157	1,939	7,096	-1,008	-2,947	-41.5%
Improvements to Rights Way	361	417	-50	368	-57	-7	-1.9%
Rights of Way Total	361	417	-50	368	-57	-7	-1.9%
Bridge Maintenance	1,042	1,020	0	1,020	22	22	2.2%
Footway Structural Repairs	2,685	2,700	0	2,700	-15	-15	-0.6%
Maintenance Principal Rds - Drainage	3,459	3,500	0	3,500	-41	-41	-1.2%
Plane & Patch	7,894	7,838	0	7,838	56	56	0.7%
Replacement Traffic Signals	542	490	0	490	52	52	10.7%
Strategic Highway Maintenance Program	16,128	15,842	0	15,842	287	287	1.8%
Street Lighting	990	2,280	0	2,280	-1,291	-1,291	-56.6%
Safety Fences	464	450	0	450	14	14	3.0%
Marlow Suspension Bridge	1,107	0	1,400	1,400	1,107	-293	-20.9%
Abbey Way Flyover High Wycombe	70	0	300	300	70	-230	-76.7%
Road Safety - Casualty Reduction	644	750	0	750	-106	-106	-14.1%
Strategic Highway Maintenance Total	35,024	34,870	1,700	36,570	154	-1,546	-4.2%
Public Transport	94	100	0	100	-6	-6	-6.4%
Purchase of Fleet Vehicles	80	240	0	240	-160	-160	-66.7%
Transport Services Total	173	340	0	340	-167	-167	-49.0%
East West Rail	2,744	2,462	0	2,462	282	282	11.5%
Other Highway & Technical	203	928	0	928	-725	-725	-78.1%
Other Transport & Infrastructure Total	2,947	3,390	0	3,390	-443	-443	-13.1%
Grand Total	42,884	44,792	3,639	48,431	-1,908	-5,547	-11.5%

10.1 Transport Revenue: Budget £54.7m, Outturn £55.9m, Var **+\$1.2m**

- a) Definitive Maps and Land Charges – Budget £0.3m Favourable Var £0.1m
Increased income from Highway Searches and diversions.
- b) Other Highways & Technical – Budget £3.4m, Favourable Var £0.1m
Reduced spend on various lines including Client Team.
- c) Rights of Way – Budget £0.5m, Adverse Var £0.1m

APPENDIX 1 Portfolio Summary (including Debt and Late Payments)

Additional purchase of materials in March, increased labour costs for an extra operative during a handover period and increased staff costs to cover maternity.

- d) Parking Operations – Budget -£0.3m, Favourable Var £0.6m

Underspend due to off-street increased income which exceeded the target, car park fee refunds as suspension of agreement has not yet been re-instated since Covid and savings on staff costs following NSL TUPE. Underspends offset by loss of parking income for on-street due to the impacts of Covid, reduction in PCN income received in the transition period for NSL transferring in house, reduction in staff numbers and non-realisation of off-street parking savings following a delay in the service review which has since been completed.

- e) TfB RJ Contract Budget £18.1m, Favourable Var £0.1m

Pressures in Routine Maintenance on defects and tree maintenance have been offset by increased income in Streetworks and reduced costs within Overheads relating to staff vacancies and reduced expenditure due to the impact of Covid. £0.9m surplus income forecast for the Permit Scheme for which any surplus is ringfenced and has been moved to an earmarked reserve, net of central overhead costs applied.

- f) Home to School Budget £21.1m, Adverse Var £2.1m

Increased Transport contract costs and Personal Transport Budget costs which are offset by a reduction of mileage, additional costs and increase in mainstream income. In addition to this, historical invoices from Children's Service were moved over to Transport Services and processed in year for FY 20/21. There were also increased mileage claims relating to pupils who were on solo transport due to COVID.

- g) Client and Public Transport Budgets £9.5m, No Variance

- h) Transport Strategy & HS2 Budget £2.2m, net Var Favourable £60k

HS2 budgets broke even; an underspend of £130k on the £500k additional HS2 budget was set aside into earmarked reserves to cover future HS2-related legal costs.

Transport Strategy underspent by £60k on staffing due to a higher than usual number of vacancies through the year.

- 10.2 **Transport Capital:** Budget £42.9m, Outturn £55.9m, Var **-£5.5m**

APPENDIX 1 Portfolio Summary (including Debt and Late Payments)

- a) £1.5m slippage on Globe Park Marlow due to delays in scheme design being approved by Highways England.
- b) £0.9m slippage on the ADEPT live labs project.
- c) £0.7m slippage on Other Highways & Technical schemes, with £0.4m delay on the Freight Strategy and £0.3m slippage on the Westcot Venture Park Access project.
- d) £0.4m slippage on East-West Rail funded A41 Bicester Road improvements (on track to spend and complete early in 2022-23).
- e) £0.3m slippage on s106 funded highways and cycleways schemes; this budget consists of many small schemes; a small number require a budget reprofile to match the project timeline, and the budgets for these schemes will be reprofiled in the MTFP.
- f) £0.3m underspend on Taplow Cycle Way scheme; remaining budget to be released via project completion report at a future Highways Board.
- g) £1.0m slippage on Other Highways and Technical, on Westcott Venture Park Access.
- h) Highways & Technical Services slippage (£2m) being:
 - Street Lighting slippage of £1.3m is mainly due to supply chain demand and determining further works. The remaining £0.2m slippage mainly relates to Structures where there have been requirements to re-work major works programme to cater for competing local priorities.
 - Car parks (£0.4m) of which £0.3m slippage relating to work commencing in 2022/23 for CCTV, On-Street Burnham project deferred into 22/23, electric and hybrid car purchase deferred to the new financial year and Moving Traffic Enforcement awaiting DfT ownership transfer and an underspend of £0.1m on Easton Street car park.
- i) Fleet Management slippage (£0.2m) on vehicle purchases due to delays with suppliers.

APPENDIX 1 Portfolio Summary (including Debt and Late Payments)

11. Corporate & Funding

Figure 21: Corporate & Funding Revenue Table

	Budget	Y/E Outturn	Variance	Change in Variance (from Q3 Cab)
		£000	£000	£000
Corporate	34,600	29,300	(5,300)	
Funding	(454,000)	(455,500)	(1,500)	
Corporate & Funding Total	(419,400)	(426,200)	(6,800)	0

11.1 Corporate & Funding Revenue: Budget -£419.4m, Outturn -£426.1m, Var -£6.8m

- a) The £6.8m favourable variance comprises:
 - b) £4.0m favourable variance on corporate contingency budgets to offset specific pressures within Portfolios. There is also a proposed transfer of £7.7m to an earmarked reserve for unused contingencies, described more fully in the covering report.
 - c) £0.4m net surplus on other corporate costs, most notably capital financing costs. The Council inherited significant cash balances from predecessor councils, and this has enabled us to internally borrow and thus save on external borrowing costs. The expectation for future financial years is that borrowing will need to be utilised to finance capital expenditure, where approved.
 - d) £2.4m additional income claimed from the Local Government Income Compensation Scheme (£1.9m forecast at Quarter 3). £1.2m of this relates to the claim for the current year, as eligible pressures were higher than budgeted for, leading to additional compensation. A further £1.2m relates to the previous year, following a claim made in 2021/22 relating to the final quarter in 2020/21, which has now been approved by Government.

11.2 Corporate Contingencies: Details of the Council's contingencies is provided in the table below.

- a) On 29th March 2022, Cabinet approved the principle of transferring unused contingency budgets at year end to an earmarked reserve to help mitigate heightening risks around inflation from global political and economic turbulence, the potential impact of funding reform, reform of Adult Social Care and the ongoing effect of Covid-19.
- b) The forecast at that time was that £6.2m of contingency budget would be unused; however, the position at final outturn is that a further £1.5m of contingency budgets have not been required, and a transfer of £7.7m is now recommended.

APPENDIX 1 Portfolio Summary (including Debt and Late Payments)

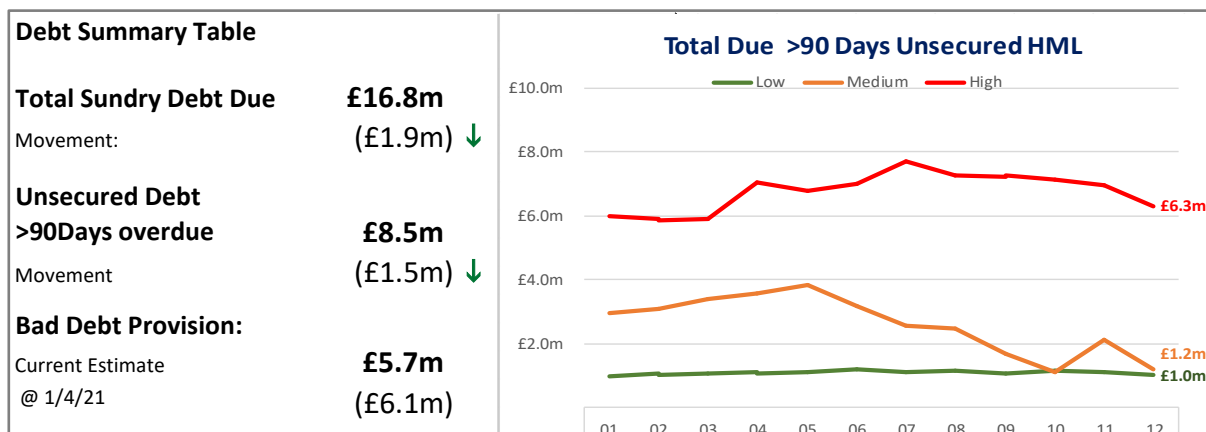
- c) The favourable variance of £2.2m is also proposed to be transferred to the reserve, giving a total of £9.9m.
- d) The Bank of England have increased their inflation estimates for 2022/23 from 7% to 10%. This is due in particular to oil, gas and food prices which have been affected by the Ukraine conflict and also the expected rise in the energy price cap in October 2022.
- e) The impact of inflation will be felt differently on different sectors, but pressures are expected particularly in housing/property costs and transport costs. There is a risk that suppliers could withdraw from contracts, in the areas of Client Transport and Home Care for example.
- f) Construction inflation is especially concerning as it is currently running at 20%. This will affect the Council's capital programme in terms of cost of delivering schemes, the amount of borrowing required and therefore also interest payments which is a revenue cost. In addition, budgets such as repairs and maintenance will be impacted by an increase in raw material costs.
- g) The increased contribution to an earmarked reserve at outturn is, therefore, recommended to mitigate this significant risk.

2021-22 Revenue Contingencies	Original	Released	Current Budget	Forecast to be transferred to reserve (not required for original purpose)	Favourable Variance - Mitigating pressures in monitoring	Used to fund relevant costs
	£'000	£'000	£'000	£'000	£'000	£'000
Pay & Pension Contingency						
Pay Inflation	3,783	3,715	68	20	48	-
Pensions Uplift	678		678	-	-	678
Redundancy (non unitary)	500		500	500	-	-
Total Budget Risk	4,961	3,715	1,246	520	48	678
Service Risk Contingency						
Risk on Savings Proposals	600		600	600	-	-
National Living Wage	1,000		1,000	1,000	-	-
Local Tax Receipts	2,000		2,000	2,000	-	-
Adult Social Care Pressures / Demography	6,000	5,045	955	555	400	-
Children's Services Demography	2,010		2,010	510	1,500	-
High Cost Children's Placements	500		500	-	500	-
Elections Delay	326		326	326	-	-
Leisure Providers	2,000		2,000	1,076	924	-
General Contingency - Economic Uncertainty	3,000	1,260	1,740	1,140	600	-
Total Service Risk	17,436	6,305	11,131	7,207	3,924	-
Total Contingency	22,397	10,020	12,377	7,727	3,972	678
Total Variation					3,972	

APPENDIX 1 Portfolio Summary (including Debt and Late Payments)

12. Outstanding Sundry Debts

Figure 21: Sundry Debts Table



Note that the figures reported in the year to date for total debt have until now been consistently understated by £1.8m due to an incorrectly recorded credit against one account. This error has now been removed from all periods in the charts and figures above. This was due to a manual intervention in the system implementation. This has now been rectified and additional controls implemented.

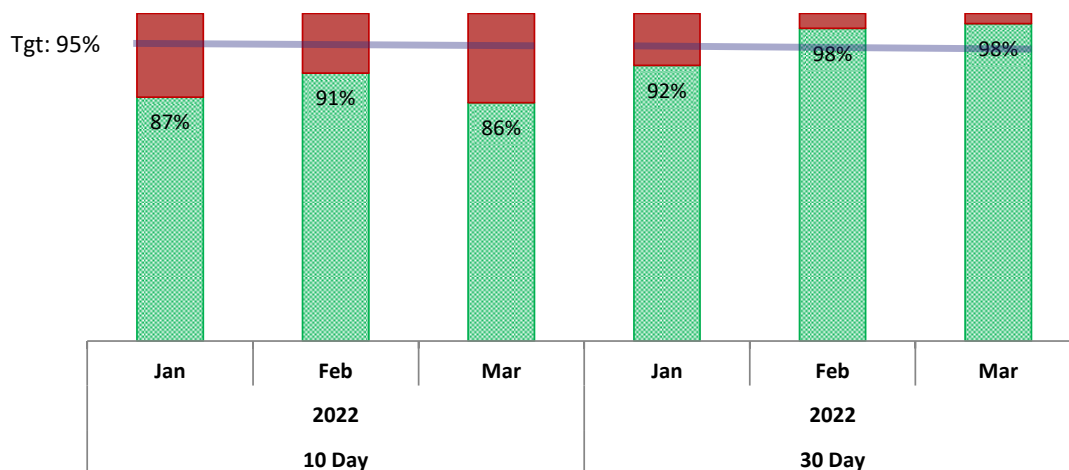
- Total Debt Due has decreased over the quarter by £1.9m to £16.8m with Adults and Resources reducing by £0.8m and £0.9m respectively. There has been a slight increase in Children’s and PGS.
- Unsecured debts over 90 days have decreased by £1.5m to £8.5m, well below the Corporate target of £10m. This includes the impact of writing off £0.28m of Adults Debt and £0.27m of PGS debt.
 - a) The Adults debt write off related to debts that were more than 6 years old and the amount was unusually high due to a catch up exercise being carried out. The debts had been provided for in full within the impairment loss provision and there was no impact on the 2021/22 outturn position.
 - b) The PGS debt write-off related to unpaid rental arrears for the old Staples unit at Vale Retail Park (SUK Ltd), for which a US-based parent guarantor covered the costs of the unpaid rent as part of the Staples insolvency agreement (no cost to the Council).

APPENDIX 1 Portfolio Summary (including Debt and Late Payments)

13. Late Payments

Figure 22: Late Payments Table

Late Payment Performance Past 3 Months



No. Late	60	49	95	790	238	211
No. Paid	410	489	602	9,202	10,214	13,210
No. Invoices	470	538	697	9,992	10,452	13,421

- a) Overall performance across all payment terms for the quarter was 95.9% (95.3% Q3). This is above the Corporate performance target of 95% and is the highest performance the Council has achieved all year. Q4 performance comprised:
- i. For the invoices with 10 day payment terms 88.0% (86.7% Q3) of invoices were paid on time.
 - ii. For invoices with other payment terms 96.3% (95.3% Q3) were paid within 30 days.
- b) In earlier periods performance has been significantly impacted by a small number of events impacting a large number of payments. Each of these situations have been investigated at the time and action taken to reduce the risk of a recurrence. In some instances, this has been relating to processes of our suppliers and contract management.

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Report to Cabinet

Date:	7 June 2022
Title:	Q4 2021-22 Performance Report
Relevant councillor(s):	John Chilver
Author and/or contact officer:	Matthew Everitt
Ward(s) affected:	None specific
Recommendations:	<ol style="list-style-type: none"> 1. Review how the Council is performing 2. Take action to improve performance where required
Reason for decision:	The Corporate Performance Framework is reported on a quarterly basis to Cabinet to ensure there is understanding, ownership and accountability for performance outturns, including actions to improve performance where appropriate.

1. Executive summary

- 1.1 The report is comprised of the following two items:
- 1.2 1) The performance report, which provides details of the key performance measures reported through the corporate performance framework for 2021/22. Latest performance outturns and targets are reported alongside trend and benchmarking information, where available. The report also includes several indicators without targets for this year, which are being monitored to establish a baseline level of performance and monitor trends. Commentary is provided for each indicator explaining what is being measured, explaining the narrative behind each outturn and detailing improvement actions.
- 1.3 2) The performance scorecard, which provides information on four key elements of performance for the Council covering Finance, Customer Service, Performance and Human Resources indicators. These are arranged in four quadrants.

- 1.4 Within the performance report and performance scorecard, outturns which are performing at or better than target are classified as Green, those which are within 5% of the target are Amber and those which are more than 5% of the target are Red.
- 1.5 At the end of Quarter 4, 93 indicators had outturns reported with a Red, Amber or Green status. Of these, 66 are Green (71%), 7 are Amber (8%) and 20 are Red (22%).
- 1.6 This is compared to Quarter 3 where 62 are Green (69%), 12 are Amber (13%) and 16 are Red (18%).

2. Content of report

- 2.1 Please see attached performance report and performance scorecard for Quarter 4.

3. Other options considered

- 3.1 None arising directly from this report.

4. Legal and financial implications

- 4.1 None arising directly from this report.

5. Corporate implications

- 5.1 None arising directly from this report.

6. Local councillors & community boards consultation & views

- 6.1 None arising directly from this report.

7. Communication, engagement & further consultation

- 7.1 None arising directly from this report.

8. Next steps and review

- 8.1 Improvement actions detailed in the performance report will be progressed. The next report for 2022/23 will be detailing proposed indicators and targets for this year.

9. Background papers

- 9.1 None for this report.

10. Your questions and views (for key decisions)

10.1 N/A.

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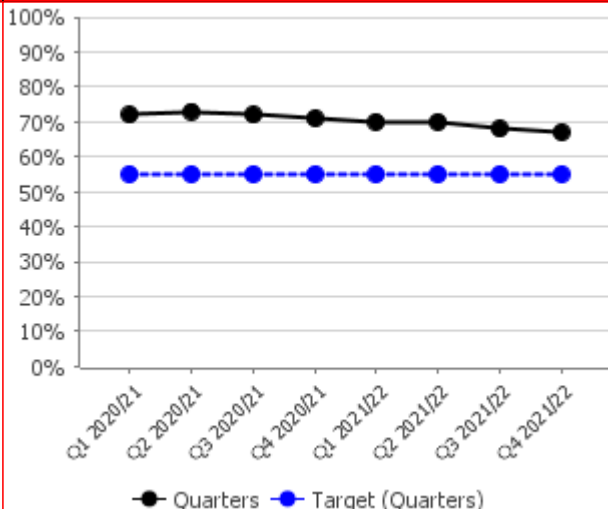
Leader's Portfolio

Cllr Martin Tett



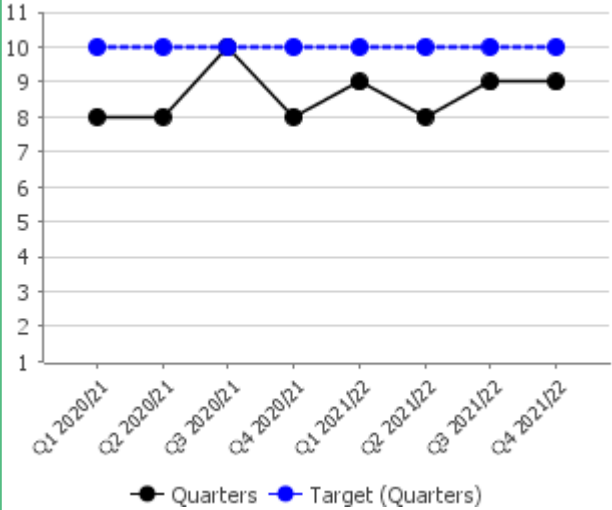
8. Leaders Portfolio RED

Generated on: 25 May 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																											
Unemployment Claimant Rate (as a % of National Rate)	Aim to Minimise	67%	55%	 <table border="1"> <caption>Unemployment Claimant Rate (as a % of National Rate) - 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>73</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> <tr> <td>Q4 2021/22</td> <td>67</td> <td>55</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	73	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	Q4 2021/22	67	55	None available	<p>This indicator compares the Buckinghamshire Claimant Rate with the National Claimant Rate of those claiming 'out-of-work' benefits as a proportion of the working age population.</p> <p>Pre-Covid-19, Buckinghamshire's Claimant Rate tracked at 55% of the National Rate. As such, getting Buckinghamshire's Claimant Rate to be below 55% of the National Rate forms the target for this measure.</p> <p>Buckinghamshire's Claimant Count Rate is 2.9%, which is lower than the National Claimant Count Rate of 4.3%: $2.9\% (\text{Buckinghamshire}) / 4.3\% (\text{National})$, equates to 67%, which is above the <55% target.</p> <p>Buckinghamshire's claimant count rate is one of the lowest in the country (7th lowest of all 38 LEP areas), however, the Wycombe Parliamentary Constituency area has a rate that exceeds the national average (4.4%).</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Deep dive analysis and research into unemployment to feed into Skills Advisory Panel, LEP Board and Buckinghamshire Growth Board supporting partnership discussion on the issue. • Ensure focus on High Wycombe town area for Adviza "Skill Up Bucks" programme. • Ensure DWP and Fedcap Support Services engage directly with community groups in worst affected wards. • Ensure recruiting businesses incorporate specific local requirements in their employment processes. • Buckinghamshire College Group to ensure the curriculum in the new High Wycombe FE Campus site addresses local business needs. • Assist DWP Support Teams to improve knowledge of key Buckinghamshire growth sectors and training opportunities available on the Bucks Skills Hub. • Shared Prosperity Fund to consider findings for Growth deals and Training provision. • Investigate funding opportunities to strengthen targeted support for recruitment and onboarding processes.
Quarter	Quarters (%)	Target (Quarters) (%)																															
Q1 2020/21	73	55																															
Q2 2020/21	73	55																															
Q3 2020/21	72	55																															
Q4 2020/21	71	55																															
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Q2 2021/22	70	55																															
Q3 2021/22	68	55																															
Q4 2021/22	67	55																															

8. Leaders Portfolio GREEN

Generated on: 25 May 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
New business registrations: Rank against other LEPs	Aim to Minimise	9	10	 <p>● Quarters ● Target (Quarters)</p>	<p>(1) London 98.25, (2) Greater Manchester 45.54, (3) Greater Birmingham and Solihull 43.30, (4) South East Midlands 40.62, (5) Black Country 40.09, (6) Hertfordshire 38.36, (7) Leeds City Region 37.59, (8) Thames Valley Berkshire 36.14, (9) Buckinghamshire 35.51, (10) Leicester and Leicestershire 34.17</p>	<p>The indicator measures the number of new businesses registered across different Local Economic Partnerships (LEPs) and ranks them against each other.</p> <p>1,540 new businesses were registered in Buckinghamshire between January and March 2022. Buckinghamshire ranked 9/38 LEP areas in terms of the number of new business registrations for every 10,000 residents aged 16 or over (a rate of 35.5).</p> <p>The most common sectors in which these new businesses are operating are: (1) Management consultancy (excluding financial management), (2) Buying and selling of own real estate, (3) Other letting and operating of own or leased real estate, (4) IT consultancy activities, (5) Other service activities, (6) Development of building projects.</p>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
Strategic Infrastructure projects: % profiled spend achieved	Aim to Maximise	146.58%	100%	<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>~55</td> <td>~75</td> </tr> <tr> <td>Q4 2021/22</td> <td>146.58</td> <td>100</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	~25	~25	Q2 2021/22	~35	~50	Q3 2021/22	~55	~75	Q4 2021/22	146.58	100	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. The spend reported includes creditor values.</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 caused issues. The CPO/SRO/Public Open Space powers have now been granted by the Secretary of State. Critical path early works such as vegetation clearance and archaeological works for the diversion of the overhead power lines has commenced and the payment to UK Power Network (UKPN) for these diversion works has led to in year accelerated spend. Phase 2 has also progressed well with the preliminary design complete and the overall project planning application submitted. A planning application for the works associated with the UKPN diversion was submitted on 8 April 2022.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																			
Q1 2021/22	~25	~25																			
Q2 2021/22	~35	~50																			
Q3 2021/22	~55	~75																			
Q4 2021/22	146.58	100																			



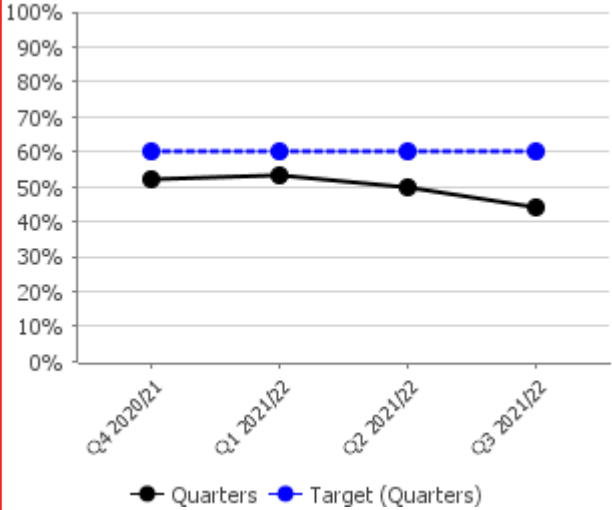
Climate Change and Environment Portfolio

Cllr Gareth Williams



1. Climate Change and Environment Portfolio RED

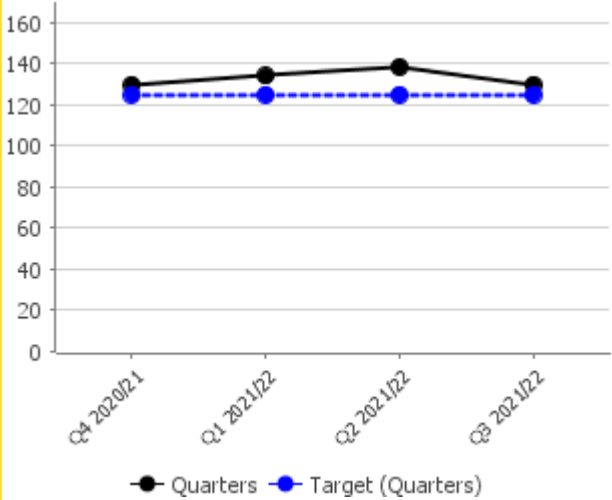
Generated on: 25 May 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
% of waste collected for recycling, reuse, composting or anaerobic digestion from household sources (household collection and Household Recycling Centres)	Aim to Maximise	44.12%	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>53%</td> <td>60%</td> </tr> <tr> <td>Q1 2021/22</td> <td>55%</td> <td>60%</td> </tr> <tr> <td>Q2 2021/22</td> <td>50%</td> <td>60%</td> </tr> <tr> <td>Q3 2021/22</td> <td>44%</td> <td>60%</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q4 2020/21	53%	60%	Q1 2021/22	55%	60%	Q2 2021/22	50%	60%	Q3 2021/22	44%	60%	2020/21 annual recycling league table for England average (42.08%)	<p>Outturns (validated) are reported one quarter in arrears.</p> <p>This is a former 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 Q3 2021/22 shows a drop from Q2 and is lower than the same period in 2020/21. There was a marked drop in organic material (food waste) sent for anaerobic digestion or composting affecting Q2-3, due to disruptions to kerbside collections arising from driver shortages. Issues impacting the service including the shortage of drivers are beyond the control of the Council. While Buckinghamshire's performance has fallen and it is now below the South East average (46%), it remains above the England average (42.3%).</p> <p>Q4 outturns (not yet validated) are projected to be much improved around 53%.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • 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 continues to keep services and systems running to deliver statutory services and help protect residents' public health.
Quarter	Quarters (Actual)	Target (Quarters)																			
Q4 2020/21	53%	60%																			
Q1 2021/22	55%	60%																			
Q2 2021/22	50%	60%																			
Q3 2021/22	44%	60%																			

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																											
% of Missed Bin Collections	Aim to Minimise	0.24%	0.15%	<table border="1"> <caption>Quarters vs Target (Quarters)</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> <tr> <td>Q4 2021/22</td> <td>0.24</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	Q4 2021/22	0.24	0.15	None available	<p>This indicator reports on the number of missed domestic waste containers (not trade waste collections), as a percentage of total households. This service is delivered by two teams, an in-house team to the North, and the contractor Veolia to the South. 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, even though a resident may report this bin as missed.</p> <p>In Q4 0.24% of bins were missed, which is up on previous quarters, and above target 0.15%. The upturn in missed collections was related to an increase in unplanned staff absence amongst the South team (Veolia) due to Covid-19 during January, which resulted in delayed and incomplete rounds. Although relief staff were deployed, they often lacked the same level of local knowledge. Performance consistently improved during February and was below target (good) throughout March, which has been attributed to a decline in unplanned staff absence towards the end of Q4.</p> <p>Improvement Action:</p> <ul style="list-style-type: none"> • A Service Improvement Plan is in place to help deliver continuous improvement required by the contractor (Veolia).
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																															
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Q4 2021/22	0.24	0.15																															

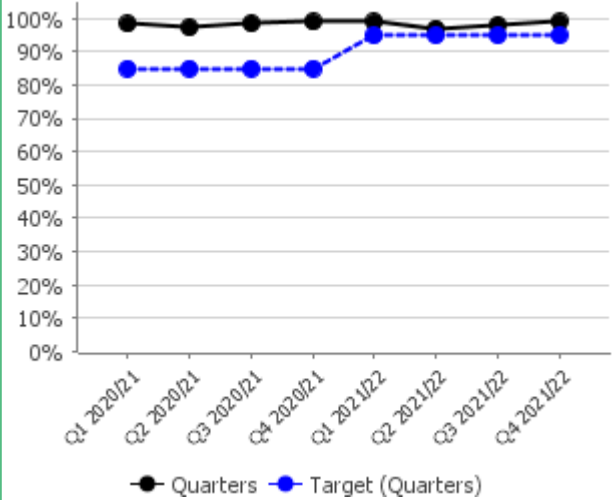
1. Climate Change and Environment Portfolio AMBER

Generated on: 25 May 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
Residual Household Waste per Household (kg)	Aim to Minimise	129.88	125	 <table border="1"> <caption>Residual Household Waste per Household (kg) - 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>135</td> <td>125</td> </tr> <tr> <td>Q2 2021/22</td> <td>140</td> <td>125</td> </tr> <tr> <td>Q3 2021/22</td> <td>130</td> <td>125</td> </tr> </tbody> </table>	Quarter	Quarters (kg)	Target (Quarters) (kg)	Q4 2020/21	130	125	Q1 2021/22	135	125	Q2 2021/22	140	125	Q3 2021/22	130	125	None available	<p>Outturns are reported a quarter in arrears.</p> <p>This indicator reports the average weight of non-recyclable household waste produced per dwelling within the county. Performance is reported cumulatively for the year.</p> <p>Q3 2021/22 performance shows reduced levels of residual waste in the system, 129.88kg per household, higher than the target of 125kg per household, but a reduction from Q1 and Q2 (133.98kg per household).</p> <p>The higher (worse) than target outturn can be attributed to the well documented driver shortages both nationally and locally. Continued disruption to kerbside collections will impact on year-end performance targets being reached. It is not expected that the 125kg quarterly average, which was always intended as a stretch target for the year, will be achieved. While Buckinghamshire's performance has not reached the target set, it is worth noting that it is well below both the England average (138kg) and the South East average (132kg).</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 that 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	135	125																			
Q2 2021/22	140	125																			
Q3 2021/22	130	125																			

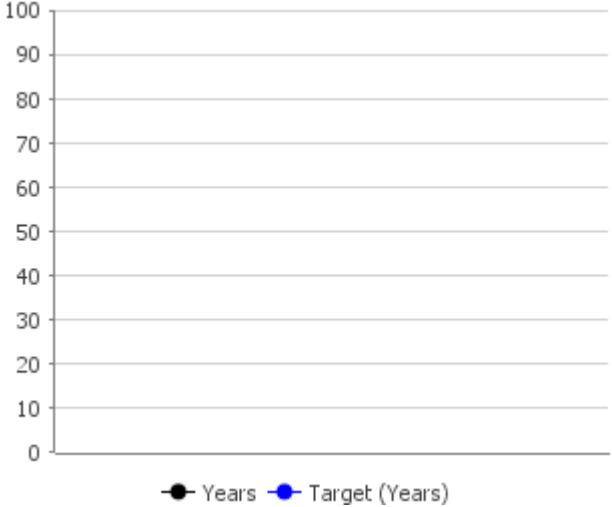
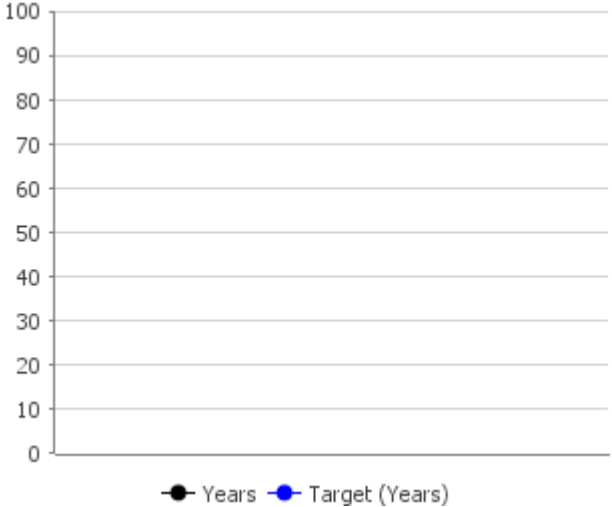
1. Climate Change and Environment Portfolio GREEN

Generated on: 25 May 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																											
% of Flood Management applications responded to within 21 days of receipt	Aim to Maximise	99%	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>99</td> <td>95</td> </tr> <tr> <td>Q2 2021/22</td> <td>98</td> <td>95</td> </tr> <tr> <td>Q3 2021/22</td> <td>99</td> <td>95</td> </tr> <tr> <td>Q4 2021/22</td> <td>99</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	99	95	Q2 2021/22	98	95	Q3 2021/22	99	95	Q4 2021/22	99	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 Q4 2021/22, the Flood Management Team responded to 99% of major applications within the statutory timeframe (123/124 responded to in time). This is higher than Q3 (98%), but the number of consultations were lower during Q4.</p>
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	99	95																															
Q2 2021/22	98	95																															
Q3 2021/22	99	95																															
Q4 2021/22	99	95																															

1. Climate Change and Environment Portfolio NO RAG

Generated on: 25 May 2022

PI	Aim To	Current Value	Trend Chart	Commentary
Annual emissions: tonnes	Aim to Minimise			<p>This indicator measures annual carbon emissions in tonnes, across Buckinghamshire. The aim is to reduce to net zero carbon emission by 2050 with an interim target of achieving a 68% reduction by 2030. These calculations are based on 1990 emission levels.</p> <p>Data for this KPI will be available in June 2022 when utility bills have been analysed and fuel usage is confirmed.</p>
Annual emissions: % reduction	Aim to Minimise			<p>This indicator measures the % reduction of carbon emissions across Buckinghamshire using 1990 as the baseline. The aim is to reduce to net zero carbon emission by 2050 with an interim target of achieving a 68% reduction by 2030, based on 1990 emission levels.</p> <p>Data for this KPI will be available in June 2022 when utility bills have been analysed and fuel usage is confirmed.</p>

PI	Aim To	Current Value	Trend Chart	Commentary															
Number of fly tipping clearances where an action has been taken	Aim to Maximise	28	<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>0</td> <td>28</td> </tr> <tr> <td>Q2 2021/22</td> <td>30</td> <td>28</td> </tr> <tr> <td>Q3 2021/22</td> <td>26</td> <td>28</td> </tr> <tr> <td>Q4 2021/22</td> <td>28</td> <td>28</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q1 2021/22	0	28	Q2 2021/22	30	28	Q3 2021/22	26	28	Q4 2021/22	28	28	<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 68 investigations in Q4 2021/22 (69 in Q3), 5 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 68 investigations in Q4, 6 FPNs were issued. 11 cases prosecuted, including 1 convicted but not yet sentenced. There were additionally 10 warning letters and 1 simple caution giving the total of 28 actions taken in Q4.</p>
Quarter	Quarters (Actual)	Target (Quarters)																	
Q1 2021/22	0	28																	
Q2 2021/22	30	28																	
Q3 2021/22	26	28																	
Q4 2021/22	28	28																	

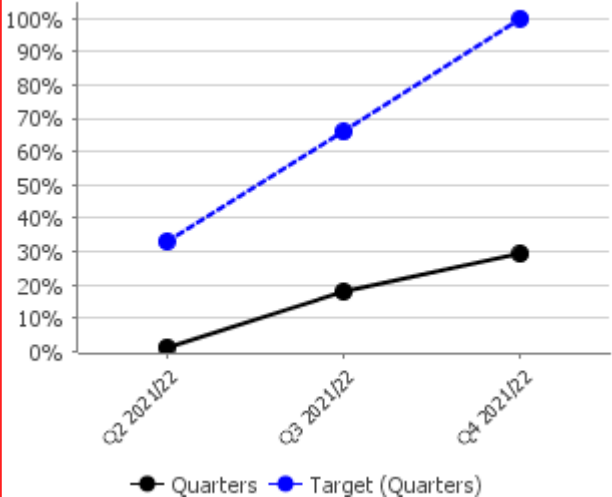


Communities Portfolio Cllr Steve Bowles



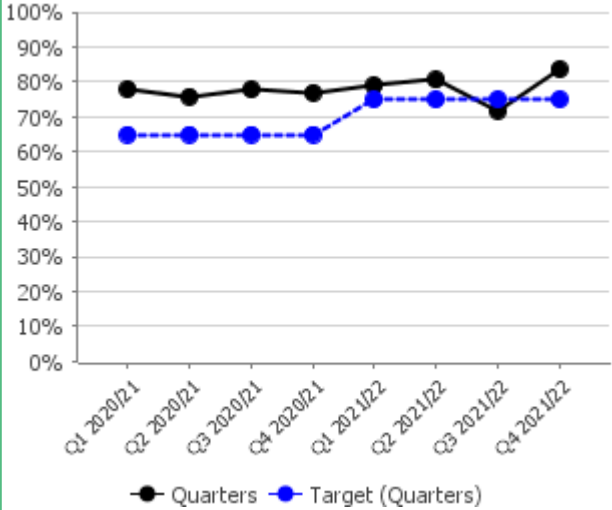
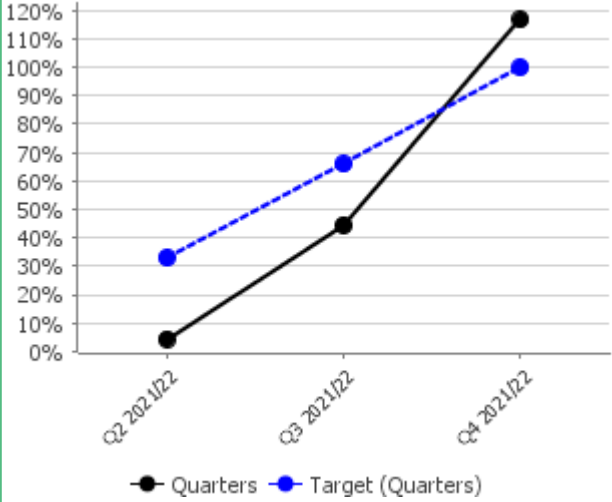
2. Communities Portfolio RED

Generated on: 25 May 2022

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	29.33%	100%	 <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>Q2 2021/22</td> <td>~2%</td> <td>~35%</td> </tr> <tr> <td>Q3 2021/22</td> <td>20%</td> <td>65%</td> </tr> <tr> <td>Q4 2021/22</td> <td>30%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q2 2021/22	~2%	~35%	Q3 2021/22	20%	65%	Q4 2021/22	30%	100%	None available	<p>This indicator measures a priority area of spend for the Community Boards total budget.</p> <p>Having reduced the funding available to Community Boards and given the Boards more autonomy over how they spend their funding these measures are no longer relevant. We are currently developing new performance indicators for Community Boards.</p>
Quarter	Quarters (Actual)	Target (Quarters)																
Q2 2021/22	~2%	~35%																
Q3 2021/22	20%	65%																
Q4 2021/22	30%	100%																

2. Communities Portfolio GREEN

Generated on: 25 May 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	83.6%	75%	 <table border="1"> <caption>Data for % of female victims supported by IDVAs who have their risk level reduced</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>65</td> </tr> <tr> <td>Q2 2020/21</td> <td>75</td> <td>65</td> </tr> <tr> <td>Q3 2020/21</td> <td>78</td> <td>65</td> </tr> <tr> <td>Q4 2020/21</td> <td>75</td> <td>65</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>72</td> <td>75</td> </tr> <tr> <td>Q4 2021/22</td> <td>83.6</td> <td>75</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	78	65	Q2 2020/21	75	65	Q3 2020/21	78	65	Q4 2020/21	75	65	Q1 2021/22	78	75	Q2 2021/22	80	75	Q3 2021/22	72	75	Q4 2021/22	83.6	75	None available	<p>Independent domestic violence advisors (IDVAs) are professionally qualified, specialist domestic abuse workers, who support high-risk victims of domestic abuse. This is a commissioned service that is provided to address the needs of domestic violence and abuse (DVA) victims and the indicator looks at the percentage of female victims supported by IDVAs who have their risk level reduced.</p> <p>The Q4 indicator at 83.6% gives a 77.9% YTD figure which is above the 75% target for this KPI.</p> <p>We are continuing to monitor the performance of this service.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																															
Q1 2020/21	78	65																															
Q2 2020/21	75	65																															
Q3 2020/21	78	65																															
Q4 2020/21	75	65																															
Q1 2021/22	78	75																															
Q2 2021/22	80	75																															
Q3 2021/22	72	75																															
Q4 2021/22	83.6	75																															
% of total climate change spend across all Community Boards compared to profiled spend	Aim to Maximise	116.76%	100%	 <table border="1"> <caption>Data for % of total climate change spend across all Community Boards compared to profiled spend</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>35</td> </tr> <tr> <td>Q3 2021/22</td> <td>45</td> <td>65</td> </tr> <tr> <td>Q4 2021/22</td> <td>116.76</td> <td>100</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q2 2021/22	5	35	Q3 2021/22	45	65	Q4 2021/22	116.76	100	None available	<p>This indicator measures a priority area of spend for the Community Boards total budget.</p> <p>Having reduced the funding available to Community Boards and given the Boards more autonomy over how they spend their funding these measures are no longer relevant. We are currently developing new performance indicators for Community Boards.</p>															
Quarter	Quarters (%)	Target (Quarters) (%)																															
Q2 2021/22	5	35																															
Q3 2021/22	45	65																															
Q4 2021/22	116.76	100																															



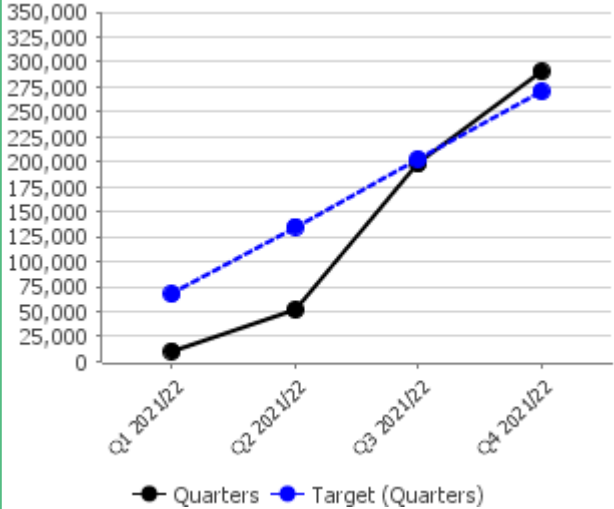
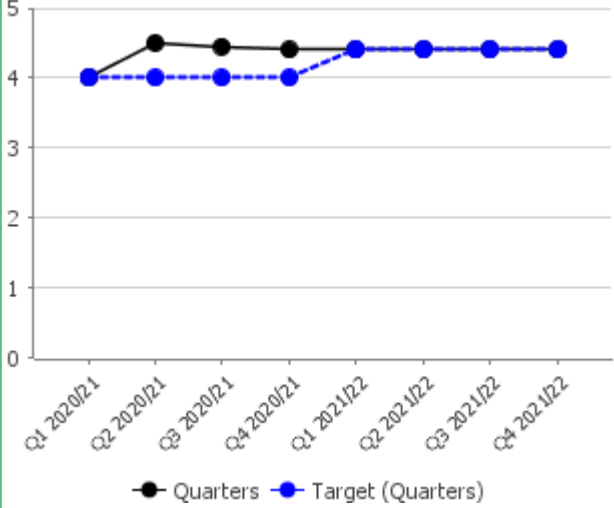
Culture and Leisure Portfolio

CLr Clive Harriss



3. Culture and Leisure portfolio GREEN

Generated on: 25 May 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Number of visits to main cultural venues	Aim to Maximise	290,410	270,424		None Available	<p>This indicator measures the total number of visitors to the main cultural venues in Buckinghamshire, the Buckinghamshire museums (Discover Bucks Museum and Wycombe Museum) and theatres supported by the Council (Aylesbury Waterside Theatre and the Wycombe Swan theatre).</p> <p>By the end of Q4 2021/22, our cultural venues had received 290,410 visitors, which means we have exceeded our annual target of 270,424 visitors, and shown a strong and progressive improvement since the beginning of the year where these facilities were significantly impacted by Covid-19 restrictions.</p>
Country and Town Park Satisfaction Ratings (Trip Advisor & Google)	Aim to Maximise	4.4	4.4		None available	<p>This indicator measures the overall Trip Advisor and Google ratings (1-5) as an average across Black Park and Langley Country Parks, Higginson Park (Marlow), the Rye (High Wycombe), and Vale Park (Aylesbury). Trip Advisor reviews are consistent, but infrequent, with a much higher proportion of reviews now coming in through Google.</p> <p>Overall, satisfaction with our parks and open spaces remains at an average score of 4.4 out of 5, with 13,193 individual reviews and 91% rating the parks as good or excellent, 6.3% rating as average and the remaining 2.7% being dissatisfied with these facilities. This is consistent with previous quarters for 2021/22.</p>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																											
Number of visitors to leisure centres and pools	Aim to Maximise	2,375,284	1,800,000	<table border="1"> <caption>Visitor Numbers to Leisure Centres and Pools</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>~50,000</td> <td>~50,000</td> </tr> <tr> <td>Q2 2020/21</td> <td>~150,000</td> <td>~150,000</td> </tr> <tr> <td>Q3 2020/21</td> <td>~300,000</td> <td>~300,000</td> </tr> <tr> <td>Q4 2020/21</td> <td>~300,000</td> <td>~300,000</td> </tr> <tr> <td>Q1 2021/22</td> <td>~450,000</td> <td>~250,000</td> </tr> <tr> <td>Q2 2021/22</td> <td>~1,000,000</td> <td>~750,000</td> </tr> <tr> <td>Q3 2021/22</td> <td>~1,500,000</td> <td>~1,300,000</td> </tr> <tr> <td>Q4 2021/22</td> <td>~2,375,284</td> <td>~1,800,000</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2020/21	~50,000	~50,000	Q2 2020/21	~150,000	~150,000	Q3 2020/21	~300,000	~300,000	Q4 2020/21	~300,000	~300,000	Q1 2021/22	~450,000	~250,000	Q2 2021/22	~1,000,000	~750,000	Q3 2021/22	~1,500,000	~1,300,000	Q4 2021/22	~2,375,284	~1,800,000	None available	<p>This indicator measures the number of visitors to Swan Pool (Buckingham), Aqua Vale (Aylesbury), Chalfont Leisure Centre, Chesham Leisure Centre, the Chilterns Lifestyle Centre (which replaced the Chiltern Pools in Amersham from December 2021), Evreham Centre (Iver), Beacon Centre (Beaconsfield), Wycombe Leisure Centre, Court Garden (Marlow) & Risborough Springs.</p> <p>In Q4 the leisure centres recorded 855,436 visits, which is an increase on all previous quarters - Q3 (536,104), Q2 (539,294) and Q1 (444,450). This brings the cumulative target for the year to 2,375,284 visits against a target of 1,800,000.</p> <p>The opening of the Chilterns Lifestyle Centre in December has contributed to these figures with an impressive 292,049 visits since opening, and we expect this positive impact to continue as the centre establishes a more consistent pattern of attendance over the next few months. Swimming has been one of the most popular activities since leisure facilities reopened in April 2021; all centres with pools have seen a positive return from customers. Health and Fitness has generally seen a lower level of return across the leisure industry as a whole, which is something the team will be working on in partnership with all our leisure operators, but could be reflective of a more general change in exercise choices.</p>
Quarter	Quarters	Target (Quarters)																															
Q1 2020/21	~50,000	~50,000																															
Q2 2020/21	~150,000	~150,000																															
Q3 2020/21	~300,000	~300,000																															
Q4 2020/21	~300,000	~300,000																															
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Q3 2021/22	~1,500,000	~1,300,000																															
Q4 2021/22	~2,375,284	~1,800,000																															
Number of library information enquiries (signposting and referral)	Aim to Maximise	15,816	7,200	<table border="1"> <caption>Library Information Enquiries</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>~500</td> <td>~500</td> </tr> <tr> <td>Q2 2020/21</td> <td>~1,500</td> <td>~3,000</td> </tr> <tr> <td>Q3 2020/21</td> <td>~2,500</td> <td>~6,000</td> </tr> <tr> <td>Q4 2020/21</td> <td>~2,800</td> <td>~9,500</td> </tr> <tr> <td>Q1 2021/22</td> <td>~2,500</td> <td>~2,000</td> </tr> <tr> <td>Q2 2021/22</td> <td>~6,500</td> <td>~3,500</td> </tr> <tr> <td>Q3 2021/22</td> <td>~10,500</td> <td>~5,500</td> </tr> <tr> <td>Q4 2021/22</td> <td>15,816</td> <td>~7,200</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2020/21	~500	~500	Q2 2020/21	~1,500	~3,000	Q3 2020/21	~2,500	~6,000	Q4 2020/21	~2,800	~9,500	Q1 2021/22	~2,500	~2,000	Q2 2021/22	~6,500	~3,500	Q3 2021/22	~10,500	~5,500	Q4 2021/22	15,816	~7,200	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 Q4 there were 5,368 information requests, making a cumulative total of 15,816 for the full year against a cumulative target of 7,200. 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	~500	~500																															
Q2 2020/21	~1,500	~3,000																															
Q3 2020/21	~2,500	~6,000																															
Q4 2020/21	~2,800	~9,500																															
Q1 2021/22	~2,500	~2,000																															
Q2 2021/22	~6,500	~3,500																															
Q3 2021/22	~10,500	~5,500																															
Q4 2021/22	15,816	~7,200																															

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Number of downloads (e-audiobooks, e-magazines and e-news)	Aim to Maximise	670,443	425,000		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 our online services.</p> <p>In Q4 there were 172,199 e-downloads, against a quarterly target of 106,250. The cumulative for the year 2021/22 was 670,443 e-downloads, exceeding the annual target of 425,000. This is a slight increase on the Q3 outturn (167,020) and Q2 (158,434) and comparable with Q1 (172,790), when there were Covid-19 restrictions in place for in-person activities. The continued strong performance has been influenced by the paradigm shift in behaviours caused by the pandemic, with more customers accessing resources on digital platforms. E-library services overall remain at significantly higher numbers than pre-Covid-19.</p>
Engagement with Archives through social media and in-person visits	Aim to Maximise	40,074	28,000		None available	<p>This indicator measures engagement with the Archives through social media and in-person visits.</p> <p>Q4 performance is lower than that recorded for previous quarters, but the cumulative total is above target for the year. Staff changes have affected in-person and social media services, but recruitment is underway with new staff expected to start in Q1 and Q2 2022/23.</p>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Number of visitors to Country Parks	Aim to Maximise	1,389,154	1,010,000		None available	<p>This indicator measures the number of visitors to country parks. 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 280,358 for Q3, bringing the cumulative total for 2021/22 to 1,389,154 visitors, ahead of the target of 1 million visitors for the year. This has continued the trend of a 33% increase on pre-pandemic levels (2019/20: 1.03m) which has been seen throughout the year, but is a reduction on the levels achieved during the Covid-19 restrictions (2020/21: 1.76m). This reduction can be attributed to the re-opening of other competing leisure facilities as Covid-19 restrictions have been relaxed.</p>

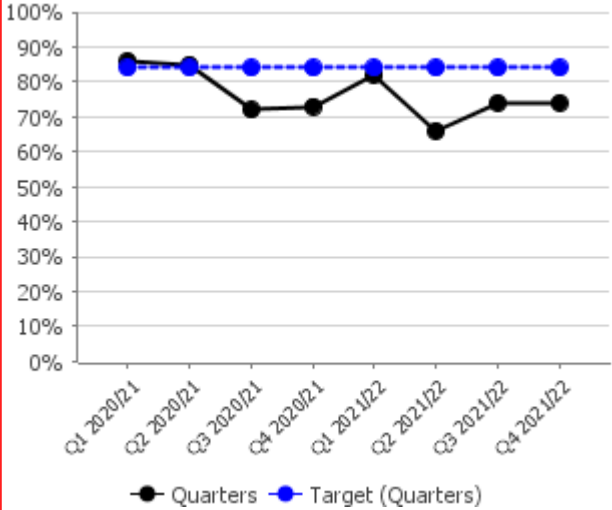


Education and Children's Services Portfolio Cllr Anita Cranmer



4. Education and Childrens Services Portfolio RED

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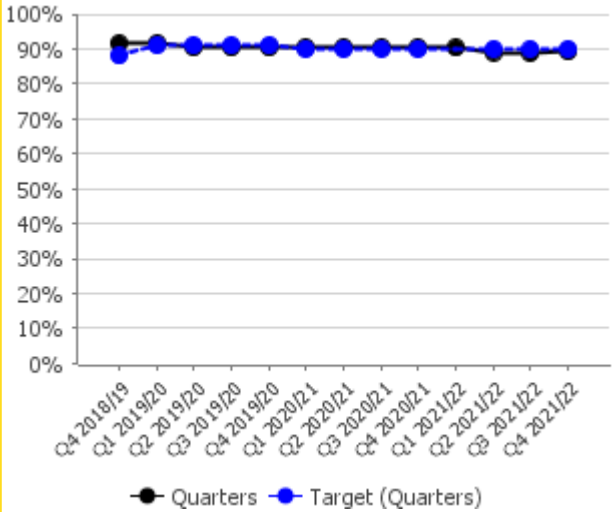
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																											
% of assessments completed in 45 working days	Aim to Maximise	74%	84%	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>85</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> <tr> <td>Q4 2021/22</td> <td>74</td> <td>84</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	85	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	Q4 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. Assessments are conducted to determine what services to provide to children and their families.</p> <p>During Q4 the percentage of children's assessments completed within 45 working days was 74%.</p> <p>The overall number of children that the social care service is working with rose by 22% in the year ending March 2022. As a result, the number of assessments starting rose by 30% between 2020/21 and 2021/22. During Q4, there was an average of 585 assessments started each month, compared to 489 started during Q4 in the previous year.</p> <p>In response to this increased demand, capacity within the service was increased leading to improved performance during Q3.</p> <p>During Q4 the percentage of children's assessments completed within 45 working days was 74%, which is positive given the increase in demand highlighted.</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, to support a greater degree of case oversight and timelier case direction. • The Head of Service will use resource flexibly in periods when there are increased caseloads in the Assessment Teams. • 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, which is reducing the use of agency staff.
Quarter	Quarters (%)	Target (Quarters) (%)																															
Q1 2020/21	85	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																															
Q4 2021/22	74	84																															

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	76%	85%		England 83%, South East 82%, Statistical Neighbours 87% (CIN Census 2020/21)	<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 Q4, 76% of ICPCs were held within 15 working days of the strategy discussion. This is an increase of 15% from Q3, which is in the context of a 54% increase in ICPCs during 2021/22, compared to the previous year.</p> <p>This increased activity resulted in a rise in the number of children on CIN plans (a 28% rise) as well as children on child protection plans (a 46% rise). These rises in demand and the complexity of cases have led to increased pressure across the service.</p> <p>Additional resource has been put in place to support the administration of ICPCs, and capacity within the service has been increased to help manage the rise in demand. This has led to continued improvement in performance in Q4, during March 84% of ICPCs were completed on time.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Social workers 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. • The service manager regularly attends meetings with managers in the safeguarding teams, working closely to ensure any potential delays are addressed so that ICPCs are carried out on time. • The service is working with Assessment teams, to monitor rises in demand and ensure there are plans in place to continue to manage this going forward. • The service continues to review out of time cases and monitor safety plans so that those children are safe.

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
% of children in need seen within 4 weeks	Aim to Maximise	80%	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>89</td> <td>90</td> </tr> <tr> <td>Q4 2021/22</td> <td>80</td> <td>90</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	88	90	Q2 2021/22	84	90	Q3 2021/22	89	90	Q4 2021/22	80	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 March 2022, 80% of children on a CIN plan were seen within 4 weeks. This is a decrease from 88% at the end of December 2021.</p> <p>The overall number of children that the social care service is working with rose by 22% in the year ending March 2022. This has been driven by an increase in the number of children coming into the service, where the number of assessments starting rose by 30% between 2020/21 and 2021/22.</p> <p>This increased activity has also resulted in a rise in the number of children on CIN plans (a 28% rise). These rises in demand and the complexity of cases have led to increased pressure across the service, impacting on performance in these areas.</p> <p>Of the 1,318 children on a CIN plan at the end of March 2022, 96% were seen within 6 weeks.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> Managers work closely with social workers to manage visits week by week, ensuring time is scheduled to update children's records as soon as possible after visits have taken place. The service is prioritising recruitment activity to sustain workforce capacity and ensure resource is available to manage increased demand. Performance data is reviewed regularly to ensure that there is stringent oversight of children on CIN plans and that risks are mitigated against.
Quarter	Quarters (%)	Target (Quarters) (%)																			
Q1 2021/22	88	90																			
Q2 2021/22	84	90																			
Q3 2021/22	89	90																			
Q4 2021/22	80	90																			

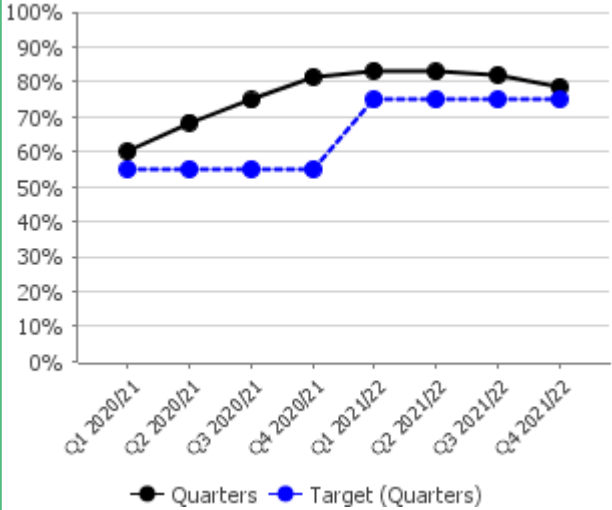
4. Education and Childrens Services Portfolio AMBER

Generated on: 25 May 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of pupils attending schools rated good and outstanding by Ofsted	Aim to Maximise	89.2%	90%	 <p>The trend chart displays the percentage of pupils attending schools rated good and outstanding by Ofsted over a period of four years. The Y-axis represents the percentage from 0% to 100%. The X-axis shows quarters from Q4 2018/19 to Q4 2021/22. A blue line with circular markers represents the 'Target (Quarters)' at 90%. A black line with circular markers represents the 'Quarters' actual performance. The actual performance starts at approximately 86.4% in Q4 2018/19 and shows a steady upward trend, reaching 89.2% by Q4 2021/22. The performance remains consistently below the 90% target.</p>	<p>State-funded schools in England (31/03/2022) = 86.4%</p> <p>State-funded schools in the South East region (31/03/2022) = 91.6%</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 March 2022, 89.2% of Buckinghamshire pupils were attending a good or outstanding school, which is slightly below target but above the national average.</p> <p>There have been 28 school inspections in Buckinghamshire since September (22 primary schools, 5 secondary schools and 1 special school), although not all inspection reports have been published yet. Of the 20 reports that have been published 2 were Outstanding, 14 Good, 2 Requires Improvement and 2 Inadequate.</p> <p>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>Improvement Actions:</p> <ul style="list-style-type: none"> • Focused intensive work is being carried out for schools in the Requires Improvement or Inadequate Ofsted categories through the Side by Side intervention programme. • Schools continue to be 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. • Delivery of the Buckinghamshire Challenge project aims to raise the attainment of disadvantaged pupils across Buckinghamshire. The project is being delivered by Unity Research Schools, a research school partner of the Education Endowment Foundation (EEF), together with 135 Buckinghamshire Schools. • Further capacity for the School Improvement Team has been recruited. The cost of this is planned to be covered by increased traded work with schools.

4. Education and Childrens Services Portfolio GREEN

Generated on: 25 May 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	78.6%	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>70</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>81</td> <td>75</td> </tr> <tr> <td>Q3 2021/22</td> <td>80</td> <td>75</td> </tr> <tr> <td>Q4 2021/22</td> <td>78.6</td> <td>75</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	60	55	Q2 2020/21	70	55	Q3 2020/21	75	55	Q4 2020/21	80	55	Q1 2021/22	82	75	Q2 2021/22	81	75	Q3 2021/22	80	75	Q4 2021/22	78.6	75	<p>2021 calendar year: South East = 49.3% National = 59.9% Buckinghamshire = 82.0%</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 Q4 reports on the EHCPs issued from January 2022 to March 2022.</p> <p>In Q4 78.6% of EHCPs were issued within 20 weeks, which is above target and above the latest published national and regional averages (National 59.9% and South East 49.3% for 2021).</p> <p>Performance is slightly below Q3, although still above target. There has been an increase in the number of requests for EHC assessments, with the number of requests received during Q4 2021/22 being 19% above the same period in 2020/21.</p> <p>During Q4 there was also a higher workload linked to Phase Transfers, where the Local Authority needs to review and finalise EHCPs, including naming future placements, for children who are due to move between phases of education. The Local Authority must issue the child or young person's finalised EHC plan before 31 March in the case of a transfer from secondary school to a post 16 institution, and before 15 February in the case of a child's transfer in any other case.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																															
Q1 2020/21	60	55																															
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Q3 2020/21	75	55																															
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Q2 2021/22	81	75																															
Q3 2021/22	80	75																															
Q4 2021/22	78.6	75																															

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Permanent exclusion rate (%) – primary	Aim to Minimise	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>

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	98.2%	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 March 2022, 98.2% of Buckinghamshire settings have been judged by Ofsted to be good or outstanding. This is above both the latest national and regional averages. Of the 221 providers that have been inspected, only 4 have outcomes below Good.</p>

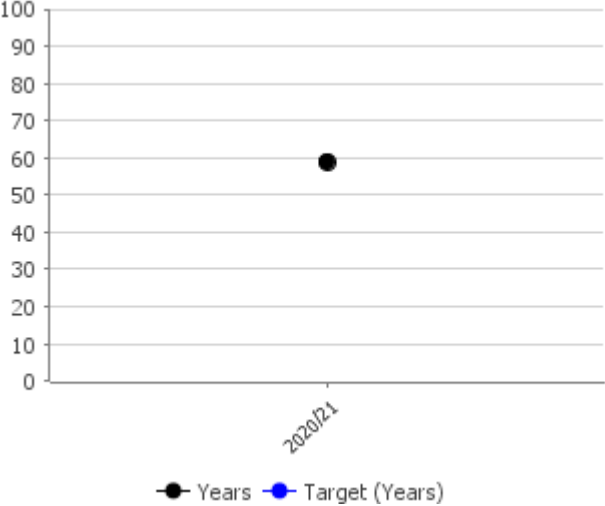
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
<p>% of initial Family Support Plans completed within 31 working days</p>	<p>Aim to Maximise</p>	<p>91%</p>	<p>85%</p>	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>93</td> <td>85</td> </tr> <tr> <td>Q2 2021/22</td> <td>91</td> <td>85</td> </tr> <tr> <td>Q3 2021/22</td> <td>94</td> <td>85</td> </tr> <tr> <td>Q4 2021/22</td> <td>91</td> <td>85</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	93	85	Q2 2021/22	91	85	Q3 2021/22	94	85	Q4 2021/22	91	85	<p>None available</p>	<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 and one-to-one support for parents and young people (Level 2 support).</p> <p>Completion of timely assessments and plans support engagement and provide the best opportunities for positive change and improved outcomes for children and families.</p> <p>During Q4 91% of families had an Initial Plan completed within 31 working days (211 of 233 initial plans). This is 6 percentage points above the target of 85%. The number of families being supported by the Family Support Service has risen. The service is now supporting 454 families, an increase from 343 in March 2021.</p> <p>While Q4 performance is 91% performance across the whole year (2021/22) is 93% of Initial Plans having been completed within 31 working days.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																			
Q1 2021/22	93	85																			
Q2 2021/22	91	85																			
Q3 2021/22	94	85																			
Q4 2021/22	91	85																			

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of 19-21 year olds who have left care that are in education, employment or training	Aim to Maximise	74%	55%		England 52%, South East 51%, Statistical Neighbours 52% (Children Looked After Return - SSDA903, 2020/21)	<p>This indicator measures the percentage of care leavers aged between 19 and 21 who are in education, employment, or training (EET).</p> <p>The figure at the end of March 2022 was 74%. This remains well above both the target of 55% and the benchmark figures for England, the South East and our statistical neighbours.</p> <p>Of the care leavers aged 19-21, 130 are in EET. Targeted support is being provided to 46 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 now, and in the future. 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.</p>
% of children subject to a Child Protection Plan seen within 4 weeks	Aim to Maximise	95%	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 March 2022, 95% of children subject to a CP plan were seen within 4 weeks.</p> <p>The overall number of children that the social care service is working with rose by 22% in the year ending March 2022. This increased activity has also resulted in a rise in the number of children on CIN plans (a 28% rise) as well as children on child protection plans (a 46% rise). Despite this, performance has remained high.</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>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
% children who became the subject of a Child Protection Plan for a second or subsequent time within 2 years	Aim to Minimise	7%	10%	<table border="1"> <caption>Quarters vs Target (Quarters)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>7%</td> <td>10%</td> </tr> <tr> <td>Q2 2021/22</td> <td>7%</td> <td>10%</td> </tr> <tr> <td>Q3 2021/22</td> <td>5%</td> <td>10%</td> </tr> <tr> <td>Q4 2021/22</td> <td>7%</td> <td>10%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	7%	10%	Q2 2021/22	7%	10%	Q3 2021/22	5%	10%	Q4 2021/22	7%	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 Q4, of the 246 children starting on a CP plan, 7% (16 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 work together with schools, police and health organisations 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>
Quarter	Quarters (%)	Target (Quarters) (%)																			
Q1 2021/22	7%	10%																			
Q2 2021/22	7%	10%																			
Q3 2021/22	5%	10%																			
Q4 2021/22	7%	10%																			
% of children looked after visited within timescales	Aim to Maximise	92%	90%	<table border="1"> <caption>Quarters vs Target (Quarters)</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>92%</td> <td>90%</td> </tr> <tr> <td>Q3 2021/22</td> <td>92%</td> <td>90%</td> </tr> <tr> <td>Q4 2021/22</td> <td>92%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	92%	90%	Q2 2021/22	92%	90%	Q3 2021/22	92%	90%	Q4 2021/22	92%	90%	None available	<p>This indicator measures the percentage of looked after children who were visited in person 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>The frequency of visits is determined by the child's needs and care plan, in accordance with statutory requirements. At the end of March 2022, 92% of children had been visited within timescales, this is the same level of performance as Q3.</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	92%	90%																			
Q3 2021/22	92%	90%																			
Q4 2021/22	92%	90%																			

4. Education and Childrens Services Portfolio NO RAG

Generated on: 25 May 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. The Y-axis represents the score, ranging from 0 to 100 in increments of 10. The X-axis represents the academic year. A black dot indicates the 'Years' value of 59. A blue dot represents the 'Target (Years)', which is not explicitly labeled on the chart but is implied to be the current value of 59.</p>	<p>Previously reported to Cabinet in Q3.</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>

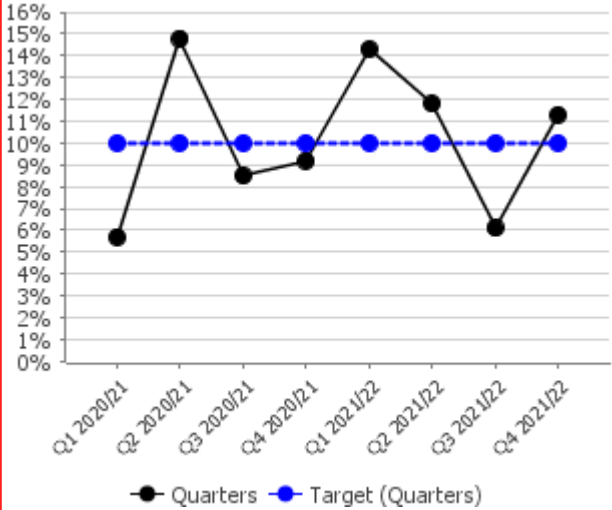


Accessible Housing and Resources Portfolio Cllr John Chilver



5. Accessible Housing and Resources Portfolio RED

Generated on: 25 May 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	11.3%	10%	 <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>5.8</td> <td>10.0</td> </tr> <tr> <td>Q2 2020/21</td> <td>15.2</td> <td>10.0</td> </tr> <tr> <td>Q3 2020/21</td> <td>8.5</td> <td>10.0</td> </tr> <tr> <td>Q4 2020/21</td> <td>9.3</td> <td>10.0</td> </tr> <tr> <td>Q1 2021/22</td> <td>14.5</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> <tr> <td>Q4 2021/22</td> <td>11.3</td> <td>10.0</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	5.8	10.0	Q2 2020/21	15.2	10.0	Q3 2020/21	8.5	10.0	Q4 2020/21	9.3	10.0	Q1 2021/22	14.5	10.0	Q2 2021/22	11.8	10.0	Q3 2021/22	6.1	10.0	Q4 2021/22	11.3	10.0	None available	<p>This indicator measures the average percentage of phone calls which are abandoned before being answered in the customer service centre (CSC).</p> <p>Q4 performance is 11.3% against a target of 10%. This is a reduction in performance against Q3 of 6.1 percentage points.</p> <p>Q3's low call abandonment rate was due to dampened customer contact as a result of the Aylesbury and Wycombe Revenues and Benefits system closure for four weeks and suspension of Council Tax processing and enforcement action. Reminders and summonses letters were not sent in November and into early December due to the new system implementation. In December the system went live together with restarting enforcement action. Although we had additional capacity to process the backlog, this period has been hampered by system instability, unexpected external implementation issues and a difficult recruitment market to bring additional skilled capacity into the Council. At the end of Q4 we undertake our normal annual billing exercise and this always drives a high number of Council Tax enquiries into the Customer Service Centre. This together has created more calls, longer waits times and higher abandonment rates against target. The abandonment rate excluding Revenues and Benefits was 9.3%.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Position in queue message to manage expectations • Call back facility so that callers do not have to wait in the queue • Training more Customer Service Agents on Council Tax enquiries • A refreshed approach to Customer Service recruitment – including flexibility of location and hours.
Quarter	Quarters (%)	Target (Quarters) (%)																															
Q1 2020/21	5.8	10.0																															
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Q4 2021/22	11.3	10.0																															

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
Average Call Wait Time	Aim to Minimise	0h 09m 04s	0h 03m 00s	<table border="1"> <caption>Average Call Wait Time Trend Data</caption> <thead> <tr> <th>Quarter</th> <th>Current Value</th> <th>Target</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 20s</td> <td>0h 03m 00s</td> </tr> <tr> <td>Q4 2021/22</td> <td>0h 09m 04s</td> <td>0h 03m 00s</td> </tr> </tbody> </table>	Quarter	Current Value	Target	Q1 2021/22	0h 04m 40s	0h 03m 00s	Q2 2021/22	0h 05m 00s	0h 03m 00s	Q3 2021/22	0h 02m 20s	0h 03m 00s	Q4 2021/22	0h 09m 04s	0h 03m 00s	None available	<p>This indicator measures the average call wait time for all lines across all Customer Service lines.</p> <p>Q4 performance is 9 minutes 4 seconds against a target of 3 minutes. This is a reduction in performance compared with Q3 (2 minutes 27 seconds).</p> <p>Q3 performance was achieved in the context of the Wycombe and Aylesbury Revenue and Benefits system being suspended which meant that normal processing actions were not occurring and hence customer contact was dampened. The implementation of the new system at the start of Q4, the work on the backlog, the recommencement of normal reminder and summons activity, system instability, unexpected external implementation issues and a difficult recruitment market to bring additional skilled capacity into the Council plus Council Tax billing has all contributed to very high call numbers and hence wait times. The average call wait time excluding Revenues and Benefits was 2m 49s.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Position in queue message to manage expectations • Call back facility so that callers do not have to wait in the queue • Training more Customer Service Agents on Council Tax enquiries • A refreshed approach to Customer Service recruitment – including flexibility of location and hours. • Dedicated triage teams for Council Tax Summons enquiries • Dedicated teams for one off activity e.g. £150 Council Tax rebate and Waste round reorganisation • Call messaging to help residents self serve on the Council Tax portal • Officer improvement team to analyse demand failure so that our systems make straightforward enquiries simple to resolve • Using Our customer First Champions to review customer journeys to streamline them
Quarter	Current Value	Target																			
Q1 2021/22	0h 04m 40s	0h 03m 00s																			
Q2 2021/22	0h 05m 00s	0h 03m 00s																			
Q3 2021/22	0h 02m 20s	0h 03m 00s																			
Q4 2021/22	0h 09m 04s	0h 03m 00s																			

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																		
Staff voluntary turnover % (BC - rolling year)	Banding	14.5%	12%	<table border="1"> <caption>Staff Voluntary Turnover % Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</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>13.0</td> <td>12.0</td> </tr> <tr> <td>Q3 2021/22</td> <td>13.6</td> <td>12.0</td> </tr> <tr> <td>Q4 2021/22</td> <td>14.5</td> <td>12.0</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q4 2020/21	8.8	12.0	Q1 2021/22	10.5	12.0	Q2 2021/22	13.0	12.0	Q3 2021/22	13.6	12.0	Q4 2021/22	14.5	12.0	None available	<p>This indicator measures the workforce voluntary turnover percentage for the Council.</p> <p>Q4 performance is 14.5% against a target of 12%. This is a change in performance by 0.9 percentage points when compared with Q3 (13.6%) and is outside the banded target of 10% to 14%.</p> <p>Voluntary turnover is calculated using a 12 month rolling year, therefore the Q4 outturn is based on the period 1st April 2021 to 31st March 2022. There was a reduction in voluntary turnover during the pandemic compared to pre-pandemic quarters. Turnover rates have consistently increased as the economy continues to recover and as the labour market changes. Turnover is monitored on a monthly basis.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Continue to monitor voluntary turnover and conduct predictive analysis to understand what may happen as the job market changes post lockdown. • Conduct deep dive into voluntary turnover to understand whether there are particular Teams/ Services experiencing higher levels of turnover.
Quarter	Quarters (%)	Target (Quarters) (%)																						
Q4 2020/21	8.8	12.0																						
Q1 2021/22	10.5	12.0																						
Q2 2021/22	13.0	12.0																						
Q3 2021/22	13.6	12.0																						
Q4 2021/22	14.5	12.0																						

BC Resources Cabinet Indicators Report - Ambers



Generated on: 25 May 2022

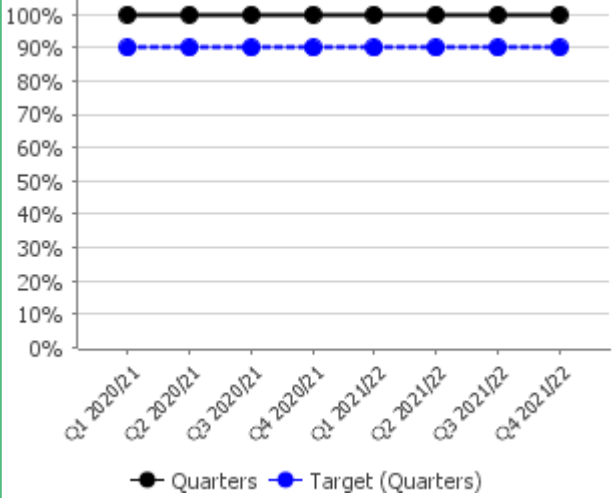
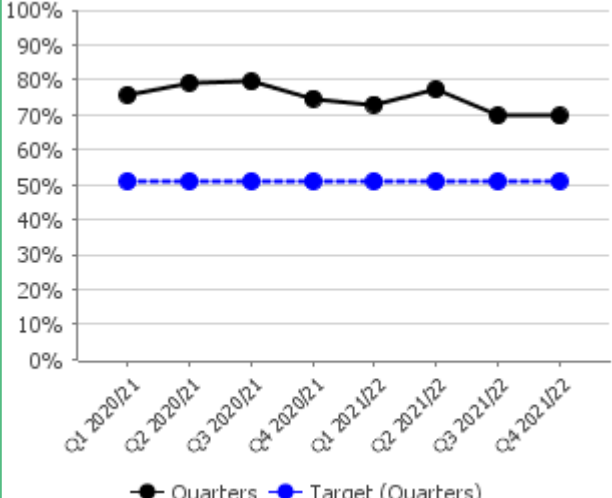
Page 104

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																											
% of Council Tax collected (cumulative)	Aim to Maximise	97.5%	98.1%	<table border="1"> <caption>Quarterly Council Tax Collection Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>28</td> <td>28</td> </tr> <tr> <td>Q2 2020/21</td> <td>58</td> <td>58</td> </tr> <tr> <td>Q3 2020/21</td> <td>85</td> <td>85</td> </tr> <tr> <td>Q4 2020/21</td> <td>98</td> <td>98</td> </tr> <tr> <td>Q1 2021/22</td> <td>28</td> <td>28</td> </tr> <tr> <td>Q2 2021/22</td> <td>58</td> <td>58</td> </tr> <tr> <td>Q3 2021/22</td> <td>85</td> <td>85</td> </tr> <tr> <td>Q4 2021/22</td> <td>97.5</td> <td>98.1</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	28	28	Q2 2020/21	58	58	Q3 2020/21	85	85	Q4 2020/21	98	98	Q1 2021/22	28	28	Q2 2021/22	58	58	Q3 2021/22	85	85	Q4 2021/22	97.5	98.1	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 Q4 is 97.5% against a target of 98.1%.</p> <p>Despite there being a reduction in collection rates nationally of 1.1 percentage points between 2019/20 and 2020/21 from 96.8% to 95.7%, our collection rate for the year was 0.6 percentage points below target but still relatively high at 97.5%.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Focusing on previous years debt in the first quarter when taking recovery action. • Expecting more payments in Q1 (2022/23) as a result of the card payment issues experienced in Q4 (2021/22) that are now resolved. • Continuing to grant reliefs where possible to help households. • Issuing energy rebate awards to applicable households. • Using the Helping Hand discretionary energy awards to help households • Communicate the benefits of payment by Direct Debit with our residents
Quarter	Quarters (%)	Target (Quarters) (%)																															
Q1 2020/21	28	28																															
Q2 2020/21	58	58																															
Q3 2020/21	85	85																															
Q4 2020/21	98	98																															
Q1 2021/22	28	28																															
Q2 2021/22	58	58																															
Q3 2021/22	85	85																															
Q4 2021/22	97.5	98.1																															

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																		
Number of sickness absence days per FTE annually (BC)	Aim to Minimise	9.27	9	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Current Value)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q4 2020/21</td> <td>6.5</td> <td>9</td> </tr> <tr> <td>Q1 2021/22</td> <td>7</td> <td>9</td> </tr> <tr> <td>Q2 2021/22</td> <td>7.8</td> <td>9</td> </tr> <tr> <td>Q3 2021/22</td> <td>8.5</td> <td>9</td> </tr> <tr> <td>Q4 2021/22</td> <td>9.27</td> <td>9</td> </tr> </tbody> </table>	Quarter	Quarters (Current Value)	Target (Quarters)	Q4 2020/21	6.5	9	Q1 2021/22	7	9	Q2 2021/22	7.8	9	Q3 2021/22	8.5	9	Q4 2021/22	9.27	9	None available	<p>This indicator measures the number of sickness absence days per full time equivalent (FTE) employee in the Council.</p> <p>Q4 performance is 9.27 days against a target of 9 days. This is an increase when compared with Q3 data and is now over the target.</p> <p>Sickness absence is calculated using a 12 month rolling year, therefore the Q4 outturn is based on the period 1st April 2021 to 31st March 2022. Sickness absence rates have continued to increase as people start to return to pre-pandemic activities and social interaction increases and also due to a higher volume of local Covid cases.</p> <p>The top three reasons for sickness absence are Covid-19, muscular-skeletal and stress.</p> <p>Targeted support has been provided to services/teams. Sickness absence levels continue to be monitored on a monthly basis.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Continue to monitor and understand sickness absence • Continue to promote health and well-being support across the Council • Offer face to face physio appointments for depot employees • Specialist workshops for some Adult Social Care staff focusing on good working practices
Quarter	Quarters (Current Value)	Target (Quarters)																						
Q4 2020/21	6.5	9																						
Q1 2021/22	7	9																						
Q2 2021/22	7.8	9																						
Q3 2021/22	8.5	9																						
Q4 2021/22	9.27	9																						

5. Accessible Housing and Resources Portfolio GREEN

Generated on: 25 May 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																											
Average % customers with an appointment seen within 15 minutes of their scheduled appointment at Council Access Points Plus	Aim to Maximise	100%	90%	 <p>The chart shows performance over eight quarters. The 'Quarters' line (black) is consistently at 100%, and the 'Target (Quarters)' line (blue) is consistently 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>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> <tr><td>Q4 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	Q4 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>Q4 performance is 100% against a target of 90%. This is consistent with performance in Q3, Q2 and Q1 (all 100%).</p>
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																															
Q4 2021/22	100	90																															
Average % of phone calls in Customer Service Centres resolved at first call (FCR)	Aim to Maximise	69.7%	51%	 <p>The chart shows performance over eight quarters. The 'Quarters' line (black) fluctuates between 70% and 80%, while the 'Target (Quarters)' line (blue) is consistently at 51%.</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>73</td><td>51</td></tr> <tr><td>Q2 2020/21</td><td>77.3</td><td>51</td></tr> <tr><td>Q3 2020/21</td><td>69.8</td><td>51</td></tr> <tr><td>Q4 2020/21</td><td>75</td><td>51</td></tr> <tr><td>Q1 2021/22</td><td>73</td><td>51</td></tr> <tr><td>Q2 2021/22</td><td>78</td><td>51</td></tr> <tr><td>Q3 2021/22</td><td>70</td><td>51</td></tr> <tr><td>Q4 2021/22</td><td>69.7</td><td>51</td></tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	73	51	Q2 2020/21	77.3	51	Q3 2020/21	69.8	51	Q4 2020/21	75	51	Q1 2021/22	73	51	Q2 2021/22	78	51	Q3 2021/22	70	51	Q4 2021/22	69.7	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>Q4 performance is 69.7% against a target of 51%. This is a reduction in performance when compared with Q3 (69.8%), Q2 (77.3%) and Q1 (73%), however is still above the 51% target.</p> <p>Year-end performance has achieved the target. This is due to the average percentage of phone calls resolved at the first point of contact being consistently above the target of 51%.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																															
Q1 2020/21	73	51																															
Q2 2020/21	77.3	51																															
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Q4 2021/22	69.7	51																															

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
Average webchat wait time	Aim to Minimise	0h 00m 28s	0h 00m 50s	<table border="1"> <caption>Average webchat wait time (Quarters vs Target)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (s)</th> <th>Target (s)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>28</td> <td>50</td> </tr> <tr> <td>Q2 2021/22</td> <td>35</td> <td>50</td> </tr> <tr> <td>Q3 2021/22</td> <td>30</td> <td>50</td> </tr> <tr> <td>Q4 2021/22</td> <td>28</td> <td>50</td> </tr> </tbody> </table>	Quarter	Quarters (s)	Target (s)	Q1 2021/22	28	50	Q2 2021/22	35	50	Q3 2021/22	30	50	Q4 2021/22	28	50	None available	<p>This indicator measures the average time taken to respond to a webchat across all customer service sites.</p> <p>Q4 performance is 28 seconds against a target of 50 seconds. This is an improvement in performance of 2 seconds when compared to Q3 (30 seconds) and 7 seconds when compared with Q2 (35 seconds) and identical to Q1 performance (28 seconds).</p> <p>The improvement in performance compared with Q3 is due to the continued increase in the number of customer service centre staff who have received additional training in web chat.</p>
Quarter	Quarters (s)	Target (s)																			
Q1 2021/22	28	50																			
Q2 2021/22	35	50																			
Q3 2021/22	30	50																			
Q4 2021/22	28	50																			
Webchat customer satisfaction	Aim to Maximise	75%	75%	<table border="1"> <caption>Webchat customer satisfaction (Quarters vs Target)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>76</td> <td>75</td> </tr> <tr> <td>Q2 2021/22</td> <td>77</td> <td>75</td> </tr> <tr> <td>Q3 2021/22</td> <td>79</td> <td>75</td> </tr> <tr> <td>Q4 2021/22</td> <td>75</td> <td>75</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (%)	Q1 2021/22	76	75	Q2 2021/22	77	75	Q3 2021/22	79	75	Q4 2021/22	75	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>Q4 performance is 75% against a target of 75%. This meets the target but is a reduction in performance compared to Q3 (79%).</p>
Quarter	Quarters (%)	Target (%)																			
Q1 2021/22	76	75																			
Q2 2021/22	77	75																			
Q3 2021/22	79	75																			
Q4 2021/22	75	75																			

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	90.5%	90%		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 decreased between Q3 and Q4 from £22.5m (11.7%) to £18.5m (9.5%). This is now within the Council's corporate target of 10%.</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>
Overall revenue (forecast) variance (%) across the council (performance measure)	Aim to Minimise	-0.5%	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 £2.2m (£0.9m Q3).</p> <p>The variance includes £4.6m adverse variance in Portfolios. This is mitigated in Corporate and Funding by a £4.0m favourable variation on Corporate Contingencies, £2.4m favourable variance on Covid Sales, Fees and Charges compensation scheme income, and £0.4 favourable variance on Corporate Budgets, principally capital financing costs.</p>

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	£8,500,000	£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>Q4 performance is £8,500,000 against a target of £10,000,000. This is an improvement in performance when compared with Q3 (£9,000,000).</p> <p>Reductions of debt over 90 days has been seen in all directorates.</p>
% of invoices paid within 30 days	Aim to Maximise	99%	95%		None available	<p>This indicator measures the percentage of invoices that have been paid within 30 days.</p> <p>Q4 performance is 99% against a target of 95%.</p>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																											
% of Business Rates collected	Aim to Maximise	96.8%	96.8%	<table border="1"> <caption>% of Business Rates Collected</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>15</td> <td>30</td> </tr> <tr> <td>Q2 2020/21</td> <td>45</td> <td>55</td> </tr> <tr> <td>Q3 2020/21</td> <td>75</td> <td>85</td> </tr> <tr> <td>Q4 2020/21</td> <td>95</td> <td>95</td> </tr> <tr> <td>Q1 2021/22</td> <td>20</td> <td>25</td> </tr> <tr> <td>Q2 2021/22</td> <td>50</td> <td>45</td> </tr> <tr> <td>Q3 2021/22</td> <td>80</td> <td>75</td> </tr> <tr> <td>Q4 2021/22</td> <td>96.8</td> <td>94.1</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	15	30	Q2 2020/21	45	55	Q3 2020/21	75	85	Q4 2020/21	95	95	Q1 2021/22	20	25	Q2 2021/22	50	45	Q3 2021/22	80	75	Q4 2021/22	96.8	94.1	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 Q4 is 96.8% against a target of 94.1%.</p> <p>An improvement of business rate collection has continued this quarter as businesses continue to open up after Covid-19 closures.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																															
Q1 2020/21	15	30																															
Q2 2020/21	45	55																															
Q3 2020/21	75	85																															
Q4 2020/21	95	95																															
Q1 2021/22	20	25																															
Q2 2021/22	50	45																															
Q3 2021/22	80	75																															
Q4 2021/22	96.8	94.1																															
Average time for processing new Housing Benefit claims (days)	Aim to Minimise	19	20	<table border="1"> <caption>Average time for processing new Housing Benefit claims (days)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (days)</th> <th>Target (Quarters) (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> <tr> <td>Q4 2021/22</td> <td>19</td> <td>20</td> </tr> </tbody> </table>	Quarter	Quarters (days)	Target (Quarters) (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	Q4 2021/22	19	20	<p>DWP March 2021 Average new claims processing time: 19 days</p>	<p>This indicator measures the average time for processing new Housing Benefit claims in days.</p> <p>The outturn for Q4 is 19 days, this is a slight decrease in performance compared to February (18 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 September 2021 show the average new claims processing time was 20 days.</p> <p>The dip in performance is due to the backlog in claims being cleared as a result of the systems at Aylesbury and Wycombe merging into a single system and being unavailable during November and December.</p>
Quarter	Quarters (days)	Target (Quarters) (days)																															
Q1 2020/21	21	20																															
Q2 2020/21	14	20																															
Q3 2020/21	14	20																															
Q4 2020/21	14	20																															
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Q2 2021/22	13	20																															
Q3 2021/22	15	20																															
Q4 2021/22	19	20																															

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Average time for processing Housing Benefit changes claims (days)	Aim to Minimise	5	7		DWP September 2021 Average time taken to process a change: 8 days	<p>This indicator measures the average time for processing Housing Benefit changes to claims in days.</p> <p>The outturn for Q4 (as at end of March) was 5 days. This is slightly higher than the average of 4 days in Q3.</p> <p>The latest national Department for Work and Pensions (DWP) statistics available for the period up to the end of September 2021 show the average time taken to process a change of circumstance to an existing Housing Benefit claim was 8 days.</p>
Service Desk: First Time Fix %	Aim to Maximise	74.1%	62%		None available	<p>This indicator measures the percentage of calls fixed first time on the IT Service Desk.</p> <p>Q4 performance is 74.1% against a target of 62%. This is an improvement in performance by 5.1 percentage points when compared with Q3 (69%).</p> <p>The improvement in performance compared with Q3 is due to the increase in knowledge transferred to the Service Desk staff, enabling them to fix more calls at first contact.</p>

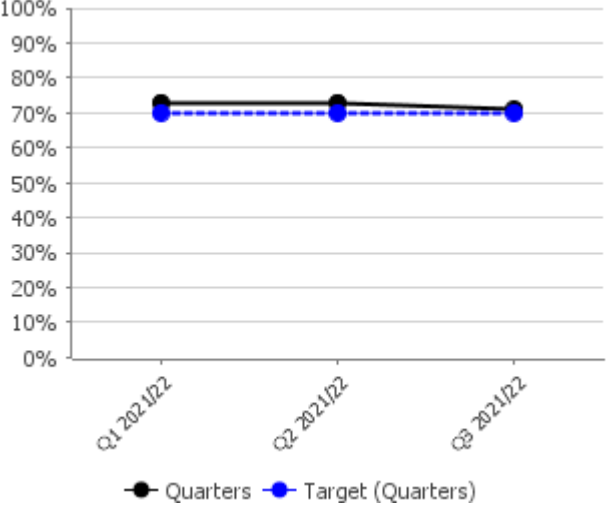
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
Proportion of new website updated	Aim to Maximise	60.5%	55%	<p>The chart displays the proportion of new website updated over four quarters. The Y-axis ranges from 0% to 100%. The X-axis shows Q1 2021/22, Q2 2021/22, Q3 2021/22, and Q4 2021/22. A solid black line with circular markers represents 'Quarters', and a dashed blue line with circular markers represents 'Target (Quarters)'. The current value of 60.5% is shown as a black dot above the Q4 2021/22 data point.</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>18</td> <td>25</td> </tr> <tr> <td>Q2 2021/22</td> <td>25</td> <td>25</td> </tr> <tr> <td>Q3 2021/22</td> <td>41</td> <td>40</td> </tr> <tr> <td>Q4 2021/22</td> <td>60.5</td> <td>55</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	18	25	Q2 2021/22	25	25	Q3 2021/22	41	40	Q4 2021/22	60.5	55	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>Current performance is 60.5% against a target of 55%, this continues the ongoing improvement trend from 41% against a target of 40% in Q3.</p> <p>The delivery of this performance indicator continues to accelerate within the first month of Q1 2022/23. We closed down approximately 13% of the outstanding pages (about 370 pages) on the legacy sites last month (April 2022) and are reviewing ways in which we can further accelerate this.</p> <p>In addition to help expedite the closure of the legacy sites we are focusing on a review of external systems and processes that will be impacted by the closure whilst ensuring we maintain access for our residents. We are hopeful of being able to close the legacy sites ahead of schedule.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																			
Q1 2021/22	18	25																			
Q2 2021/22	25	25																			
Q3 2021/22	41	40																			
Q4 2021/22	60.5	55																			
% of Better Buckinghamshire service reviews achieving expected milestones	Aim to Maximise	89.5%	85%	<p>The chart displays the percentage of Better Buckinghamshire service reviews achieving expected milestones over four quarters. The Y-axis ranges from 0% to 100%. The X-axis shows Q1 2021/22, Q2 2021/22, Q3 2021/22, and Q4 2021/22. A solid black line with circular markers represents 'Quarters', and a dashed blue line with circular markers represents 'Target (Quarters)'. The current value of 89.5% is shown as a black dot above the Q4 2021/22 data point.</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>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> <tr> <td>Q4 2021/22</td> <td>89.5</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	Q4 2021/22	89.5	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>Current performance is 89.5% against a target of 85%, with 17 out of 19 service reviews achieving their expected milestones. This is a reduction in performance compared to Q3 (100%). The main reason is due to timelines for the Parks & Country Parks and Culture service reviews being pushed back to align with the Leisure service review. This has been done to enable discussions around the movement of future functions between services and a single staff consultation. 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																			
Q4 2021/22	89.5	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> <tr> <td>Q4 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	Q4 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>Performance at the end of Q4 shows that 100% of savings have been delivered, against a target of 100%. This performance is the same as Q3 (100%). Savings from the Better Buckinghamshire programme at the end of 2021/22 are £2.7m.</p> <p>The programme is on track to deliver the full quota of savings by 2025/26 and this is monitored monthly.</p>												
Quarter	Quarters (%)	Target (Quarters) (%)																															
Q1 2021/22	100	100																															
Q2 2021/22	100	100																															
Q3 2021/22	100	100																															
Q4 2021/22	100	100																															
Gross yield (%) from Investment portfolio	Aim to Maximise	6.69%	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>6.49</td> <td>6.4</td> </tr> <tr> <td>Q2 2020/21</td> <td>6.49</td> <td>6.4</td> </tr> <tr> <td>Q3 2020/21</td> <td>6.49</td> <td>6.4</td> </tr> <tr> <td>Q4 2020/21</td> <td>6.49</td> <td>6.4</td> </tr> <tr> <td>Q1 2021/22</td> <td>6.96</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>6.68</td> <td>6.4</td> </tr> <tr> <td>Q4 2021/22</td> <td>6.69</td> <td>6.4</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	6.49	6.4	Q2 2020/21	6.49	6.4	Q3 2020/21	6.49	6.4	Q4 2020/21	6.49	6.4	Q1 2021/22	6.96	6.4	Q2 2021/22	7.0	6.4	Q3 2021/22	6.68	6.4	Q4 2021/22	6.69	6.4	None available	<p>This indicator records the gross yield from the Council's investment portfolio (where financed by debt).</p> <p>In Q4 the gross yield was 6.69%, which was consistent with previous quarters Q1 (6.89%), Q2 (6.96%), Q3 (6.68%), and Q4 (6.69%).</p>
Quarter	Quarters (%)	Target (Quarters) (%)																															
Q1 2020/21	6.49	6.4																															
Q2 2020/21	6.49	6.4																															
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Q4 2020/21	6.49	6.4																															
Q1 2021/22	6.96	6.4																															
Q2 2021/22	7.0	6.4																															
Q3 2021/22	6.68	6.4																															
Q4 2021/22	6.69	6.4																															

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																											
Gross income (£) from Property	Aim to Maximise	£21,302,000	£20,510,000	<table border="1"> <caption>Gross income (£) from Property</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2 2020/21</td> <td>£18,858,000</td> <td>£20,510,000</td> </tr> <tr> <td>Q3 2020/21</td> <td>£19,000,000</td> <td>£20,510,000</td> </tr> <tr> <td>Q4 2020/21</td> <td>£19,200,000</td> <td>£20,510,000</td> </tr> <tr> <td>Q1 2021/22</td> <td>£20,510,000</td> <td>£20,510,000</td> </tr> <tr> <td>Q2 2021/22</td> <td>£20,510,000</td> <td>£20,510,000</td> </tr> <tr> <td>Q3 2021/22</td> <td>£21,028,000</td> <td>£20,510,000</td> </tr> <tr> <td>Q4 2021/22</td> <td>£21,302,000</td> <td>£20,510,000</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q2 2020/21	£18,858,000	£20,510,000	Q3 2020/21	£19,000,000	£20,510,000	Q4 2020/21	£19,200,000	£20,510,000	Q1 2021/22	£20,510,000	£20,510,000	Q2 2021/22	£20,510,000	£20,510,000	Q3 2021/22	£21,028,000	£20,510,000	Q4 2021/22	£21,302,000	£20,510,000	None available	<p>This indicator measures the gross income against the budgeted annual forecast, exclusive of bad debt (which 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. For Q4 the outturn figure of £21,302,000 was above the target and an improvement on the previous quarter.</p> <p>Rent pressure continues in the property market, however the Council's arrears position has stabilised post-lockdown with fewer tenant voids than previously expected. However it is expected that the rising cost of living, utilities costs and inflation will put pressure on tenants over the coming year, which could result in a higher level of business failures and risk of voids and bad debt. Revenue remains closely monitored and active engagement with tenants continues.</p>			
Quarter	Quarters	Target (Quarters)																															
Q2 2020/21	£18,858,000	£20,510,000																															
Q3 2020/21	£19,000,000	£20,510,000																															
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Q3 2021/22	£21,028,000	£20,510,000																															
Q4 2021/22	£21,302,000	£20,510,000																															
% 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	0.16%	0.4%	<table border="1"> <caption>% of empty properties across the Council Estate that are vacant for more than 2 years</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>0.45%</td> <td>0.50%</td> </tr> <tr> <td>Q2 2020/21</td> <td>0.44%</td> <td>0.50%</td> </tr> <tr> <td>Q3 2020/21</td> <td>0.28%</td> <td>0.50%</td> </tr> <tr> <td>Q4 2020/21</td> <td>0.28%</td> <td>0.50%</td> </tr> <tr> <td>Q1 2021/22</td> <td>0.40%</td> <td>0.40%</td> </tr> <tr> <td>Q2 2021/22</td> <td>0.44%</td> <td>0.40%</td> </tr> <tr> <td>Q3 2021/22</td> <td>0.33%</td> <td>0.40%</td> </tr> <tr> <td>Q4 2021/22</td> <td>0.16%</td> <td>0.40%</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2020/21	0.45%	0.50%	Q2 2020/21	0.44%	0.50%	Q3 2020/21	0.28%	0.50%	Q4 2020/21	0.28%	0.50%	Q1 2021/22	0.40%	0.40%	Q2 2021/22	0.44%	0.40%	Q3 2021/22	0.33%	0.40%	Q4 2021/22	0.16%	0.40%	None available	<p>This indicator measures the percentage 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 Q4 the outturn figure is below (better than) the target at 0.16%. This is an improvement on Q3 (0.33%), Q2 (0.44%) and Q1 (0.4%). Lettings at Long Lional and The Exchange have brought down the long term vacant properties, whilst overall performance with letting newly vacant properties remains strong. Going into 2022/23 however, it is expected that the rising costs of occupation and inflation will result in market pressure, a reduction of new tenant demand and the risk of longer term voids.</p>
Quarter	Quarters	Target (Quarters)																															
Q1 2020/21	0.45%	0.50%																															
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Q3 2021/22	0.33%	0.40%																															
Q4 2021/22	0.16%	0.40%																															

5. Accessible Housing and Resources Portfolio NO RAG

Generated on: 25 May 2022

PI	Aim To	Current Value	Trend Chart	Commentary												
Call customer satisfaction	Aim to Maximise			<p>This indicator measures customer call satisfaction rates.</p> <p>The new 8x8 telephony platform went live on 22nd February 2022 and we now have a mechanism to capture telephone customer satisfaction via the post call survey facility on customer services call queues.</p> <p>We are still working with the supplier, 8x8 to resolve some issues with extracting the data and estimate that we will reporting on this indicator from June 2022.</p>												
Employee engagement index score	Aim to Maximise		 <table border="1"> <caption>Employee Engagement Index Score 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>75%</td> <td>70%</td> </tr> <tr> <td>Q2 2021/22</td> <td>72%</td> <td>70%</td> </tr> <tr> <td>Q3 2021/22</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q1 2021/22	75%	70%	Q2 2021/22	72%	70%	Q3 2021/22	70%	70%	<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>Surveys are being carried out half-yearly, so the next survey will run in April 2022 and results will be available in May.</p>
Quarter	Quarters (Actual)	Target (Quarters)														
Q1 2021/22	75%	70%														
Q2 2021/22	72%	70%														
Q3 2021/22	70%	70%														



Health and Wellbeing Portfolio Cllr Angela Macpherson



6. Health and Wellbeing Portfolio RED

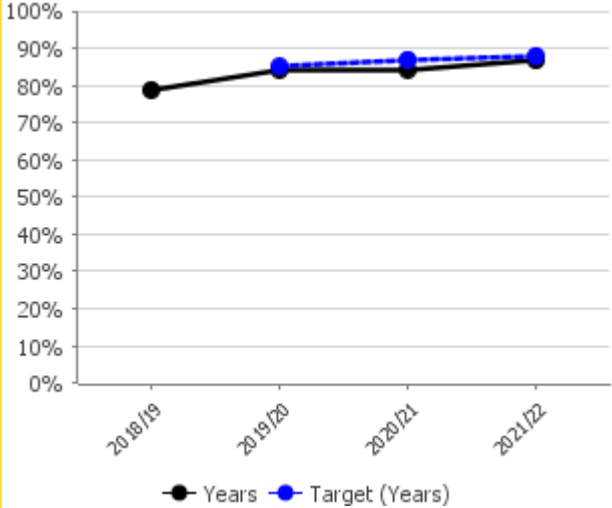
Generated on: 25 May 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of service users due an annual review that receive their review	Aim to Maximise	55%	61%		South East benchmarks for 2019/20 was 61%, and 56% in 2020/21.	<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. This is a cumulative measure and performance increases during the year along with the target.</p> <p>From April 2021 to March 2022, 55% of service users that were due an annual review in the year were reviewed (2,148 people), which is comparable to last years (2020/21) benchmark performance of 56%, but below the target of 61% which was set on pre-covid pandemic benchmarks.</p> <p>Performance was impacted by the Omicron variant during Q3 and Q4, and by increased safeguarding activity during the year which includes the large-scale enquiry that took place across several care homes. These events diverted resources away from planned annual review activity, towards unplanned review activity to support service users whose care needs are changing. During 2021/22, 42% of all review activity was unplanned, compared to 25% in 2020/21.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Additional agency resource has been brought in to support the completion of Annual Reviews that were overdue on 1 April 2022. • Long-term teams will continue to undertake reviews that will be due this year (April 2022 to March 2023). • Improve the effectiveness of social work practice, by allocating every person receiving long-term services to a named social worker who will be responsible for overseeing their care, including undertaking their annual review.

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	69.3%	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 Q4 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>95</td> <td>90</td> </tr> <tr> <td>Q4 2020/21</td> <td>95</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> <tr> <td>Q4 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	95	90	Q4 2020/21	95	90	Q1 2021/22	88	90	Q2 2021/22	78	90	Q3 2021/22	70	90	Q4 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 is reported in arrears, Q3 performance is reported in Q4.</p> <p>This indicator measures the percentage of new birth visits (NBV) undertaken within 14 days.</p> <p>Performance (69.3%) is below the contractually targeted level (90%).</p> <p>The proportion of new birth visits taking place within 14 days has decreased over the year due to capacity within Aylesbury and Wycombe teams (staff shortages and illness). The majority of visits (94%) have taken place within 21 days. There has not been any significant changes to the proportion of children with no recorded visit which has remained at less than 2% across the contract year.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • A deep dive has been completed into the NBV performance <p>A detailed action plan has been developed to rectify the performance concerns, including:</p> <ul style="list-style-type: none"> • Addressing staff capacity across locality teams, flexing where possible to support NBV timelines and providing a review of staffing within the service looking at skill mix and new approaches for recruitment. • Reducing administration by developing a standardised process for health visitors to report NBV outcomes. • Working with maternity units (inside and outside of Buckinghamshire) to reduce the level of late notifications of births for women resident in Buckinghamshire.
Quarter	Quarters (%)	Target (Quarters) (%)																															
Q1 2020/21	95	90																															
Q2 2020/21	95	90																															
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Q3 2021/22	70	90																															
Q4 2021/22	70	90																															

6. Health and Wellbeing Portfolio AMBER

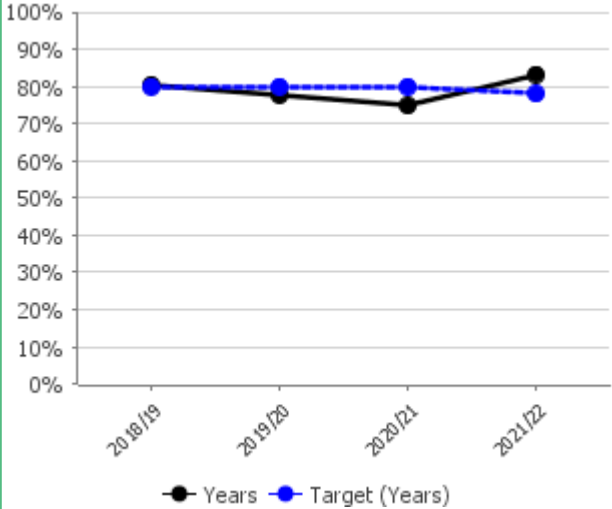
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
% of service users who say those services make them feel safe and secure (annual)	Aim to Maximise	86.7%	88%	 <table border="1"> <caption>Trend Chart Data</caption> <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>Previously reported at Cabinet in Q3.</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%. 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. 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%																			
2021/22	86.7%	88%																			

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</caption> <thead> <tr> <th>Year</th> <th>Years (Actual)</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 (Actual)	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>Previously reported at Cabinet in Q3.</p> <p>This indicator measures the percentage of safeguarding enquires 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 enquires are conducted.
Year	Years (Actual)	Target (Years)																
2019/20	~88%	96%																
2020/21	93.2%	96%																
2021/22	97%	96%																

6. Health and Wellbeing Portfolio GREEN

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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>80</td> </tr> <tr> <td>2019/20</td> <td>78</td> <td>80</td> </tr> <tr> <td>2020/21</td> <td>75</td> <td>80</td> </tr> <tr> <td>2021/22</td> <td>83.3</td> <td>80</td> </tr> </tbody> </table>	Year	Years (%)	Target (Years) (%)	2018/19	80	80	2019/20	78	80	2020/21	75	80	2021/22	83.3	80	<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>Previously reported at Cabinet in Q3.</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 though 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	80																			
2019/20	78	80																			
2020/21	75	80																			
2021/22	83.3	80																			

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>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>58.6</td> <td>65</td> </tr> <tr> <td>2019/20</td> <td>59.1</td> <td>65</td> </tr> <tr> <td>2020/21</td> <td>64.5</td> <td>65</td> </tr> <tr> <td>2021/22</td> <td>67.6</td> <td>65</td> </tr> </tbody> </table>	Year	Years (%)	Target (Years) (%)	2018/19	58.6	65	2019/20	59.1	65	2020/21	64.5	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>Previously reported at Cabinet in Q3.</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 (%)	Target (Years) (%)																			
2018/19	58.6	65																			
2019/20	59.1	65																			
2020/21	64.5	65																			
2021/22	67.6	65																			

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Number of younger people (aged 18-64) admitted to permanent residential or nursing care homes per head of 100,000 population	Aim to Minimise	12.7	14.7		South East: 13.7 in 2020/21, and 14.7 in 2019/20.	<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>During 2021/22, 40 younger adults (12.7 per 100,000 population) were permanently admitted to care homes. This is below the target of 46 people (14.7 per 100,000 population), which was set at last years South East Benchmark level. Performance is also in line with Buckinghamshire's pre-covid pandemic rate of 14.3 per 100,000 population in 2019/20.</p> <p>The Better Lives Strategy is continuing to support people to live in community settings, including through the new Supported Living Dynamic Purchasing Vehicle (DPV), which is facilitating access to specialist community providers to prevent residential or nursing care admissions. As such, there will be greater choice for younger adults in Buckinghamshire.</p>
Number of older people (65+) admitted to permanent residential or nursing care homes per 100,000 population	Aim to Minimise	506.2	526.5		South East: 489 in 2020/21, and 526.5 in 2019/20.	<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>During 2021/22, 527 older adults (506.2 per 100,000 population) were permanently admitted to care homes, which is below the target of 526.5 older adults per 100,000 people (548 people).</p> <p>The rate of permanent admissions amongst older adults is in line with South East benchmarks, although it should be noted that this is higher than previous years because of the covid pandemic. This is in part due to the Hospital Discharge to Assess pathway that was put in place due to the pandemic, which is now resulting in increased admissions, and accounts for one third of all permanent residential and nursing admissions.</p>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% 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%		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 March 2022, there were 1,078 younger adults with a learning disability accessing adult social care services, of which 832 (77.2%) were living in their own home or with friends/family.</p> <p>The Better Lives Strategy is continuing to support people to live in community settings, including through the new Supported Living Dynamic Purchasing Vehicle (DPV), which is facilitating access to specialist community providers to prevent residential or nursing care admissions. As such, there will be greater choice for younger adults in Buckinghamshire.</p>
% of adults in contact with secondary Mental Health Services (aged 18-69) living in their own home or with friends/family	Aim to Maximise	65%	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 65% outturn for this indicator relates to performance as at the end of March 2022, where 730 adults were living in settled accommodation out of 1,124 adults in receipt of secondary mental health services. Performance is also above the South East benchmark level of 61% for 2020/21.</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. In addition to this the Better Lives Strategy is continuing to support people to live in community settings, providing them with greater choice.</p>

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 (%)</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 (%)	Target (Years) (%)	2018/19	67	77	2019/20	72	77	2020/21	78	77	2021/22	88	77	South East: 77.0% in 2019/20 and 76.7% in 2020/21.	<p>Previously reported at Cabinet in Q3.</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 (%)	Target (Years) (%)																			
2018/19	67	77																			
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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 (%)</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</td> <td>79.1</td> </tr> </tbody> </table>	Year	Years (%)	Target (Years) (%)	2019/20	63	79.1	2020/21	71	79.1	2021/22	79	79.1	South East: 79.1% in 2019/20 and 74.1% in 2020/21.	<p>Previously reported at Cabinet in Q3.</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 (%)	Target (Years) (%)																
2019/20	63	79.1																
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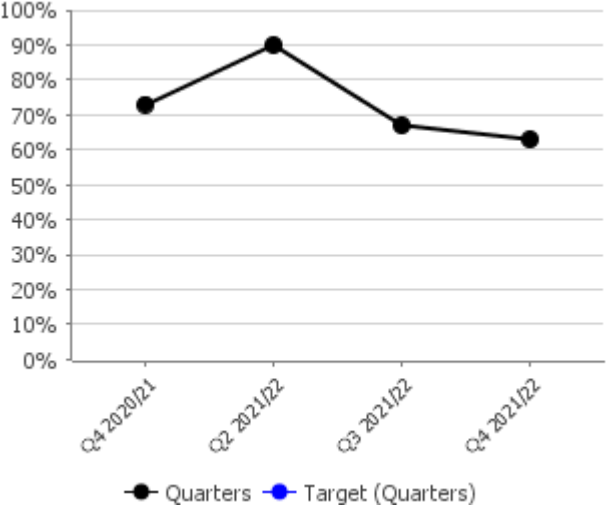
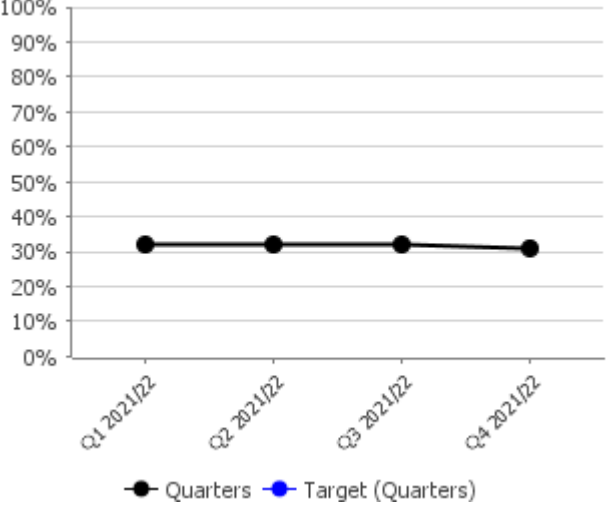
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of successful alcohol treatment completions of those in treatment	Aim to Maximise	38.3%	37%		<p>37.5% (Q3 2021/22 England)</p> <p>38.1% (Q3 2021/22 South East region)</p> <p>37.5% (Q2 2021/22 England)</p> <p>38.6% (Q2 2021/22 South East region)</p>	<p>This indicator is reported in arrears, Q3 performance is reported in Q4.</p> <p>This indicator measures the percentage of adults who have successfully completed alcohol treatment of all those receiving treatment.</p> <p>Performance in Q3 was 38.3% against a target of 37%. This is benchmarked against the South East where the performance was 38.1%, and England was 37.5%.</p> <p>Number of successful completions 210 / Number in treatment 548 = 38.3%.</p>
% of successful drug treatment completions of those in treatment	Aim to Maximise	15.4%	15.2%		<p>14.4% (Q3 2021/22 England)</p> <p>17.3% (Q3 2021/22 South East region)</p> <p>14.5% (Q2 2021/22 England)</p> <p>17.3% (Q2 2021/22 South East region)</p>	<p>This indicator is reported in arrears, Q3 performance is reported in Q4.</p> <p>This indicator measures the percentage of adults who have successfully completed drug treatment of all those receiving treatment. It covers all drugs.</p> <p>Performance in Q3 was 15.4% against a target of 15.2%, and was an improvement from the previous quarter (14.3%). Performance is above the national average of 14.4%, and South East performance was 17.3%.</p>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
<p>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</p>	<p>Aim to Maximise</p>	<p>86%</p>	<p>80%</p>		<p>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>	<p>Outturns are reported one quarter in arrears.</p> <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>This measure was slightly below target in Q1 and 2, but as forecasted, good performance has resumed with 86% being seen or assessed within 48 hours against the national clinical standard target of 80%.</p>
<p>% of those who have set a quit smoking date who have successfully quit at 4 weeks</p>	<p>Aim to Maximise</p>	<p>58%</p>	<p>50%</p>		<p>England 52% (2018/19)</p>	<p>Outturns are reported one quarter in arrears.</p> <p>This indicator measures the percentage of people who have set a quit date with the service and who have self-reported that they are a successful smoker quitter at 4 weeks.</p> <p>The percentage of smokers who set a quit date and successfully quit for Q3 is above (58%) the target of 50%. In Q3, 137 people set a quit date. Of those 137 setting a quit date, 80 have quit.</p> <p>Q3 is reported in Q4. This is due to clients setting a quit date and then outcomes not being available for a further 4 weeks.</p>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% 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	50.6%	50%		None available	<p>Outturns are reported one quarter in arrears.</p> <p>This indicator measures the percentage 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. Smoking is increasingly concentrated in more disadvantaged groups and is the main contributor to health inequalities.</p> <p>In Q3, there were 81 people from the more deprived areas that set a quit date. Of those 81 people, 41 (50.6%) of them successfully quit.</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	63%	 <p>Legend: ● Quarters ● Target (Quarters)</p>	<p>This indicator measures the percentage of clients that turned 18 in the period, that had an Adult Social Care assessment prior to their 18th birthday. It is good to be high.</p> <p>From April 2021 to March 2022, 63% (25 of 40) of young people that moved into adult services, were assessed by the 18-25 service before they turned 18. This is lower than Buckinghamshire's position for the same period last year (73%).</p> <p>The 18-25 service continues to be strengthened, through investigating how partnership working can be improved and by making best use of existing resources, which includes the two additional posts introduced in 2021/22.</p>
% of long term clients who are supported by a carer	Aim to Maximise	31%	 <p>Legend: ● Quarters ● Target (Quarters)</p>	<p>This indicator measures the percentage of long-term clients receiving Adult Social Care services that have an identified carer linked to their care. It is good to be high.</p> <p>At the end of March 2022, of the 4,203 people in receipt of long-term community-based services, 1,314 are supported by a carer. At 31% this remains 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, there are also carers receiving support through our partner organisation Carers Bucks, so the total number of carers in the county will be higher than those that are recorded as supporting long-term Adult Social Care service users.</p>



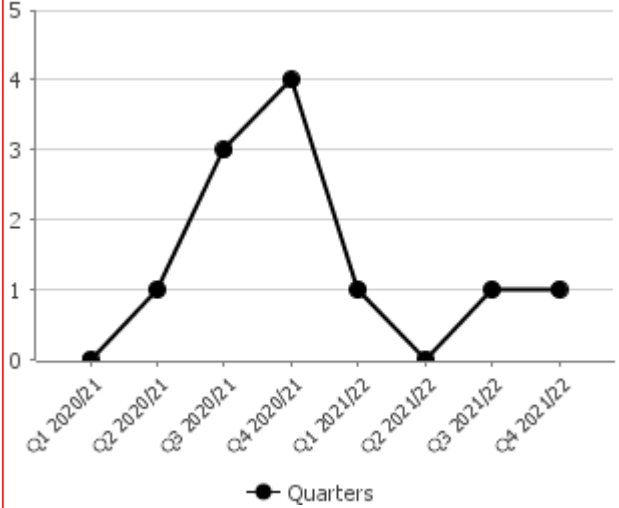
Homelessness and Regulatory Services Portfolio

Cllr Mark Winn



7. Homelessness and Regulatory Services Portfolio RED

Generated on: 25 May 2022

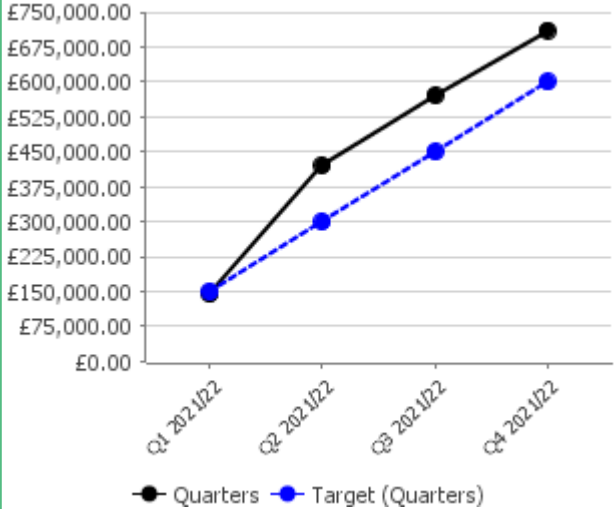
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																		
Number of applicants with/expecting children who have been in non-self-contained Bed & Breakfast accommodation for longer than 6 weeks	Aim to Minimise	1	0	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <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> <tr> <td>Q4 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	Q4 2021/22	1	None available	<p>This is a snapshot at the end of the quarter to show the number 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 Q4 there was one family who had been in non self-contained B&B accommodation for longer than 6 weeks. This family had been moved to B&B accommodation on safety grounds. The family is now in alternative self-contained accommodation.</p> <p>Improvement Action:</p> <ul style="list-style-type: none"> Measures and staff are now in place to mitigate future placements in B&B accommodation longer than 6 weeks, unless in extenuating circumstances arise, such as safety reasons.
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																							
Q4 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	85	32	<p>Legend: ● Quarters ● Target (Quarters)</p>	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 (TA) for over 12 months.</p> <p>At the end of Q4 there were 85 households, which is higher (worse) than the target of 32 households and consistent with Q3 (86 households), an increase from Q2 (78 households) and from Q1 (76 households). Numbers have increased since previous years due to a change in how this data is recorded, and the target will be reviewed going forward. Larger families tend to spend longer in TA, particularly when requiring housing in the South of the area, due to high demand and limited availability coupled with the challenges of securing affordable private rented housing if appropriate.</p> <p>We have seen a significant upturn in demand for TA compared to pre-pandemic levels. We had 361 households in TA in March 2022 compared to 218 at 31/12/2019 (a 65% increase). This increase in volume has a knock-on effect in that some households will spend longer in TA (the increase in TA numbers has not been matched by an equivalent increase in social housing supply, so it becomes more challenging to move people on from TA even when we have accepted full homelessness duty).</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.

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																								
% of homelessness decisions taking over 56 days	Aim to Minimise	55%	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</td> <td>40</td> </tr> <tr> <td>Q4 2021/22</td> <td>55</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	40	Q4 2021/22	55	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 Q4, 55% of decisions took longer than 56 days. This is longer than (worse) the target of 40% and longer than Q3 (50.7%) and Q2 (52%). It is an improvement on Q1 where 57.7% of decisions took longer than 56 days. We have seen a significant upturn in applications for homelessness assistance (over 4,000 applications in 2021/22 compared to 1,918 in 2020/21). This increased case load has a knock-on impact on decision times.</p> <p>The focus of the housing service is to try and prevent people from becoming homeless, and due to the current number of approaches to the service (increasing caseload), timescales for making homelessness decisions have declined. During the winter months, the Department of Levelling Up, Housing and Communities expected Councils to offer temporary accommodation to homeless persons at risk due to cold weather and the Omicron Covid-19 variant. This has now ended, but there will be an ongoing impact as we continue to work with these clients and catch up on decisions on other applications, which were held back while we responded to the winter demands.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • The Housing Service is working on improving timescales with changes in procedures and stronger performance monitoring. • The recent recruitment of new Homelessness Advisers will help us in responding to this demand longer term, however some of the new recruits will require training and development.
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	40																												
Q4 2021/22	55	40																												

7. Homelessness and Regulatory Services Portfolio GREEN

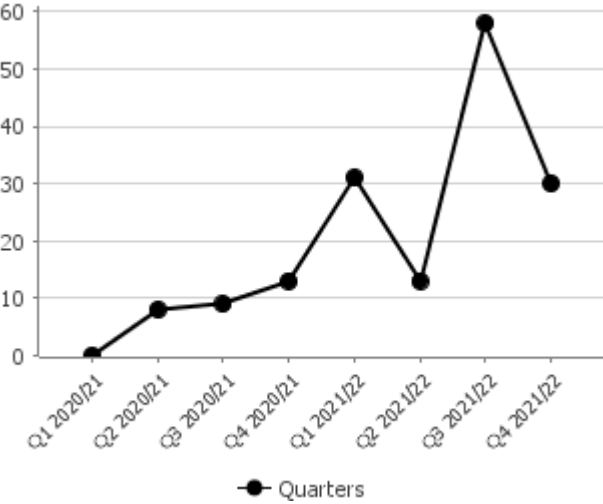
Generated on: 25 May 2022

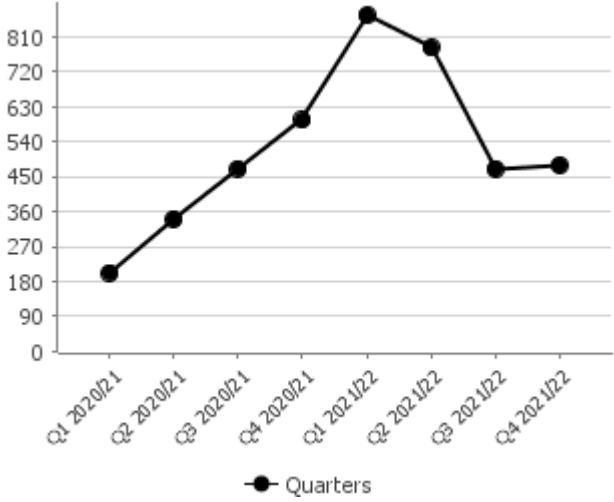
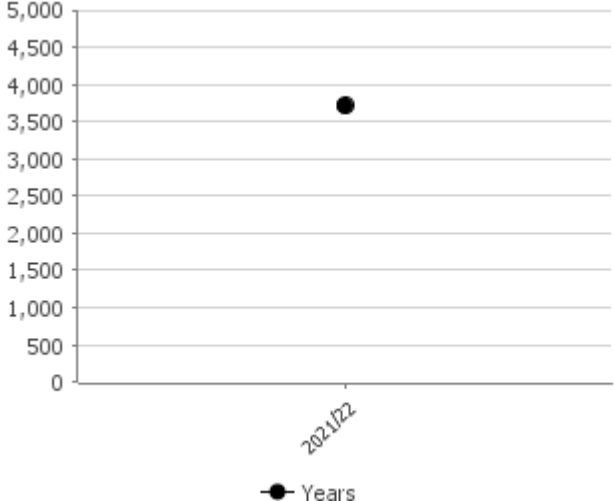
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Financial impact on residents as a result of scams intervention	Aim to Maximise	£710,884.00	£600,000.00		None available	<p>This indicator reports on the financial impact on residents as a result of scams intervention (direct and future savings).</p> <p>The year-end outturn is reported as £710,884, well above the target of £600,000. The positive direction of travel is linked to the Trading Standards Service continuing to develop its preventative work with fraud victims and those particularly vulnerable to fraud and scams. In the middle of the year the National Trading Standards Scams Team shared some very timely intelligence allowing us to intervene early in the course of some frauds, stopping residents losing considerable amounts of money. The team have also developed new initiatives this year, including the use of door cameras at the homes of vulnerable victims in order to deter perpetrators through increasing their chances of being identified, and through working more closely with partners (the Multi-Agency Approach to Fraud).</p>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
Number of businesses registered as primary authorities	Aim to Maximise	147	127	<table border="1"> <caption>Number of businesses registered as primary authorities</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>130</td> <td>127</td> </tr> <tr> <td>Q2 2021/22</td> <td>130</td> <td>127</td> </tr> <tr> <td>Q3 2021/22</td> <td>135</td> <td>127</td> </tr> <tr> <td>Q4 2021/22</td> <td>147</td> <td>127</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2021/22	130	127	Q2 2021/22	130	127	Q3 2021/22	135	127	Q4 2021/22	147	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>147 businesses were registered as the end of March 2022. The direction of travel is reported to be very positive for the year. Research shows that a positive regulatory environment can contribute significantly to economic development and sustainable growth, improving the openness of markets and creating a less constricted business environment for innovation and entrepreneurship. It can protect compliant businesses by enabling fair competition and promoting a level playing field and provide business with the confidence to invest, grow and create new jobs. Primary Authority Partnerships (PAPs) contribute to a positive regulatory environment as they provide a robust platform for Trading Standards to understand a business in depth and give appropriate and timely advice. The indicator shows particularly strong performance this year, which in part relates to changes of resourcing at Hampshire County Council that caused them to drastically reduce their number of PAPs, a number of which have moved to Bucks and Surrey Trading Standards.</p>
Quarter	Quarters	Target (Quarters)																			
Q1 2021/22	130	127																			
Q2 2021/22	130	127																			
Q3 2021/22	135	127																			
Q4 2021/22	147	127																			
Customers rating the Registration Service as good or excellent	Aim to Maximise	100%	95%	<table border="1"> <caption>Customers rating the Registration Service as good or excellent</caption> <thead> <tr> <th>Half Year</th> <th>Half Years</th> <th>Target (Half Years)</th> </tr> </thead> <tbody> <tr> <td>H1 2021/22</td> <td>99%</td> <td>95%</td> </tr> <tr> <td>H2 2021/22</td> <td>100%</td> <td>95%</td> </tr> </tbody> </table>	Half Year	Half Years	Target (Half Years)	H1 2021/22	99%	95%	H2 2021/22	100%	95%	None available	<p>This indicator measures the number of customers rating the Registration service as good or excellent. This is measured on a half yearly basis in Q2 and Q4.</p> <p>For Q4 2021/22 100% of customers rated the service as good or excellent. 64 customers responded via customer survey cards covering births, deaths and ceremonies. 4 rated the service as good and 60 excellent. This was a slight increase from 99% in the previous period.</p>						
Half Year	Half Years	Target (Half Years)																			
H1 2021/22	99%	95%																			
H2 2021/22	100%	95%																			

7. Homelessness and Regulatory Services Portfolio NO RAG

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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	30	 <table border="1" data-bbox="757 341 1357 847"> <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>1</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> <tr> <td>Q4 2021/22</td> <td>30</td> </tr> </tbody> </table>	Quarter	Interventions Completed	Q1 2020/21	1	Q2 2020/21	8	Q3 2020/21	9	Q4 2020/21	13	Q1 2021/22	31	Q2 2021/22	13	Q3 2021/22	58	Q4 2021/22	30	<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. 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 Q1 there were 31 interventions, Q2 13 interventions, Q3 there were 68 interventions and in Q4 there were 30 interventions. In Q3, 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. In Q4, officers have been focussing on the higher risk new businesses which hadn't yet been inspected. In addition, towards the end of March, officers were tasked with inspecting homes as part of the Homes for Ukraine project.</p>
Quarter	Interventions Completed																					
Q1 2020/21	1																					
Q2 2020/21	8																					
Q3 2020/21	9																					
Q4 2020/21	13																					
Q1 2021/22	31																					
Q2 2021/22	13																					
Q3 2021/22	58																					
Q4 2021/22	30																					

PI	Aim To	Current Value	Trend Chart	Commentary																		
Number of unrated premises which are awaiting an inspection and are trading	Aim to Minimise	479	 <table border="1" data-bbox="750 183 1361 686"> <caption>Unrated Premises Awaiting Inspection</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>540</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> <tr> <td>Q4 2021/22</td> <td>479</td> </tr> </tbody> </table>	Quarter	Value	Q1 2020/21	180	Q2 2020/21	360	Q3 2020/21	450	Q4 2020/21	540	Q1 2021/22	810	Q2 2021/22	720	Q3 2021/22	450	Q4 2021/22	479	<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. 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. 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 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 152 have been received which will also need to be triaged.</p> <p>In Q1 104 new business registrations were received, Q2, 115 and in Q3 139. Agency staff have now been employed to target the inspection of the lower risk businesses whilst permanent staff focus on the high risk food businesses.</p>
Quarter	Value																					
Q1 2020/21	180																					
Q2 2020/21	360																					
Q3 2020/21	450																					
Q4 2020/21	540																					
Q1 2021/22	810																					
Q2 2021/22	720																					
Q3 2021/22	450																					
Q4 2021/22	479																					
Number of cremations carried out per year	Aim to Maximise	3,716	 <table border="1" data-bbox="750 826 1361 1329"> <caption>Cremations Carried Out per Year</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2021/22</td> <td>3,716</td> </tr> </tbody> </table>	Year	Value	2021/22	3,716	<p>This is a new indicator for 2021/22. In 2021/22 674 cremations were carried out at Bierton Crematorium, Aylesbury and 3,042 at Chilterns Crematorium in Amersham. The majority of these (617 at Bierton and 2,689 at Chilterns) were full cremations, with smaller numbers of committals and direct cremations.</p> <p>Going forward this indicator aims to report on market share for this service to inform future development.</p>														
Year	Value																					
2021/22	3,716																					

PI	Aim To	Current Value	Trend Chart	Commentary										
% of taxi licences suspended/revoked versus licences in force	Aim to Minimise	4.3	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>7.5</td> </tr> <tr> <td>Q2 2021/22</td> <td>8.5</td> </tr> <tr> <td>Q3 2021/22</td> <td>2.9</td> </tr> <tr> <td>Q4 2021/22</td> <td>4.3</td> </tr> </tbody> </table>	Quarter	Percentage (%)	Q1 2021/22	7.5	Q2 2021/22	8.5	Q3 2021/22	2.9	Q4 2021/22	4.3	<p>This indicator measures the % of taxi licences suspended or revoked versus those in force. This gives an indication of compliance and the level of formal enforcement activity being carried out.</p> <p>In Q4 4.3% of licences in force were suspended or revoked, which was higher than Q3 2.9%. Licences are suspended or revoked where there is non-compliance with policy requirements. In Q3 59% of the licences suspended or revoked were vehicle licences, and in Q4 this figure had risen to 95%. Licensed vehicles that fail to pass a taxi MOT and compliance test are routinely suspended until the vehicle has satisfactorily met the test standard. The increase in Q4 is likely to reflect legacy licence renewal arrangements in the Wycombe area where the majority of licences renew during this quarter, increasing the vehicle licensing activity through the Service and the linked suspension activity. 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	7.5													
Q2 2021/22	8.5													
Q3 2021/22	2.9													
Q4 2021/22	4.3													

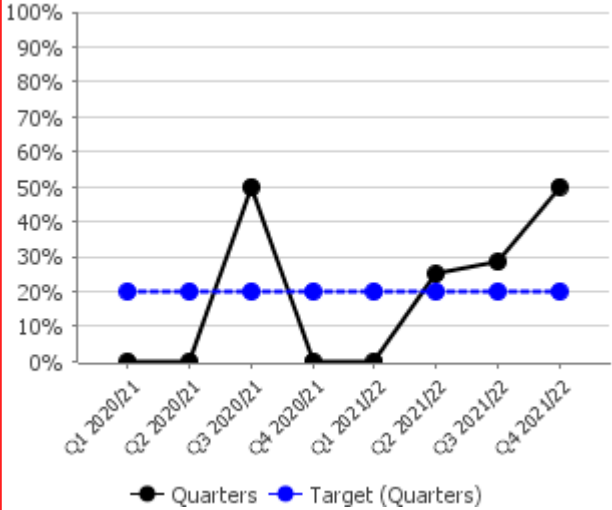


Planning and Regeneration Portfolio Cllr Peter Strachan



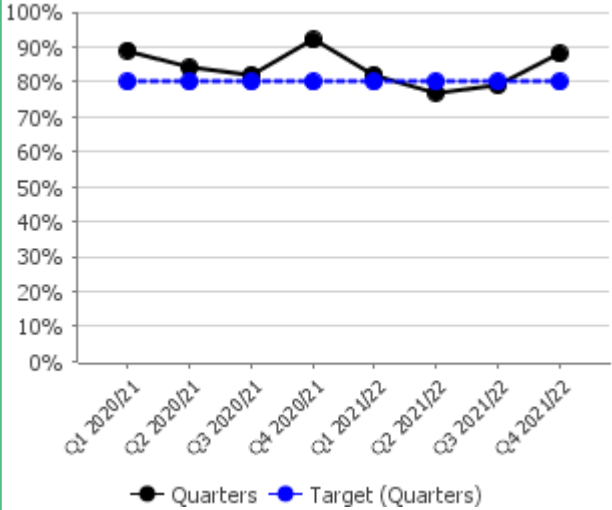
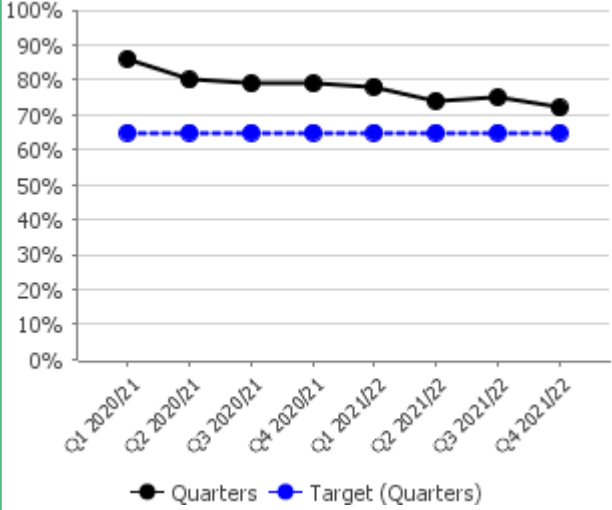
9. Planning and Regeneration Portfolio RED

Generated on: 25 May 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																											
% of enforcement appeals allowed	Aim to Minimise	50%	20%	 <table border="1"> <caption>Quarterly Data for % of enforcement appeals allowed</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>20%</td> </tr> <tr> <td>Q2 2020/21</td> <td>25%</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>30%</td> <td>20%</td> </tr> <tr> <td>Q4 2021/22</td> <td>50%</td> <td>20%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	0%	20%	Q2 2020/21	25%	20%	Q3 2020/21	50%	20%	Q4 2020/21	0%	20%	Q1 2021/22	0%	20%	Q2 2021/22	25%	20%	Q3 2021/22	30%	20%	Q4 2021/22	50%	20%	None available	<p>This indicator measures the percentage of enforcement appeals that the National Planning Inspectorate allows. The percent reported on this measure is affected by low numbers of appeals</p> <p>In Q1 (0%) 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. In Q4, 50% of appeals were allowed (4 of 8). In Q4 the Planning Inspectorate overturned 4 Enforcement Notices served following the refusal of planning permission. The Inspector on each occasion quashed the enforcement notice and granted planning permission, subject to conditions.</p> <p>The 12 month rolling appeal performance is 31% of appeals allowed (7.5 out of 24)</p> <p>Improvement Action:</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	Quarters (%)	Target (Quarters) (%)																															
Q1 2020/21	0%	20%																															
Q2 2020/21	25%	20%																															
Q3 2020/21	50%	20%																															
Q4 2020/21	0%	20%																															
Q1 2021/22	0%	20%																															
Q2 2021/22	25%	20%																															
Q3 2021/22	30%	20%																															
Q4 2021/22	50%	20%																															

9. Planning and Regeneration Portfolio GREEN

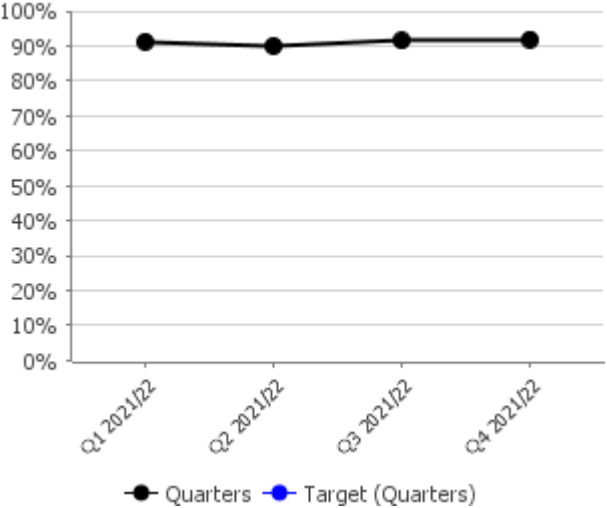
Generated on: 25 May 2022

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	88%	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>Performance in processing major planning applications has been particularly high in Q4, with several significant applications being determined by Strategic Planning Committee. High performance in Q4 has ensured that this element of the Government's special measures target for the whole year is ahead of target at 82%.</p>
% of minor planning applications determined in 8 weeks, or with agreed extension of time	Aim to Maximise	72%	65%		None available	<p>This indicator measures percentage of 'minor' planning applications determined in 8 weeks, or within agreed extensions of time.</p> <p>Q4, 2020/21 performance (72%) was consistent with the year-to-date Q1 (78%), Q2 (74%) and in Q3 (75%), with determining these 'minor' application types (smaller commercial and housing development). Performance across the whole year is 75%, which exceeds the government target of 60%.</p>

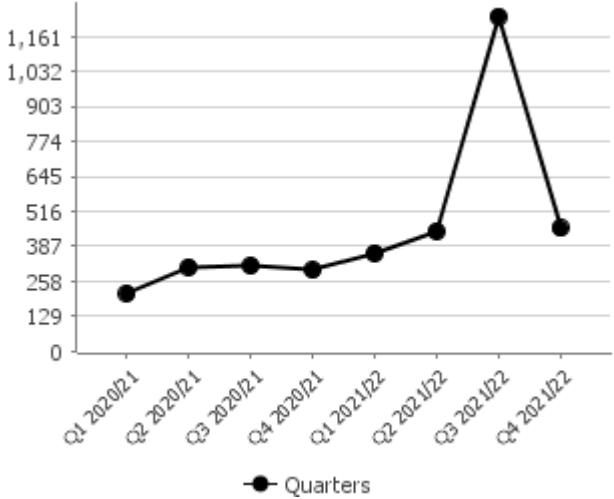
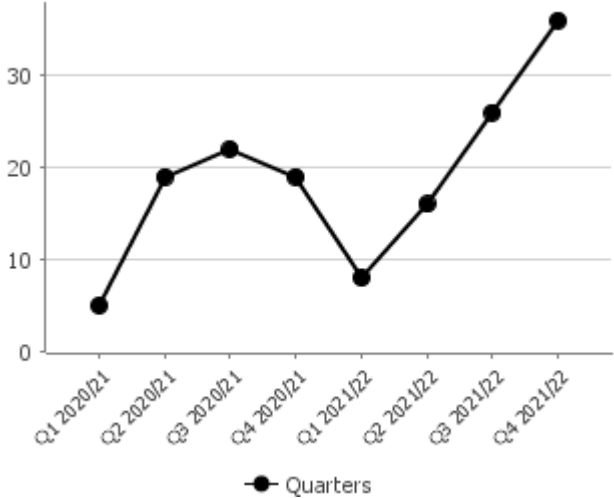
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of other applications determined in 8 weeks, or within the agreed extension of time	Aim to Maximise	85%	80%		None available	<p>This indicator measures the percentage of 'other' applications determined in 8 weeks, or within agreed extensions of time.</p> <p>Performance remains high for 'other' applications (house extensions, advert consent, or Listed Building Consent). Q4 2020/21 performance was 85%, which is consistent with the year to date: Q1 (83%), Q2 (84%) and in Q3 (84%), and well above the Government target of 80%.</p>
% of Building Control applications checked within 21 days	Aim to Maximise	90%	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 (90%), in order to drive good performance, recognising that Building Control operates in a competitive market.</p> <p>The percentage of plans checked within 21 days in Q4 is 90%, reaching the target set. This performance demonstrates consistency from Q3 (90.7%) despite a significant increase in applications in March 2022, and improvements on Q1 (84.01%) 2021/22 and Q2 (85.46%).</p> <p>Building Control is a service that is covered by the private sector as well. Q4 Market Share (number of applications checked by Buckinghamshire Council compared to the private sector) is recorded as 70%, which is on target, but slightly lower than Q3 (73%).</p>

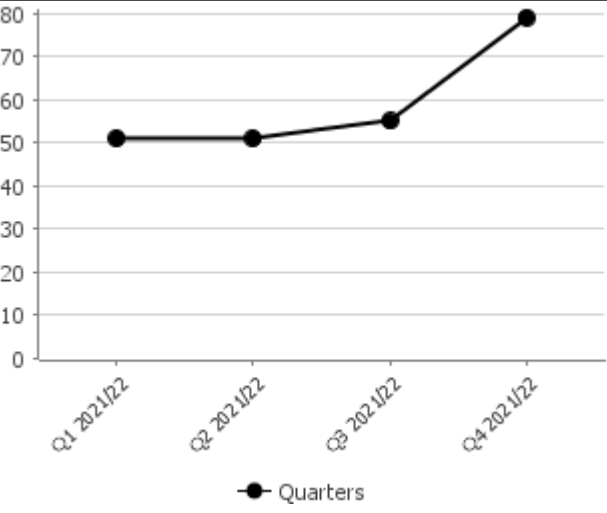
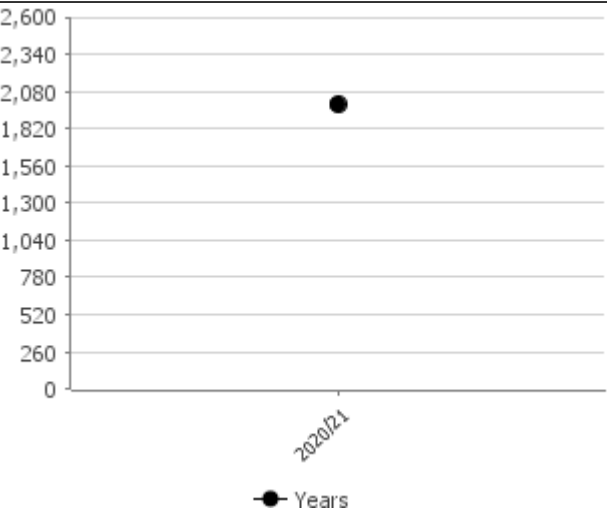
9. Planning and Regeneration Portfolio NO RAG

Generated on: 25 May 2022

PI	Aim To	Current Value	Trend Chart	Commentary															
Town centre occupancy rate	Aim to Maximise	91.9%	 <table border="1" data-bbox="757 343 1361 853"> <caption>Town Centre Occupancy Rate - 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>91.5</td> <td>91.9</td> </tr> <tr> <td>Q2 2021/22</td> <td>91.0</td> <td>91.9</td> </tr> <tr> <td>Q3 2021/22</td> <td>92.0</td> <td>91.9</td> </tr> <tr> <td>Q4 2021/22</td> <td>92.0</td> <td>91.9</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	91.5	91.9	Q2 2021/22	91.0	91.9	Q3 2021/22	92.0	91.9	Q4 2021/22	92.0	91.9	<p>This indicator measures the percentage of 'high street' premises that are occupied across key towns in Buckinghamshire by monitoring new business openings and closures. This is a new metric developed in response to monitoring requirements of the Government's European Regional Development Fund 'Welcome Back Fund', focussing 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 express the variation at the level of place. The top three highest 'open high street business' rates are for Wendover (98.6%), Beaconsfield New Town (97.8%) and Winslow (96.8%). The 'lowest' rates are High Wycombe (88.9%) and Great Missenden (87.1% - small base number of premises).</p> <p>All towns, excluding Chesham (-1.7%) and Amersham Old Town (-1.5%) are showing an improving position compared to the same time last year. Occupancy figures for High Wycombe (+2.5%), Marlow (+1.4%) and Princes Risborough (+1%) are currently exceeding their pre-Covid-19 base positions too, which is very encouraging to see.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																	
Q1 2021/22	91.5	91.9																	
Q2 2021/22	91.0	91.9																	
Q3 2021/22	92.0	91.9																	
Q4 2021/22	92.0	91.9																	

PI	Aim To	Current Value	Trend Chart	Commentary
Town Centre footfall	Aim to Maximise	12,381,488		<p>This is a new data set purchased using the Government's European Regional Development Fund (ERDF) '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 Artificial Intelligence (AI)' and footfall is derived and modelled using AI from anonymised mobile device data. Data has now been fully populated from March 2020 for Aylesbury, Amersham (On-the-Hill and Old Town); Beaconsfield (Old and New); Buckingham; Chesham; Gerrards Cross; Great Missenden; High Wycombe; Marlow, Princes Risborough; Wendover and Winslow to give a good spread of 'high street' locations by market town size and rural / urban split for ERDF monitoring purposes. Data has also started to be populated from March 2019, which will give a pre-pandemic baseline and enable us to better track what is happening in our town centres – due to be complete by late spring 2022.</p> <p>Q4 performance is 12,381,488, which is a continuous improvement on previous quarters. We have seen a 50.5% increase on Q4 last year, and a 31% increase since last year overall. Aylesbury has seen the greatest year-on-year uplift of (52.1%), followed by High Wycombe (47.5%). Wendover has seen the greatest year-on-year decline (-57.3%), followed by Beaconsfield (Old) (-45.2%), which are the only areas to have seen a decline.</p>
Number of enforcement cases logged	Aim to Maximise	491		<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, Q2 451 and Q3 399. The outturn for Q4 is 491. As expected, the number of enforcement cases logged has increased again, as it has in previous years. This indicates a change in the weather and development commencing after the winter months.</p>

PI	Aim To	Current Value	Trend Chart	Commentary																		
Number of enforcement cases closed	Aim to Maximise	454	 <table border="1"> <caption>Enforcement Cases Closed</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>200</td> </tr> <tr> <td>Q2 2020/21</td> <td>300</td> </tr> <tr> <td>Q3 2020/21</td> <td>300</td> </tr> <tr> <td>Q4 2020/21</td> <td>280</td> </tr> <tr> <td>Q1 2021/22</td> <td>350</td> </tr> <tr> <td>Q2 2021/22</td> <td>400</td> </tr> <tr> <td>Q3 2021/22</td> <td>1,161</td> </tr> <tr> <td>Q4 2021/22</td> <td>454</td> </tr> </tbody> </table>	Quarter	Value	Q1 2020/21	200	Q2 2020/21	300	Q3 2020/21	300	Q4 2020/21	280	Q1 2021/22	350	Q2 2021/22	400	Q3 2021/22	1,161	Q4 2021/22	454	<p>This indicator measures the number of enforcement cases that were closed in the period.</p> <p>Q1 362 and in 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. In Q4 454 cases were closed . Work continues with closing old in-active cases to make sure the performance outturns produced by the team are accurate and reflect current workloads. Improved case management and quicker decision making has contributed to a reduction in the overall caseload.</p>
Quarter	Value																					
Q1 2020/21	200																					
Q2 2020/21	300																					
Q3 2020/21	300																					
Q4 2020/21	280																					
Q1 2021/22	350																					
Q2 2021/22	400																					
Q3 2021/22	1,161																					
Q4 2021/22	454																					
Number of enforcement notices issued	Aim to Maximise	36	 <table border="1"> <caption>Enforcement Notices Issued</caption> <thead> <tr> <th>Quarter</th> <th>Value</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> <tr> <td>Q4 2021/22</td> <td>36</td> </tr> </tbody> </table>	Quarter	Value	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	Q4 2021/22	36	<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. In Q4 36 enforcement notices were issued. In addition to the enforcement notices issued, the team also issued 2 Listed Building Enforcement Notices, 4 Temporary Stop Notices and 3 Section 215 (untidy land) notices.</p> <p>The number of notices issued will fluctuate due to the type of cases received within the team. The team continues to take enforcement action, where necessary, assessing the merits of the development at an earlier stage and taking appropriate action. The increase in the number of Planning Enforcement Notices issued is the second consecutive year of increased formal action taken since becoming a unitary authority.</p> <p>In terms of enforcement notices being served, Buckinghamshire Council is the 7th top Authority assessed over the 2021 calendar year.</p>
Quarter	Value																					
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																					
Q4 2021/22	36																					

PI	Aim To	Current Value	Trend Chart	Commentary										
Number of Planning Appeals received	Banding	79	 <table border="1" data-bbox="757 177 1361 692"> <caption>Number of Planning Appeals Received by Quarter</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> <tr> <td>Q4 2021/22</td> <td>79</td> </tr> </tbody> </table>	Quarter	Number of Appeals	Q1 2021/22	51	Q2 2021/22	51	Q3 2021/22	55	Q4 2021/22	79	<p>This indicator measures the number of appeals received against refusals of permission.</p> <p>79 planning appeals were received in Q4. This is a significant increase on Q3 where 55 planning appeals were received. 51 planning appeals were received in each of Q1 and Q2. This is provided to allow the workload trend to be monitored. The total number for the full year was 236.</p> <p>The Planning Inspectorate (PINs) continues to reduce its Covid-19 backlog of appeals by registering them and passing them to the Council in large batches. As responding to these is time sensitive this is resulting in considerable work. This trend will continue until PINs have cleared the backlog. This is likely to take 12 months. In the meantime processing and defending appeals will have to take priority. Failing to do so would lead to reputational damage to the Council, formal complaints and ombudsman complaints.</p>
Quarter	Number of Appeals													
Q1 2021/22	51													
Q2 2021/22	51													
Q3 2021/22	55													
Q4 2021/22	79													
Number of homes built against housing requirements	Aim to Maximise	1,990	 <table border="1" data-bbox="757 692 1361 1209"> <caption>Number of Homes Built Against Housing Requirements by Year</caption> <thead> <tr> <th>Year</th> <th>Number of Homes</th> </tr> </thead> <tbody> <tr> <td>2020/21</td> <td>1,990</td> </tr> </tbody> </table>	Year	Number of Homes	2020/21	1,990	<p>This indicator is reported a year in arrears.</p> <p>The Number of homes built against housing requirements in 2020/21 was 1,990 against a requirement of 2,759. The main reason for the low number of housing completions during the previous municipal year was the Covid-19 pandemic, which resulted in considerable disruption to both local authority planning services and the construction sector.</p>						
Year	Number of Homes													
2020/21	1,990													



Transport Portfolio Cllr Steve Broadbent



10. Transport Portfolio RED

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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
% of gullies cleaned against the cyclical gully programme	Aim to Maximise	83%	88%	 <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> <tr> <td>Q4 2021/22</td> <td>83</td> <td>88</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	17	16	Q2 2021/22	34	40	Q3 2021/22	60	64	Q4 2021/22	83	88	None available	<p>This indicator measures the percentage of gullies cleaned against the cyclical gully programme (to clean all gullies within 1 year) with an annual target of 100% (>95% for contract indicator) 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 was just below target at 34% (target >40%), Q3 60% (target >64%), and at the end of Q4 the outturn is still just below target at 83% (>88%). Difficulties in delivering this programme have been attributed to the effect that Covid-19 and HGV driver shortages have 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 and the severe storms in February also caused further delay as the gully crews were deployed on emergency measures, with the gully boom inoperable in such high winds.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Extra supply chain resources were brought in during the autumn (as mentioned above), which have been extended further through overtime/weekend working. • We have undertaken further training covering both HGV driving skills and specialist gully operator training to attempt to increase productivity.
Quarter	Quarters (%)	Target (Quarters) (%)																			
Q1 2021/22	17	16																			
Q2 2021/22	34	40																			
Q3 2021/22	60	64																			
Q4 2021/22	83	88																			

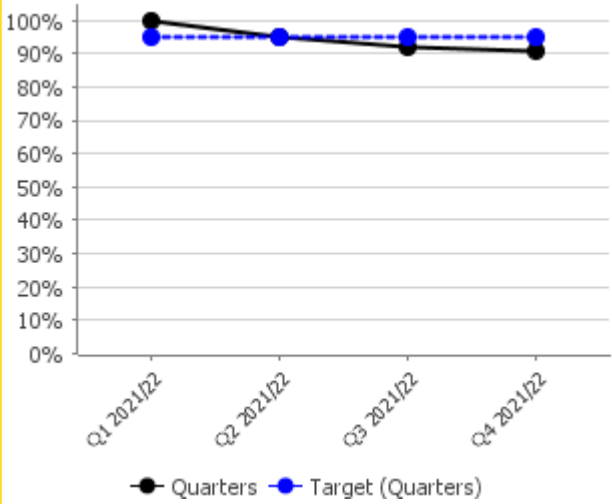
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary									
NHT Public Satisfaction on the condition of road surfaces (HMBI 01)	Aim to Maximise	20	22	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Years (Actual)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2020/21</td> <td>24</td> <td>28</td> </tr> <tr> <td>2021/22</td> <td>20</td> <td>22</td> </tr> </tbody> </table>	Year	Years (Actual)	Target (Years)	2020/21	24	28	2021/22	20	22	NHT cohort regional average (22%)	<p>The National Highways and Transport (NHT) survey is an annual survey of public satisfaction covering a range of topics. HMBI 01 measures public satisfaction on the condition of road surfaces.</p> <p>In 2021 Buckinghamshire scored a satisfaction score of 20%, which is down from 24% in 2020. This is below the cohort regional average of 22%. All members of the agreed cohort (which is used for benchmarking in this and previous samples as they are similar authorities and as such a suitable comparison) had reduced scores in this indicator year on year. Whilst Buckinghamshire's score dropped by 4%, the NHT average dropped by 5%. This is likely to be because the level of satisfaction is influenced by external factors most importantly the severity of the winter.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Collaborating with neighbouring authorities for best practices in ways of working. • Focus on customer satisfaction and continuous improvements to enhance scoring and perception. • Review role and actions of communications team to ensure greater pro-activity around notifications across a variety of platforms. • Teams to ensure the timely and effective delivery of the capital improvement programme in this area.
Year	Years (Actual)	Target (Years)													
2020/21	24	28													
2021/22	20	22													

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary												
NHT Public Satisfaction Survey: (KBI 15) % of customers satisfied with their local Rights of Way Network	Aim to Maximise	54%	57%	<table border="1"> <caption>Public Satisfaction Data</caption> <thead> <tr> <th>Year</th> <th>Actual (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>58%</td> <td>57%</td> </tr> <tr> <td>2020/21</td> <td>54%</td> <td>57%</td> </tr> <tr> <td>2021/22</td> <td>52%</td> <td>57%</td> </tr> </tbody> </table>	Year	Actual (Years)	Target (Years)	2019/20	58%	57%	2020/21	54%	57%	2021/22	52%	57%	NHT South east regional average (57%)	<p>The National Highways and Transport survey is an annual survey of public satisfaction covering a range of topics. KBI 15 measures public satisfaction with their local rights of way (e.g. footpaths).</p> <p>In 2021, Buckinghamshire scored a satisfaction score of 54% against a South East 2021 average score of 57%. This is down from 2020 (where we scored 58%) and was the worst in the South East region alongside Kent, Southampton, Medway and East Sussex. Milton Keynes scored highest with 61%. The reason for this poor performance has been attributed to the impact of the Covid-19 lockdown periods, which saw an increase in footfall damaging footpaths. There was also an increase in complaints of trespassers from landowners, and associated preventative measures taken by landowners obstructing footpaths. Furthermore, path volunteers were stood down during Covid-19, which meant some maintenance tasks could not be completed.</p> <p>Improvement Action:</p> <ul style="list-style-type: none"> • Successful bid for money to recruit a new rights of way officer to reduce the current backlog of outstanding issues on the network. • Teams to ensure the timely and effective delivery of the capital improvement programme in this area.
Year	Actual (Years)	Target (Years)																
2019/20	58%	57%																
2020/21	54%	57%																
2021/22	52%	57%																

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
Major transport schemes: % of profiled spend achieved	Aim to Maximise	93.97%	100%	<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>~75%</td> <td>~75%</td> </tr> <tr> <td>Q4 2021/22</td> <td>~95%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	~5%	~25%	Q2 2021/22	~35%	~50%	Q3 2021/22	~75%	~75%	Q4 2021/22	~95%	100%	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 on the A41 project. Both Westhorpe and ABLIS continue to experience significant delays due to external design approvals and significant optioneering requirements respectively. The Crest Road project has been completed on site and the Princes Risborough project has delivered significant accelerated in year spend.</p> <p>Improvement Action:</p> <ul style="list-style-type: none"> • Continue to monitor - the total year end spend (including creditor values) was within the anticipated <10% slippage, anticipated from mid year due to the delays experienced as set out above.
Quarter	Quarters (%)	Target (Quarters) (%)																			
Q1 2021/22	~5%	~25%																			
Q2 2021/22	~35%	~50%																			
Q3 2021/22	~75%	~75%																			
Q4 2021/22	~95%	100%																			

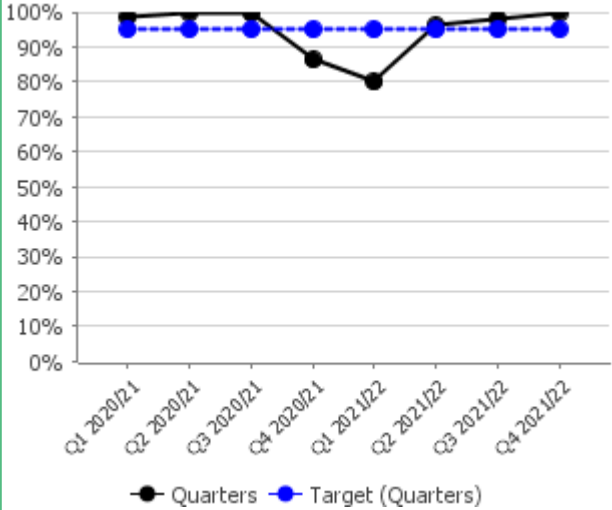
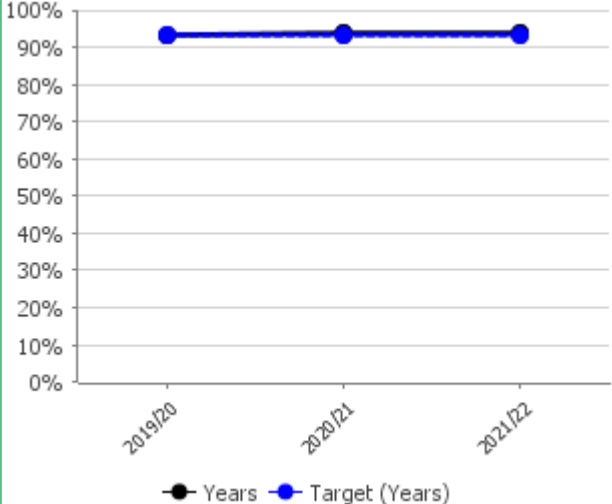
10. Transport Portfolio AMBER

Generated on: 25 May 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary															
% of Highways Core Capital Construction Start/Completion milestone dates met	Aim to Maximise	91%	95%	 <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>100%</td> <td>95%</td> </tr> <tr> <td>Q2 2021/22</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>Q3 2021/22</td> <td>92%</td> <td>95%</td> </tr> <tr> <td>Q4 2021/22</td> <td>91%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q1 2021/22	100%	95%	Q2 2021/22	95%	95%	Q3 2021/22	92%	95%	Q4 2021/22	91%	95%	None available	<p>This indicator measures the percentage of core Highways Capital Construction start/completion milestones met (within +/- 10 working days).</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% and in Q4 performance was 91%. Both Q3 and Q4 were just below target. 57 Schemes started on time in Q4 with 5 schemes starting after the agreed programme date. 62 Schemes completed on time and the remaining 8 completed after the agreed programmed date. 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 across the county. Although the result for Q4 did not reach the 95% target, the overall result for the year for this indicator is at 96%.</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.
Quarter	Quarters (Actual)	Target (Quarters)																			
Q1 2021/22	100%	95%																			
Q2 2021/22	95%	95%																			
Q3 2021/22	92%	95%																			
Q4 2021/22	91%	95%																			

10. Transport Portfolio GREEN

Generated on: 25 May 2022

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																											
% of Category 1 defects repaired in 2 working days	Aim to Maximise	100%	95%	 <table border="1"> <caption>Category 1 Defects Repaired in 2 Working Days - Quarterly Performance</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>98</td> <td>95</td> </tr> <tr> <td>Q2 2020/21</td> <td>96</td> <td>95</td> </tr> <tr> <td>Q3 2020/21</td> <td>98</td> <td>95</td> </tr> <tr> <td>Q4 2020/21</td> <td>88</td> <td>95</td> </tr> <tr> <td>Q1 2021/22</td> <td>80</td> <td>95</td> </tr> <tr> <td>Q2 2021/22</td> <td>95</td> <td>95</td> </tr> <tr> <td>Q3 2021/22</td> <td>98</td> <td>95</td> </tr> <tr> <td>Q4 2021/22</td> <td>98</td> <td>95</td> </tr> </tbody> </table>	Quarter	Performance (%)	Target (%)	Q1 2020/21	98	95	Q2 2020/21	96	95	Q3 2020/21	98	95	Q4 2020/21	88	95	Q1 2021/22	80	95	Q2 2021/22	95	95	Q3 2021/22	98	95	Q4 2021/22	98	95	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%, 98% for Q3 and 100% for Q4. 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 from Q2, and will remain in place to monitor all relevant processes to ensure efficiency.</p>
Quarter	Performance (%)	Target (%)																															
Q1 2020/21	98	95																															
Q2 2020/21	96	95																															
Q3 2020/21	98	95																															
Q4 2020/21	88	95																															
Q1 2021/22	80	95																															
Q2 2021/22	95	95																															
Q3 2021/22	98	95																															
Q4 2021/22	98	95																															
% of strategic carriageway network in fair/good and very good condition	Aim to Maximise	94%	93%	 <table border="1"> <caption>Strategic Carriageway Network Condition - Annual Performance</caption> <thead> <tr> <th>Year</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>94</td> <td>93</td> </tr> <tr> <td>2020/21</td> <td>94</td> <td>93</td> </tr> <tr> <td>2021/22</td> <td>94</td> <td>93</td> </tr> </tbody> </table>	Year	Performance (%)	Target (%)	2019/20	94	93	2020/21	94	93	2021/22	94	93	Contract KPI	<p>This indicator measures the condition of the strategic carriageway network (strategic roads - 2, 3A, 3B, 4A). It reports on the percentage of the network in very good, good, and fair condition. It is good to be high.</p> <p>2021/22 performance is 94%, which is consistent with last year's condition, although there are some early indications that our main A roads are starting to decline. This will be addressed in the four-year rolling programme. There is some emerging evidence that the condition of our local roads is a bigger influence on customer satisfaction than the condition of the strategic roads. This factor is being investigated and will be reported as part of the medium term financial plan (MTFP).</p>															
Year	Performance (%)	Target (%)																															
2019/20	94	93																															
2020/21	94	93																															
2021/22	94	93																															

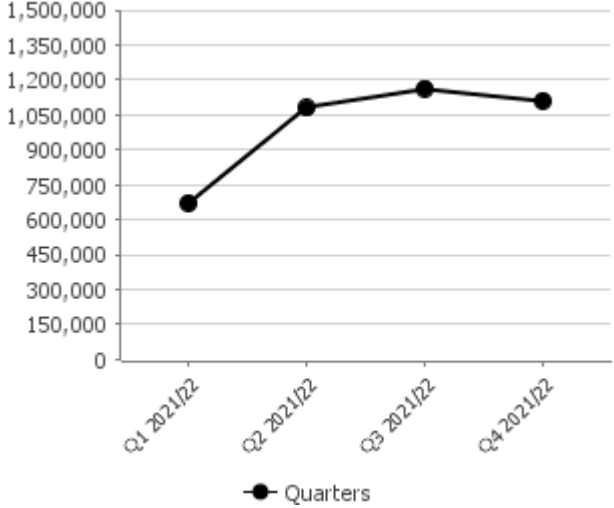
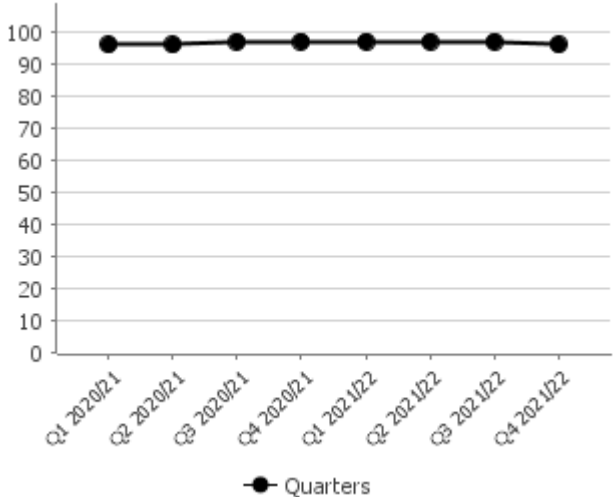
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																		
% of invalid PCNs (on- and off-street)	Aim to Minimise	3%	4%	<table border="1"> <caption>Invalid PCNs Trend Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>1.4%</td></tr> <tr><td>Q2 2020/21</td><td>2.0%</td></tr> <tr><td>Q3 2020/21</td><td>1.0%</td></tr> <tr><td>Q4 2020/21</td><td>1.0%</td></tr> <tr><td>Q1 2021/22</td><td>1.0%</td></tr> <tr><td>Q2 2021/22</td><td>1.0%</td></tr> <tr><td>Q3 2021/22</td><td>4.0%</td></tr> <tr><td>Q4 2021/22</td><td>3.0%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2020/21	1.4%	Q2 2020/21	2.0%	Q3 2020/21	1.0%	Q4 2020/21	1.0%	Q1 2021/22	1.0%	Q2 2021/22	1.0%	Q3 2021/22	4.0%	Q4 2021/22	3.0%	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 Q4 is 3%, a decrease from Q3 (4%) but still higher than Q1 and Q2 (1%). This increase for Q3 and Q4 is largely due to moving to a new system. Officers are becoming more used to new equipment and performance and training needs are being addressed. This was anticipated and we are closely monitoring to support progression in the right direction. There should be further improvements over the next three to six months.</p>
Quarter	Percentage																							
Q1 2020/21	1.4%																							
Q2 2020/21	2.0%																							
Q3 2020/21	1.0%																							
Q4 2020/21	1.0%																							
Q1 2021/22	1.0%																							
Q2 2021/22	1.0%																							
Q3 2021/22	4.0%																							
Q4 2021/22	3.0%																							
Number of publicly available electric vehicle charging points in Buckinghamshire	Aim to Maximise	55	47	<table border="1"> <caption>Electric Vehicle Charging Points Data</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2020/21</td><td>37</td><td>-</td></tr> <tr><td>2021/22</td><td>55</td><td>47</td></tr> </tbody> </table>	Year	Actual	Target	2020/21	37	-	2021/22	55	47	None available	<p>This indicator records the number of publicly available electric vehicle charging points in Buckinghamshire. From a baseline of 27, the target was set as 47 by the end of 2021/22 with the 5 year plan of 76 available by end 2024/25.</p> <p>In 2021/2022, 18 new points were delivered (equating to 35 charging bays). Across Buckinghamshire there are now 55 charging points (91 bays). The 2021/22 outturn is well ahead of target.</p> <p>An Electric Vehicle Action Plan is being prepared for Cabinet to consider adopting in June 2022. A strategic supply partner has been procured to provide support in identifying sites for further deployment of chargers.</p>									
Year	Actual	Target																						
2020/21	37	-																						
2021/22	55	47																						

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 Q4 2021/22. A solid black line with circular markers represents 'Quarters' and a dashed blue line with circular markers represents 'Target (Quarters)'. The 'Quarters' line is at 100% for Q1-Q4 2020/21, drops to 90% in Q1 2021/22, rises to 100% in Q2 2021/22, and remains at 100% for Q3 and Q4 2021/22. The 'Target (Quarters)' line is at 95% for Q1-Q4 2021/22.</p>	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 Q4 all applications received were determined within the timeframe given by HS2.</p>
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 Q4 2021/22. A solid black line with circular markers represents 'Quarters' and a dashed blue line with circular markers represents 'Target (Quarters)'. The 'Quarters' line is at 100% for Q1-Q4 2020/21, drops to 80% in Q2 2021/22, rises to 100% in Q3 2021/22, and remains at 100% for Q4 2021/22. The 'Target (Quarters)' line is at 95% for Q1-Q4 2021/22.</p>	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 Q4 100% of planning applications were determined within the timeframe or agreed extensions. This is a return to 100% performance for Q3 and Q4 after a slight drop in Q2 (80% of applications determined).</p>

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	95.02%	95%	<table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>82</td> <td>95</td> </tr> <tr> <td>Q2 2020/21</td> <td>88</td> <td>95</td> </tr> <tr> <td>Q3 2020/21</td> <td>70</td> <td>95</td> </tr> <tr> <td>Q4 2020/21</td> <td>75</td> <td>95</td> </tr> <tr> <td>Q1 2021/22</td> <td>68</td> <td>95</td> </tr> <tr> <td>Q2 2021/22</td> <td>85</td> <td>95</td> </tr> <tr> <td>Q3 2021/22</td> <td>75</td> <td>95</td> </tr> <tr> <td>Q4 2021/22</td> <td>95.02</td> <td>95</td> </tr> </tbody> </table>	Quarter	Performance (%)	Target (%)	Q1 2020/21	82	95	Q2 2020/21	88	95	Q3 2020/21	70	95	Q4 2020/21	75	95	Q1 2021/22	68	95	Q2 2021/22	85	95	Q3 2021/22	75	95	Q4 2021/22	95.02	95	None available	<p>In Q1-Q3 2021/22 this indicator reported the percentage of eligible clients who were provided with transport before the required start date, or no later than 15 working days from the date of referral. Since the migration to the new ONE system on 01/02/2022, this indicator now reports from the date the transport assessment was completed (SEND), or all information was received to provide transport (Mainstream) (as per the indicator name).</p> <p>Q4 2021/22 performance (excluding January) is now above the 95% target at 95.02%. This improvement in performance is because we are now measuring what is within our control and not 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>
Quarter	Performance (%)	Target (%)																															
Q1 2020/21	82	95																															
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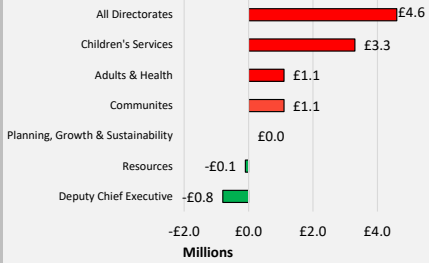
10. Transport Portfolio NO RAG

Generated on: 25 May 2022

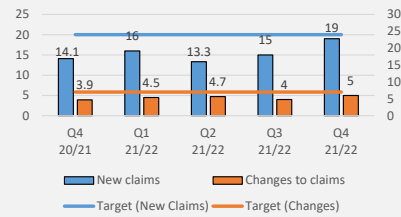
PI	Aim To	Current Value	Trend Chart	Commentary																		
Number of car parking ticket sales managed by Buckinghamshire Council	Aim to Maximise	1,109,965	 <table border="1"> <caption>Car Parking Ticket Sales (Number of Tickets)</caption> <thead> <tr> <th>Quarter</th> <th>Number of Tickets</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>671,304</td> </tr> <tr> <td>Q2 2021/22</td> <td>1,079,062</td> </tr> <tr> <td>Q3 2021/22</td> <td>1,163,797</td> </tr> <tr> <td>Q4 2021/22</td> <td>1,109,965</td> </tr> </tbody> </table>	Quarter	Number of Tickets	Q1 2021/22	671,304	Q2 2021/22	1,079,062	Q3 2021/22	1,163,797	Q4 2021/22	1,109,965	<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>Previously we provided quarterly income figures Q1 (£895,936*), Q2 (£1,098,009), Q3 (£1,160,244), Q4 (£1,522,690). We have now updated this measure with number of tickets sold: Q1 (671,304), Q2 (1,079,062), Q3 (1,163,797), Q4 (1,109,965).</p> <p>*corrected from £671,304</p> <p>In January 2022, car park usage was lower than in December, which is likely due to the high number of Covid-19 cases in Buckinghamshire at the time, and people working from home and isolating. February showed an increase, which coincided with Covid-19 infection levels in Buckinghamshire decreasing by around 50% from January, this saw many commuters returning to work and making use of the long stay car parks. There was also an increase in the more shopping orientated towns with people returning to the high streets and shopping centres. In March all areas saw an increase once Covid-19 restrictions were completely lifted by the end of the quarter.</p>								
Quarter	Number of Tickets																					
Q1 2021/22	671,304																					
Q2 2021/22	1,079,062																					
Q3 2021/22	1,163,797																					
Q4 2021/22	1,109,965																					
Number of public transport bus routes in Buckinghamshire	Aim to Maximise	96	 <table border="1"> <caption>Public Transport Bus Routes</caption> <thead> <tr> <th>Quarter</th> <th>Number of Routes</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>96</td> </tr> <tr> <td>Q2 2020/21</td> <td>96</td> </tr> <tr> <td>Q3 2020/21</td> <td>96</td> </tr> <tr> <td>Q4 2020/21</td> <td>96</td> </tr> <tr> <td>Q1 2021/22</td> <td>96</td> </tr> <tr> <td>Q2 2021/22</td> <td>96</td> </tr> <tr> <td>Q3 2021/22</td> <td>96</td> </tr> <tr> <td>Q4 2021/22</td> <td>96</td> </tr> </tbody> </table>	Quarter	Number of Routes	Q1 2020/21	96	Q2 2020/21	96	Q3 2020/21	96	Q4 2020/21	96	Q1 2021/22	96	Q2 2021/22	96	Q3 2021/22	96	Q4 2021/22	96	<p>This indicator measures the number of public transport routes in Buckinghamshire.</p> <p>There are currently 96 public bus routes operating in Buckinghamshire. Some rationalisation of routes is taking place to manage the shortage of Public Service Vehicle (PSV) drivers, and the rising fuel costs, but the core network remains in place.</p>
Quarter	Number of Routes																					
Q1 2020/21	96																					
Q2 2020/21	96																					
Q3 2020/21	96																					
Q4 2020/21	96																					
Q1 2021/22	96																					
Q2 2021/22	96																					
Q3 2021/22	96																					
Q4 2021/22	96																					

Q4 2021/2022 scorecard

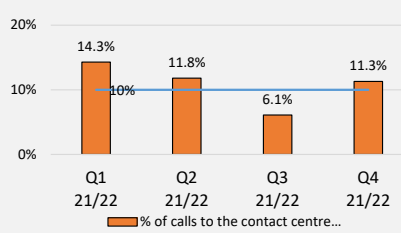
Revenue - Year End variance for 2021/2022 at Q4



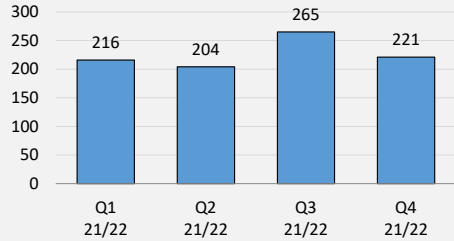
Average time to process Housing Benefit Claims (days)



Average % of phone calls in Customer Service Centres abandoned before being answered



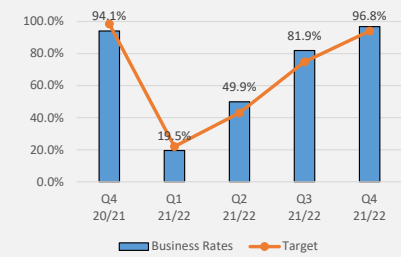
Number of Compliments Received (across the Council)



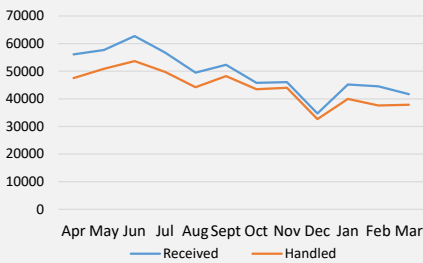
Capital - Year End variance for 2021/2022 at Q4



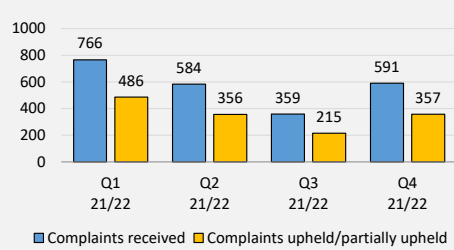
Percentage of business rates collected



Number of Customer Service Centre contacts (phone calls, emails & webchats)

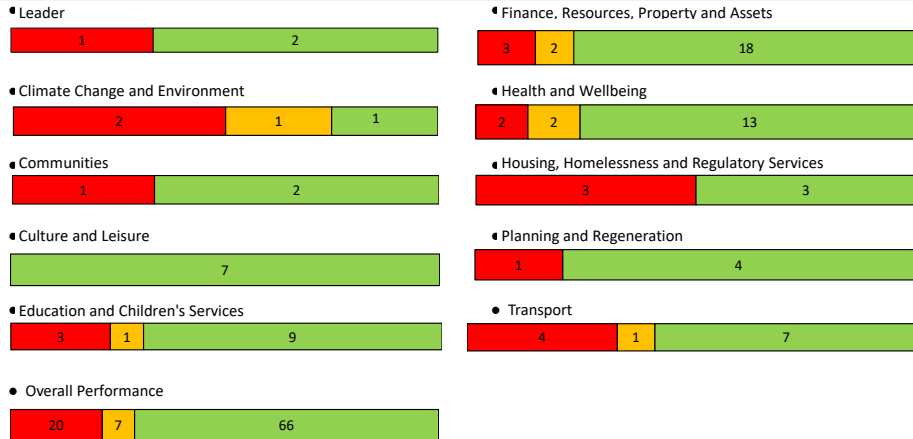


Number of Complaints Received & Complaints Upheld (Stage 1 & 2) - across the Council

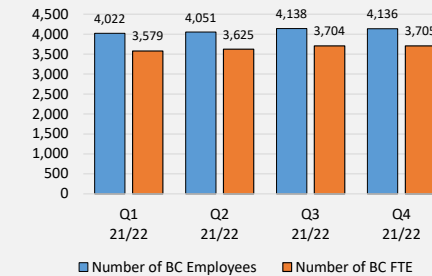


RAG Status of Indicators by Portfolio

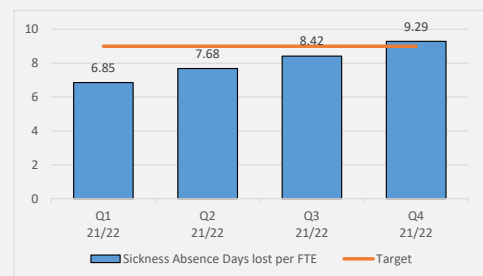
Red: performance is more than 5% from target
 Amber: performance is within 5% of target
 Green: performance is at or better than target



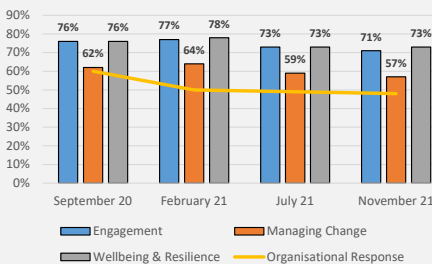
Numbers of BC staff (Headcount & FTE)



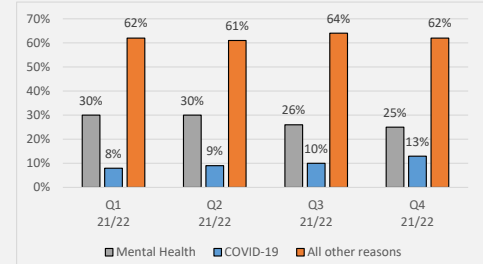
Sickness Absence Days Lost per FTE (rolling 12 month period)



Employee Sentiment



Sickness Absence Reasons (rolling 12 month period)



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Report to Cabinet

Date:	12 July 2022
Title:	Quarter 1 Budget Monitoring Report 2022-23
Relevant councillor(s):	John Chilver
Author and/or contact officer:	Dave Skinner, Finance Director & S151 Officer
Ward(s) affected:	none specific
Recommendations:	<p>Cabinet is asked to note the report and the risks and opportunities contained within it.</p> <p>Cabinet is requested to approve the drawdown of £1.5m from the “Mitigating Future Financial Risks” reserve to fund the unconsolidated element of the 2022/23 pay award as approved by the Senior Appointments & Pay Committee (SAPC). This can be funded from reserves as it is a one-off element and will not be incorporated into the base budget going forwards.</p>
Reason for decision:	To understand the financial position of the Council in respect of 2022-23 Budgets.

1. Executive summary

- 1.1 This report sets out the Revenue and Capital outturn position for Buckinghamshire Council for the financial year 2022/23 as at Quarter 1.
- 1.2 This is the first budget monitoring report for the new financial year, and comes at a time when the Council is experiencing significant financial pressures due to the current economic situation and the high levels of inflation.
- 1.3 Inflation is currently running at a 40-year high of 9%, and the Bank of England has warned it could exceed 11% later this year. This is due to oil, gas and food prices

which have been affected by the Ukraine conflict and also the expected rise in the energy price cap in October 2022. In addition the cost of living crisis will put pressure on wage bills which may drive inflation up yet further.

- 1.4 The Revenue outturn position for 2022/23 is an adverse variance of £3.8m, 1% of Portfolio budgets.
- 1.5 The main drivers for this variance are;
- a) An adverse variance on Portfolio spend of £10.4m (2%) offset by £6.6m of corporate mitigations.
 - b) The £10.4m adverse variance in Portfolios includes:
 - i. £3.1m pressure in Health and Wellbeing from demand pressures and fee uplifts in Adult Social Care.
 - ii. £5.3m pressure in Children's Services, in staffing costs due to requirement for agency staff £1.9m linked to complexity of cases and workloads, client costs in Children's social care £1.4m due to the cost of placements, and £0.9m in Adoption and Special Guardianship Order allowances due to increased volumes.
 - iii. £1.8m in Accessible Housing and Resources, of which £1.5m is attributable to inflation on energy costs in Property & Assets due to the exceptional price increases in 2022/23.
 - iv. £1m adverse variance in Transport Services due to increased contract costs and a 3% increase given to Home to School Contracts to mitigate rising fuel prices.
 - v. A favourable variance of £1.1m in Climate Change & Environment from additional income from the sale of electricity from the council's Energy for Waste (EfW) site.
 - c) The £6.6m of corporate mitigations include:
 - i. A forecast surplus of £0.4m: £0.3m in additional income from unringfenced grant income, where the budget was set prudently but a small amount of additional income is expected, and a surplus of £0.1m on loan interest, following extension of a loan agreement.
 - ii. Corporate Contingencies: a £6.2m favourable variance is forecast on contingencies expected to be released. Specific contingencies have been forecast to be released to offset pressures as shown below.
 - iii. Available reserve balances: in addition to the Corporate Contingencies, the newly created reserve "Mitigating Future Financial Risks" which was set up following outturn 2021/22 as a result of unused contingencies and the overall favourable variance, contains £9.9m. £1.5m of this has been earmarked to fund the unconsolidated element of the 2022/23 pay award as agreed by

SAPC, but a balance of £8.4m remains which could be called upon if required.

Figure 1: Corporate Contingencies & Mitigating Future Financial Risks Reserve

2022-23 Revenue Contingencies	Budget	Favourable Variance - Mitigating pressures in monitoring	Remaining to cover pressures that may arise in remainder of the year
	£'000	£'000	£'000
Pay & Pension Contingency			
Pay Inflation	4,245	-	4,245
Pay - c/fwd (non consolidated)	710	-	710
Redundancy (non unitary)	500	-	500
Total Budget Risk	5,455	-	5,455
Service Risk Contingency			
Inflationary Pressures (incl. NI)	2,950	1,500	1,450
National Living Wage	250	-	250
Adult Social Care Pressures / Demography	3,210	3,100	110
Adult Social Care Provider Market	1,700	-	1,700
Home to School Transport	1,000	200	800
Children's Services Demography	1,410	1,410	-
High Cost Children's Placements	500	-	500
General Contingency - Economic Uncertainty	866	-	866
Total Service Risk	11,886	6,210	5,676
Total Contingency	17,341	6,210	11,131
Total Variation on Contingencies		6,210	
Available balance from newly created reserve "Mitigating Future Financial Risks"	9,900		
£1.5m recommended by SAPC to support pay award	(1,500)		8,400
Total resources earmarked to mitigate further pressures			19,531

1.6 The Appendix provides further detail for each Portfolio and information about performance relating to overdue debts and late payments of commercial debt.

2. Revenue

2.1 The forecast revenue budget outturn is summarised in Figure 2. The key Portfolio variances are explained in Appendix 1.

2.2 Overall an adverse variance of **£3.8m** is forecast (**1% of the net budget**) after allowing for £6.6m of corporate mitigations.

Figure 2: Revenue Budgets

	Budget	Y/E Outturn	Variance
	£000	£000	£000
Revenue			
Expenditure	10,700	10,700	0
Income	(900)	(900)	0
Leader	9,800	9,800	0
Expenditure	39,400	39,500	100
Income	(10,800)	(12,000)	(1,200)
Climate Change & Environment	28,600	27,500	(1,100)
Expenditure	11,500	11,400	(100)
Income	(4,500)	(4,400)	100
Communities	7,000	7,000	0
Expenditure	8,900	8,800	(100)
Income	(3,900)	(3,700)	200
Culture & Leisure	5,000	5,100	100
Expenditure	630,100	634,300	4,200
Income	(541,400)	(540,300)	1,100
Education & Childrens Services	88,700	94,000	5,300
Expenditure	243,700	248,800	5,100
Income	(79,300)	(81,300)	(2,000)
Health & Wellbeing	164,400	167,500	3,100
Expenditure	18,500	18,800	300
Income	(11,600)	(11,600)	0
Housing & Homelessness & Regulatory Serv	6,900	7,200	300
Expenditure	16,700	16,700	0
Income	(10,600)	(10,600)	0
Planning & Regeneration	6,100	6,100	0
Expenditure	67,600	67,500	(100)
Income	(11,900)	(10,600)	1,300
Transport	55,700	56,900	1,200
Expenditure	168,500	169,500	1,000
Income	(117,200)	(116,700)	500
Accessible Housing & Resources	51,300	52,800	1,500
Portfolios	423,500	433,900	10,400
Expenditure	42,300	36,100	(6,200)
Income	(4,400)	(4,500)	(100)
Corporate	37,900	31,600	(6,300)
Expenditure	0	0	0
Income	(461,400)	(461,700)	(300)
Funding	(461,400)	(461,700)	(300)
Corporate & Funding	(423,500)	(430,100)	(6,600)
Revenue Total	0	3,800	3,800

- 2.3 The adverse variance of **£3.8m (1%)** comprises:
- a) **£10.4m (2%)** adverse variance on Portfolio budgets;
 - b) **£6.2m** favourable variation on Corporate Contingencies: specific contingency budgets are forecast to be utilised to meet pressures in Portfolios;
 - c) **£0.4m** minor favourable variation on Corporate Budgets, principally unringfenced grant income.

2.4 **Appendix 1** provides further detail on the revenue forecast outturn by Portfolio.

3. Achievement of Savings

3.1 £19.2m of savings were incorporated into the approved 2022-23 Revenue budgets. The table below shows performance against those targets.

Figure 3 Savings Targets by Portfolio

Portfolio	Target £k	Forecast £k	Shortfall £k
Accessible Housing and Resources Portfolio	2,520	2,520	0
Climate Change & Environment	2,916	2,876	40
Communities	1,900	1,900	0
Culture & Leisure	1,634	1,634	0
Education & Children's Services	713	463	250
Health & Wellbeing	3,258	3,438	-180
Housing & Homelessness & Regulatory Services	395	320	75
Leader	595	595	0
Transport	5,259	5,259	0
Total	19,190	19,005	185

- a) Achievement of the £19.2m savings targets is summarised in the above table. Overall there is a shortfall of £0.2m as follows:
 - i. Health & Wellbeing – a favourable forecast variance of £180k. The review and relocation of clients from expensive out-of-county placements is forecast to deliver more savings than budgeted for.
 - ii. Children's Services – an adverse variance of £250k. Agency staff budgets are currently projected to overspend, therefore the initial forecast is that the related saving will not be achieved.
 - iii. Housing and Homelessness – an adverse variance of £75k is forecast. Additional income is at risk due to delayed opening of Bridge Court Temporary Accommodation scheme and possible use for Ukraine response.

4. Capital

- a) At this early point in the year, Portfolios are forecasting that the Capital Programme will be managed to the agreed budget level (with no forecast variance). However, the current exceptional level of inflation will have a significant impact on what can be delivered within the approved budget for the year. The Building Cost Information Service (BCIS) data indicates that construction materials are currently experiencing inflation in excess of 20%, as a result of high oil and gas prices pushing up the cost of concrete and tarmac, the availability of steel due to the conflict in Ukraine, and shortages of labour and general materials. An early high-level review of the capital programme indicated a pressure of circa £50m across the 4 year programme.
- b) There is a risk that shortages of building materials could further drive up prices and cause delays and slippage in the programme:
 - i. Shortages in semiconductors potentially until 2023, which could result in longer lead in time for vehicles and technology equipment;
 - ii. The impact of the war in Ukraine on the manufacture of steel – (the Azovstal steel plant is one of the largest in Europe and its closure is having a knock on effect across the whole of Europe);
 - iii. Sanctions against Russia who are a large steel producer;
 - iv. Covid in China has disrupted the country's manufacturing activity and led to increased demand of steel imports.
- c) It has been agreed that a moratorium will be put in place on uncommitted capital schemes (excluding rolling maintenance programmes) whilst an urgent review of the impact of inflation is carried out, and the capital programme is re-prioritised via a Member and Officer Task and Finish group. Urgent sign off measures will be put in place to ensure that key schemes can commence before the review is complete.
- d) The effect of inflation will be felt differently across the Capital Programme, for example in maintenance programmes (including Roads & Buildings), the amount of work undertaken is driven by the available resources. This means that if costs rise, this will impact on the volume of work that can be undertaken. Expenditure will be managed within the available resources and focussed on the highest priority maintenance projects to minimise any impact on future years revenue costs.

Further details for each portfolio may be found in **Appendix 1**.

Figure 4: Capital Budgets

Portfolio	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Forecast Outturn Released £000's	Forecast Unreleased £000's	Forecast Outturn £000's	Forecast Variance £000's
Children's Services	-1,061	42,426	2,694	45,120	42,426	2,694	45,120	0
Climate Change & Environment	-289	1,314	10,880	12,194	1,314	10,880	12,194	0
Communities	-82	210	0	210	210	0	210	0
Culture & Leisure	-244	3,115	3,818	6,933	3,115	3,818	6,933	0
Accessible Housing & Resources	363	4,526	2,878	7,404	4,526	2,878	7,404	0
Health & Wellbeing	0	0	0	0	0	0	0	0
Housing, Homelessness & Regulatory Leader	-246	8,629	158	8,787	8,629	158	8,787	0
Planning and Regeneration	615	1,203	29,155	30,358	1,203	29,155	30,358	0
Transport	811	4,877	10,533	15,411	4,877	10,533	15,411	0
Grand Total	3,193	102,453	61,257	163,710	102,453	61,257	163,710	0

Note: negative actuals relate to accruals and retentions – where the value of work done / completed has been charged to last year, but invoices not yet paid.

5. Other options considered

5.1 None arising directly from this report.

6. Legal and financial implications

6.1 This is a Finance report and all the financial implications are included in the report.

6.2 There are no legal implications arising from the report.

7. Corporate implications

7.1 Actions resulting from consideration of this report may influence future expenditure in areas of concern / interest.

8. Local councillors & community boards consultation & views

8.1 Not applicable.

9. Communication, engagement & further consultation

9.1 Not applicable.

10. Next steps and review

10.1 An updated position as of the end of Quarter 2 will be brought to Cabinet in November.

11. Background papers

11.1 Appendix 1 – Portfolio level summaries.

12. Your questions and views (for key decisions)

- 12.1 If you have any questions about the matters contained in this report please get in touch with the author of this report. If you have any views that you would like the cabinet member to consider please inform the democratic services team. This can be done by telephone [01296 382343] or email [democracy@buckinghamshire.gov.uk].

BUDGET MONITORING @ End May 2022

APPENDIX 1 Portfolio Summary

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Please note that the rounding of numbers gives rise to minor differences in the totals for each Portfolio between the covering report and this appendix.

1. Leader

Figure 1: Leader Revenue Table

	Budget	Y/E Outturn	Variance
	£000	£000	£000
Expenditure	820	820	0
Income	0	0	0
Chief Executives Office	820	820	0
Expenditure	3,540	3,540	0
Income	(370)	(370)	0
Economic Growth & Regeneration	3,170	3,170	0
Expenditure	6,180	6,180	0
Income	(550)	(550)	0
Policy & Communications	5,630	5,630	0
Expenditure	210	210	0
Income	0	0	0
Strategic Infrastructure	210	210	0
Leader	9,830	9,830	0

Figure 2: Leader Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Forecast Outturn Released £000's	Forecast Unreleased £000's	Forecast Outturn £000's	Forecast Variance £000's
Rural Broadband	0	0	600	600	0	600	600	0
Economic Growth Total	0	0	600	600	0	600	600	0
A355 Improvement Scheme (Wilton Park)	5	409	0	409	409	0	409	0
Aylesbury Eastern Link Road	7	184	0	184	184	0	184	0
Grid Reinforcement Works	3	610	12,190	12,800	610	12,190	12,800	0
Cycle Infrastructure	0	0	872	872	0	872	872	0
Marginal Viability Works	0	0	181	181	0	181	181	0
Abbey Barn - HIF / S106	87	0	46	46	0	46	46	0
Stoke Mandeville Relief Road / SEALR II	-19	0	0	0	0	0	0	0
Princes Risborough Relief Road	42	0	988	988	0	988	988	0
SEALR (South East Aylesbury Link Road)	490	0	14,277	14,277	0	14,277	14,277	0
Strategic Infrastructure (HIF) Total	615	1,203	28,555	29,758	1,203	28,555	29,758	0
Grand Total	615	1,203	29,155	30,358	1,203	29,155	30,358	0

Note: negative actuals relate to accruals and retentions – where the value of work done / completed has been charged to last year, but invoices not yet paid.

1.1 Leader Revenue Budget £9.8m, Forecast £9.8m, Var **£nil**

- a) Leader Revenue is on track with small immaterial variances across services

1.2 Leader Capital Budget £30.4m, Var **£0.0m**

- a) There are currently no in-year (2022-23) variances being reported against budgets in the Leader's Capital Programme.

2. Climate Change and Environment

Figure 3: Climate Change and Environment Revenue Table

	Budget	Y/E Outturn	Variance
	£000	£000	£000
Expenditure	3,520	3,520	0
Income	(1,690)	(1,690)	0
Environment	1,830	1,830	0
Expenditure	2,940	3,020	80
Income	(380)	(350)	30
Street Cleaning	2,560	2,670	110
Expenditure	32,910	32,970	60
Income	(8,740)	(9,990)	(1,250)
Waste	24,170	22,980	(1,190)
Climate Change & Environment	28,560	27,480	(1,080)

Figure 4: Climate Change and Environment Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Forecast Outturn Released £000's	Forecast Unreleased £000's	Forecast Outturn £000's	Forecast Variance £000's
Flood Defence Schemes	-24	494	384	878	494	384	878	0
Strategic Flood Management	0	50	0	50	50	0	50	0
Flood Management Total	-24	544	384	928	544	384	928	0
Biowaste Treatment	-111	0	0	0	0	0	0	0
Southern Waste Contract - Vehicles	0	0	6,605	6,605	0	6,605	6,605	0
Southern Waste Contract-Depot Improvment	-157	0	0	0	0	0	0	0
Recycling Centres Vehicles & Plant	0	0	360	360	0	360	360	0
Recycling Centre Welfare Facilities	4	0	0	0	0	0	0	0
Aylesbury Waste Vehicles Replacement	0	0	2,556	2,556	0	2,556	2,556	0
Recycling Initiatives & Waste Containers	0	650	0	650	650	0	650	0
Buckingham HRC & Waste Transfer Station	0	0	275	275	0	275	275	0
Recycling Centres Drainage EA Compliance	0	0	700	700	0	700	700	0
Waste Total	-264	650	10,496	11,146	650	10,496	11,146	0
Solar Car Port & Electric Fleet	0	120	0	120	120	0	120	0
Climate Change & Air Quality Total	0	120	0	120	120	0	120	0
Grand Total	-289	1,314	10,880	12,194	1,314	10,880	12,194	0

Note: negative actuals relate to accruals and retentions – where the value of work done / completed has been charged to last year, but invoices not yet paid.

2.1 Climate Change and Environment Revenue: Budget £28.6m, Forecast £27.5m, Favourable Variance **£1.1m**

- EFW & Residual Waste - Budget -£0.1m, Var Favourable £1.1m
Additional income in relation to sale of expected electricity income in year and a favourable variance in business rates at EFW.
- Grounds Maintenance – Budget £0.8m, Var Adverse £0.1m
Overspend due to additional grant awards to voluntary organisations and

unachievable income streams from Higginson Park Trust and miscellaneous licences.

- c) Household Waste Recycling Centres - Budget £3.1m, Var Favourable £0.4m
Underspend due to savings achieved from the current 9 site contract as 10 site contract envisaged to commence in September 22.
- d) Waste Disposal – Budget £2.6m, Var Adverse £0.3
Overspend due to inflationary pressures on current costs in Green Food Bulky Wood (GFBW) contract.
- e) Environment – Budget £1.8m, Nil Variance

2.2 Climate Change & Environment Capital: Budget £12.2m, Var £0.0m

- a) Biowaste project carry forward of £2.4m expected due to delay in construction start date (build commenced Nov 21) - this also includes landscaping and retention costs - anticipated to be completed this financial year. An overspend of £800k is expected due to increased fuel, steel costs and the disposal of contaminated soil. This will be funded from in-year revenue and reserves contributions. Expected slippage of £1m within Recycling Centre Welfare (refurbishment of kitchens and toilets and Pembroke Rd Depot facilities, roof repairs and internal structural configurations) due to sourcing contractors and unavailability of materials.
- b) No other projects in this portfolio are currently reporting in-year variances.

3. Communities

Figure 5: Communities Revenue Table

	Budget	Y/E Outturn	Variance
	£000	£000	£000
Expenditure	3,230	3,230	0
Income	0	0	0
Community Boards	3,230	3,230	0
Expenditure	300	300	0
Emergency Planning	300	300	0
Expenditure	6,150	6,110	(40)
Income	(4,050)	(4,050)	0
Localities & Strategic Partnerships	2,100	2,060	(40)
Expenditure	1,810	1,790	(20)
Income	(430)	(400)	30
Special Expenses	1,380	1,390	10
Communities	7,010	6,980	(30)

Figure 6: Communities Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Forecast Outturn Released £000's	Forecast Unreleased £000's	Forecast Outturn £000's	Forecast Variance £000's
CCTV Projects	-82	210	0	210	210	0	210	0
Community Safety Total	-82	210	0	210	210	0	210	0
Grand Total	-82	210	0	210	210	0	210	0

Note: negative actuals relate to accruals and retentions – where the value of work done / completed has been charged to last year, but invoices not yet paid.

3.1 Communities Revenue: Budget £7.0m, Forecast £7.0m, Var -£0.0m

- a) Communities Revenue is on track with small immaterial variances across services.

3.2 Communities Capital: Budget £0.2m, Var £0.0m

- a) CCTV projects are forecast on target against budget.

4. Culture and Leisure

Figure 7: Culture and Leisure Revenue Table

	Budget	Y/E Outturn	Variance
	£000	£000	£000
Expenditure	8,880	8,780	(100)
Income	(3,860)	(3,730)	130
Culture & Leisure	5,020	5,050	30
Culture & Leisure	5,020	5,050	30

Figure 8: Culture and Leisure Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Forecast Outturn Released £000's	Forecast Unreleased £000's	Forecast Outturn £000's	Forecast Variance £000's
Leisure Centres Maintenance	4	500	0	500	500	0	500	0
Chalfont & Chesham Leisure Centres	-448	0	0	0	0	0	0	0
Chilterns Lifestyle Centre	72	1,987	0	1,987	1,987	0	1,987	0
Leisure Centres Total	-373	2,487	0	2,487	2,487	0	2,487	0
Libraries Self-Service Replacement	8	0	0	0	0	0	0	0
Libraries Enhanced Technology	0	0	210	210	0	210	210	0
Libraries Total	8	0	210	210	0	210	210	0
Parks & Play Areas	0	443	0	443	443	0	443	0
Parks & Play Areas Total	0	443	0	443	443	0	443	0
S106 Funded Projects	121	185	3,608	3,793	185	3,608	3,793	0
Sport and Leisure Projects Total	121	185	3,608	3,793	185	3,608	3,793	0
Grand Total	-244	3,115	3,818	6,933	3,115	3,818	6,933	0

Note: negative actuals relate to accruals and retentions – where the value of work done / completed has been charged to last year, but invoices not yet paid.

4.1 Culture and Leisure Revenue: Budget £5.0m, Var Minor

- Arts & Culture - Budget £1.3m, Var Favourable £22k
Underspends within Archives and Film Office of salaries and Theatre management fees offset by overspends on Theatre maintenance and grants, Wycombe Swan insurance bill and Community Development underachieved income.
- Museums & Heritage - Budget £0.6m, Var Favourable £4k
Agreed grant and management fees have been forecast leaving a small underspend.
- Country Parks, Parks & Play Areas - Budget £-152k, Var Adverse £38k
The adverse forecast overspend is due to an unachievable historical income budget of £48k carried forward from legacy Aylesbury Vale District Council.

This is expected to be addressed in the Service Review. The service is looking to mitigate the overspend from within Parks & Play Areas.

- d) Leisure Centres – Budget £-395k, Var Adverse £18k
Unachieved forecast on income from PV Cells on Chiltern Leisure and an increase in management fee due to the Wycombe Athletics Centre. Operator income is still being forecast in line with MTFP predictions last year. There is a focus on the ongoing energy price increase and conversations with operators are ongoing.

- 4.2 **Culture and Leisure Capital:** Budget £6.9m, Var £0.0m
Budgets are forecast to be mostly fully spent with risks being monitored closely through the Service Project Boards. Slippage of £590k expected within Country Park Visitor Centre due to construction and landscaping occurring in 2023.24

5. Education & Children's Services

Figure 9: Education & Children's Services Revenue Table

	Budget	Y/E Outturn	Variance
	£000	£000	£000
Expenditure	78,530	83,460	4,930
Income	(4,240)	(4,090)	150
Children's Social Care	74,290	79,370	5,080
Expenditure	21,190	20,590	(600)
Income	(6,800)	(5,960)	840
Education	14,390	14,630	240
Expenditure	530,350	530,240	(110)
Income	(530,350)	(530,240)	110
Education - Dedicated Schools Grant	0	0	0
Education & Children's Services	88,680	94,000	5,320

Figure 10: Education & Children's Services Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Forecast Outturn Released £000's	Forecast Unreleased £000's	Forecast Outturn £000's	Forecast Variance £000's
Children's Homes	1	0	0	0	0	0	0	0
Children's Social Care Total	1	0	0	0	0	0	0	0
Primary School Places	-1,052	2,543	1,991	4,534	2,543	1,991	4,534	0
Provision for Early Years	-18	0	-8	-8	0	-8	-8	0
School Property Maintenance	28	5,582	0	5,582	5,582	0	5,582	0
Secondary School Places	-97	33,832	-2,369	31,463	33,832	-2,369	31,463	0
Provision for Special Educational Need	89	20	3,079	3,099	20	3,079	3,099	0
School Toilets	0	250	0	250	250	0	250	0
School Access Adaptations	-11	200	0	200	200	0	200	0
Schools Total	-1,062	42,426	2,694	45,120	42,426	2,694	45,120	0
Grand Total	-1,061	42,426	2,694	45,120	42,426	2,694	45,120	0

Note: negative actuals relate to accruals and retentions – where the value of work done / completed has been charged to last year, but invoices not yet paid.

5.1 Education & Children's Services Revenue: Budget £88.7m, Forecast £94.0m, Var +£5.3m

- a) An adverse variance of £5.3m is projected for the year. Continued high levels of demand are expected to impact on costs during the current financial year with the main areas of risk projected as follows:
 - i. Staffing budgets across Children's Social Care – adverse variance of £1.9m. High levels of demand across front line teams have led to increased requirements for agency staff across the service.

- ii. Client costs budgets – adverse variance of £1.4m. This includes pressures against domiciliary care and direct payment budgets and higher levels of spend across front line teams.
 - iii. Adoption and Special Guardianship Orders – adverse variance of £0.9m due to increased volumes.
- b) Other pressures include operational costs across the fostering and adoption service, contract costs and pressures against travel budgets.
 - c) Placement budgets for looked after children are currently not fully committed and are forecast to be within budget at this stage in the year. Early indications are that unit costs are higher than budgeted and therefore if numbers of placements are in line with budgeted activity there will be pressure against this budget. The impact of placement numbers and unit costs is being monitored closely.
 - d) Action plans are being developed to reduce these pressures and financial impact of those proposals will be incorporated into the forecast in future months in order to minimise the variance against the budget.

5.2 **Education & Children's Services Capital:** Budget £45.1m, Var £0.0m

- a) At this stage in the year budgets are forecast to be fully spent with risks and inflationary pressures being monitored closely.

6. Accessible Housing and Resources Portfolio

Figure 11: Accessible Housing and Resources Portfolio Revenue Table

	Budget	Y/E Outturn	Variance
	£000	£000	£000
Expenditure	11,440	11,410	(30)
Income	(410)	(380)	30
Business Operations	11,030	11,030	0
Expenditure	600	600	0
Digital	600	600	0
Expenditure	101,320	101,100	(220)
Income	(89,830)	(89,360)	470
Finance & Revenues	11,490	11,740	250
Expenditure	4,920	4,920	0
Income	(380)	(380)	0
Human Resources & Organisational Development	4,540	4,540	0
Expenditure	11,740	11,740	0
Income	(130)	(130)	0
ICT	11,610	11,610	0
Expenditure	12,190	12,190	0
Income	(1,390)	(1,390)	0
Legal & Democratic Services	10,800	10,800	0
Expenditure	21,530	22,990	1,460
Income	(25,030)	(25,010)	20
Property & Assets	(3,500)	(2,020)	1,480
Expenditure	3,520	3,520	0
Income	(60)	(60)	0
Service Improvement	3,460	3,460	0
Expenditure	1,300	1,080	(220)
Income	40	0	(40)
Resources Director and Bus Mngmnt	1,340	1,080	(260)
Accessible Housing & Resources	51,370	52,840	1,470

Figure 12: Accessible Housing and Resources Portfolio Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Forecast Outturn Released £000's	Forecast Unreleased £000's	Forecast Outturn £000's	Forecast Variance £000's
Delivery of Technology Strategy	-8	636	49	685	636	49	685	0
Buckinghamshire Network	349	800	0	800	800	0	800	0
Device Refresh & Windows 10	147	15	0	15	15	0	15	0
ICT Total	488	1,451	49	1,500	1,451	49	1,500	0
Agricultural Estate	54	660	0	660	660	0	660	0
Corporate Investment Portfolio	30	1,125	1,500	2,625	1,125	1,500	2,625	0
Enhancement of Strategic Assets	1	0	0	0	0	0	0	0
Property Management Programme	-212	1,290	0	1,290	1,290	0	1,290	0
Rowley Farm	2	0	364	364	0	364	364	0
Improvements to Capswood 1 & 2	0	0	215	215	0	215	215	0
Council Own Sites - Housing Development	0	0	750	750	0	750	750	0
Property & Assets Total	-125	3,075	2,829	5,904	3,075	2,829	5,904	0
Grand Total	363	4,526	2,878	7,404	4,526	2,878	7,404	0

Note: negative actuals relate to accruals and retentions – where the value of work done / completed has been charged to last year, but invoices not yet paid.

6.1 Accessible Housing and Resources Revenue: Budget £51.3m, Forecast £52.8m, Var +£1.5m

- a) The main variances are as follows:
- b) 250k net adverse variance in Finance and Revenues of which: +£410k unfavourable income shortfall on Council Tax/Business Rates Court costs recovered due to the inherited overly optimistic (£1.9m) budget, together with an expected drop in the number of Court summons during the closure of the legacy systems planned for later in the year, as part of the second phase Revenue and Benefits system implementation. A further risk of +£332k has been identified but not currently included in the forecasts and modelling of the risks will be undertaken early summer. This is offset by (£160k) favourable variances in pay from in-year staff vacancies/staff turnover.
- c) £250k favourable variance in Resources (Director and Business Management) from top sliced Service area budgets reflecting Better Buckinghamshire /Contract harmonisation savings, which had the potential to be delivered in advance of full service reviews. The savings will now be used to offset in year pressures in the first instance. A further saving of (£665k) is noted as opportunity and not included in the forecasts as it is currently uncertain. Further scrutiny is required to determine whether these savings will materialise and whether they can be shown as accelerated savings in the current MTFP period.
- d) £1.5m adverse variance in Property & Assets from projected increases in Energy Prices due to inflationary pressures.

6.2 **Accessible Housing and Resources Capital:** Budget £7.4m, Var £0.0m

- a) ICT Capital programme is expected to progress as planned, with nil variances at year-end.
- b) Property & Assets capital projects are currently reporting nil variances.

7. Health & Wellbeing

Figure 13: Health & Wellbeing Revenue Table

	Budget	Y/E Outturn	Variance
	£000	£000	£000
Expenditure	220,610	225,720	5,110
Income	(56,180)	(58,180)	(2,000)
Adult Social Care	164,430	167,540	3,110
Expenditure	23,100	23,120	20
Income	(23,100)	(23,120)	(20)
Public Health	0	0	0
Health & Wellbeing	164,430	167,540	3,110

Figure 14: Health & Wellbeing Capital Table

[No Capital Projects]

7.1 Health & Wellbeing Revenue: Budget £164.4m, Forecast £167.5m Var **+£3.1m**

- Adult Social Care shows an adverse variance of +£3.1m relating predominately to Nursing +£2.3m (linked to growth brought forward from 2021-22) and Supported Living +£1m. This is partly offset by favourable variances on Residential placements, employee costs and additional income.
- The total Nursing pressure is £4m but reduces to £2.3m after adjustment for Joint Funded posts (£1.6m). The figures include the full year effect of new starters, the 3% fee up-lifts and an allowance for 22/23 growth. Mitigating plans include home first approach, proactive reablement work to reduce the pressure, however this remains a key risk due to the ongoing discussions around the future of D2A and the risk that growth could outstrip forecast due to winter pressures.
- The pressure in Supported Living, relates predominately to the full year effect of new starters in 2021/22 (£1.9m), new starters so date and fee uplifts since 1 April. £1.7m is included in the budget growth and 3% fee uplifts this year, however this has not been sufficient to cover the full year effect of last year's starters.
- There are a significant number of risks linked to the forecast in particular inflationary pressures now estimated to be around 7%, the outcome of the Fair Cost of Care exercise linked to Adult Social Care reforms, the future funding of discharge to assess and the risk of additional growth in client numbers, complexity and one-off price rises.

7.2 **Health & Wellbeing Capital:** Budget £-m, Var £0

- a) The approved budget for 2022-23 includes £1.3m of adult social care equipment funded from DFG. This is included within the overall Disabled Facility Grant budget line in the capital programme, currently reported under Housing & Homelessness.

8. Housing & Homelessness & Regulatory Services

Figure 15: Housing & Homelessness & Regulatory Revenue Table

	Budget	Y/E Outturn	Variance
	£000	£000	£000
Expenditure	7,850	8,190	340
Income	(4,540)	(4,540)	0
Housing & Homelessness	3,310	3,650	340
Expenditure	10,650	10,610	(40)
Income	(7,040)	(7,020)	20
Regulatory Services	3,610	3,590	(20)
Housing & Homelessness & Regulatory Serv	6,920	7,240	320

Figure 16: Housing & Homelessness & Regulatory Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Forecast Outturn Released £000's	Forecast Unreleased £000's	Forecast Outturn £000's	Forecast Variance £000's
Affordable Housing - S106 Funded	-26	0	158	158	0	158	158	0
Affordable Housing Total	-26	0	158	158	0	158	158	0
Chiltern & Birtton Crematoria	36	1,609	0	1,609	1,609	0	1,609	0
Cemeteries & Memorial Gardens	0	70	0	70	70	0	70	0
Cemeteries and Crematoria Total	36	1,679	0	1,679	1,679	0	1,679	0
Homelessness Mitigation	0	150	0	150	150	0	150	0
Temporary Accommodation	263	2,700	0	2,700	2,700	0	2,700	0
Homelessness Total	263	2,850	0	2,850	2,850	0	2,850	0
Disabled Facility Grants	449	3,848	0	3,848	3,848	0	3,848	0
Enabling Schemes	-968	0	0	0	0	0	0	0
Home Renovation Grants	0	100	0	100	100	0	100	0
Raynes Avenue Park Drainage Replacement	0	152	0	152	152	0	152	0
Housing Total	-519	4,100	0	4,100	4,100	0	4,100	0
Grand Total	-246	8,629	158	8,787	8,629	158	8,787	0

Note: negative actuals relate to accruals and retentions – where the value of work done / completed has been charged to last year, but invoices not yet paid.

8.1 Housing & Homelessness & Regulatory Revenue: Budget £8.8m, Var £0.0m

- £340k adverse variance in Housing & Homelessness from increased demand on Temporary Accommodation, and a risk that will increase further during the year. There may be some Government in-year funding which comes available mid-year for this pressure, as has happened for the previous 2 years.
- £20k favourable variance in Regulatory Services, of which £40k favourable variance on service costs in Environmental Health, offset by a small reduction in grant income in Environmental Health compared to budget, for which the budget will be realigned.

8.2 **Housing & Homelessness & Regulatory Capital:** Budget £8.8m, Var £0

- a) Housing & Homelessness programmes currently forecasting to budget year. 3 budgets – Enabling Schemes, Homelessness Mitigation and Home Renovation grants – are not formally committed and will be reviewed via the MTFP process.
- b) Cemeteries & Crematoria forecast to budget and expect to complete projects this financial year.

9. Planning and Regeneration

Figure 17: Planning & Regeneration Revenue Table

	Budget	Y/E Outturn	Variance
	£000	£000	£000
Expenditure	16,720	16,720	0
Income	(10,620)	(10,620)	0
Planning	6,100	6,100	0
Planning & Regeneration	6,100	6,100	0

Figure 18: Planning & Regeneration Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Forecast Outturn Released £000's	Forecast Unreleased £000's	Forecast Outturn £000's	Forecast Variance £000's
LEP 3rd Party Schemes	552	0	0	0	0	0	0	0
LEP 3rd Party Schemes Total	552	0	0	0	0	0	0	0
Aylesbury Town Centre	0	0	800	800	0	800	800	0
CIL Funded Regeneration	0	0	260	260	0	260	260	0
Employment & Regeneration Led Opportunit	203	371	0	371	371	0	371	0
Environment Led Opportunities	2	0	0	0	0	0	0	0
Future High Street Funds	14	4,452	5,673	10,125	4,452	5,673	10,125	0
High Wycombe Town Centre	4	0	200	200	0	200	200	0
Retasking of Winslow Centre	34	30	500	530	30	500	530	0
Waterside North Development	0	0	3,050	3,050	0	3,050	3,050	0
Ashwells	3	0	0	0	0	0	0	0
Amersham Regeneration (St John's Build)	0	0	50	50	0	50	50	0
Wycombe District Centres	0	25	0	25	25	0	25	0
Regeneration Total	259	4,877	10,533	15,411	4,877	10,533	15,411	0
Grand Total	811	4,877	10,533	15,411	4,877	10,533	15,411	0

Note: negative actuals relate to accruals and retentions – where the value of work done / completed has been charged to last year, but invoices not yet paid.

9.1 Planning & Regeneration Revenue: Budget £5.9m, Outturn £6.0m, Var £0.1m

- a) No variances currently reported in Planning Regeneration; Income and Expenditure forecasting to budget. A clearer picture of whether last year's trend of increased planning income will continue should be available at Qtr 2.

9.2 Planning & Regeneration Capital: Budget £15.4m, Var £0.0m

- a) All Capital Projects are currently reporting to be spent to profile this year. There is a risk around the profile of the Future High Street funding (as we liaise with Government on future projects) and the Waterside North Development (Old County Offices project) has been not commenced yet due to cost increases (options are being revisited).

10. Transport

Figure 19: Transport Revenue Table

	Budget	Y/E Outturn	Variance
	£000	£000	£000
Expenditure	29,520	28,660	(860)
Income	(8,880)	(7,840)	1,040
Highways & Technical Services	20,640	20,820	180
Expenditure	1,090	1,490	400
Income	(390)	(790)	(400)
HS2	700	700	0
Expenditure	35,370	35,510	140
Income	(2,420)	(1,510)	910
Transport Services	32,950	34,000	1,050
Expenditure	1,600	1,860	260
Income	(250)	(500)	(250)
Transport Strategy	1,350	1,360	10
Transport	55,640	56,880	1,240

Figure 20: Transport Capital Table

Service / Project	Actuals to Date £000	Released Budget £000's	Unreleased Budget £000's	Total Budget £000's	Forecast Outturn Released £000's	Forecast Unreleased £000's	Forecast Outturn £000's	Forecast Variance £000's
Car Parks	-50	-194	427	233	-194	427	233	0
Car Parks Total	-50	-194	427	233	-194	427	233	0
ADEPT Live Labs	185	0	0	0	0	0	0	0
Globe Park Access / Westthorpe Junction	0	0	0	0	0	0	0	0
Haydon Hill Cycle Way	2	27	0	27	27	0	27	0
Highways & Cycleway Funded Schemes	29	1,442	0	1,442	1,442	0	1,442	0
HS2 Funded Schemes	-114	163	0	163	163	0	163	0
NPIF Schemes	0	125	0	125	125	0	125	0
Active Travel Tranche II - Emerald Way	81	800	0	800	800	0	800	0
Highways & Cycleway Funded Schemes Total	183	2,557	0	2,557	2,557	0	2,557	0
Improvements to Rights Way	-19	0	200	200	0	200	200	0
Denham Bridleway Bridge Replacement	0	108	0	108	108	0	108	0
Berryhill Footbridge Repair	0	0	334	334	0	334	334	0
Rights of Way Total	-19	108	534	642	108	534	642	0
Bridge Maintenance	67	1,020	0	1,020	1,020	0	1,020	0
Footway Structural Repairs	443	2,050	0	2,050	2,050	0	2,050	0
Maintenance Principal Rds - Drainage	547	2,000	0	2,000	2,000	0	2,000	0
Plane & Patch	925	4,425	0	4,425	4,425	0	4,425	0
Replacement Traffic Signals	12	490	0	490	490	0	490	0
Strategic Highway Maintenance Program	1,460	15,400	0	15,400	15,400	0	15,400	0
Street Lighting	40	2,100	0	2,100	2,100	0	2,100	0
Safety Fences	-96	250	0	250	250	0	250	0
Failed Roads Haunching & Reconstruction	0	3,000	0	3,000	3,000	0	3,000	0
Marlow Suspension Bridge	-52	0	0	0	0	0	0	0
Abbey Way Flyover High Wycombe	1	0	0	0	0	0	0	0
Road Safety - Casualty Reduction	-31	750	0	750	750	0	750	0
Strategic Highway Maintenance Total	3,316	31,485	0	31,485	31,485	0	31,485	0
Public Transport	0	125	0	125	125	0	125	0
Purchase of Fleet Vehicles	27	240	0	240	240	0	240	0
Transport Services Total	27	365	0	365	365	0	365	0
East West Rail	-131	1,382	180	1,562	1,382	180	1,562	0
Other Highway & Technical	0	200	0	200	200	0	200	0
Electric Vehicle Charging Points	0	200	0	200	200	0	200	0
Wycombe Parking Review	0	50	0	50	50	0	50	0
Other Transport & Infrastructure Total	-131	1,832	180	2,012	1,832	180	2,012	0
Grand Total	3,326	36,153	1,142	37,294	36,153	1,142	37,294	0

Note: negative actuals relate to accruals and retentions – where the value of work done / completed has been charged to last year, but invoices not yet paid.

10.1 Transport Revenue: Budget £55.6m, Outturn £56.9m, Adverse Variance **£1.2m**

- a) Transport Services £1.1m adverse variance. £1m cost pressure within Home to School Transport due to increased contract costs and a 3% increase given to all Home to School Contracts to mitigate rising fuel prices. There is an expected increase in Personal Transport Budget costs as more people are transferred over. There is also a £0.1m adverse variance currently forecast within Client Transport due to staffing costs pressure.
- b) Highways & Technical Services £0.2m adverse variance. £0.3m adverse variance as a result of the impact on parking income due to a reduction in Penalty Charge Notices enforcement officers. There is currently 45% of enforcement officer posts vacant across both on street and off-street

parking and the forecast is on the basis that vacant posts will be recruited to with permanent staff by October 22 and mitigations in place to improve the recovery rate. There is a favourable variance of £0.1m due to vacancies within the Highways Client Team.

- c) Transport Strategy £10k adverse variance. £0.25m favourable variance on income from Active Travel and HIF staffing in-year grant funding; £0.26m adverse variance on staffing and consultancy costs which will utilise this grant income. The resultant £10k variance is expected to be manageable within wider Strategic Transport budgets.

10.2 **Transport Capital:** Budget £37.3m, Var **£0.0m**

- a) Strategic Highway Maintenance – Budget £31.5m, nil variance - carry forward balance from 2021/22 expected to be £1.5m; Car Parks – Budget £0.2m, nil variance - carry forward balance from 2021/22 expected to be £0.4m; Rights of Way – Budget £0.6m, nil variance - carry forward balance from 2021/22 expected to be minimal. All carry forward balances from 2021/22 planned to be fully spent within 2022/23 leaving no variance.
- b) Highways and Cycleways funded schemes budget (funded by s.106) due to reprofiled following a recent paper to Highways Board. All projects currently forecasting to spend to the 22/23 budget profile once slippage has been applied from last year.

11. Corporate & Funding

Figure 21: Corporate & Funding Revenue Table

	Budget £m	Y/E Out- turn £m	Forecast Variance £m	%
Capital Financing	27.1	27.1	-	-
Corporate Costs	19.6	13.4	(6.2)	(32%)
Reserves	(6.2)	(6.2)	-	-
Treasury Management	(2.6)	(2.7)	(0.1)	(4%)
Corporate Total	37.9	31.6	(6.3)	(17%)
Business Rates	(58.2)	(58.2)	-	-
Council Tax	(377.4)	(377.4)	-	-
New Homes Bonus	(5.8)	(5.8)	0.0	0%
Unringfenced Grants	(20.0)	(20.3)	(0.3)	(1%)
Funding Total	(461.4)	(461.7)	(0.3)	(0%)
Total	(423.5)	(430.1)	(6.6)	(2%)

11.1 Corporate & Funding Revenue: Budget -£423.5m, Outturn -£430.1m, Var -£6.6m

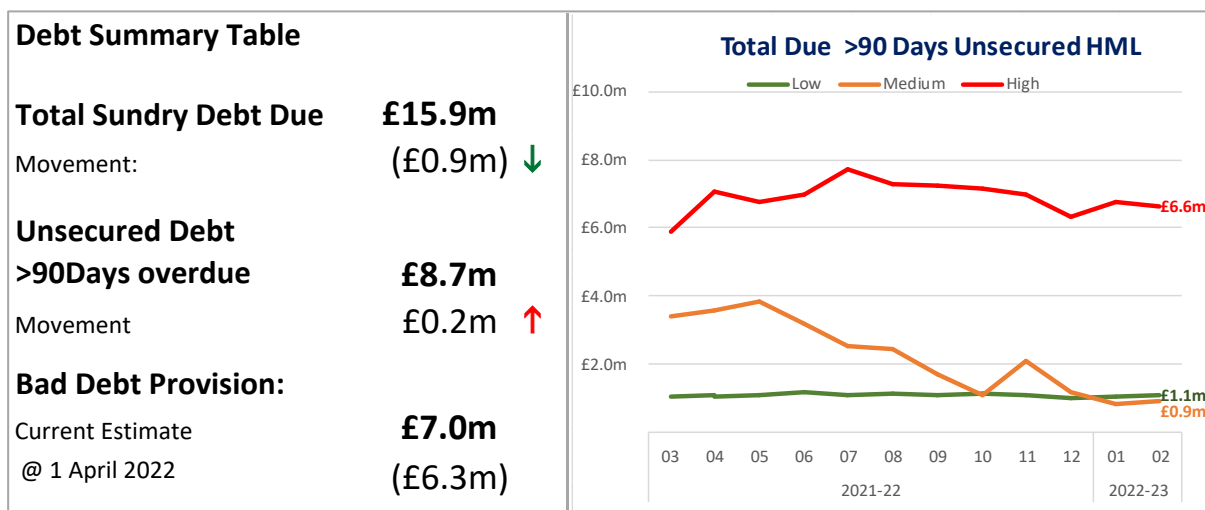
- The £6.6m favourable variance forecast comprises:
- A forecast surplus of £0.3m due to additional income from unringfenced grant income, where the budget was set prudently but a small amount of additional income is expected.
- A surplus of £0.1m on loan interest, following extension of a loan agreement.
- Corporate Contingencies: a £6.2m favourable variance on contingencies expected to be released. Specific contingencies have been forecast to be released to offset pressures as shown in the following table.
- Available reserve balances: in addition to the Corporate Contingencies, the newly created reserve "Mitigating Future Financial Risks" which was set up following outturn 2021/22 as a result of unused contingencies and the overall favourable variance, contains £9.9m. £1.5m of this has been earmarked to fund an element of the 2022/23 pay award as agreed by the Senior Appointments and Pay Committee (SAPC), but a balance of £8.4m remains which could be called upon if required.

Figure 21 Corporate Contingencies & Mitigating Future Financial Risks Reserve

2022-23 Revenue Contingencies	Budget	Favourable Variance - Mitigating pressures in monitoring	Remaining to cover pressures that may arise in remainder of the year
	£'000	£'000	£'000
Pay & Pension Contingency			
Pay Inflation	4,245	-	4,245
Pay - c/fwd (non consolidated)	710	-	710
Redundancy (non unitary)	500	-	500
Total Budget Risk	5,455	-	5,455
Service Risk Contingency			
Inflationary Pressures (incl. NI)	2,950	1,500	1,450
National Living Wage	250	-	250
Adult Social Care Pressures / Demography	3,210	3,100	110
Adult Social Care Provider Market	1,700	-	1,700
Home to School Transport	1,000	200	800
Children's Services Demography	1,410	1,410	-
High Cost Children's Placements	500	-	500
General Contingency - Economic Uncertainty	866	-	866
Total Service Risk	11,886	6,210	5,676
Total Contingency	17,341	6,210	11,131
Total Variation on Contingencies		6,210	
Available balance from newly created reserve "Mitigating Future Financial Risks"	9,900		
£1.5m recommended by SAPC to support pay award	(1,500)		8,400
Total resources earmarked to mitigate further pressures			19,531

12. Outstanding Sundry Debts

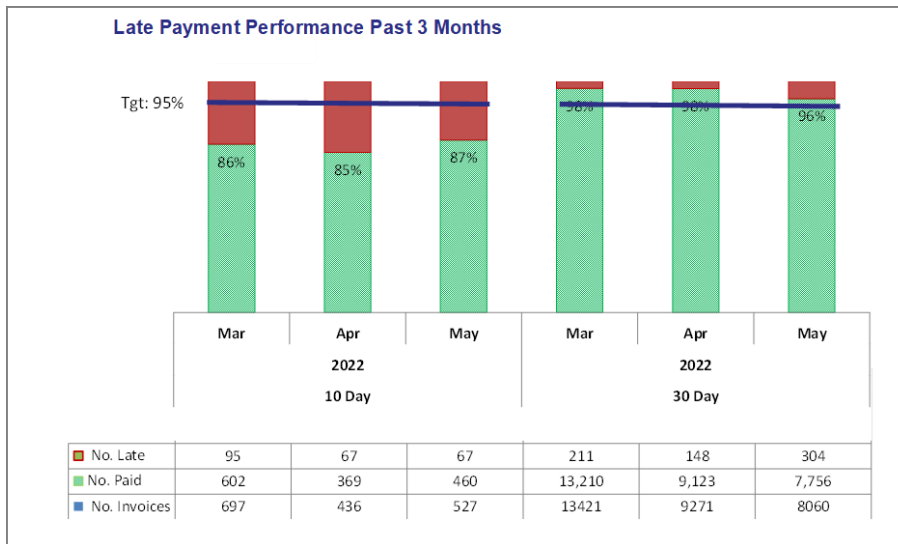
Figure 21: Sundry Debts Table



- 12.1 Total Sundry Debt has seen a downward trend over the last year reducing to £15.9m. Unsecured debt over 90 days has also seen this downward trend, reducing by £1.7m over the last 12 months but with a small net increase (£0.2m) since March.

13. Late Payments

Figure 22: Late Payments Table



13.1 Overall performance in May was 95.8% on-time, above the 95% corporate target. Whilst within target it is the lowest performance since February and the average for the last three months is 97.4% on-time. The detail for May has identified a payment file processing error which will be addressed with the relevant team.



Report to Cabinet

Date:	12 th July 2022
Title:	2022/23 Corporate Key Performance Indicators
Relevant councillor(s):	John Chilver
Author and/or contact officer:	Matt Everitt
Ward(s) affected:	None specific
Recommendations:	<p>1. Recommend that key performance indicators for 2022/23 are agreed</p> <p>2. Recommend that associated targets for 2022/23 are agreed</p>
Reason for decision:	Key performance indicators and targets have been developed collaboratively with each Directorate and agreed with the portfolio holder.

1. Executive summary

- 1.1 This report details the key performance indicators and targets being proposed for reporting to Cabinet in 2022/23. If agreed, reporting against these indicators will commence for Quarter 2.
- 1.2 Proposed key performance indicators and the associated targets to be reported to Cabinet have been agreed within each Directorate and with each portfolio holder. These will be reviewed on an annual basis.

2. Content of report

- 2.1 Cabinet Key Performance Indicators and targets are reviewed annually in accordance with the Corporate Performance Framework.

- 2.2 Proposed key performance indicators and targets are included in the appendix.
- 2.3 Cabinet are asked to consider:
- a) Key Performance Indicators for 2022/23, considering;
 - i. Whether we will have a satisfactory range of indicators to evidence the key Council objectives for 2022/23.
 - ii. Whether we will have an appropriate number of indicators that evidence the outcomes we are seeking to achieve.
 - b) Targets, considering
 - i. Whether targets proposed evidence the Council's ambition for 2022/23, are stretching but achievable, and in line with latest benchmarking (where available).

3. Other options considered

3.1 N/A

4. Legal and financial implications

4.1 N/A

5. Corporate implications

5.1 N/A

6. Consultation with local councillors & community boards

6.1 N/A

7. Communication, engagement & further consultation

7.1 N/A

8. Next steps and review

8.1 If agreed, outturns for key performance indicators will be reported for Quarter 2

8.2 Indicators and targets will be reviewed annually

9. Background papers

9.1 Details of key performance indicators, targets and a summary of the process are included in the appendix

10. Your questions and views (for key decisions)

- 10.1 If you have any questions about the matters contained in this report please get in touch with the author of this report. If you have any views that you would like the cabinet member to consider please inform the democratic services team democracy@buckinghamshire.gov.uk.

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Cabinet

Corporate Key Performance Indicators 2022/23

Business Intelligence & Insight

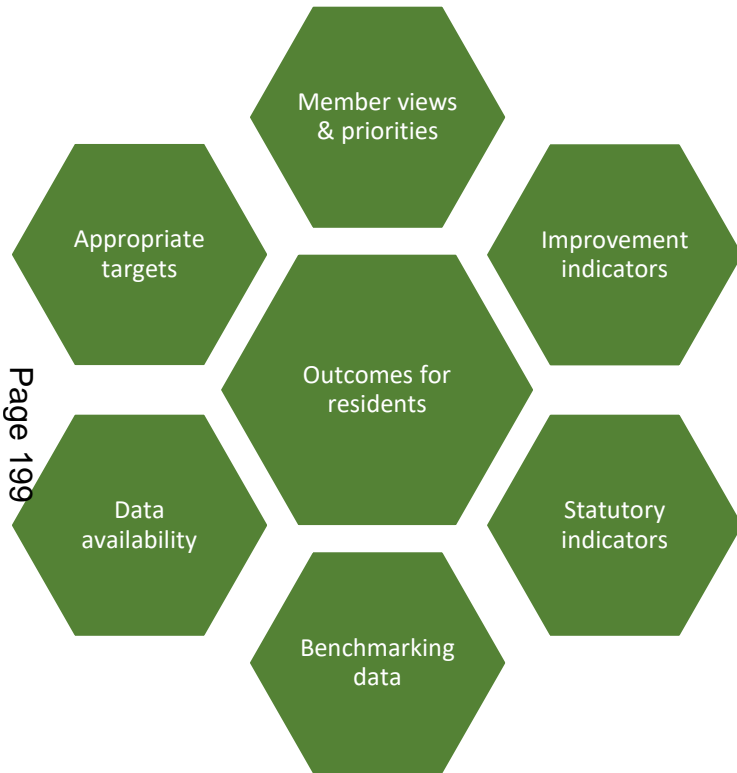
Report for decision



Summary of process

- Cabinet Performance Indicators and targets are reviewed annually
- Cabinet Members have been involved in the development of these indicators and targets, with input from Directorate teams and Business Intelligence & Insight
- Cabinet Member approval has been obtained for the proposed indicators for their portfolio area
- Proposals are presented to Cabinet for approval
- There are 116 indicators for consideration.

Indicator and target setting



- Indicators selected will clearly evidence and/or support the priorities in the Manifesto and Corporate & Directorate plans.
- When setting indicators, the following factors will be considered:
 - a) Strength of link to outcomes for residents
 - b) Member views and priorities
 - c) Improvement indicators
 - d) Statutory indicators
 - e) Availability of benchmarking data
 - f) The availability of the relevant data
 - g) An appropriate target for the indicator
- The Business Intelligence & Insight team work with each service area, providing analysis and information to enable indicator and target setting.
- Cabinet members are responsible for signing-off indicators and targets within their portfolio area, in discussion with Corporate and Service Directors with support from the Business Intelligence and Insight team.

Leader

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Economic Growth and Regeneration						
LEA 001	Percentage unemployed in Buckinghamshire to be less than 55% of the Percentage unemployed nationally	Quarterly	55%	Low	Compared to National figures	Q4 2021/22: 67%
LEA 002	Number of new business registrations (rank against other LEPs)	Quarterly	Top 10	Low	Compared to other LEPs	Q4 2021/22: 9
Strategic Transport and Infrastructure						
LEA 003	Strategic Infrastructure projects: % profiled spend achieved (SEALR Phases 1 and 2)	Quarterly	100%	High	Set against budget	Q4 2020/21: 146.58%

Accessible Housing & Resources

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Business Operations						
AHR 001	Percentage of phone calls answered in the Customer Service Centres	Quarterly	90%	High	Same as weekly target and based on previous performance	9 June 2022: 84%
AHR 002	Council Access Point Plus customer satisfaction	Quarterly	75%	High	Based on previous performance	June 2022: 81%
AHR 003	Percentage of phone calls in Customer Service Centres resolved at first call (FCR)	Quarterly	51%	High	Based on previous performance	Q4 2021/22: 69.7%%
AHR 004	Average webchat response time	Quarterly	50 seconds	Low	Based on previous performance	Q4 2021/22: 28 seconds
AHR 005	Average call wait time	Quarterly	3 minutes	Low	Based on previous performance	Q4 2021/22: 9 minutes 4 seconds
AHR 006	Call customer satisfaction	Quarterly	60%	High	Based on previous performance	June 2022: 58%

Accessible Housing & Resources

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Corporate Finance						
AHR 007	Percentage of total capital spend across Buckinghamshire Council (forecast) compared to Budget (performance measure)	Quarterly	Within 90%	High	Based on previous performance	Q4 2021/22: 90.5%
AHR 008	Overall revenue (Forecast) variance (%) across the Council	Quarterly	0%	Low	0% or below	Q4 2021/22: -0.50%
Service Finance						
AHR 009	£ value of unsecured debt >90 days (excl Business Rate, Housing Benefit and Council Tax, and not secured against a property or asset) across the Council	Quarterly	£10 million	Low	Based on previous performance	Q4 2021/22: £8.5 million
AHR 010	Percentage of invoices paid within 30 days across the Council	Quarterly	95%	High	Based on previous performance	Q4 2021/22: 99%
AHR 011	Percentage of Council Tax collected (cumulative)	Quarterly (Cumulative)	98.2% (Year-end target)	High	Target slightly increased	Q4 2021/22: 97.4%
AHR 012	Percentage of Business Rates collected (cumulative)	Quarterly (Cumulative)	96.8% (Year-end target)	High	Target slightly increased	Q4 2021/22: 96.8%
AHR 013	Average time for processing new Housing Benefit claims (days)	Quarterly	20 days	Low	September 2021: 20 days (DWP)	Q4 2021/22: 19 days
AHR 014	Average time for processing Housing Benefit change claims (days)	Quarterly	7 days	Low	September 2021: 8 days (DWP)	Q4 2021/22: 5 days

Accessible Housing & Resources

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Human Resources and Organisational Development						
AHR 015	Number of sickness absence days per FTE annually (rolling 12-month period)	Quarterly	9 days	Low	Based on previous performance	Q4 2021/22: 9.27 days
AHR 016	Voluntary staff turnover percentage (rolling 12-month period)	Quarterly	12-16%	Banding	Hertfordshire County Council: 15.4% Kent County Council: 13.8% Surrey County Council: 15%	Q4 2021/22: 14.5%
AHR 017	Percentage of staff who feel happy, valued & motivated at work	Twice a year	70%	High	Based on previous performance	Q3 2021/22: 71%
ICT						
AHR 018	Service desk first time fix percentage	Quarterly	62%	High	Based on previous performance	Q4 2021/22: 74.1%
Partnerships, Policy and Communications						
AHR 019	Percentage of new website updated	Quarterly (cumulative)	Q1 75% Q2 90% Q3 99%	High	The website will be fully updated by the end of Q3	Q4 2021/22: 60.5%
Service Improvement						
AHR 020	Percentage of planned savings on track for delivery across Buckinghamshire Council as a result of the Better Buckinghamshire Programme	Quarterly	100%	High	Based on previous performance	Q3 2021/22: 100%

Accessible Housing & Resources

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Property and Assets						
AHR 021	Gross yield from Investment portfolio	Quarterly	6.4%	High	Based on previous performance	Q4 2021/22: 6.69%
AHR 022	Gross income from Property	Quarterly	2022/23 Budget	High	Set against budget	Q4 2021/22: £21,302,000
AHR 023	Percentage 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)	Quarterly	0.4%	Low	Based on previous performance	Q4 2021/22: 0.16%

Climate Change & Environment

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance	
Planning and Environment							
CCE 001	Annual emissions: tonnes	Annual	7,407 tonnes	Low	Step target based on annual allocations from the seven year carbon budgets	Available in June	
CCE 002	Annual emissions: Percentage reduction	Annual	64%	High	Step target based on annual allocations from the seven year carbon budgets	Available in June	
CCE 003	Number of Trees Planted	Annual	25,204	High	Cabinet Priority	New Indicator	
Neighbourhood Services							
Page 205	CCE 004	Percentage of waste collected for recycling, reuse, composting or anaerobic digestion from household sources	Quarterly	55%	High	Based on previous performance	Q3 2020/21: 44%
	CCE 005	Residual Household Waste per Household (kg)	Quarterly	125kg	Low	Based on previous performance	Q3 2020/21: 130kg
	CCE 006	Missed Bin Collections	Quarterly	0.15%	Low	Based on previous performance	Q4 2020/21: 0.24%
	CCE 007	Number of Fly-Tipping clearances where an action has been taken	Quarterly	Monitor	Monitor	n/a	Q4 2020/21: 28

Communities

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Service Improvement						
COM 001	Household Support Fund (Helping Hand): Percentage of profiled spend achieved	Quarterly	Q1 25%, Q2 50%, Q3 75%, Q4 100%	High	Need to achieve 100% by end of Q4	New indicator
COM 002	Number of assets devolved to Town and Parish Councils, and Community Organisations	Quarterly	Q2: 1 Q3: 2 Q4: 10	High	Target needs to be lower at the beginning of the year as these are ongoing projects	New indicator
Public Health, Early Help and Prevention						
COM 003	Percentage of female victims supported by IDVAs who have their risk levels reduced	Quarterly	75%	High	Based on previous performance	83.6%
Partnerships, Policy and Communications						
COM 004	Amount of contributory funding secured for every £1 of council funds invested in a Community Board project.	Quarterly	55p	High	Target based on previous performance and changes to indicator calculation	New Indicator
Business Operations						
COM 005	Number of Community Resilience Plans in place	Quarterly	Q2: 1 Q3: 2 Q4: 5	High	Target needs to be lower at the beginning of the year as these are ongoing projects	New indicator



Culture and Leisure

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Culture, Sport and Leisure						
CLE 001	Number of visits to main cultural venues	Quarterly	480,000 pa	High	Based on previous performance	Q4 2021/22: 283,256
CLE 002	Country and Town Park Satisfaction Ratings (Trip Advisor & Google)	Quarterly	4.4	High	Based on previous performance	Q4 2021/22: 4.4
CLE 003	Number of visitors to leisure centres and pools	Quarterly	2,900,000 pa	High	Based on previous performance	Q4 2021/22: 2,375,284
CLE 004	Number of library information enquiries (signposting and referrals)	Quarterly	17,000 pa	High	Based on previous performance	Q4 2021/22: 15,816
CLE 005	Number of downloads (e-audiobooks, e-magazines and e-news)	Quarterly	700,000 pa	High	Based on previous performance	Q4 2021/22: 670,443
CLE 006	Engagement with Archives through Social Media and in-person visits	Quarterly	45,000 pa	High	Based on previous performance	Q4 2021/22: 40,074
CLE 007	Hours contributed by archive volunteers	Quarterly	840 pa	High	Based on previous performance	Q4 2021/22: 205
CLE 008	Number of visitors to Country Parks	Quarterly	1,200,000 pa	High	Based on previous performance	Q4 2020/21 1,389,154

Education and Children's Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Children's Social Care						
ECS 001	Percentage of assessments completed in 45 working days.	Quarterly	80%	High	England 88%, South East 89%, Statistical Neighbours 92% (2020/21).	April 2022: 75%
ECS 002	Percentage of 19-21 year olds who have left care that are in education, employment or training.	Quarterly	65%	High	England 52%, South East 51%, Statistical Neighbours 52% (2020/21).	April 2022: 74%
ECS 003	Percentage of children subject to a Child Protection Plan seen within 4 weeks.	Quarterly	95%	High	The target ensures children continue to be seen within timescales, in line with statutory requirements.	April 2022: 96%
ECS 004	Percentage of children with Initial Child Protection Conferences completed within 15 working days of the strategy discussion.	Quarterly	82%	High	England 83%, South East 82%, Statistical Neighbours 87%, (2020/21).	April 2022: 83%
ECS 005	Percentage of children who became the subject of a Child Protection Plan for a second or subsequent time within 2 years.	Quarterly	10%	Low	Target is set at 10% to maintain a low level of repeat CP plans in line with previous performance.	April 2022: 21%. (Q4 2021/22: 7%).
ECS 006	Percentage of Children in Need seen within 4 weeks.	Quarterly	90%	High	The target ensures that children continue to be seen regularly and that they are safeguarded.	April 2022: 84%
ECS 007	Percentage of children looked after visited within timescales.	Quarterly	90%	High	The target ensures that children continue to be seen regularly and that they are safeguarded.	April 2022: 87%

Education and Children's Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Children's Social Care (continued)						
ECS 008	Percentage of re-referrals within 12 months	Quarterly	28%	Low	England 23%, South East 28%, Statistical Neighbours 23% (2020/21).	April 2022: 38%
Education						
ECS 009	Key Stage 4 - average Attainment 8 score	Annually	55.1	High	2019 (last full exam series) England 46.8, Statistical Neighbours 49.6, Buckinghamshire 55.1.	n/a
Page 209 ECS 010	Key Stage 4 - average Attainment 8 score for disadvantaged pupils	Annually	37.6	High	2019 (last full exam series) England 36.8, Statistical Neighbours 35.2, Buckinghamshire 37.6.	n/a
ECS 011	Percentage of new Education, Health and Care plans issued within 20 weeks (excluding exceptions).	Quarterly (cumulative)	75%	High	2021 calendar year: South East 49.3%, National 59.9%, Buckinghamshire 82.0%.	Jan to April 2022: 80%
ECS 012	Percentage of pupils attending schools rated good and outstanding by Ofsted.	Quarterly	89%	High	State-funded schools (31/03/22) in: England 86.4%, South East 91.6%.	April 2022: 90.4%
ECS 013	Percentage of eligible two-year-olds registered and receiving funded early education entitlements (take up).	Termly	75%	High	National (2021) 62%.	Autumn 2021: 75%

Education and Children's Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Education (continued)						
ECS 014	Percentage of initial Family Support Plans completed within 31 working days	Quarterly	85%	High	Target set to maintain performance, following increased demand.	April 2022: 84%
ECS 015	Education, Health and Care Plan (EHCP) Annual Reviews – Percentage of CYP with an EHCP who have had an annual review within the last 12 months	Quarterly (cumulative)	75%	High	Target set above last year's performance to support continuous improvement.	April 2022: 73%

Health and Wellbeing

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Adult Social Care						
HWE 001	Percentage of service users due an annual review that receive their review	Quarterly	90%	High	South East (2020/21) 56% England (2020/21) 55%	Q4 2021/22: 55%
HWE 002	Percentage of people who use services who have control over their daily life.	Annual	78%	High	South East (2019/20) 78% England (2019/20) 77%	Q4 2020/21: 83.3%
HWE 003	Number of younger people (aged 18-64) admitted permanently to residential or nursing care.	Quarterly	13.7	Low	South East (2020/21) 13.7 England (2020/21) 13.3	Q4 2021/22: 12.7
HWE 004	Number of older people (aged 65+) admitted permanently to residential or nursing care	Quarterly	489	Low	South East (2020/21) 489 England (2020/21) 498.2	Q4 2021/22: 506.2
HWE 005	Percentage of younger adults (aged 18-64) with a learning disability living in their own home or with friends/family	Quarterly	75.6%	High	South East (2020/21) 75.6% England (2020/21) 78.3%	Q4 2021/22: 77.2%
HWE 006	Percentage of adults in contact with secondary mental health services (aged 18- 69) living in their own home or with friends/family	Quarterly	61%	High	South East (2020/21) 61% England (2020/21) 58%	Q4 2021/22: 65%
HWE 007	Percentage of people that live independently after receiving short term services	Quarterly	74.1%	High	South East (2020/21) 74.1% England (2020/21) 74.9%	Q4 2020/21: 79.4%

Health and Wellbeing

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Adult Social Care (continued)						
HWE 008	Percentage of safeguarding enquiries where personal outcomes were fully or partially achieved	Quarterly	96%	High	South East (2020/21) 96% England (2020/21) 94%	2021/22: 93.2%
HWE 009	Percentage of young people whose Adult Social Care assessment was completed before they turned 18.	Quarterly	65%	High	Target set above last year's performance to support continuous improvement.	Q4 2021/22: 63%
HWE 010	Percentage of safeguarding eligibility decisions made within 2 working days of the concern being received	Quarterly	70%	High	Target set above last year's performance to support continuous improvement.	59% March 2022.
HWE 011	Percentage of carers who report that they have been included or consulted in discussions about the person that they care for	Quarterly	70%	High	South East (2018/19) 70% England (2018/19) 70%	2018/19: 57%
Public Health, Early Help and Prevention						
HWE 012	Percentage of births that receive a face-to-face New Birth Visit within 14 days by a health visitor in the quarter	Quarterly	90%	High	South East (2020/21) 88.8% England (2020/21) 88.8%	Q3 2021/22: 69.3%
HWE 013	Percentage of successful alcohol treatment completions of those in treatment	Quarterly	37%	High	England 37.5%, South East 38.1% (Q3 2020/21)	Q3 2021/22: 38.3%
HWE 014	Percentage of successful drug treatment completions of those in treatment	Quarterly	15.2%	High	England 14.4%, South East 17.3% (Q3 2020/21)	Q3 2021/22: 15.4%

Health and Wellbeing

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Public Health, Early Help and Prevention (continued)						
HWE 015	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	Quarterly	80%	High	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.	Q3 2021/22: 86%
HWE 016	Percentage of those who have set a quit smoking date who have successfully quit at 4 weeks	Quarterly	50%	High	England 59% (2020/21)	Q3 2021/22: 58%
HWE 017	Percentage of those in most deprived quintiles (DQ 4/5) who have set a quit smoking date who have successfully quit at 4 weeks	Quarterly	50%	High	This target is linked to the contracted target of 50% for the indicator HWE 016.	Q3 2021/22: 50.6%

Housing, Homelessness and Regulatory Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Housing and Homelessness						
HHR 001	Number of applicants with/expecting children who have been in non-self-contained B&B accommodation for longer than 6 weeks	Quarterly	0	Low	Based on previous performance	Q4 2021/22: 1 (at end of the quarter)
HHR 002	Total homeless approaches into service	Quarterly	Monitor	Low	n/a	Q4 2021/22: 911
HHR 003	Homelessness Cases Closed because Homelessness has been prevented	Quarterly	Monitor	High	n/a	Q4 2021/22: 313
HHR 004	Bucks Home Choice Lets	Quarterly	Monitor	High	n/a	Q4 2021/22: 297
Registrars, Coroners, Trading Standards						
HHR 005	Financial impact on residents as a result of scams intervention (direct & future savings)	Quarterly	£600,000	High	Based on previous performance	Q4 2021/22: £710,884
HHR 006	Number of businesses registered as primary authorities - provision of advice to large businesses (maintain and increase)	Quarterly	127	High	Based on previous performance	Q4 2021/22: 147
HHR 007	Percentage of customers rating the registration service as good or excellent	Bi-annual (Q2 & Q4)	95%	High	Based on previous performance	Q4 2021/22: 100%



Housing, Homelessness and Regulatory Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Environmental Health						
HHR 008	Number of unrated premises which are awaiting an inspection and are trading	Quarterly	Monitor	Low	n/a	Q4 2020/21 479
Neighbourhood Services						
HHR 009	Average number of days to issue taxi vehicle licence and plate from valid application received	Quarterly	<10 working days (SLA)	Low	Based on previous performance	Q4 2021/22: 7.5

Planning and Regeneration

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Planning and Environment						
PRE 001	Percentage of major planning approvals determined in 13 weeks, or with agreed extension of time	Quarterly	80%	High	Based on previous performance	Q4 2021/22: 88%
PRE 002	Percentage of minor planning approvals determined in 13 weeks, or with agreed extension of time	Quarterly	75%	High	Based on previous performance	Q4 2021/22: 72%
PRE 003	Percentage of other applications determined in 8 weeks, or with agreed extension of time	Quarterly	80%	High	Based on previous performance	Q4 2021/22: 85%
PRE 004	Percentage of building control applications checked within 21 days	Quarterly	90%	High	Based on previous performance	Q4 2021/22: 90%
PRE 005	Number of planning appeals received	Quarterly	Monitor	Low	n/a	Q4 2021/22: 79
PRE 006	Number of 'other' formal actions taken (e.g. Temporary stop notice, stop notices, S215's, Breach of Condition Notices, Injunctions, Direct Action)	Quarterly	Monitor	Monitor	n/a	n/a
PRE 007	Number of enforcement cases logged	Quarterly	Monitor	Monitor	n/a	Q4 2021/22: 491
PRE 008	Number of enforcement cases closed	Quarterly	Monitor	Monitor	n/a	Q4 2021/22: 454

Planning and Regeneration

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Planning and Environment (continued)						
PRE 009	Number of enforcement notices issued	Quarterly	Monitor	Monitor	n/a	Q4 2021/22: 36
PRE 010	Number of homes built against housing requirements	Annual Q3	2,759	High	Adopted Local Plans for Aylesbury Vale and Wycombe. From Government's 'standard method' for assessing local housing need for Chiltern and South Bucks legacy districts.	2021/22: 1,990
Economic Growth and Regeneration						
PRE 011	Town centre occupancy rate (%)	Quarterly	Monitor	High	n/a	Q4 2021/22: 91.9%
PRE 012	Town Centre footfall	Quarterly	Monitor	High	n/a	Q4 2021/22: 11,342,676

Transport

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Highways and Technical Services						
TRA 001	Percentage of gullies cleaned against the cyclical gully programme	Quarterly	98%	High	Contract KPI	Q4 2021/22: 83%
TRA 002	NHT Public Satisfaction on the condition of road surfaces (HMBI 01)	Annual	NHT regional average	High	NHT benchmarking average	2021/22: 20%
TRA 003	Highways capital programme percentage spend against forecast/profiled	Quarterly	95%	High	Contract KPI	Q4 2021/22: 91%
TRA 004	Percentage of Category 1 and 2H defects repaired in 2 and 5 working days respectively.	Quarterly	94%	High	Contract KPI	Q4 2021/22 100%
TRA 005	NHT Public Satisfaction with their local rights of way network (KBI 15)	Annual	NHT regional average	High	NHT benchmarking average	2021 54%
TRA 006	Percentage of strategic carriageway network in fair/good and very good condition	Annual	93%	High	Based on previous performance	Q4 2021/22 94%
TRA 007	Percentage of Local Road network in fair/good and very good condition	Every 2 years	68%	High	Based on previous performance	2020: 68%
TRA 008	Percentage streetlights in light	Quarterly	95%	High	Stretch Target	June 2022: 89%
TRA 009	Percentage of invalid PCNs (on and off street)	Quarterly	4%	High	Based on previous performance	Q4 2021/22 3%

Transport

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Highways and Technical Services (continued)						
TRA 010	Number of ticket sales managed by Buckinghamshire Council	Quarterly	Monitor	High	n/a	Q4 2021/22 1,522,690
TRA 011	Number of publicly accessible electric-vehicle charging bays on- and off-street in Buckinghamshire	Annual	263	High	Cabinet Priority	2021/22: 175
Strategic Transport and Infrastructure						
TRA 012	Major transport schemes: Percentage of profiled spend achieved (A41 PPTC, Abbey Barn Lane, Eastern Link Road Dual, Princes Risborough, Westhorpe)	Quarterly	100%	High	Set against budget	Q4 2021/22 93.97%
TRA 013	HS2 highways approvals: Percentage responded within time limit	Quarterly	95%	High	Based on previous performance	Q4 2021/22 100%
TRA 014	HS2 planning approvals: Percentage responded to within time limit	Quarterly	95%	High	Based on previous performance	Q4 2021/22 100%
TRA 015	Average daily cycling count per active cycle counter per day	Quarterly	75	High	Based on previous performance	2021/22: 70.5

Transport

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Transport Services						
TRA 016	Percentage of eligible clients who are provided with transport before the required start date, or no later than 15 working days from transport assessment completed (SEN D) or all information received to provide transport (mainstream)	Quarterly	95%	High	Target set by sevice	Q4 2021/22 95.02%
TRA 017	Number of public transport bus routes in Buckinghamshire	Quarterly	Monitor	High	n/a	Q4 2021/22 96

Finance and Resources Select Committee (Chairman: Ralph Bagge, Scrutiny officer: Chris Ward)

Date	Topic	Description & Purpose	Lead Officer	Contributors
28 July 2022	Budget Performance Monitoring Q4	To review the Quarter 4 Budget Monitoring Report	David Skinner	John Chilver
	Q4 Performance Report 2021-22	To review the Quarter 4 Performance Report	Matthew Everitt Holly Pedrick	John Chilver
	Budget Performance Monitoring Q1	To review the Quarter 1 Budget Monitoring Report	David Skinner	John Chilver
	Corporate Performance Indicators 2022-23	To consider the KPIs for 2022/23	Matthew Everitt Holly Pedrick	John Chilver
	Findings from Slough	To consider a comparison report on the findings from Slough Borough Council's Section 114	David Skinner Mark Preston Nick Graham	Martin Tett
	Work Programme	To consider the work programme for 2022/23	Chris Ward	Ralph Bagge
22 September 2022	Budget Inquiry 2022 Recommendations: 6-month review	To receive an update on the process of the budget scrutiny recommendations made in January 2022	David Skinner	Martin Tett
	Sensitivity Analysis	To consider a report related to the budget following external factors such as inflation, war in Ukraine and fuel costs	David Skinner	John Chilver
	Council Tax and Business Rates	To receive a report updating on Revenue & Benefits with a focus also on collection rates and debt	David Skinner Clive Jones	John Chilver
	Employee Experience	To receive a report regarding new starters, managers, employee sentiment and staff survey data	Sarah Murphy-Brookman	John Chilver
1 December 2022	Budget Performance Monitoring Q2	To review the Quarter 2 Budget Monitoring Report	David Skinner	John Chilver
	Q2 Performance Report 2022-23	To review the Quarter 2 Performance Report	Matthew Everitt	John Chilver

			Holly Pedrick	
	Commercial Investments and Loans	To consider a report on the council's commercial investments and loans	David Skinner Mark Preston	John Chilver
	Customer First	To receive an update on the programme	Sarah Murphy-Brookman	John Chilver Tim Butcher
	Work Smart Programme	To receive an update on the programme	Sarah Murphy-Brookman John Reed	John Chilver
9 – 13 January 2023	Budget Scrutiny		All Corporate and Service Directors	Cabinet Members, Deputies, Corporate and Service Directors
23 February 2023	Budget Inquiry 2022 Recommendations: 12-month review	To receive an update on the process of the budget scrutiny recommendations made in January 2022	David Skinner	Martin Tett
	Budget Performance Monitoring Q3	To review the Quarter 3 Budget Monitoring Report	David Skinner	John Chilver
	Q3 Performance Report 2022-23	To review the Quarter 3 Performance Report	Matthew Everitt Holly Pedrick	John Chilver
6 April 2023	External Property Companies	Report on the performance and business plans of the Council's companies: AVE, Consilio, London Road Management Company, and Buckinghamshire Advantage	John Reed	John Chilver
	External Company Governance Annual Update	To receive a report following one year of the new governance arrangements with the external property companies	John Reed	John Chilver

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