

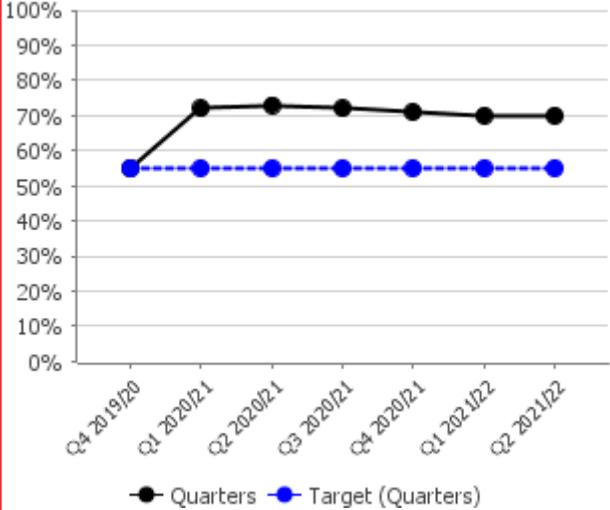


Leader's Portfolio Cllr Martin Tett



8. Leaders Portfolio RED

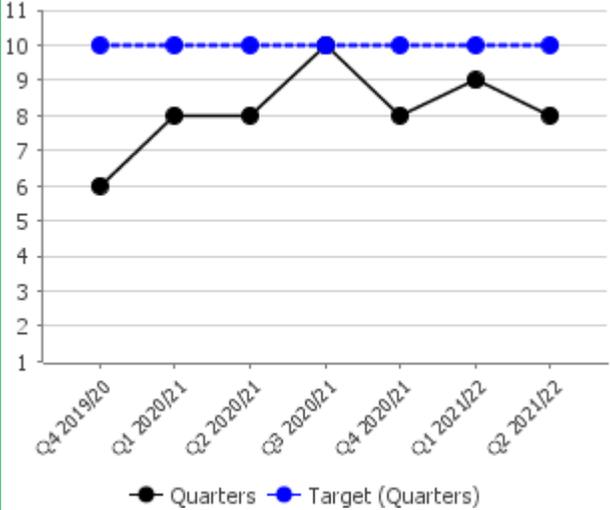
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Unemployment Claimant Rate (as a % of National Rate)	Aim to Minimise	70%	55%		Based on previous performance of 55% of the national rate in Q4 2019/20.	<p>This indicator measures the unemployment claimant count in Buckinghamshire as a % of the national rate. For Q1 2021/22 the result was 70% of the national rate against a target of 55% and for Q2 the forecast result is also 70% (the data is for August 21 as September 21 data is not published until mid October).</p> <p>In August 2021, 12,185 Buckinghamshire residents were claiming 'out-of-work' related benefits (the Claimant Count). Buckinghamshire's Claimant Count rate (number of claimants as a proportion of working age residents) currently stands at 3.7%, lower than the national average of 5.3%.</p> <p>Buckinghamshire's claimant count rate is one of the lowest in the country (7th lowest of all 38 LEP areas). However, this is a rise from 4th lowest of all LEP areas in March 2020. Approximately 10,000 Buckinghamshire residents were estimated to be on furlough when the furlough scheme ended in September. It is likely that some of these residents will become claimants, in the short-term at least.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Buckinghamshire Council's Economic Growth and Regeneration Service is looking to set up an Employability and Skills Taskforce to set out a Partnership Agreement between Buckinghamshire and DWP. This will help prioritise and programme key strategic activities to support residents who have become unemployed. • It will build upon work undertaken by the Bucks Skills Hub through its Redundancy Taskforce to establish sector-based retaining initiatives, and will take into account evidence produced on behalf of the Buckinghamshire Skills Advisory Panel to inform the Buckinghamshire Local Skills Report.

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary									
Strategic Infrastructure projects: % profiled spend achieved	Aim to Maximise	33.94%	50%	<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>33.94%</td> <td>50%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	~25%	25%	Q2 2021/22	33.94%	50%	Set against budget	<p>This indicator reports a single figure for the % of actual spend against profiled spend, for projects within the Capital Programme funded from the Capital Budget. Projects include Phases 1 and 2 of the South East Aylesbury Link Road (SEALR). The target is to hit 100% by year end, which has been equally profiled throughout the year, even though actual spend may be more variable.</p> <p>SEALR has progressed well with planning permission granted but the delay to the Compulsory Purchase Order/Side Road Order/Open Space Inquiry from June to November has led to a reduced profile of expenditure.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> The team are working hard to secure land in the build up to the inquiry and to progress the planning application submission for Phase 2 in early 2022.
Quarter	Quarters (%)	Target (Quarters) (%)													
Q1 2021/22	~25%	25%													
Q2 2021/22	33.94%	50%													

8. Leaders Portfolio GREEN

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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																
New business registrations: Rank against other LEPs	Aim to Minimise	8	10	 <table border="1"> <caption>Quarterly New Business Registrations Rank</caption> <thead> <tr> <th>Quarter</th> <th>Rank</th> </tr> </thead> <tbody> <tr> <td>Q4 2019/20</td> <td>6</td> </tr> <tr> <td>Q1 2020/21</td> <td>8</td> </tr> <tr> <td>Q2 2020/21</td> <td>8</td> </tr> <tr> <td>Q3 2020/21</td> <td>10</td> </tr> <tr> <td>Q4 2020/21</td> <td>8</td> </tr> <tr> <td>Q1 2021/22</td> <td>9</td> </tr> <tr> <td>Q2 2021/22</td> <td>8</td> </tr> </tbody> </table>	Quarter	Rank	Q4 2019/20	6	Q1 2020/21	8	Q2 2020/21	8	Q3 2020/21	10	Q4 2020/21	8	Q1 2021/22	9	Q2 2021/22	8	Rank in the top 10 of LEPs nationally	<p>This indicator ranks the number of new business registrations in Buckinghamshire against other Local Enterprise Partnership (LEP) areas. The target is to be in the top 10.</p> <p>In Q1 2021/22 Buckinghamshire was ranked 9th and in Q2 8th.</p> <p>1,287 new businesses registered in Buckinghamshire between July and September 2021. Buckinghamshire ranked 8th of 38 LEP areas in terms of the number of business registrations for every 10,000 residents aged 16 or over (a rate of 29.7).</p> <p>The most common sectors in which these new businesses are operating are:</p> <ol style="list-style-type: none"> 1. Other letting and operating of own or leased real estate 2. Buying and selling of own real estate 3. Management consultancy (excluding financial management) 4. Retail sale via mail order houses or via internet 5. Freight transport by road 6. IT consultancy activities <p>Within Buckinghamshire, South Bucks had the greatest new registration rate (registrations as a proportion of residents) and Aylesbury Vale the lowest.</p>
Quarter	Rank																					
Q4 2019/20	6																					
Q1 2020/21	8																					
Q2 2020/21	8																					
Q3 2020/21	10																					
Q4 2020/21	8																					
Q1 2021/22	9																					
Q2 2021/22	8																					



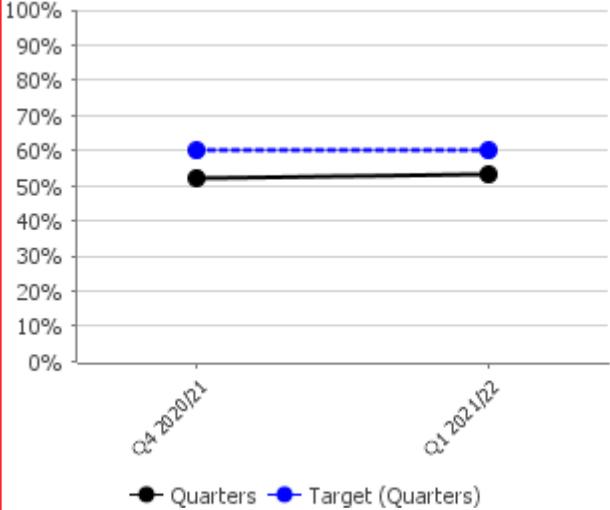
Climate Change and Environment Portfolio

Cllr Peter Strachan



1. Climate Change and Environment Portfolio RED

Generated on: 01 November 2021

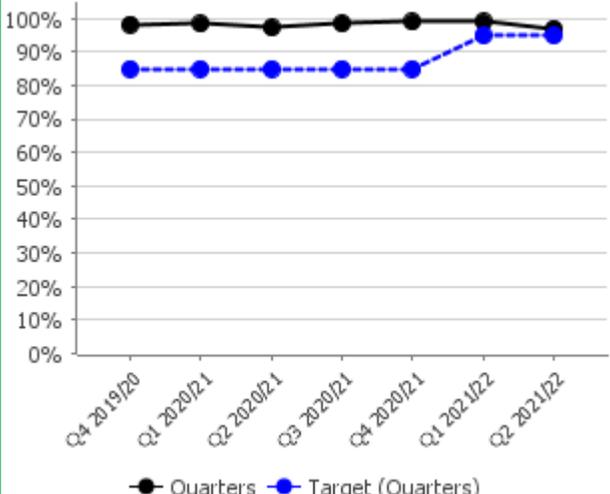
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
NI 192: % of waste collected for recycling, reuse, composting or anaerobic digestion from household sources (household collection and Household Recycling Centres)	Aim to Maximise	53.19%	60%	 <p>The trend chart displays the percentage of household waste collected for recycling, reuse, composting, or anaerobic digestion. The y-axis ranges from 0% to 100% in 10% increments. The x-axis shows two quarters: Q4 2020/21 and Q1 2021/22. A solid black line with circular markers represents the 'Quarters' data, showing values of 52.18% for Q4 2020/21 and 53.19% for Q1 2021/22. A dashed blue line with circular markers represents the 'Target (Quarters)', which is constant at 60% for both quarters. The legend at the bottom identifies the black line as 'Quarters' and the blue line as 'Target (Quarters)'.</p>	None available	<p>This is a National Indicator which measures the percentage of total household waste collected that is either sent for reuse, recycling, composting, or anaerobic digestion, divided by the overall tonnage of all household waste. The latter figure will include waste sent for energy recovery or landfill. Outturns are reported one quarter in arrears.</p> <p>At 53.19%, Q1 2021/22 performance is higher than 2020/21 Q4 at 52.18%. In 2021/22 there has been disruption with kerbside collections due to driver shortages and suspension of dedicated food waste collections (food waste was instead mixed with residual in most of the south administrative area). Members and Officers have supported the approach to suspend dedicated food waste collections, and maintain kerbside garden waste collections. In Q2 food waste has been sent to disposal - energy from waste and will not reappear in the recycling (anaerobic digestion) system.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • The well documented national issues related to HGV driver shortages are beyond the reasonable control of the Council. Better incentives are being offered to attract drivers, however there are competitive challenges with other sectors offering more lucrative packages including hospitality, retailers, supermarkets. • With driver shortages taken into consideration, the Waste Management team aims to keep services and systems running to deliver statutory legal services and help protect residents' public health, recognising the balance to strike with foreseeable compromises including performance.

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary									
NI 191: Residual Household Waste per Household (kg)	Aim to Minimise	133.98	125	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (kg)</th> <th>Target (Quarters) (kg)</th> </tr> </thead> <tbody> <tr> <td>Q4 2020/21</td> <td>129.86</td> <td>125</td> </tr> <tr> <td>Q1 2021/22</td> <td>133.98</td> <td>125</td> </tr> </tbody> </table>	Quarter	Quarters (kg)	Target (Quarters) (kg)	Q4 2020/21	129.86	125	Q1 2021/22	133.98	125	Based on previous performance of 129.86 in Q4 2020/21	<p>This indicator reports on the average weight of non-recyclable household refuse produced per dwelling within the county. Performance is reported cumulatively for the year. Outturns are reported a quarter in arrears.</p> <p>For 2021/22 Q1, the provisional performance outturn is 133.98kg per household. This is an increase in residual waste of 8.89% per household from 2020/21 Q4 (129.86kg per household). All waste management services experienced impacts associated with Covid-19 during 2020/21. The closure of key sectors and restrictions on the public has resulted in this increase in total waste entering the domestic waste process. In 2021/22 there is disruption due to driver shortages and the suspension of dedicated food waste collections (so that food waste is mixed with residual waste), meaning the high level of residual waste in the system is likely to continue.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • When suspension of dedicated food waste collections ends in most of the southern administrative area, we would expect to see a reduction in residual waste volumes, as food waste is separated from residual waste. • There are well-documented national issues related to HGV driver shortages, which are beyond the reasonable control of the Council. Better incentives are being offered to attract drivers, however there are competitive challenges with other sectors offering more lucrative packages including hospitality, retailers and supermarkets. • During 2021/22, the team planned 'waste behaviour change' campaigns focusing on residual waste to nudge into the recycling collection systems (planned 2-3 year project). This has been light touch to date and the project is placed temporarily on hold until kerbside service challenges / disruptions can be stabilised.
Quarter	Quarters (kg)	Target (Quarters) (kg)													
Q4 2020/21	129.86	125													
Q1 2021/22	133.98	125													

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
% of Missed Bin Collections	Aim to Minimise	0.16%	0.15%	<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>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> </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%	Based on previous performance of 0.22% Q4 2020/21	<p>Q2 Performance is 0.16% against a target of 0.15%, where it is good to be low. This is a slight improvement since Q1 (0.17%), and a marked improvement against the previous year (peaked at 0.52% in the w/c 28/09/2020).</p> <p>Performance for the Aylesbury and South Bucks teams has remained consistently close to or below target, but it is the significant improvement in performance from the Wycombe and Chiltern team (Veolia) that has brought overall performance back towards the target. This improvement can be attributed to the introduction of new more reliable fleet vehicles ensuring rounds are completed without delays. The whole service is impacted by the national shortage of HGV drivers.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Veolia are mitigating the shortage of HGV drivers by suspending dedicated food collection rounds to help stabilise collection services. • Veolia are continuing to embed the new fleet and improvement actions such as a weekly assessment of missed properties and performance issues to ensure continuous improvement moving forwards.
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2020/21	0.15%	0.15%																									
Q2 2020/21	0.24%	0.15%																									
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1. Climate Change and Environment Portfolio GREEN

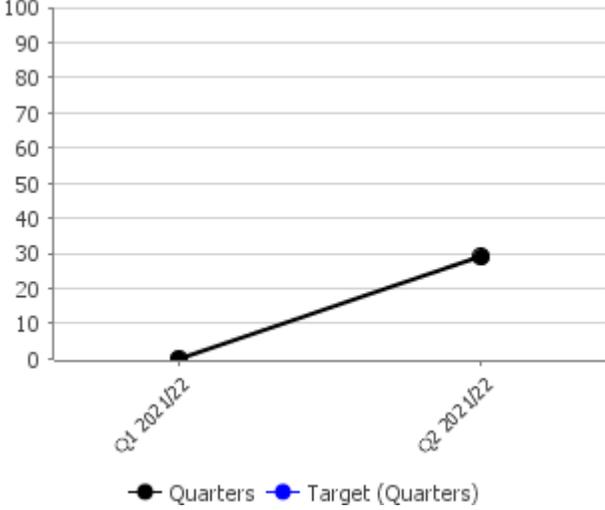
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of Flood Management applications responded to within 21 days of receipt	Aim to Maximise	97%	95%		Based on previous performance of 99% in Q4 2020/21	<p>This indicator measures the % 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 Q2, the Flood Management Team are forecasting performance of 97% above the target of 95%. The team are on track to respond to 150 of the 155 consultations within the statutory timeframe. This is a lower rate than Q1 (99%) and is as a result of a vacant post.</p> <p>The team will be fully resourced in Q3.</p>

1. Climate Change and Environment Portfolio NO RAG

Generated on: 01 November 2021

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

PI	Aim To	Current Value	Trend Chart	Commentary									
Number of fly tipping clearances where an action has been taken	Aim to Maximise	29	 <p>The chart displays the number of fly tipping clearances over two quarters. The Y-axis represents the number of clearances, ranging from 0 to 100 in increments of 10. The X-axis shows the quarters: Q1 2021/22 and Q2 2021/22. A black line with circular markers represents the 'Quarters' data, showing 0 clearances in Q1 and 29 clearances in Q2. A blue dot at the 29 mark on the Y-axis represents the 'Target (Quarters)'.</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>0</td> <td>29</td> </tr> <tr> <td>Q2 2021/22</td> <td>29</td> <td>29</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2021/22	0	29	Q2 2021/22	29	29	<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. Numbers for subsequent quarters will therefore be higher.</p> <p>There were 59 new investigations in Q2 2021/22. Work also continued on existing investigations and actions arising, as these are rarely completed within the 3 month reporting period. Actions are reported within the reporting period they took effect, in order to capture the activity in the service area. For the 59 new investigations in Q2, 4 FPNs were issued. The team recorded 17 FPNs in total this period, with 13 from older investigations. 7 cases were prosecuted in Q2 resulting from investigations previously carried out and work is ongoing towards prosecution where appropriate on the new investigations. There were additionally 4 warning letters giving the total of 29 actions taken in Q2.</p>
Quarter	Quarters	Target (Quarters)											
Q1 2021/22	0	29											
Q2 2021/22	29	29											

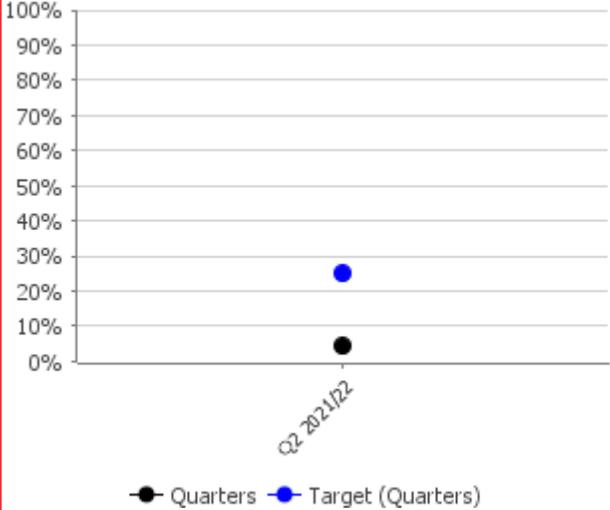


Communities Portfolio Cllr Steve Bowles



2. Communities Portfolio RED

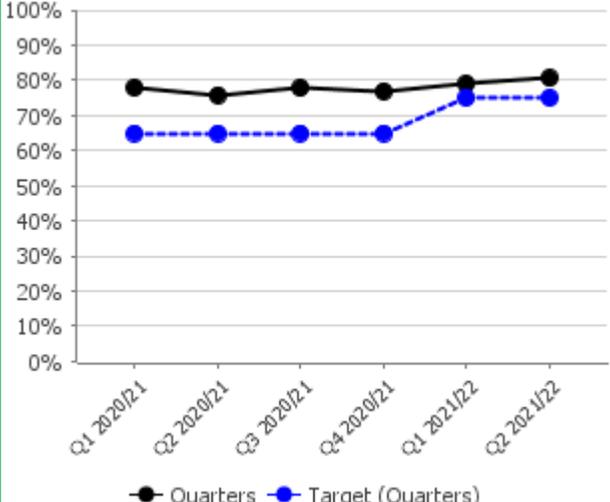
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of total climate change spend across all Community Boards compared to profiled spend	Aim to Maximise	4.37%	25%	 <p>Q2 2021/22</p> <p>● Quarters ● Target (Quarters)</p>	None available	<p>This indicator measures a priority area of spend for the Community Boards.</p> <p>Community Boards have a target to spend 15% of their annual budget on initiatives to tackle climate change. At the end of Q2, £43,134 (4.37%) has been allocated to Community Board environmental projects so far out of the total budget for these types of projects of £987,048.</p> <p>The funding process opened in July with higher numbers of projects being received from mid-August onwards.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • The number of projects Community Boards are being asked to consider and approve is increasing. Whilst the number of projects is increasing, a menu of ideas is due to be shared with Community Boards giving further suggested projects and details on how to start the project within coming weeks. • Board Chairmen have received a number of briefings around this area to explore both their own locality actions and collaborative cross-border opportunities. Chairmen are very committed to seeing a broad range of projects being delivered and this essential theme features within all board action plans. Community Board meetings during October will highlight the areas and call for delivery partners to support.

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	1.24%	25%	<p>Legend: ● Quarters ● Target (Quarters)</p>	None available	<p>This indicator measures a priority area of spend for the Community Boards.</p> <p>Community Boards have a target to spend 15% of their annual budget on initiatives to aid economic recovery. Up to the end of Q2, £12,200 (1.24%) has been allocated to Community Board economic recovery projects out of the total budget, for these types of projects of £983,871.</p> <p>The funding process opened in July with higher numbers of projects being received from mid-August onwards.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • The number of projects Boards are being asked to consider and approve is increasing. Whilst the number of projects is increasing, a menu of ideas is due to be shared with Community Boards giving further suggested projects and details on how to start the project within coming weeks. • Board Chairmen are continuing to explore this theme with service areas. It is a very broad area which can encompass skills, future of high streets, supporting businesses, economic development, tourism, and financial insecurity.

2. Communities Portfolio GREEN

Generated on: 01 November 2021

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	80.6%	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>79%</td> <td>65%</td> </tr> <tr> <td>Q2 2020/21</td> <td>77%</td> <td>65%</td> </tr> <tr> <td>Q3 2020/21</td> <td>79%</td> <td>65%</td> </tr> <tr> <td>Q4 2020/21</td> <td>78%</td> <td>65%</td> </tr> <tr> <td>Q1 2021/22</td> <td>80%</td> <td>75%</td> </tr> <tr> <td>Q2 2021/22</td> <td>80.6%</td> <td>75%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	79%	65%	Q2 2020/21	77%	65%	Q3 2020/21	79%	65%	Q4 2020/21	78%	65%	Q1 2021/22	80%	75%	Q2 2021/22	80.6%	75%	None available	<p>This indicator measures the percentage of Women's Aid female clients who receive support from an Independent Domestic Violence Advisor (IDVA) and as a result, see their domestic abuse risk-level reduce.</p> <p>The target for risk reduction by IDVA is 75%.</p> <p>The Q2 figure (80.6%) is above target, an improvement on Q1 (79%), and an improvement on the position at the end of 2020/21 (77%). Consultation on the new Domestic Abuse Strategy is currently underway across the partnership.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2020/21	79%	65%																									
Q2 2020/21	77%	65%																									
Q3 2020/21	79%	65%																									
Q4 2020/21	78%	65%																									
Q1 2021/22	80%	75%																									
Q2 2021/22	80.6%	75%																									

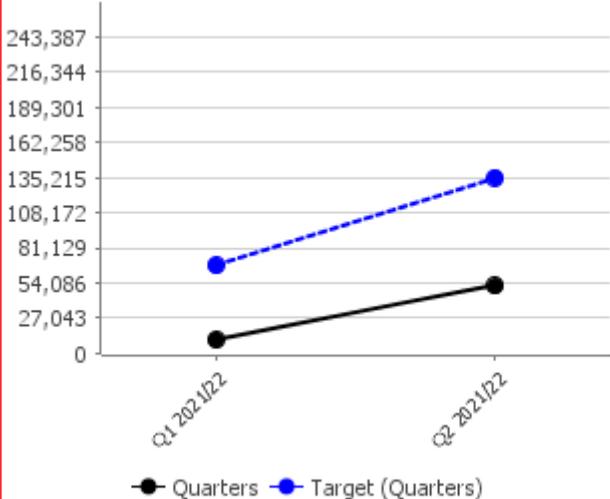


Culture and Leisure Portfolio Cllr Clive Harriss



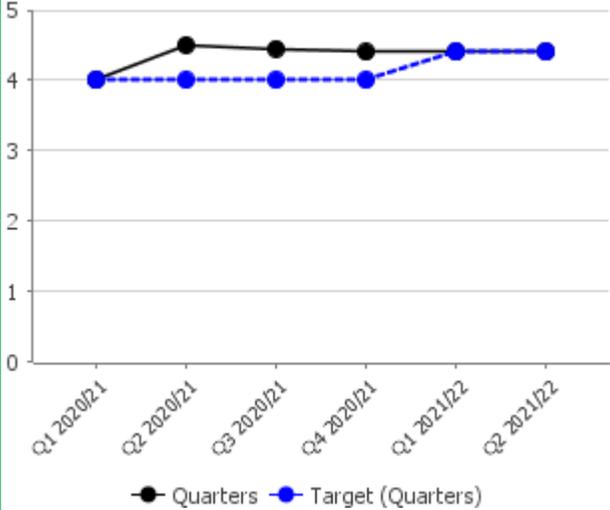
3. Culture and Leisure portfolio RED

Generated on: 01 November 2021

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Number of visits to main cultural venues	Aim to Maximise	51,877	135,212	 <p>Legend: ● Quarters ● Target (Quarters)</p>	<p>Target of 270,424 based on previous performance 2019/20 adjusted for gradual re-opening of venues after Covid-19 restrictions</p>	<p>This indicator measures the number of visits to the main cultural venues in Buckinghamshire: The Buckinghamshire museums - Buckinghamshire County Museum and Wycombe Museum, and the theatres supported by the Council - Aylesbury Waterside Theatre and Wycombe Swan theatre.</p> <p>10,372 visits were recorded in Q1 with a further 41,505 in Q2, bringing a cumulative total for the half year of 51,877.</p> <p>Q2 performance is an improvement against Q1, but still falls short of the quarterly target of 67,606. This is partly due to social distancing measures in place when the museums were re-opened, but is mainly due to theatres only reopening in late August/early September.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> As theatres are now fully open, we would expect visitor numbers to reach the quarterly target in Q3.

3. Culture and Leisure portfolio GREEN

Generated on: 01 November 2021

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
Country and Town Park Satisfaction Ratings (Trip Advisor)	Aim to Maximise	4.4	4.4	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>4.0</td> <td>4.0</td> </tr> <tr> <td>Q2 2020/21</td> <td>4.5</td> <td>4.0</td> </tr> <tr> <td>Q3 2020/21</td> <td>4.4</td> <td>4.0</td> </tr> <tr> <td>Q4 2020/21</td> <td>4.4</td> <td>4.0</td> </tr> <tr> <td>Q1 2021/22</td> <td>4.4</td> <td>4.0</td> </tr> <tr> <td>Q2 2021/22</td> <td>4.4</td> <td>4.0</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q1 2020/21	4.0	4.0	Q2 2020/21	4.5	4.0	Q3 2020/21	4.4	4.0	Q4 2020/21	4.4	4.0	Q1 2021/22	4.4	4.0	Q2 2021/22	4.4	4.0	Trip Advisor rating Q4 2020/21 4.4	<p>This indicator measures the overall Trip Advisor star rating (1-5) as an average across Black Park and Langley Country Parks, Higginson Park, the Rye, and Vale Park.</p> <p>The average Trip Advisor rating for country and town parks in Bucks remains consistent 4.4 out of a possible 5 stars for Q1 and Q2. % satisfaction remains over 90%.</p>
Quarter	Quarters (Actual)	Target (Quarters)																									
Q1 2020/21	4.0	4.0																									
Q2 2020/21	4.5	4.0																									
Q3 2020/21	4.4	4.0																									
Q4 2020/21	4.4	4.0																									
Q1 2021/22	4.4	4.0																									
Q2 2021/22	4.4	4.0																									

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Number of visitors to leisure centres and pools	Aim to Maximise	865,289	800,000		Target of 1,800,000 for the year based on 2019/20 performance adjusted for centres re-opening gradually after Covid-19 restrictions	<p>This indicator measures the number of visitors to Swan Pool, Aqua Vale, Chalfont Leisure Centre, Chesham Leisure Centre, Chiltern Pools Leisure Centre, Evreham Centre, Beacon Centre, Wycombe Leisure, Court Garden Marlow & Risborough Springs.</p> <p>Visitor numbers were significantly impacted throughout 2020 and early 2021 due to lockdowns and restrictions. In Q1 visitor numbers were recorded as 378,425, rising to 486,864 for Q2. The Q2 outturn is up to 28 September so will be slightly higher when full figures for the quarter are available.</p> <p>The continued direction of recovery for leisure has remained positive throughout Q2. Easing of the remaining social distancing restrictions in mid-July increased the level of capacity across all our leisure sites, with more customers being able to attend classes, swim sessions and activity programmes. The return of swimming lessons has also been particularly strong as parents seek to make up the time lost in building children's water confidence during the lockdown periods.</p> <p>The level of recovery is being closely tracked as we go into the autumn and the service is continuing to drive improvement to build both on increasing memberships and the number of customer visits.</p>
Number of library information enquiries (signposting and referral)	Aim to Maximise	5,959	3,600		Target of 7,000 for the year based on performance from 2019/20 adjusted for libraries re-opening gradually after Covid-19 restrictions.	<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 17 Council Access Points (CAPs) situated around the County, 11 of which are libraries.</p> <p>In Q1 there were 2,559 information requests and for Q2 the estimate is 3,400 information requests.</p> <p>The Q1 and Q2 results for 2021/22 are well above the target set with library opening hours having reverted to pre-Covid-19 levels, footfall increasing and training of new staff now having taken place. There is also an increased awareness of libraries as a location for provision of access to council services.</p>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Number of downloads (e-audiobooks, e-magazines and e-news)	Aim to Maximise	331,224	212,500		Based on previous performance of 573,988 in 2020/21 adjusted to take into account lifting of Covid-19 restrictions.	<p>This measure records the number of electronic downloads in libraries, including e-magazines, e-books, e-audiobooks and e-news. The purpose of this measure is to understand the usage of online services.</p> <p>The cumulative outturn at Q2 is 331,224, exceeding the target of 215,500.</p> <p>Most services saw a rise in downloads in August, especially for children's titles, but these then dipped in September as children returned to school. 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	27,404	14,000		Based on previous performance in 2020/21 of 27,744, adjusted to take into account lifting of Covid-19 restrictions.	<p>This indicator measures the engagement with the Archives through social media and in-person visits.</p> <p>In Q1 there were 11,906 engagements recorded, well above the target of 7,000 per quarter and in Q2 there were 15,498 engagements.</p> <p>Performance in Q2 has been aided by an increase in in-person visitors as Covid-19 restrictions have eased, including the reopening of Local Studies and the return of Saturday opening. Social media performance has been reinforced with the introduction of two new regular features #TrainTuesday and #FelonThursday.</p>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
Number of visitors to Country Parks	Aim to Maximise	748,631	596,000	<table border="1"> <caption>Visitor Numbers to Country Parks (Estimated from Chart)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>~364,376</td> <td>~364,376</td> </tr> <tr> <td>Q2 2020/21</td> <td>~728,752</td> <td>~546,564</td> </tr> <tr> <td>Q3 2020/21</td> <td>~1,093,128</td> <td>~728,752</td> </tr> <tr> <td>Q4 2020/21</td> <td>~1,639,692</td> <td>~910,940</td> </tr> <tr> <td>Q1 2021/22</td> <td>~364,376</td> <td>~364,376</td> </tr> <tr> <td>Q2 2021/22</td> <td>~728,752</td> <td>~546,564</td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q1 2020/21	~364,376	~364,376	Q2 2020/21	~728,752	~546,564	Q3 2020/21	~1,093,128	~728,752	Q4 2020/21	~1,639,692	~910,940	Q1 2021/22	~364,376	~364,376	Q2 2021/22	~728,752	~546,564	Based on previous performance 917,899 visitors in 2019/20.	<p>This indicator measures the number of visitors to country parks per month. It is compiled from an automated count of cars entering car parks at Black Park, Langley Park and Denham. A multiplier of 2.5 is applied (assuming 2.5 visitors per vehicle).</p> <p>These figures are an estimate for Q2, based on income growth compared to last year and visitor numbers from last year. A new counting system was installed in August, so this measure will report actual figures from September 2021 onwards.</p> <p>Visitor numbers are above last year's total for Q1 and Q2, but the parks were closed for 6 weeks in Apr/May 2020 due to Covid-19, so the numbers for that period were lower. Numbers are unlikely to reach last year's total of 1.75m, but will likely exceed the 2019/20 by circa 14%, because these parks are an attractive option for the public, especially while other facilities return to normal, and activities like international travel returns.</p>
Quarter	Actual (Quarters)	Target (Quarters)																									
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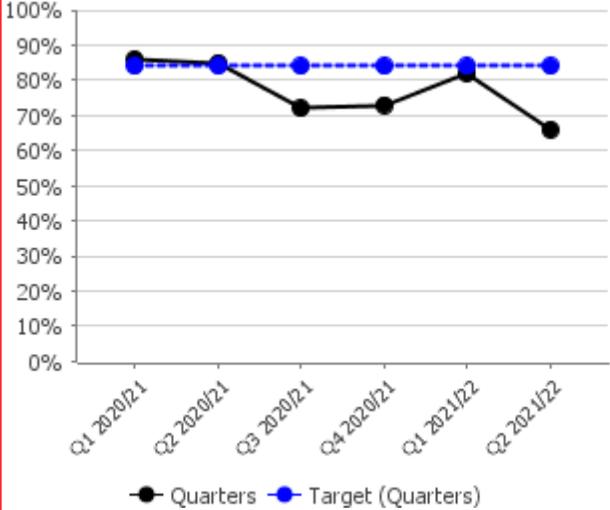


Education and Children's Services Portfolio Cllr Anita Cranmer



4. Education and Childrens Services Portfolio RED

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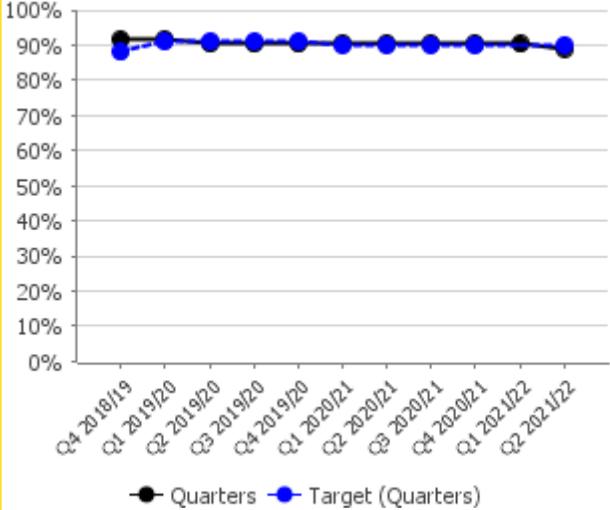
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
% of assessments completed in 45 working days	Aim to Maximise	66%	84%	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>85%</td> <td>84%</td> </tr> <tr> <td>Q2 2020/21</td> <td>85%</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> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	85%	84%	Q2 2020/21	85%	84%	Q3 2020/21	72%	84%	Q4 2020/21	73%	84%	Q1 2021/22	82%	84%	Q2 2021/22	66%	84%	<p>England 84%, South East 85%, Statistical Neighbours 90% (CIN Census 2019/20)</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 children and their families.</p> <p>There has been a 53% rise in the number of assessments that were started between March and August this year (compared to the same period last year). In addition, there are significant challenges in recruiting staff to do this work.</p> <p>The increase in the number of children being assessed has impacted on the time it took to complete assessments during Q2, where the percentage of children's assessments completed within 45 working days was 66% (1,122 assessments), which is below this year's target of 84% (equivalent to 1,412 assessments).</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • In response to demand pressures, management capacity within the Assessment teams has been increased, to support a greater degree of case oversight and timelier case direction. • During periods of acute pressure, the service will continue to identify and redeploy resource from other social work teams to ensure service standards are safely maintained. • 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 increase capacity by growing the workforce.
Quarter	Quarters (%)	Target (Quarters) (%)																									
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Q2 2020/21	85%	84%																									
Q3 2020/21	72%	84%																									
Q4 2020/21	73%	84%																									
Q1 2021/22	82%	84%																									
Q2 2021/22	66%	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	34%	85%	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>85</td> <td>80</td> </tr> <tr> <td>Q2 2020/21</td> <td>78</td> <td>80</td> </tr> <tr> <td>Q3 2020/21</td> <td>85</td> <td>80</td> </tr> <tr> <td>Q4 2020/21</td> <td>90</td> <td>80</td> </tr> <tr> <td>Q1 2021/22</td> <td>72</td> <td>85</td> </tr> <tr> <td>Q2 2021/22</td> <td>34</td> <td>85</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	85	80	Q2 2020/21	78	80	Q3 2020/21	85	80	Q4 2020/21	90	80	Q1 2021/22	72	85	Q2 2021/22	34	85	<p>England 78%, South East 76%, Statistical Neighbours 80% (CIN Census 2019/20)</p>	<p>This indicator measures the percentage of Initial Child Protection Conferences (ICPCs) held within 15 working days of a child's Strategy Discussion. ICPCs are convened when a child is assessed through a Section 47 investigation as either having suffered significant harm, or to be at risk of suffering ongoing significant harm.</p> <p>The increase in demand has led to a 149% rise in the number of children subject to an ICPC during Q2 compared to the same period last year. Activity is also 17% higher than in Q2 of 2019/20. This increase in demand has adversely affected performance, where of the 291 children that were subject to an ICPC between July and September 2021, 34% took place within 15 working days, which is below the 85% target.</p> <p>The trajectory and current performance is a serious problem that has been escalated. The Independent Chair of the Safeguarding Children's Partnership and key partners have been notified. Weekly monitoring overseen by the Service Director is in place and more Conference slots have been created.</p> <p>All of the out of time cases have been reviewed and the Service is satisfied that those children are safe.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • An additional Child Protection Advisor is being recruited to help manage the increased demand. • Staffing resource from other areas in the service is being utilised to increase administrative support for ICPCs, to make additional slots in the conferencing diary available to hold ICPCs. • Social workers continue to hold regular consultations with Child Protection Advisors, to promote timely and proportionate decision making for children at risk of significant harm. • Weekly updates are provided to senior managers to track all ICPCs that are out of timescale, to ensure that challenges are understood and that risks are mitigated against and managed.
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2020/21	85	80																									
Q2 2020/21	78	80																									
Q3 2020/21	85	80																									
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Q1 2021/22	72	85																									
Q2 2021/22	34	85																									

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary									
% of children in need seen within 4 weeks	Aim to Maximise	84%	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>87%</td> <td>90%</td> </tr> <tr> <td>Q2 2021/22</td> <td>84%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	87%	90%	Q2 2021/22	84%	90%	None available	<p>This indicator measures the percentage of children subject to a Child in Need plan (CIN) who have been seen in person in the last 4 weeks.</p> <p>At the end of September, 84% of children on a CIN plan were seen within 4 weeks. This is 6 percentage points below the target of 90% and is a decrease from the end of June, where performance was at 87%. Of the 1,224 children on a CIN plan at the end of September 2021, 95% were seen in person within 6 weeks.</p> <p>The number of children on a CIN plan has increased by 23% compared to September 2020. In addition to this, there have been delays to visits because some families have had to self-isolate.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> Managers will continue to regularly review performance reports, to ensure that there is stringent oversight of children on CIN plans and for their regular visits to be planned. Continue with recruitment activity to increase staff resource to assist with the rise in demand, so that children are seen in a timely manner.
Quarter	Quarters (%)	Target (Quarters) (%)													
Q1 2021/22	87%	90%													
Q2 2021/22	84%	90%													

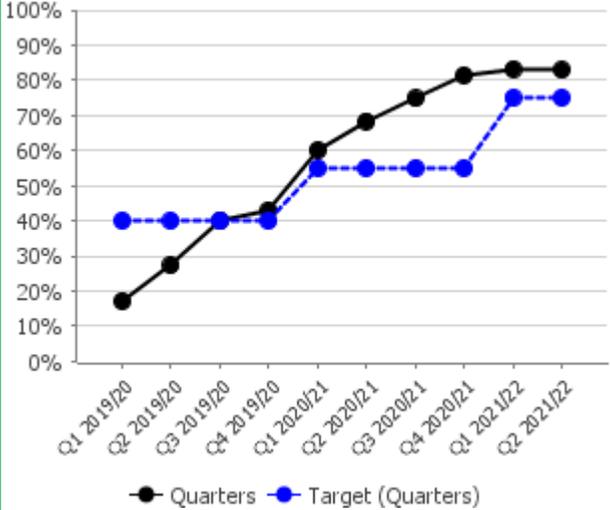
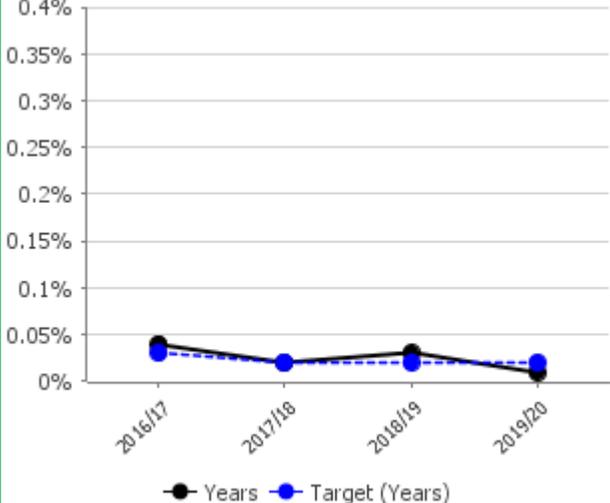
4. Education and Childrens Services Portfolio AMBER

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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of pupils attending schools rated good and outstanding by Ofsted	Aim to Maximise	89.1%	90%	 <p>Legend: ● Quarters ● Target (Quarters)</p>	<p>State-funded schools in England (30/09/2021) = 85.4%</p> <p>State-funded schools in the South East region (30/09/2021) = 90.9%</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 September 2021, 89.1% of Buckinghamshire pupils were attending a good or outstanding school, which is slightly below target. The decrease in performance since Q1 does not reflect a change in Ofsted rating for any school, but a change in the underlying pupil numbers used in the calculation. Buckinghamshire remains significantly above the national average.</p> <p>Ofsted's routine inspections were suspended between March 2020 and April 2021 due to the pandemic.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Focused intensive work is carried out for schools in Ofsted categories through the side by side intervention program. • Schools are risk assessed each year for their vulnerability and additional support is put in place should they require it through the side by side program prior to inspection. • Further capacity for the School Improvement Team has been agreed and is being recruited to. The cost of this is planned to be covered by increased traded work with schools.

4. Education and Childrens Services Portfolio GREEN

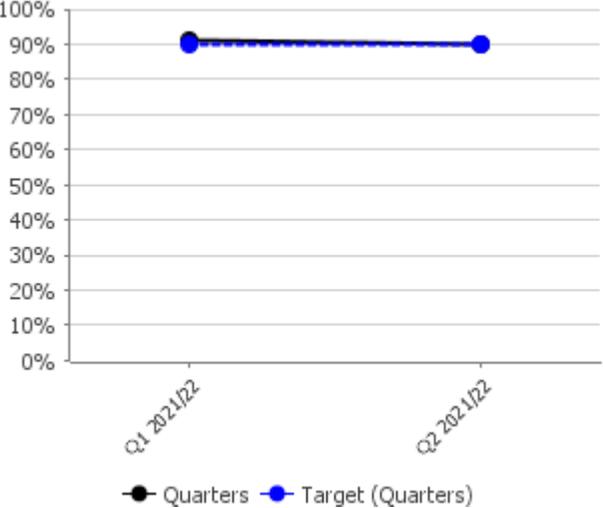
Generated on: 01 November 2021

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																																	
% new Education, Health and Care Plans (EHCPs) issued within 20 weeks (excluding exceptions)	Aim to Maximise	82.9%	75%	 <p>The chart displays quarterly performance against a 75% target. Performance starts at approximately 18% in Q1 2019/20 and rises steadily to 82.9% by Q2 2021/22, consistently exceeding the target line.</p> <table border="1"> <caption>EHCPs Issued Within 20 Weeks (Estimated Data)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>18</td><td>40</td></tr> <tr><td>Q2 2019/20</td><td>28</td><td>40</td></tr> <tr><td>Q3 2019/20</td><td>40</td><td>40</td></tr> <tr><td>Q4 2019/20</td><td>42</td><td>40</td></tr> <tr><td>Q1 2020/21</td><td>60</td><td>55</td></tr> <tr><td>Q2 2020/21</td><td>68</td><td>55</td></tr> <tr><td>Q3 2020/21</td><td>75</td><td>55</td></tr> <tr><td>Q4 2020/21</td><td>82</td><td>55</td></tr> <tr><td>Q1 2021/22</td><td>82</td><td>75</td></tr> <tr><td>Q2 2021/22</td><td>82.9</td><td>75</td></tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2019/20	18	40	Q2 2019/20	28	40	Q3 2019/20	40	40	Q4 2019/20	42	40	Q1 2020/21	60	55	Q2 2020/21	68	55	Q3 2020/21	75	55	Q4 2020/21	82	55	Q1 2021/22	82	75	Q2 2021/22	82.9	75	<p>2020 calendar year: South East = 48.7% National = 58.0% Buckinghamshire = 74.7%</p>	<p>This indicator measures the percentage of Education, Health and Care Plans (EHCPs) that are issued to families within 20 weeks. This indicator is cumulative for the calendar year, and Q2 reports on the EHCPs issued from January 2021 to September 2021.</p> <p>Between January and the end of August, 82.9% of EHCPs were issued within 20 weeks, which is above target and above the latest published national and regional averages (National 58.0% and South East 48.7% for 2020).</p> <p>Performance in this area has seen significant improvements during the last year, with monthly performance since May 2020 being consistently above 70%.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																																					
Q1 2019/20	18	40																																					
Q2 2019/20	28	40																																					
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Q4 2020/21	82	55																																					
Q1 2021/22	82	75																																					
Q2 2021/22	82.9	75																																					
Permanent exclusion rate (%) – primary	Aim to Minimise	0.01%	0.02%	 <p>The chart shows the permanent exclusion rate over four academic years. The rate remains consistently low, staying below the 0.02% target line.</p> <table border="1"> <caption>Permanent Exclusion Rate (%) – Primary (Estimated Data)</caption> <thead> <tr> <th>Year</th> <th>Years (%)</th> <th>Target (Years) (%)</th> </tr> </thead> <tbody> <tr><td>2016/17</td><td>0.04</td><td>0.03</td></tr> <tr><td>2017/18</td><td>0.02</td><td>0.03</td></tr> <tr><td>2018/19</td><td>0.03</td><td>0.03</td></tr> <tr><td>2019/20</td><td>0.01</td><td>0.03</td></tr> </tbody> </table>	Year	Years (%)	Target (Years) (%)	2016/17	0.04	0.03	2017/18	0.02	0.03	2018/19	0.03	0.03	2019/20	0.01	0.03	<p>England (state-funded schools) 2019-20 = 0.02% South East (state-funded schools) 2019-20 = 0.01%</p>	<p>This indicator shows the percentage of permanent exclusions in primary schools and is reported in arrears due to national data collection and publication dates.</p> <p>In the 2019-20 academic year, 5 pupils were permanently excluded from Buckinghamshire primary schools, giving a permanent exclusion rate of 0.01%. This was below (better than) the national average (0.02%) and in line with the regional average.</p> <p>This academic year's data includes the start of the pandemic when, from 23 March, school sites were closed for all but those children of critical workers and vulnerable children, with others being educated remotely. Permanent exclusions were possible throughout the full academic year but comparisons to previous years should be treated with caution.</p> <p>Local Authority officers continue to work closely with primary schools and provide advice and guidance to schools, children and families to reduce the risk of permanent exclusion.</p>																		
Year	Years (%)	Target (Years) (%)																																					
2016/17	0.04	0.03																																					
2017/18	0.02	0.03																																					
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2019/20	0.01	0.03																																					

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>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	99.1%	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 September 2021, 99.1% of Buckinghamshire settings have been judged by Ofsted to be good or outstanding. This is above both the latest national and regional averages.</p> <p>Ofsted's routine inspections were suspended between March 2020 to April 2021 due to the pandemic.</p>

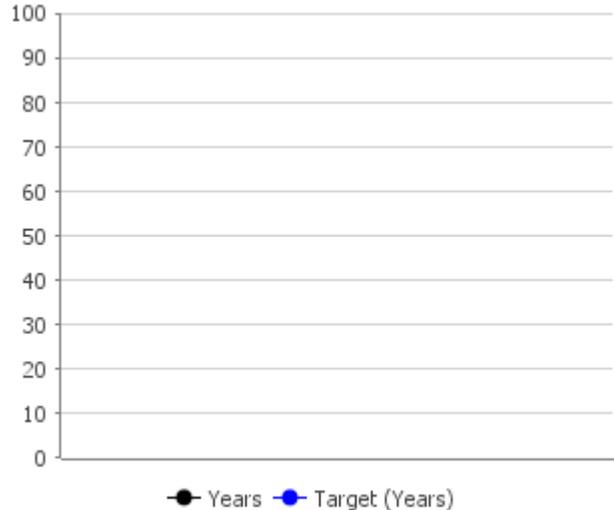
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
% of initial Family Support Plans completed within 31 working days	Aim to Maximise	93%	85%	<table border="1"> <caption>Data for % of initial Family Support Plans completed within 31 working days</caption> <thead> <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>93</td> <td>85</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	93	85	Q2 2021/22	93	85	None available	<p>The Family Support Service is designed to provide targeted support for vulnerable families who face a range of issues and complex challenges. The service provides one-to-one support for families and individuals (Level 3 support) as well as group work for parents and young people (Level 2 support).</p> <p>Completion of timely assessments supports family engagement and is more likely to result in positive change and improved outcomes.</p> <p>During Q2 (July to September 2021), 93% of families had an initial plan completed within 31 working days (172 of 184 initial plans completed), which is 8 percentage points above the target of 85%.</p> <p>A higher number of initial plans were completed in August due to an increase in the number of families starting Level 3 support in July. This has since decreased due to limited referrals from schools during the holidays. In addition, more families who were referred went on to receive Level 2 support.</p>												
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2021/22	93	85																									
Q2 2021/22	93	85																									
% of 19-21 year olds who have left care that are in education, employment or training	Aim to Maximise	66%	55%	<table border="1"> <caption>Data for % of 19-21 year olds who have left care that are in education, employment or training</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>60</td> <td>60</td> </tr> <tr> <td>Q2 2020/21</td> <td>50</td> <td>60</td> </tr> <tr> <td>Q3 2020/21</td> <td>50</td> <td>60</td> </tr> <tr> <td>Q4 2020/21</td> <td>55</td> <td>60</td> </tr> <tr> <td>Q1 2021/22</td> <td>60</td> <td>55</td> </tr> <tr> <td>Q2 2021/22</td> <td>66</td> <td>55</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	60	60	Q2 2020/21	50	60	Q3 2020/21	50	60	Q4 2020/21	55	60	Q1 2021/22	60	55	Q2 2021/22	66	55	England 53%, South East 53%, Statistical Neighbours 52% (Children Looked After Return - SSDA903, 2019/20)	<p>This indicator measures the percentage of care leavers aged between 19 and 21 who are in education, employment, or training (EET).</p> <p>Although fewer care leavers were in EET during the Covid-19 pandemic last year, the percentage increased to 66% at the end of September 2021. This is above the target of 55% and above benchmarks reported prior to the Covid-19 pandemic.</p> <p>Of the 186 care leavers aged 19-21, 123 are in EET and 36 are currently looking for employment, education, or training opportunities. Targeted support is being provided to 27 care leavers who are not in EET due to their illness/disability, parenting or other circumstances.</p> <p>Regular panel meetings are held about the care leavers who are not in EET, to discuss the opportunities available to them and how best to support them going forward. There is also a designated lead Personal Advisor in post who works with these young people.</p> <p>Care leavers are also being supported to take part in the Kickstart programme, which aims to get all young people involved in an area of education or employment appropriate to their level of need.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2020/21	60	60																									
Q2 2020/21	50	60																									
Q3 2020/21	50	60																									
Q4 2020/21	55	60																									
Q1 2021/22	60	55																									
Q2 2021/22	66	55																									

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of children subject to a Child Protection Plan seen within 4 weeks	Aim to Maximise	96%	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 September, 96% of children subject to a CP plan were seen within 4 weeks. Performance has remained high since June 2021 despite an increase in the number of children on a CP plan, which rose from 609 at the end of June to 716 at the end of September 2021.</p> <p>There is strong oversight of children on CP plans within the service, which is supported by performance information which is reviewed weekly to ensure that visits are timely and that children are safeguarded.</p>
% children who became the subject of a Child Protection Plan for a second or subsequent time within 2 years	Aim to Minimise	7%	10%		England 22%, South East 23%, Statistical Neighbours 22% (CIN Census 2019/20)	<p>This indicator measures the percentage of children that became subject to a Child Protection (CP) Plan during the quarter who have previously been on a CP plan within the last 2 years.</p> <p>During July and September 2021, of the 255 children starting on a CP plan, 7% (18 children) had previously been subject to a CP plan within the last 2 years. This continues to be below the target of 10% (it is good to be low).</p> <p>Child Protection Advisors and managers continue to ensure that children are supported on a CP plan, until there is sufficient evidence that the child is no longer at risk of significant harm.</p> <p>Strong partnership working, with schools, police and health organisations ensures that support is in place for families to achieve sustainable and positive change, both whilst the child is subject to a CP plan, or after the child has been subject to a CP plan.</p>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary									
% of children looked after visited within timescales	Aim to Maximise	90%	90%	 <p>The trend chart displays two data series: 'Quarters' (black line with dots) and 'Target (Quarters)' (blue line with dots). Both series are plotted at the 90% mark on the y-axis for both Q1 2021/22 and Q2 2021/22. The y-axis ranges from 0% to 100% in 10% increments.</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>90</td> <td>90</td> </tr> <tr> <td>Q2 2021/22</td> <td>90</td> <td>90</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	90	90	Q2 2021/22	90	90	None available	<p>This indicator measures the percentage of looked after children who were seen in person within timescales. The frequency of visits is determined by the child's needs and care plan, in accordance with statutory requirements.</p> <p>At the end of September 2021, 90% of children had been visited within timescales.</p> <p>The aim of the visit is to check on a child's physical and emotional wellbeing to ensure that all their needs are being met, alongside exploring their wishes and feelings and the environment in which they live. This will help to inform the type of support they need both now and in the future.</p> <p>When visiting children, social workers are responsible for planning future visits at a time convenient for them and their carer, to ensure that that they are seen regularly.</p>
Quarter	Quarters (%)	Target (Quarters) (%)													
Q1 2021/22	90	90													
Q2 2021/22	90	90													

4. Education and Childrens Services Portfolio NO RAG

Generated on: 01 November 2021

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			Data due to be reported Q3.



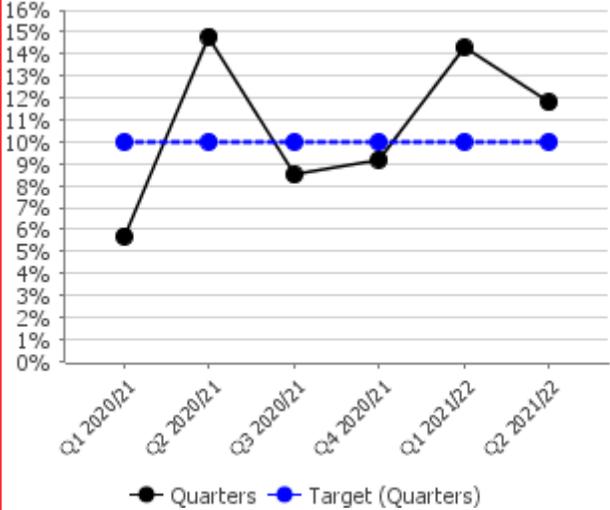
Finance, Resources, Property and Assets Portfolio

CLr John Chilver



5. Finance Resources Property and Assets Portfolio RED

Generated on: 01 November 2021

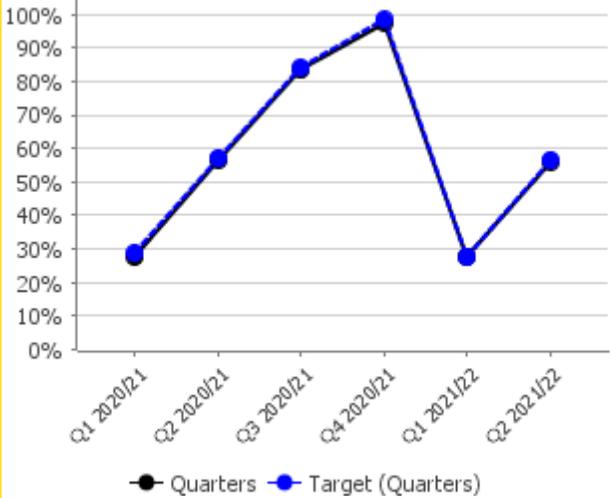
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
Average % of phone calls in Customer Service Centres abandoned before being answered	Aim to Minimise	11.8%	10%	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</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>8.8</td> <td>10.0</td> </tr> <tr> <td>Q4 2020/21</td> <td>9.2</td> <td>10.0</td> </tr> <tr> <td>Q1 2021/22</td> <td>14.8</td> <td>10.0</td> </tr> <tr> <td>Q2 2021/22</td> <td>11.8</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	8.8	10.0	Q4 2020/21	9.2	10.0	Q1 2021/22	14.8	10.0	Q2 2021/22	11.8	10.0	None available	<p>This indicator measures the average percentage of phone calls which are abandoned before being answered in the Customer Service Centres (CSC).</p> <p>Q2 performance is 11.8% against a target of 10%. This is an improvement in performance by 2.5 percentage points when compared with Q1 (14.3%).</p> <p>There has been a 10% increase in calls into the CSC over the period July - September, compared with same period last year. This increase in demand has been driven by two service areas – Waste and Council Tax. The Southern Waste contract performance issues have given rise to high numbers of calls primarily about missed bins. To manage demand the CSC has placed a particular focus on the contacts about Waste Service and Revenues and Benefits.</p> <p>A further contributor to the call volumes are a high level of progress chasing calls which is then causing two issues: each call is taking longer and then because wait times are long this means higher abandonment rates and then repeat calls. Up to 30% of calls are progress chasing.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • The CSC has worked with Service teams to provide training and coaching on Customer Service call management and the Service Teams provide coaching, training and scripts so that CSC staff can maximise First Call Resolution. • The CSC is working out of hours progressing Contact Us Forms, emails and non-telephony work. • We have implemented a call waiting message including alternative methods to contact us. • We have implemented a position in queue message. • New automated forms e.g. assisted waste pickups/clinical waste that allows residents to select dates. • We have implemented the facility for customer feedback/satisfaction on the Buckinghamshire Council web site to capture feedback from customers • We are focussing on increasing web chats as a channel of choice. • We have embedded a single workforce management software, across all our CSC staff to give a holistic picture and allow capacity planning for peaks in contact. • Launched the Customer First approach to delivering the Council's Customer Experience ambition.
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2020/21	5.8	10.0																									
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Q1 2021/22	14.8	10.0																									
Q2 2021/22	11.8	10.0																									

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Average call wait time	Aim to Minimise	0h 05m 03s	0h 03m 00s	<p>0h 06m 33s 0h 05m 54s 0h 05m 15s 0h 04m 35s 0h 03m 56s 0h 03m 16s 0h 02m 37s 0h 01m 58s 0h 01m 18s 0h 00m 39s 0h 00m 00s</p> <p>Q1 2021 Q2 2021</p> <p>● Quarters ● Target (Quarters)</p>	None available	<p>This indicator measures the average call wait time for all lines across all Customer Service sites.</p> <p>Q2 performance is 5 minutes 3 seconds against a target of 3 minutes. This is a reduction in performance when compared with Q1 (4 minutes 34 seconds).</p> <p>Performance in September is 3 minutes 48 seconds against a target of 3 minutes. This is an improvement in performance when compared with August (5 minutes 58 seconds) but is still below the target by 48 seconds.</p> <p>There has been a 10% increase in calls into the Customer Service Centres (CSC) over the period July - September, compared with same period last year. This increase in demand has been driven by two service areas – Waste and Council Tax. The Southern Waste contract performance issues have given rise to high numbers of calls primarily about missed bins. To manage demand the CSC has placed a particular focus on the contacts about Waste Service and Revenues and Benefits.</p> <p>A further contributor to the call volumes are a high level of progress chasing calls which is then causing two issues. Each call is taking longer and then because wait times are long this means higher abandonment rates and then repeat calls. Up to 30% of calls are progress chasing.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Analysing calls by service/topic when calls are unable to be transferred to the service area to identify improvements in processes • We have implemented a call waiting message including alternative methods to contact us. • We have implemented a position in queue message. • New automated forms e.g. assisted waste pickups/clinical waste that allows residents to select dates. • We have implemented the facility for customer feedback/satisfaction on the Buckinghamshire Council web site to capture feedback from customers • We are focussing on increasing web chats as a channel of choice. • We have embedded a single workforce management software, across all our CSC staff to give a holistic picture and allow capacity planning for peaks in contact. • Launched the Customer First approach to delivering the Council's Customer Experience ambition.

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
% of invoices paid within 30 days	Aim to Maximise	81%	95%	<table border="1"> <caption>Data for % of invoices paid within 30 days</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>81</td> <td>95</td> </tr> <tr> <td>Q2 2020/21</td> <td>95</td> <td>95</td> </tr> <tr> <td>Q3 2020/21</td> <td>95</td> <td>95</td> </tr> <tr> <td>Q4 2020/21</td> <td>92</td> <td>95</td> </tr> <tr> <td>Q1 2021/22</td> <td>95</td> <td>95</td> </tr> <tr> <td>Q2 2021/22</td> <td>81</td> <td>95</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	81	95	Q2 2020/21	95	95	Q3 2020/21	95	95	Q4 2020/21	92	95	Q1 2021/22	95	95	Q2 2021/22	81	95	None available	<p>This indicator measures the percentage of invoices that have been paid within 30 days.</p> <p>Q2 performance is 81%. This is below the target of 95% and is a decrease of 14 percentage points compared to Q1 (95%).</p> <p>The reduction in performance compared with Q1 is due to a one-off technical issue which was experienced when processing payments for one supplier. This will be rectified in the next quarter.</p> <p>Improvement Action:</p> <ul style="list-style-type: none"> The highest volume of late invoices in Q2 related to Children's Services, a deep dive activity in these areas will be carried out in Q3 to understand why this is the case.
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2020/21	81	95																									
Q2 2020/21	95	95																									
Q3 2020/21	95	95																									
Q4 2020/21	92	95																									
Q1 2021/22	95	95																									
Q2 2021/22	81	95																									
% 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	0.44%	0.4%	<table border="1"> <caption>Data for % 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>0.45</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>0.40</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> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	0.45	0.50	Q2 2020/21	0.45	0.50	Q3 2020/21	0.28	0.50	Q4 2020/21	0.28	0.40	Q1 2021/22	0.40	0.40	Q2 2021/22	0.44	0.40	Based on previous performance of 0.28% in Q4 2020/21	<p>This indicator measures the % of empty properties across the Council estate that are vacant for more than 2 years. Vacant means continuously empty for 2 years and not within a Capital or Regeneration programme.</p> <p>For Q2 the outturn figure is marginally above target at 0.44%. The target was reduced from 0.5% in 2020/21 to 0.4% this year despite the Council expanding the portfolio and therefore increasing void risk, specifically with the acquisition of Friars Square.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> Three of the units impacting on the 2 year void figure are under offer (Unit 4 The Exchange and Units 1 & 2 Long Lionel). These are expected to complete by Q3 bringing the void rate back within target range. Other void properties continue to be marketed and/or situations reassessed in what is a tough commercial property market.
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2020/21	0.45	0.50																									
Q2 2020/21	0.45	0.50																									
Q3 2020/21	0.28	0.50																									
Q4 2020/21	0.28	0.40																									
Q1 2021/22	0.40	0.40																									
Q2 2021/22	0.44	0.40																									

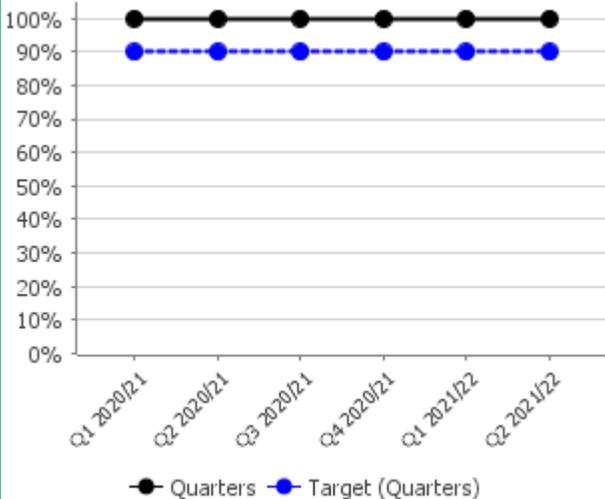
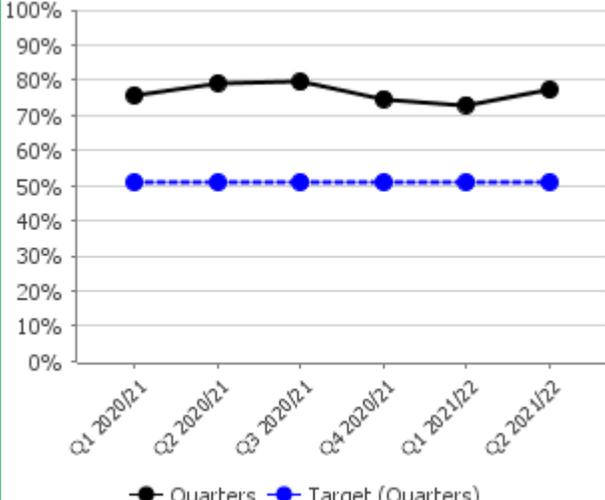
5. Finance Resources Property and Assets Portfolio AMBER

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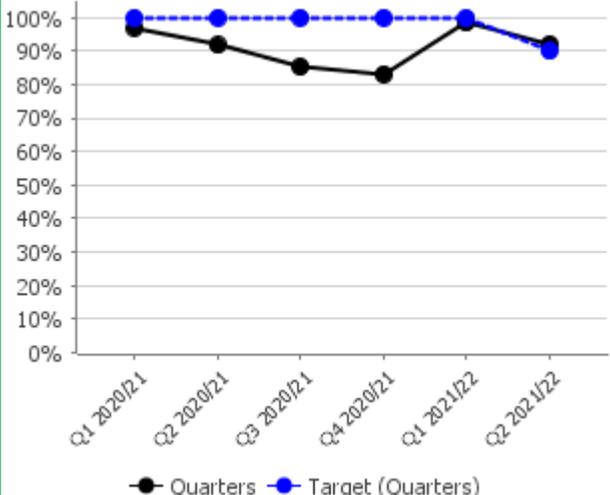
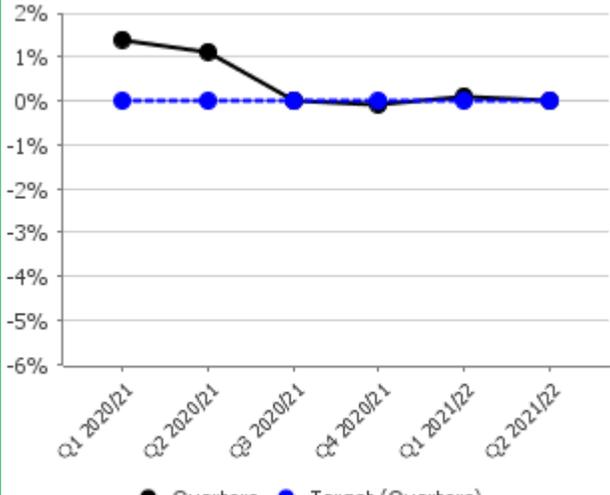
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of Council Tax collected (cumulative)	Aim to Maximise	56.2%	56.6%		None available	<p>This indicator measures the percentage of the current year's council tax collected throughout the year. The target is adjusted for what is expected each quarter.</p> <p>Performance for Q2 is 56.2% against a target of 56.6%. Q2 Performance is 0.4 percentage points below the target.</p> <p>Despite nationally there being a reduction in collection rates by 1.1 percentage points between 2019/20 and 2020/21 from 96.8% to 95.7% our collection rate remains on target to reach 98.1% at the end of the year. This may change as the furlough scheme has now come to an end in September and we will be monitoring closely to see if this has any impact in the next quarter.</p> <p>Recovery processes are now in motion, but regard is being had for individual circumstances. Support and advice on reliefs and benefits is being made available to customers.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Alternative payment arrangements are being made available, where possible, that support the individual as well as meeting our requirements to collect council tax • Recovery action is in progress where appropriate • Reliefs are awarded where criteria is met • The continued impact of Covid-19 on this target will be taken into account

5. Finance Resources Property and Assets Portfolio GREEN

Generated on: 01 November 2021

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
Average % customers with an appointment seen within 15 minutes of their scheduled appointment at Customer Service Centres	Aim to Maximise	100%	90%	 <p>The chart shows performance over six quarters. The Y-axis ranges from 0% to 100%. A solid black line with circular markers represents 'Quarters', which remains constant at 100%. A dashed blue line with circular markers represents 'Target (Quarters)', which is constant 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> </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	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 scheduled appointment time at Council Access Points Plus locations.</p> <p>Q2 performance is 100% against a target of 90%. This performance is consistent when compared with Q1 (100%) and the performance in 2020/21 which was 100% in each quarter.</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																									
Average % of phone calls in Customer Service Centres resolved at first call (FCR)	Aim to Maximise	77.3%	51%	 <p>The chart shows performance over six quarters. The Y-axis ranges from 0% to 100%. A solid black line with circular markers represents 'Quarters', with values of approximately 75%, 78%, 79%, 74%, 72%, and 77.3%. A dashed blue line with circular markers represents 'Target (Quarters)', which is constant 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>75</td> <td>51</td> </tr> <tr> <td>Q2 2020/21</td> <td>78</td> <td>51</td> </tr> <tr> <td>Q3 2020/21</td> <td>79</td> <td>51</td> </tr> <tr> <td>Q4 2020/21</td> <td>74</td> <td>51</td> </tr> <tr> <td>Q1 2021/22</td> <td>72</td> <td>51</td> </tr> <tr> <td>Q2 2021/22</td> <td>77.3</td> <td>51</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	75	51	Q2 2020/21	78	51	Q3 2020/21	79	51	Q4 2020/21	74	51	Q1 2021/22	72	51	Q2 2021/22	77.3	51	None available	<p>This indicator measures the average percentage of phone calls in Customer Service Centres resolved at first call.</p> <p>Q2 performance is 77.3% against a target of 51%. This is an improvement in performance when compared with Q1 (73%).</p> <p>The improvement in performance compared to Q1 has been supported by the cross-training of additional Customer Service staff on Revenues and Benefits calls to secure more first call resolution. Training is continued to be provided and where possible staff are provided with the facility to access the information required to solve the customer enquiry at the first point of contact.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2020/21	75	51																									
Q2 2020/21	78	51																									
Q3 2020/21	79	51																									
Q4 2020/21	74	51																									
Q1 2021/22	72	51																									
Q2 2021/22	77.3	51																									

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Average webchat wait time	Aim to Minimise	0h 00m 35s	0h 00m 50s		None available	<p>This indicator measures the average time taken to respond to a webchat across all Customer Service sites.</p> <p>Q2 performance is 35 seconds against a target of 50 seconds. This is a reduction in performance when compared to Q1 (28 seconds).</p> <p>Webchat wait time has increased slightly due to the volume of contact as officers are also covering telephony.</p>
Webchat customer satisfaction	Aim to Maximise	77.8%	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 1-5 scale and this indicator measures the percentage of 4 and 5 star ratings received.</p> <p>September performance is 77.8% against a target of 75%. This is an improvement in performance when compared with August (76%).</p> <p>Satisfaction has improved slightly. We are using feedback and frequent questions to develop templates and also feed into website improvements which drive satisfaction. Webchat also forms part of quality monitoring.</p>

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	92.1%	90%		None available	<p>This indicator measures the forecast percentage of total capital spend across Buckinghamshire Council compared to budget.</p> <p>Capital slippage has increased between Q1 and Q2 from 1.6% (£3.0m) to 7.9% (£14.8m). Whilst this is currently below the corporate target of 10% there is an expectation that slippage is likely to increase further in future months because as we progress through the year the opportunities to catch up on delays are reduced.</p>
Overall revenue (forecast) variance (%) across the council (performance measure)	Aim to Minimise	0%	0%		None available	<p>This indicator measures the percentage of forecast revenue variance across Buckinghamshire Council.</p> <p>Forecast Revenue outturn is break-even (£0.5m overspend Q1). This comprises £4.7m adverse variance in Portfolios (£4.9m Covid related pressures and £0.2m net underspend on business as usual), mitigated in Corporate and Funding by £1.0m favourable "business as usual" variations (largely Capital Financing), £0.9m of Covid related funding and £2.8m favourable forecast on Corporate Contingencies. Further contingency budgets remain uncommitted to help mitigate future pressures in high risk areas.</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	£9,500,000	£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>Q2 performance is £9,500,000 against a target of £10,000,000. This is an improvement in performance when compared with Q1 (£10,005,000).</p> <p>The Council's value of unsecured debt is now within target. Work continues to improve and reduce the overall position.</p>
% of Business Rates collected	Aim to Maximise	49.9%	43%		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 Q2 is 49.9% against a target of 43%.</p> <p>A strong bounce back of business rate collection has continued this quarter as businesses open up after Covid-19 closures. Collection is now 6.9 percentage points ahead of target. We are on track to achieve the target of 94.1% at year end.</p>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
Average time for processing new HB claims (days)	Aim to Minimise	13.3	20	<table border="1"> <caption>Average time for processing new HB claims (days)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</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>13.3</td> <td>20</td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	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	13.3	20	DWP March 2021 Average new claims processing time: 19 days	<p>This indicator measures the average time for processing new Housing Benefit claims in days.</p> <p>The outturn for Q2 (as at end of September) is 13.3 days, this is ahead of the target of 20 days and an improvement on Q1 (16 days).</p> <p>The latest national Department for Work and Pensions (DWP) statistics available for the period up to the end of March 2021 show the average new claims processing time was 19 days.</p>
Quarter	Actual (Quarters)	Target (Quarters)																									
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	13.3	20																									
Average time for processing HB changes claims (days)	Aim to Minimise	4.7	7	<table border="1"> <caption>Average time for processing HB changes claims (days)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>4.5</td> <td>7</td> </tr> <tr> <td>Q2 2020/21</td> <td>4</td> <td>7</td> </tr> <tr> <td>Q3 2020/21</td> <td>4</td> <td>7</td> </tr> <tr> <td>Q4 2020/21</td> <td>3.9</td> <td>7</td> </tr> <tr> <td>Q1 2021/22</td> <td>4.5</td> <td>7</td> </tr> <tr> <td>Q2 2021/22</td> <td>4.7</td> <td>7</td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q1 2020/21	4.5	7	Q2 2020/21	4	7	Q3 2020/21	4	7	Q4 2020/21	3.9	7	Q1 2021/22	4.5	7	Q2 2021/22	4.7	7	DWP March 2021 Average time taken to process a change: 3 days	<p>This indicator measures the average time for processing Housing Benefit changes to claims in days.</p> <p>The outturn for Q2 (as at end of September) is 4.7 days, this is ahead of the target of 7 days and a slight improvement on Q1 (4.5 days).</p> <p>The latest national Department for Work and Pensions (DWP) statistics available for the period up to the end of March 2021 show the average time taken to process a change of circumstance to an existing Housing Benefit claim was 3 days.</p>
Quarter	Actual (Quarters)	Target (Quarters)																									
Q1 2020/21	4.5	7																									
Q2 2020/21	4	7																									
Q3 2020/21	4	7																									
Q4 2020/21	3.9	7																									
Q1 2021/22	4.5	7																									
Q2 2021/22	4.7	7																									

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary												
Number of sickness absence days per FTE annually (BC)	Aim to Minimise	7.68	9	<table border="1"> <caption>Sickness Absence 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>6.85</td> <td>9</td> </tr> <tr> <td>Q1 2021/22</td> <td>7.0</td> <td>9</td> </tr> <tr> <td>Q2 2021/22</td> <td>7.68</td> <td>9</td> </tr> </tbody> </table>	Quarter	Quarters (Current Value)	Target (Quarters)	Q4 2020/21	6.85	9	Q1 2021/22	7.0	9	Q2 2021/22	7.68	9	None available	<p>This indicator measures the number of sickness absence days per full time equivalent (FTE) employee in the Council.</p> <p>Q2 performance is 7.68 days against a target of 9 days. This is a reduction in performance when compared with Q1 (6.85 days) but still remains below the target.</p> <p>Sickness absence is calculated using a 12 month rolling year, therefore the Q2 outturn is based on the period 1st October 2020 - 30th September 2021.</p> <p>Sickness remains comparatively low compared to pre Covid-19 rates but as people start to return to pre-pandemic activities and social interaction increases, we can expect sickness rates to rise.</p>
Quarter	Quarters (Current Value)	Target (Quarters)																
Q4 2020/21	6.85	9																
Q1 2021/22	7.0	9																
Q2 2021/22	7.68	9																
Voluntary turnover % (BC - rolling year)	Banding	12.7%	12%	<table border="1"> <caption>Voluntary Turnover 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>8.5%</td> <td>12%</td> </tr> <tr> <td>Q1 2021/22</td> <td>10.4%</td> <td>12%</td> </tr> <tr> <td>Q2 2021/22</td> <td>12.7%</td> <td>12%</td> </tr> </tbody> </table>	Quarter	Quarters (Current Value)	Target (Quarters)	Q4 2020/21	8.5%	12%	Q1 2021/22	10.4%	12%	Q2 2021/22	12.7%	12%	None available	<p>This indicator measures the workforce voluntary turnover percentage for the Council.</p> <p>Q2 performance is 12.7% against a target of 12%. This is a change in performance by 2.3 percentage points when compared with Q1 (10.4%) but is still within the banded target of 10% to 14%.</p> <p>Voluntary turnover is calculated using a 12 month rolling year, therefore the Q2 outturn is based on the period 1st October 2020 - 30th September 2021.</p> <p>Voluntary turnover has seen a reduction during the pandemic compared to pre-pandemic quarters. The changing labour market has seen this increase in the last quarter and this rate may increase further as the job market continues to open and there is a high demand for workers.</p> <p>We will continue to monitor voluntary turnover and conduct predictive analysis to understand what may happen as the job market changes.</p>
Quarter	Quarters (Current Value)	Target (Quarters)																
Q4 2020/21	8.5%	12%																
Q1 2021/22	10.4%	12%																
Q2 2021/22	12.7%	12%																

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
Employee engagement index score	Aim to Maximise	73%	70%	<table border="1"> <caption>Employee Engagement Index Score Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>73</td> <td>70</td> </tr> <tr> <td>Q2 2021/22</td> <td>73</td> <td>70</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	73	70	Q2 2021/22	73	70	None available	<p>This indicator measures the employee engagement index score from the Together Survey. Engagement is the combined measure of three questions looking at how motivated people feel to do their best for the Council, how happy they are working for the Council and how valued they feel for the work they do.</p> <p>The latest result from the survey in July is 73% engagement against a target of 70%. This remains unchanged from the previous survey which was conducted earlier in the year.</p> <p>Engagement is at a very positive level when compared with external benchmarking scores and the target. Work is underway to build more connections through collaborative working and to further build engagement in frontline and community based roles, which have been at the sharp end of the pandemic and this will be measured in the next survey.</p>												
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2021/22	73	70																									
Q2 2021/22	73	70																									
Service Desk: First Time Fix %	Aim to Maximise	65%	62%	<table border="1"> <caption>Service Desk: First Time Fix % Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>72</td> <td>62</td> </tr> <tr> <td>Q2 2020/21</td> <td>64</td> <td>62</td> </tr> <tr> <td>Q3 2020/21</td> <td>62</td> <td>62</td> </tr> <tr> <td>Q4 2020/21</td> <td>66</td> <td>62</td> </tr> <tr> <td>Q1 2021/22</td> <td>64</td> <td>62</td> </tr> <tr> <td>Q2 2021/22</td> <td>65</td> <td>62</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	72	62	Q2 2020/21	64	62	Q3 2020/21	62	62	Q4 2020/21	66	62	Q1 2021/22	64	62	Q2 2021/22	65	62	None available	<p>This indicator measures the percentage of calls fixed first time on the IT Service Desk.</p> <p>Q2 performance is 65% against a target of 62%. This is an improvement in performance by 1 percentage point when compared with Q1 (64%).</p> <p>The improvement in performance compared with Q1 is due to the increase in knowledge transferred to the Service Desk staff, enabling them to fix more calls at first contact.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2020/21	72	62																									
Q2 2020/21	64	62																									
Q3 2020/21	62	62																									
Q4 2020/21	66	62																									
Q1 2021/22	64	62																									
Q2 2021/22	65	62																									

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary									
Proportion of new website updated	Aim to Maximise	25%	25%	<table border="1"> <caption>Proportion of new website updated</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>18%</td> <td>25%</td> </tr> <tr> <td>Q2 2021/22</td> <td>25%</td> <td>25%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	18%	25%	Q2 2021/22	25%	25%	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>Q2 performance is 25% against a target of 25% for the quarter. This is an improvement in performance by 7 percentage points when compared to Q1 (18%).</p> <p>The migration programme is underway and is currently focusing on Revenues & Benefits, Parking and Planning pages. This migration programme is now due to be completed by April 2023, as agreed with Cabinet Members.</p>
Quarter	Quarters (%)	Target (Quarters) (%)													
Q1 2021/22	18%	25%													
Q2 2021/22	25%	25%													
% of Better Buckinghamshire service reviews achieving expected milestones	Aim to Maximise	100%	85%	<table border="1"> <caption>% of Better Buckinghamshire service reviews achieving expected milestones</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>100%</td> <td>85%</td> </tr> <tr> <td>Q2 2021/22</td> <td>100%</td> <td>85%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	100%	85%	Q2 2021/22	100%	85%	None available	<p>This indicator measures the percentage of Better Buckinghamshire service reviews that are in progress and are achieving expected milestones at the end of the quarter.</p> <p>At the end of Q2, performance is 100% against a target of 85% with all Better Buckinghamshire service reviews achieving expected milestones. This is the same performance when compared with Q1. The progress of reviews are monitored frequently.</p>
Quarter	Quarters (%)	Target (Quarters) (%)													
Q1 2021/22	100%	85%													
Q2 2021/22	100%	85%													

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of planned savings on track for delivery across Buckinghamshire Council as a result of the Better Buckinghamshire programme	Aim to Maximise	100%	100%	<p>Legend: ● Quarters ● Target (Quarters)</p>	None available	<p>This indicator measures the percentage of total savings achieved as a result of the Better Buckinghamshire programme compared to the end of year savings target.</p> <p>The savings target for this year has been adjusted in Q2 to reflect reprofiling of savings in some areas. These reprofiled savings are now expected to be delivered in future years of the Better Buckinghamshire programme.</p> <p>Savings from the Better Buckinghamshire programme at the end of 2021/22 are now expected to be £2,299k. Performance at the end of August shows that 100% are on track for delivery.</p> <p>The programme is on track to deliver the full quote of savings by 2025/26 and this is monitored monthly.</p>
Gross yield (%) from Investment portfolio	Aim to Maximise	6.96%	6.4%	<p>Legend: ● Quarters ● Target (Quarters)</p>	Based on previous performance 6.4% in Q4 2020/21	<p>This indicator records the gross yield from the Council's Investment Portfolio (i.e. where financed by debt).</p> <p>For Q1 the result was 6.89% and for Q2 6.96%, both results were above target. Revenue has remained at Q4 2020 levels despite capital values falling in the same period. The new acquisition at Lancaster Road (not in 2020/21 figures) helped improve the overall position.</p> <p>Note that the figures provided do not include Friars Square (considered a regeneration asset) although this has been acquired with Public Work Loans Board funds. The figures including Friars Square would be Q1 7.8% and Q2 7.87% if included, given the current gross income (not Net Operating Income) and market value.</p>

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Gross income (£) from Property	Aim to Maximise	£20,510,000.00	£20,510,000.00		Based on budget £20,510,000.	<p>This indicator measures the gross income, the budgeted annual forecast, exclusive of bad debt (that is loans or outstanding balances owed that are no longer deemed recoverable and must be written off) from property rent for Investment, Commercial, Corporate and Agricultural Portfolios. The target is for income to be greater than the annual budget (£20,510,000).</p> <p>For Q1 the outturn figure was above target at £20,858,000. For Q2 the outturn is forecast to be on budget - £20,510,000. Rent pressure continues in the property market, however the arrears position is stabilising and improving post lockdown, and revenue continues to be closely managed by the Asset Management and Finance teams. New opportunities continue to be explored and maximised.</p>

5. Finance Resources Property and Assets Portfolio NO RAG

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PI	Aim To	Current Value	Trend Chart	Commentary
Call customer satisfaction	Aim to Maximise			A procurement process has been completed for a single telephony platform (8x8) to be used across all sites which is expected to go live in October 2021. We will then have a mechanism to capture telephone customer satisfaction and provide data on this going forward.

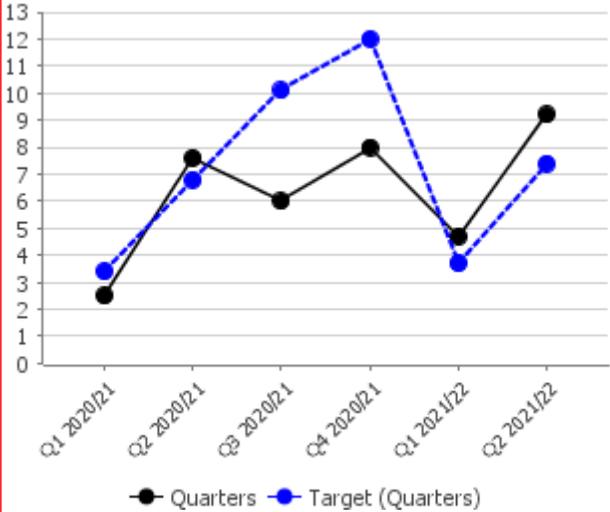


Health and Wellbeing Portfolio Cllr Angela Macpherson



6. Health and Wellbeing Portfolio RED

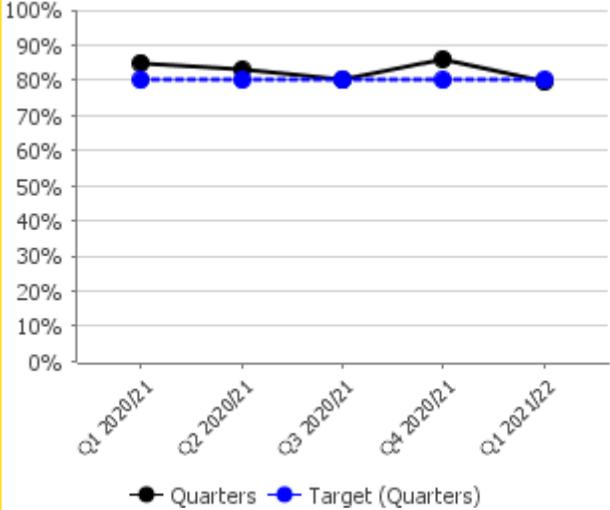
Generated on: 01 November 2021

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	9.2	7.4	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>2.5</td> <td>3.5</td> </tr> <tr> <td>Q2 2020/21</td> <td>7.5</td> <td>6.8</td> </tr> <tr> <td>Q3 2020/21</td> <td>6.0</td> <td>10.0</td> </tr> <tr> <td>Q4 2020/21</td> <td>8.0</td> <td>12.0</td> </tr> <tr> <td>Q1 2021/22</td> <td>4.8</td> <td>3.8</td> </tr> <tr> <td>Q2 2021/22</td> <td>9.2</td> <td>7.4</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q1 2020/21	2.5	3.5	Q2 2020/21	7.5	6.8	Q3 2020/21	6.0	10.0	Q4 2020/21	8.0	12.0	Q1 2021/22	4.8	3.8	Q2 2021/22	9.2	7.4	<p>National: 14.6 for April to March 2019/20 (equivalent to 7.3 for April to September)</p> <p>South East: 14.7 for April to March 2019/20 (equivalent to 7.35 for April to September)</p>	<p>This indicator measures the number of younger adults whose long-term support needs are best met by their admission to a residential and nursing care home. The number of admissions is expressed as a rate per 100,000 population and is good to be low.</p> <p>Performance is at a rate of 9.2 (29 people) at the end of September, which is above the target rate of 7.4 (23 people).</p> <p>Due to the Covid-19 Pandemic, some care homes were not admitting people during 2020/21, which has led to additional pent up demand once restrictions were relaxed. Admissions into these care homes have fully commenced again, which has resulted in the number of admissions to be over target by six people.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Adult Social Care are investigating whether the Hospital 'Discharge to Assess' pathway that was put in place due to Covid-19, is resulting in additional admissions of younger people. • The assessments and reviews for the adults that resulted in the admission to a care home are being checked, to ensure that the Better Lives independence approach has been fully considered. • To confirm that what has been recorded on the social care system for each adult is a new care home admission, by checking that the adult was not already in a residential or nursing home when the admission was recorded.
Quarter	Quarters (Actual)	Target (Quarters)																									
Q1 2020/21	2.5	3.5																									
Q2 2020/21	7.5	6.8																									
Q3 2020/21	6.0	10.0																									
Q4 2020/21	8.0	12.0																									
Q1 2021/22	4.8	3.8																									
Q2 2021/22	9.2	7.4																									

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	79%	90%	<p>Legend: ● Quarters ● Target (Quarters)</p>	<p>86.5% England (Q3 2019/20)</p> <p>87.8% England (Q2 2019/20)</p> <p>88.8% (Q1 2019/20 England)</p> <p>87.9% (Q3 2019/20 South East region)</p> <p>90.9% (Q1 2019/20 mean of CIPFA peers)</p>	<p>This indicator measures the proportion of new birth visits undertaken within 14 days.</p> <p>This indicator is reported in arrears so Q1 is reported in Q2. Performance (79%) is below contractually targeted level (90%). No national or regional data has been available since Q3 of 19/20 and is not expected until November 2021.</p> <p>This indicator was previously above target. The new birth visits have gone down this quarter due to capacity within Aylesbury and Wycombe teams, experiencing staff shortages as a result of Covid-19 (illness and isolation), and an increase in safeguarding/vulnerable families in this period. Although a higher % than target is taking place after the 14th day, there hasn't been any significant changes to the numbers who do not have a recorded visit. A deep dive was completed on the data and those outstanding were all completed by day 18 and within the 21 days. This data represents visits from health visitors and does not include the visits from a midwife, which mothers will also receive post birth.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • New birth visits, even if outside the 14 day window, are being prioritised, along with vulnerable families, ensuring absences in the workforce are as low as possible. Skill mixing is being used to help backfill. • Recruitment is being prioritised for both new workers and student health visitors, 10 are planned to be starting training this year.

6. Health and Wellbeing Portfolio AMBER

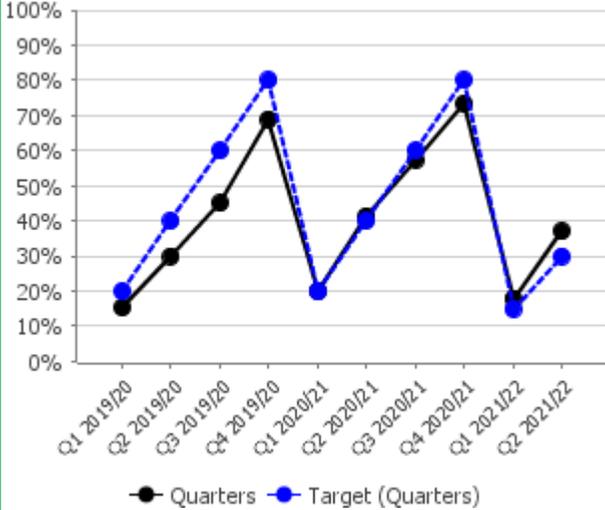
Generated on: 01 November 2021

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Percentage of all clients attending GUM clinics seen or assessed by a healthcare professional within 48 hours (2 working days) of first contacting the service	Aim to Maximise	79.5%	80%		There is no national benchmarking available for this indicator but this is a clinical standard which has to be achieved by all sexual health services and links to the requirement for the provision of open access services.	<p>This indicator measures the proportion 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>1930 (79.5%) clients were seen within 48 hours (out of a total 2429). This is 0.5 percentage points below target. The performance was affected by a power failure at the Brookside Clinic (Aylesbury) where the service had to cancel and rearrange a whole day's clinics resulting in many patients being seen within 72 hours as opposed to 48 hours. This indicator is reported in arrears so Q1 is reported in Q2.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • The provider is investigating solutions for the site to help mitigate or prevent delays in future. • When a power failure occurs, their business continuity plan kicks in ensuring that all those that need emergency medication (EHC or PEP) are seen on the same day by other services (urgent care for example) and non-emergency patients are either re-booked in for the following day, or they can be seen in High Wycombe if there are same day appointments available.

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
% of those who have set a quit smoking date who have successfully quit at 4 weeks	Aim to Maximise	48%	50%	<table border="1"> <caption>Quarterly Quit Rates</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>50%</td> <td>50%</td> </tr> <tr> <td>Q2 2020/21</td> <td>45%</td> <td>50%</td> </tr> <tr> <td>Q3 2020/21</td> <td>68%</td> <td>50%</td> </tr> <tr> <td>Q4 2020/21</td> <td>50%</td> <td>50%</td> </tr> <tr> <td>Q1 2021/22</td> <td>70%</td> <td>50%</td> </tr> <tr> <td>Q2 2021/22</td> <td>48%</td> <td>50%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	50%	50%	Q2 2020/21	45%	50%	Q3 2020/21	68%	50%	Q4 2020/21	50%	50%	Q1 2021/22	70%	50%	Q2 2021/22	48%	50%	England 52% (2018/19)	<p>This indicator measures the percentage of those who have set a quit date with the service who have self-reported they are a successful smoking quitter at 4 weeks. The quit rate for Q2 is 2% below the target of 50%. Although this is lower than the Q1 rate, it is similar to the average rate achieved for the last year.</p> <p>Q2 data - more people had set a quit date (176 in Q2, compared to 172 in Q1), but less of those setting a quit date have quit (84 in Q2, compared to 121 in Q1).</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> The provider (Live Well Stay Well) has been taking a number of actions to ensure the quit rate continues to achieve the target, including: <ul style="list-style-type: none"> monitoring motivation throughout the intervention, offering additional support for those with lower motivation, offering immediate support for those who are motivated, supporting referrers to make appropriate referrals, offering weekly appointments and extra check ins for those in priority groups if required. continuing to train staff in aspects such as motivational interviewing A new e-cigarette pilot was launched on the 1st September, which is expected to increase success rates and numbers coming into the service. A localised Stoptober campaign is running throughout October which should see an increase in the numbers of motivated quitters in the coming weeks
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2020/21	50%	50%																									
Q2 2020/21	45%	50%																									
Q3 2020/21	68%	50%																									
Q4 2020/21	50%	50%																									
Q1 2021/22	70%	50%																									
Q2 2021/22	48%	50%																									

6. Health and Wellbeing Portfolio GREEN

Generated on: 01 November 2021

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																																	
% of service users due an annual review that receive their review	Aim to Maximise	37%	30%	 <table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>15</td> <td>20</td> </tr> <tr> <td>Q2 2019/20</td> <td>30</td> <td>40</td> </tr> <tr> <td>Q3 2019/20</td> <td>45</td> <td>60</td> </tr> <tr> <td>Q4 2019/20</td> <td>70</td> <td>80</td> </tr> <tr> <td>Q1 2020/21</td> <td>20</td> <td>20</td> </tr> <tr> <td>Q2 2020/21</td> <td>40</td> <td>40</td> </tr> <tr> <td>Q3 2020/21</td> <td>58</td> <td>60</td> </tr> <tr> <td>Q4 2020/21</td> <td>75</td> <td>80</td> </tr> <tr> <td>Q1 2021/22</td> <td>18</td> <td>15</td> </tr> <tr> <td>Q2 2021/22</td> <td>37</td> <td>30</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2019/20	15	20	Q2 2019/20	30	40	Q3 2019/20	45	60	Q4 2019/20	70	80	Q1 2020/21	20	20	Q2 2020/21	40	40	Q3 2020/21	58	60	Q4 2020/21	75	80	Q1 2021/22	18	15	Q2 2021/22	37	30	<p>National and Regional performance of 61% for April to March 2019/20 (equivalent to 30.5% for April to September).</p>	<p>This indicator measures the proportion of Adult Social Care service users due an annual review in year who receive their review, expressed as a percentage and is good to be high.</p> <p>This is a cumulative measure and performance will continue to increase for the remainder of 2021/22 along with the target.</p> <p>Performance for Q2 is 37% (1,560 people have been reviewed), which is above a graduated target of 30% (1,276 people) from 1 April to 30 September 2021. We are also on trend to achieve the full year's performance target of 61% by March 2022.</p> <p>In 2020/21, reviews were conducted virtually, where-as currently there is a mixture of virtual and face-to-face reviews. This means that the number of reviews completed is lower than last year as face-to-face reviews take longer to complete.</p> <p>Reviews are also prioritised according to the needs of service users, where planned review activity is currently being diverted to review service users whose care needs are changing. We are also conducting more unplanned reviews linked to provider failure which impacts on the capacity available for planned reviews.</p>
Quarter	Quarters (%)	Target (Quarters) (%)																																					
Q1 2019/20	15	20																																					
Q2 2019/20	30	40																																					
Q3 2019/20	45	60																																					
Q4 2019/20	70	80																																					
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Q2 2020/21	40	40																																					
Q3 2020/21	58	60																																					
Q4 2020/21	75	80																																					
Q1 2021/22	18	15																																					
Q2 2021/22	37	30																																					

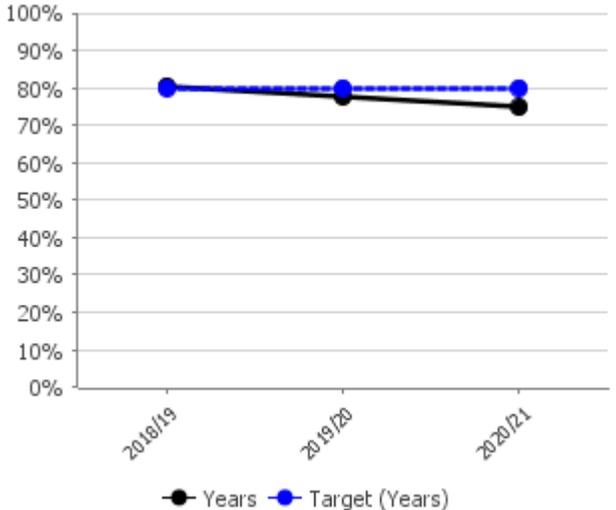
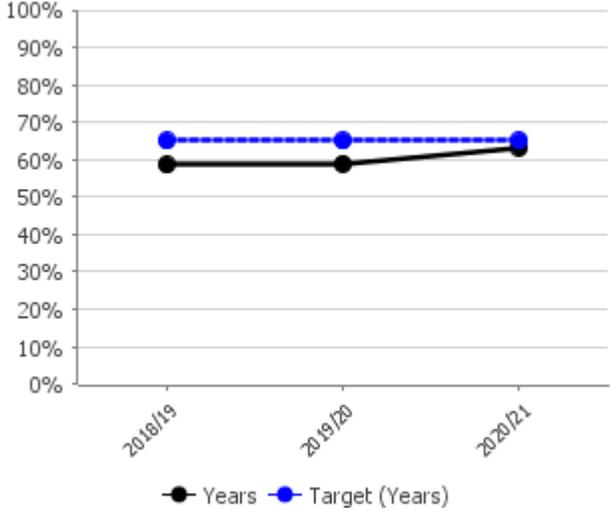
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																																	
Number of older people (65+) admitted to permanent residential or nursing care homes per 100,000 population	Aim to Minimise	259.3	263.3	<table border="1"> <caption>Data for Number of older people (65+) admitted to permanent residential or nursing care homes per 100,000 population</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>70</td><td>100</td></tr> <tr><td>Q2 2019/20</td><td>170</td><td>200</td></tr> <tr><td>Q3 2019/20</td><td>300</td><td>300</td></tr> <tr><td>Q4 2019/20</td><td>400</td><td>400</td></tr> <tr><td>Q1 2020/21</td><td>100</td><td>100</td></tr> <tr><td>Q2 2020/21</td><td>200</td><td>200</td></tr> <tr><td>Q3 2020/21</td><td>280</td><td>300</td></tr> <tr><td>Q4 2020/21</td><td>330</td><td>350</td></tr> <tr><td>Q1 2021/22</td><td>120</td><td>120</td></tr> <tr><td>Q2 2021/22</td><td>260</td><td>260</td></tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2019/20	70	100	Q2 2019/20	170	200	Q3 2019/20	300	300	Q4 2019/20	400	400	Q1 2020/21	100	100	Q2 2020/21	200	200	Q3 2020/21	280	300	Q4 2020/21	330	350	Q1 2021/22	120	120	Q2 2021/22	260	260	<p>National: 584.0 for April to March 2019/20 (equivalent to 292 for April to September)</p> <p>South East: 526.5 for April to March 2019/20 (equivalent to 263.25 for April to September)</p>	<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>At the end of September, performance was at a rate of 259.3 (270 people). This is below the target of 263.3 per 100,000 (274 people) and broadly in line with past trends.</p> <p>Care homes not admitting people during the Covid-19 pandemic has led to some additional pent up demand once restrictions were relaxed, and admissions recommenced.</p>
Quarter	Quarters	Target (Quarters)																																					
Q1 2019/20	70	100																																					
Q2 2019/20	170	200																																					
Q3 2019/20	300	300																																					
Q4 2019/20	400	400																																					
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Q4 2020/21	330	350																																					
Q1 2021/22	120	120																																					
Q2 2021/22	260	260																																					
% of younger adults (aged 18-64) with a learning disability living in their own home or with friends/family	Aim to Maximise	76.9%	71.8%	<table border="1"> <caption>Data for % of younger adults (aged 18-64) with a learning disability living in their own home or with friends/family</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>65%</td><td>65%</td></tr> <tr><td>Q2 2019/20</td><td>75%</td><td>65%</td></tr> <tr><td>Q3 2019/20</td><td>72%</td><td>65%</td></tr> <tr><td>Q4 2019/20</td><td>74%</td><td>65%</td></tr> <tr><td>Q1 2020/21</td><td>75%</td><td>75%</td></tr> <tr><td>Q2 2020/21</td><td>75%</td><td>75%</td></tr> <tr><td>Q3 2020/21</td><td>78%</td><td>75%</td></tr> <tr><td>Q4 2020/21</td><td>76%</td><td>75%</td></tr> <tr><td>Q1 2021/22</td><td>77%</td><td>72%</td></tr> <tr><td>Q2 2021/22</td><td>77%</td><td>72%</td></tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2019/20	65%	65%	Q2 2019/20	75%	65%	Q3 2019/20	72%	65%	Q4 2019/20	74%	65%	Q1 2020/21	75%	75%	Q2 2020/21	75%	75%	Q3 2020/21	78%	75%	Q4 2020/21	76%	75%	Q1 2021/22	77%	72%	Q2 2021/22	77%	72%	<p>Bucks 73.7%, South East 71.8%, England 77.3% in 2019/20.</p>	<p>This indicator measures the proportion of all learning disability service users who are recorded as living in their own home or with their family. It is expressed as a percentage and is good to be high.</p> <p>Performance for Q2 is 76.9% at the end of September, and is above the target of 71.8%. There are 778 adults living independently out of 1,012 clients aged 18-64 with a learning disability.</p> <p>Due to the Covid-19 pandemic, several admissions to care homes were postponed and additional support in the community was offered to people. This may impact on performance later in the year.</p> <p>The supported living framework is now complete and launching in October 2021. This will improve Adult Social Care's supported living offer over the next 2 years by making additional specialist providers available.</p>
Quarter	Quarters	Target (Quarters)																																					
Q1 2019/20	65%	65%																																					
Q2 2019/20	75%	65%																																					
Q3 2019/20	72%	65%																																					
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Q4 2020/21	76%	75%																																					
Q1 2021/22	77%	72%																																					
Q2 2021/22	77%	72%																																					

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of adults in contact with secondary Mental Health Services (aged 18-69) living in their own home or with friends/family	Aim to Maximise	72%	52%		Bucks 37%, South East 52%, England 58% in 2019/20.	<p>This indicator measures the proportion of adults (below the age of 70) receiving secondary mental health services who were living in settled accommodation at the time of their most recent assessment, formal review or other multi-disciplinary care planning meeting. It is based on all NHS and Adult Social Care patients that are open to the Oxford Health Foundation Trust (OHFT) that live in the area covered by the Buckinghamshire Clinical Commissioning Group (CCG).</p> <p>The 72% outturn for this indicator relates to performance as at August 2021, where 835 adults were living in settled accommodation out of 1,165 adults in receipt of secondary mental health services. 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>Integrated mental health services support people who are receiving treatment to function independently, by helping them with their relationships, to live at home and to access local services. This indicator is reported in line with the national statutory definition, which counts patients that have assessed needs through the Care Programme Approach (CPA), where adults have care plans and receive services.</p>
% of successful alcohol treatment completions of those in treatment	Aim to Maximise	41.7%	37%		<p>37.9% (Q1 2021/22 England)</p> <p>39.5% (Q1 2021/22 South East region)</p> <p>34.5% (Q3 2020/21 mean of CIPFA peers)</p>	<p>This indicator measures the proportion of adults who have successfully completed alcohol treatment, expressed as a percentage of all receiving treatment. Performance is reported for Q1 because the data are a quarter in arrears.</p> <p>Performance in Q1 was 41.7% against a target of 37% which is benchmarked against the South East. Performance is over 2 percentage points higher than Q4.</p> <p>Number of successful completions 220 / Number in treatment 527 = 41.7%</p> <p>Q1 2021/22 performance is above the national performance of 37.9%</p>

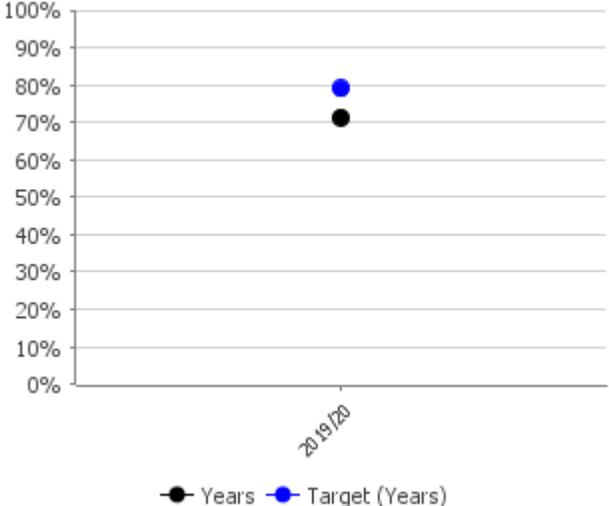
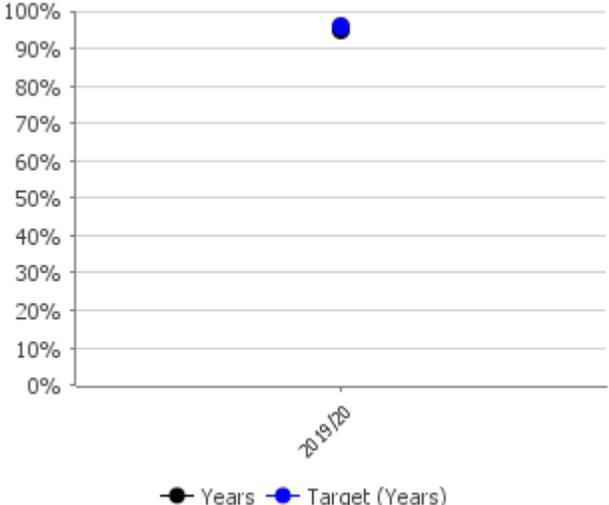
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of successful drug treatment completions of those in treatment	Aim to Maximise	16.3%	15.2%		<p>14.5% (Q1 2021/22 England)</p> <p>17.3% (Q1 2021/22 South East region)</p>	<p>This indicator measures the proportion of adults who have successfully completed drug treatment, expressed as a percentage of all receiving treatment. Performance is reported for Q1 because the data are a quarter in arrears.</p> <p>Performance in Q1 was 16.3% against a target of 15.2% which is benchmarked against the South East. Performance is over 1 percentage point higher than Q4.</p> <p>Number of successful completions 158 / Number in treatment 970 = 16.3%</p> <p>Q1 2021/22 performance is above the national performance of 14.5%</p>
% of those in most deprived quintiles (DQ 4/5) who have set a quit smoking date who have successfully quit at 4 weeks	Aim to Maximise	52%	50%		None available	<p>This indicator measures the number of people who have set a quit date and successfully quit at 4 weeks who live in the more deprived areas of Buckinghamshire, quintiles 4 and 5. This is important as smoking and the harm it causes are not evenly distributed across the population and is increasingly concentrated in more disadvantaged groups and the main contributor to health inequalities.</p> <p>Q2 data – similar numbers of people from the more deprived areas had set a quit date (92 in Q2, compared with 94 in Q1), but less people from the more deprived areas have quit (44 in Q2, compared to 60 in Q1).</p> <p>52% of all quitters in Buckinghamshire in Q2 are from deprivation quintiles 4 and 5 which is above the 50% target.</p>

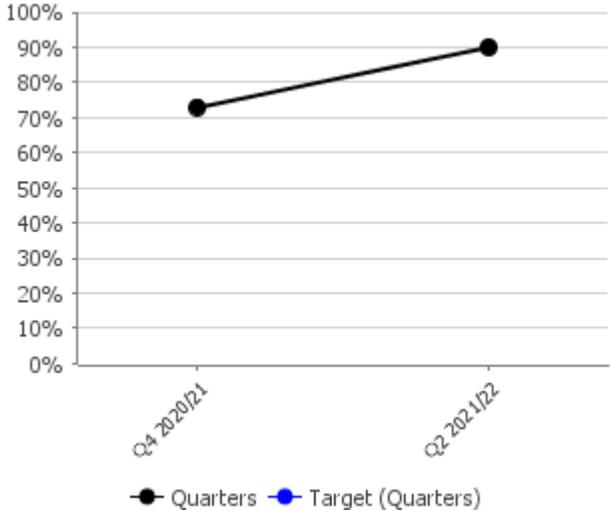
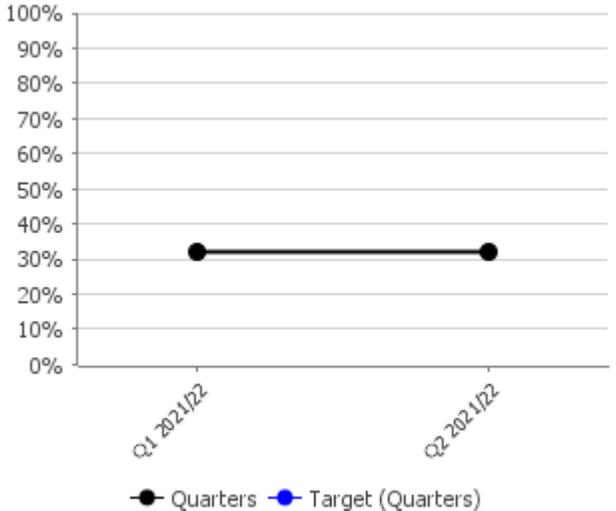
6. Health and Wellbeing Portfolio NO RAG

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PI	Aim To	Current Value	Trend Chart	Commentary												
% of people who use services who have control over their daily life	Aim to Maximise		 <table border="1"> <caption>Data for % of people who use services who have control over their daily life</caption> <thead> <tr> <th>Year</th> <th>Target (%)</th> <th>Actual (%)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>80</td> <td>80</td> </tr> <tr> <td>2019/20</td> <td>80</td> <td>78</td> </tr> <tr> <td>2020/21</td> <td>80</td> <td>75</td> </tr> </tbody> </table>	Year	Target (%)	Actual (%)	2018/19	80	80	2019/20	80	78	2020/21	80	75	<p>This is an annual indicator which will be reported at Q3.</p> <p>This indicator measures the proportion 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 expressed as a percentage. It is good to be high.</p> <p>Data for this indicator is captured by the annual survey of people supported by adult social care, conducted during January to March 2021.</p>
Year	Target (%)	Actual (%)														
2018/19	80	80														
2019/20	80	78														
2020/21	80	75														
Overall satisfaction (%) of people who use services with their care and support	Aim to Maximise		 <table border="1"> <caption>Data for Overall satisfaction (%) of people who use services with their care and support</caption> <thead> <tr> <th>Year</th> <th>Target (%)</th> <th>Actual (%)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>65</td> <td>60</td> </tr> <tr> <td>2019/20</td> <td>65</td> <td>60</td> </tr> <tr> <td>2020/21</td> <td>65</td> <td>65</td> </tr> </tbody> </table>	Year	Target (%)	Actual (%)	2018/19	65	60	2019/20	65	60	2020/21	65	65	<p>This is an annual indicator which will be reported at 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>Data for this indicator is captured by the annual survey of people supported by adult social care, conducted during January to March 2021.</p>
Year	Target (%)	Actual (%)														
2018/19	65	60														
2019/20	65	60														
2020/21	65	65														

PI	Aim To	Current Value	Trend Chart	Commentary												
% of service users who say those services make them feel safe and secure (annual)	Aim to Maximise		<table border="1"> <caption>Trend Chart Data: % of service users who feel safe and secure</caption> <thead> <tr> <th>Year</th> <th>Years (Actual)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>79%</td> <td>85%</td> </tr> <tr> <td>2019/20</td> <td>85%</td> <td>85%</td> </tr> <tr> <td>2020/21</td> <td>85%</td> <td>87%</td> </tr> </tbody> </table>	Year	Years (Actual)	Target (Years)	2018/19	79%	85%	2019/20	85%	85%	2020/21	85%	87%	<p>This is an annual indicator which will be reported at Q3.</p> <p>This indicator measures the proportion 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, expressed as a percentage and is good to be high.</p> <p>Data for this indicator is captured by the annual survey of people supported by adult social care, conducted during January to March 2021.</p>
Year	Years (Actual)	Target (Years)														
2018/19	79%	85%														
2019/20	85%	85%														
2020/21	85%	87%														
% of older people discharged from hospital into reablement / rehabilitation services who are still in their own home 91 days after discharge	Aim to Maximise		<table border="1"> <caption>Trend Chart Data: % of older people discharged from hospital into reablement/rehabilitation services who are still in their own home 91 days after discharge</caption> <thead> <tr> <th>Year</th> <th>Years (Actual)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>67%</td> <td>75%</td> </tr> <tr> <td>2019/20</td> <td>72%</td> <td>75%</td> </tr> <tr> <td>2020/21</td> <td>77%</td> <td>75%</td> </tr> </tbody> </table>	Year	Years (Actual)	Target (Years)	2018/19	67%	75%	2019/20	72%	75%	2020/21	77%	75%	<p>This is an annual indicator which will be reported at Q3.</p> <p>The indicator measures the proportion 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 expressed as a percentage and is good to be high.</p> <p>Performance reported covers hospital discharges from October to December 2020, which will be released by NHS Digital in December 2021.</p>
Year	Years (Actual)	Target (Years)														
2018/19	67%	75%														
2019/20	72%	75%														
2020/21	77%	75%														

PI	Aim To	Current Value	Trend Chart	Commentary						
% people that live independently after receiving short term services.	Aim to Maximise		 <table border="1" data-bbox="674 185 1283 691"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Category</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Years</td> <td>72</td> </tr> <tr> <td>Target (Years)</td> <td>80</td> </tr> </tbody> </table>	Category	Value (%)	Years	72	Target (Years)	80	<p>This is an annual indicator which will be reported at Q3.</p> <p>This indicator is based on all Adult Social Care clients that received the home independence (reablement) service, and measures the proportion of people that did not require a long-term Adult Social Care service after receiving the reablement service. It is expressed as a percentage and is good to be high.</p>
Category	Value (%)									
Years	72									
Target (Years)	80									
% of safeguarding enquiries where personal outcomes were fully or partially achieved (where expressed).	Aim to Maximise		 <table border="1" data-bbox="674 707 1283 1212"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Category</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Years</td> <td>95</td> </tr> <tr> <td>Target (Years)</td> <td>98</td> </tr> </tbody> </table>	Category	Value (%)	Years	95	Target (Years)	98	<p>This is an annual indicator which will be reported at Q3.</p> <p>This indicator measures the proportion 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 expressed as a percentage and is good to be high.</p> <p>Data for this indicator is captured by the annual safeguarding adults collection which is a statutory return, and the 2020/21 outturn will be released by NHS Digital in December 2021.</p>
Category	Value (%)									
Years	95									
Target (Years)	98									

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	90%	 <table border="1"> <caption>Data for % of young people whose Adult Social Care Assessment was completed before they turned 18 years old</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2020/21</td> <td>73</td> <td>90</td> </tr> <tr> <td>Q2 2021/22</td> <td>90</td> <td>90</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q4 2020/21	73	90	Q2 2021/22	90	90	<p>This indicator measures the proportion of clients that turned 18 in the period, that had an Adult Social Care assessment prior to their 18th birthday. It is expressed as a percentage and is good to be high.</p> <p>Performance for Q2 is 90% at the end of September, where 19 out of the 21 young people transitioning into adult services were assessed by the 0-24 service before they turned 18.</p>
Quarter	Quarters (%)	Target (Quarters) (%)											
Q4 2020/21	73	90											
Q2 2021/22	90	90											
% of long term clients who are supported by a carer	Aim to Maximise	32%	 <table border="1"> <caption>Data for % of long term clients who are supported by a carer</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>32</td> <td>32</td> </tr> <tr> <td>Q2 2021/22</td> <td>32</td> <td>32</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2021/22	32	32	Q2 2021/22	32	32	<p>This indicator measures the proportion of long-term clients receiving Adult Social Care services that have an identified carer linked to their care. It is expressed as a percentage and is good to be high.</p> <p>Performance for Q2 is 32% at the end of September. Of the 3,838 people in receipt of long-term community-based services, 1,228 are supported by a carer.</p> <p>The restructuring of the social work teams, now aligned to geographical areas within Buckinghamshire, will enable more localised support to be provided to people who receive services in the community. This localised support will help people and carers to remain independent in the community for longer.</p> <p>Social Workers are continuing to ensure that all service users carers are recorded in the Adult Social Care case management system.</p>
Quarter	Quarters (%)	Target (Quarters) (%)											
Q1 2021/22	32	32											
Q2 2021/22	32	32											



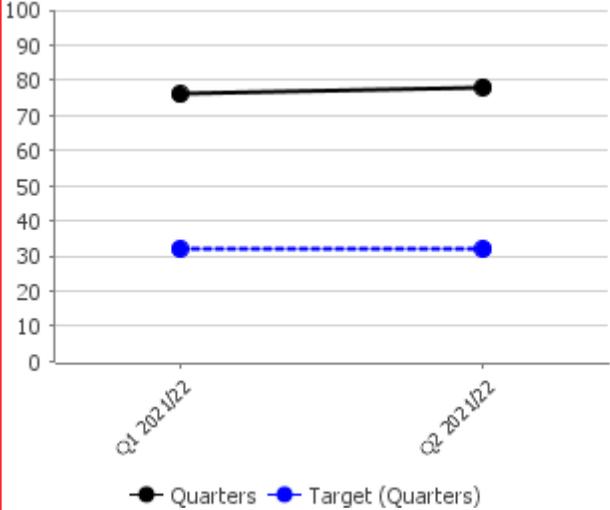
Housing, Homelessness and Regulatory Services Portfolio

Cllr Nick Naylor



7. Housing, Homelessness and Regulatory Services Portfolio RED

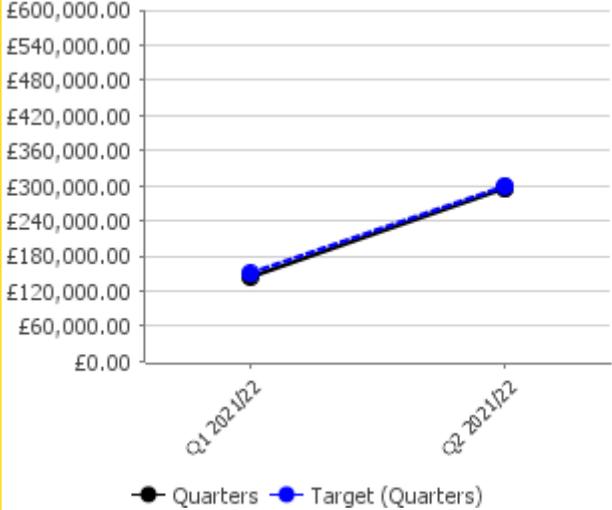
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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Number of households living in temporary accommodation for over 12 months	Aim to Minimise	78	32	 <p>Legend: ● Quarters ● Target (Quarters)</p>	Based on previous performance of 32 in Q4 2019/20	<p>This is a snapshot at the end of each quarter to show the number of households who have been living in temporary accommodation for over 12 months.</p> <p>At the end of Q2 there were 78 households who had been living in temporary accommodation for over 12 months. This is higher (worse) than the target of 32. This is an increase from Q1 where there were 76 households living in temporary accommodation for over 12 months. Numbers have increased since previous years due to a change in how they are recorded, as such we might need to review the target (previous quarters no longer displayed as not comparable with the current year).</p> <p>The high figure is due to a number of people needing one bedroom or three/four bedroom accommodation where demands for this type of accommodation is very high.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • 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	52%	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> </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	Based on previous performance of 28% in Q4 2020/21	<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 Q2 52% of decisions took longer than 56 days. This is longer than (worse than) the target of 40%, but is an improvement on Q1, where 57.7% of decisions took longer than 56 days. This Q2 figure relates to 222 decisions made on households who were homeless.</p> <p>The reason for not achieving the target is because the Housing Service has been focussed on preventing people from becoming homeless (247 households), thus reducing the number of people needing temporary accommodation, and improving outcomes for residents. Furthermore, this service has been experiencing additional pressures due to Covid-19 discretionary placements, as well as 834 new applications for housing advice over this period.</p> <p>Homelessness is a statutory service. It is not possible to predict the number of people who will require advice from the service. The moratorium on evictions has ended, which has caused an uplift in homelessness approaches by residents. The widening of the homelessness 'priority need' definition to now include 'single persons who are victims of DVA' (previously they were only accepted for a homelessness duty, if they were also assessed as being vulnerable), has meant that we are also now accepting homelessness duty more often, rather than there being an increase in the total number of DVA related applications.</p> <p>The focus of the housing service is to try and prevent people from becoming homeless, and due to the current number of cases or approaches to the service, timescales for making homelessness decisions have slipped.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> The Housing Service is working on improving timescales with stronger performance monitoring.
Quarter	Quarters (%)	Target (Quarters) (%)																						
Q2 2020/21	60	40																						
Q3 2020/21	42	40																						
Q4 2020/21	28	40																						
Q1 2021/22	58	40																						
Q2 2021/22	52	40																						

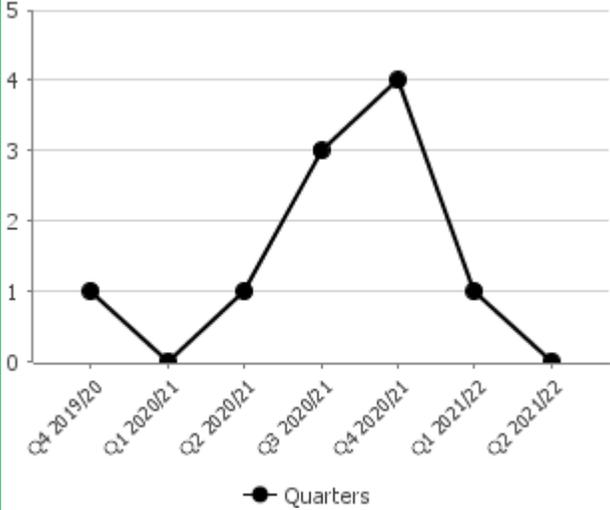
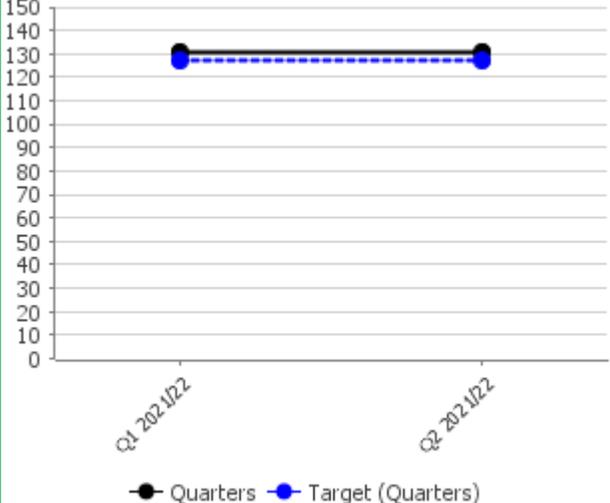
7. Housing, Homelessness and Regulatory Services Portfolio AMBER

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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Financial impact on residents as a result of scams intervention	Aim to Maximise	£294,000.00	£300,000.00		Based on previous performance £598,933.12 in 2020/21	<p>This indicator reports on the financial impact on residents as a result of scams intervention (direct & future savings).</p> <p>The Q1 outturn was slightly below target with savings at £144,953 against a target of £150,000 per quarter. Q2 is a forecast outturn awaiting confirmation of the final data for the period.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> The team are piloting the use of door technology to prevent doorstep fraud and to improve dwellers' wellbeing and safety at home.

7. Housing, Homelessness and Regulatory Services Portfolio GREEN

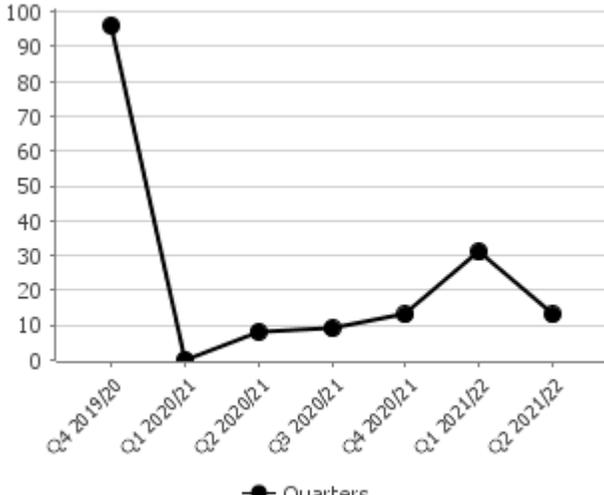
Generated on: 01 November 2021

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	0	0	 <table border="1"> <caption>Trend Chart Data (Q1 2021/22 onwards)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>1</td> </tr> <tr> <td>Q2 2021/22</td> <td>0</td> </tr> </tbody> </table>	Quarter	Value	Q1 2021/22	1	Q2 2021/22	0	Based on previous performance of 0 in 2019/20	<p>This is a snapshot at the end of the quarter to show the numbers of applicants for housing with/expecting children who have been in non-self-contained Bed & Breakfast (B&B) accommodation for longer than 6 weeks.</p> <p>For Q2 there are no applicants in B&B accommodation for longer than 6 weeks. This is an improvement from Q1 where one family had been in non self-contained B&B accommodation for longer than 6 weeks, but has now been allocated accommodation.</p>		
Quarter	Value													
Q1 2021/22	1													
Q2 2021/22	0													
Number of businesses registered as primary authorities	Aim to Maximise	131	127	 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>131</td> </tr> <tr> <td>Q2 2021/22</td> <td>131</td> </tr> <tr> <td>Target (Quarters)</td> <td>127</td> </tr> </tbody> </table>	Quarter	Value	Q1 2021/22	131	Q2 2021/22	131	Target (Quarters)	127	Based on previous performance of 127 in 2020/21.	<p>This indicator measures the number of businesses registered as primary authorities to receive tailored advice on meeting environmental health, trading standards or fire safety regulations through a single point of contact at a local authority.</p> <p>This is a forecast result, based on the position to mid August and will be updated when additional data is available but the direction of travel is reported to be positive and stable for the year.</p>
Quarter	Value													
Q1 2021/22	131													
Q2 2021/22	131													
Target (Quarters)	127													

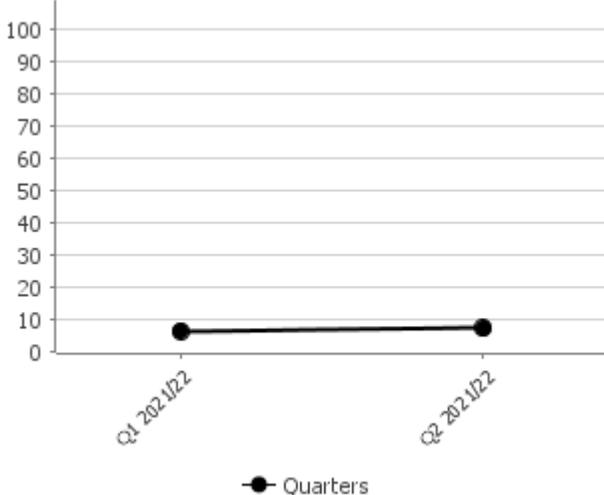
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
95% of customers rating the Registration Service as good or excellent	Aim to Maximise	99%	95%	<p>The chart displays a vertical axis from 0% to 100% in 10% increments. A horizontal line is drawn at the 95% target level. A single data point for 'H1 2021/22' is plotted at 99%, represented by a black dot with a vertical error bar. A blue dot at the 95% target level is also shown. A legend at the bottom identifies the black dot as 'Half Years' and the blue dot as 'Target (Half Years)'.</p>	Based on previous performance of 95% in Q4 2020/21	<p>This indicator measures the number of customers rating the Registration service as good or excellent. This is measured on a half year basis in Q2 and Q4.</p> <p>For 2021/22 Q2 99% of customers rated the service as good or excellent. 115 customers responded via customer survey cards covering births, deaths and ceremonies. 6 rated the service as fair, 1 poor and 108 excellent. This was a slight increase from 98% in the previous period.</p>

7. Housing, Homelessness and Regulatory Services Portfolio NO RAG

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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	13	 <table border="1" data-bbox="672 430 1276 925"> <caption>Interventions Completed Data</caption> <thead> <tr> <th>Quarter</th> <th>Interventions Completed</th> </tr> </thead> <tbody> <tr> <td>Q4 2019/20</td> <td>95</td> </tr> <tr> <td>Q1 2020/21</td> <td>0</td> </tr> <tr> <td>Q2 2020/21</td> <td>8</td> </tr> <tr> <td>Q3 2020/21</td> <td>9</td> </tr> <tr> <td>Q4 2020/21</td> <td>13</td> </tr> <tr> <td>Q1 2021/22</td> <td>31</td> </tr> <tr> <td>Q2 2021/22</td> <td>13</td> </tr> </tbody> </table>	Quarter	Interventions Completed	Q4 2019/20	95	Q1 2020/21	0	Q2 2020/21	8	Q3 2020/21	9	Q4 2020/21	13	Q1 2021/22	31	Q2 2021/22	13	<p>This indicator originally reported on interventions completed during the quarter, against the total due in the annual inspection plan of food premises (A-D rated premises). The inspection programme has been superseded by the FSA Recovery roadmap to address the high number of new business registrations received during 2020/21 and the inability for local authorities to undertake their programmed inspections in 2020/21 due to Covid-19 restrictions.</p> <p>The roadmap sets out a plan of prioritised interventions through to March 2023, targeting high risk new businesses and category A food businesses by end of March 2022 and category B – D food businesses by end of March 2023. Local authorities are requested to follow the recovery roadmap.</p> <p>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 and in Q2 there were 13 interventions.</p> <p>The reduction in the number of interventions in Q2 corresponds to the introduction of the FSA recovery roadmap, the focus on triaging of new food businesses and the implementation of the FSA priorities.</p>
Quarter	Interventions Completed																			
Q4 2019/20	95																			
Q1 2020/21	0																			
Q2 2020/21	8																			
Q3 2020/21	9																			
Q4 2020/21	13																			
Q1 2021/22	31																			
Q2 2021/22	13																			

PI	Aim To	Current Value	Trend Chart	Commentary														
Number of unrated premises which are awaiting an inspection and are trading	Aim to Minimise	781	<table border="1"> <caption>Unrated Premises - Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>180</td> </tr> <tr> <td>Q2 2020/21</td> <td>360</td> </tr> <tr> <td>Q3 2020/21</td> <td>450</td> </tr> <tr> <td>Q4 2020/21</td> <td>540</td> </tr> <tr> <td>Q1 2021/22</td> <td>780</td> </tr> <tr> <td>Q2 2021/22</td> <td>720</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	780	Q2 2021/22	720	<p>This indicator reports on the number of new inspections required during the year, and unrated premises which are trading, which are added to the team's work programme.</p> <p>The Food Standards Agency (FSA) has implemented a recovery roadmap to address the high number of new business registrations received during 2020/21 and the inability for local authorities to undertake their programmed inspections in 2020/21 due to Covid-19 restrictions. The roadmap sets out a plan of prioritised interventions through to March 2023, targeting high risk new businesses.</p> <p>As a consequence, funding has been secured from the FSA to employ staff to triage the current list of new businesses in order to help prioritise those that pose the greatest risk and which will be prioritised for inspection. The figures presented represent the progress in reducing this backlog from an initial figure of 970. However during this period an additional 86 have been received which will also need to be triaged during Q3.</p>
Quarter	Value																	
Q1 2020/21	180																	
Q2 2020/21	360																	
Q3 2020/21	450																	
Q4 2020/21	540																	
Q1 2021/22	780																	
Q2 2021/22	720																	
Number of cremations carried out per year	Aim to Maximise		<table border="1"> <caption>Cremations Carried Out - Annual Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Years</td> <td>0</td> </tr> <tr> <td>Target (Years)</td> <td>0</td> </tr> </tbody> </table>	Year	Value	Years	0	Target (Years)	0	<p>This is an annual measure, no data expected this quarter.</p>								
Year	Value																	
Years	0																	
Target (Years)	0																	

PI	Aim To	Current Value	Trend Chart	Commentary
% of taxi licences suspended/revoked versus licences in force	Aim to Minimise	7.2	 <p>The chart is a line graph with a vertical y-axis labeled from 0 to 100 in increments of 10. The horizontal x-axis has two points labeled 'Q1 2021/22' and 'Q2 2021/22'. A single data series, represented by a black line with circular markers at each point, shows values of approximately 6.4% for Q1 and 7.2% for Q2. A legend below the chart shows a black circle followed by the text 'Quarters'.</p>	<p>This indicator measures the % of taxi licences suspended/revoked versus those in force. This gives an indication of compliance and of the level of formal enforcement activity being carried out</p> <p>In Q1 6.4% of licences in force were suspended or revoked (338) and in Q2 the percentage was 7.2% (382).</p> <p>Licences are suspended or revoked where there is non-compliance with policy requirements.</p> <p>In Q1 88% of the licences suspended or revoked were vehicle licences and in Q2 this figure was 86%. Licensed vehicles that fail to pass a taxi MOT and compliance test are routinely suspended until the vehicle has satisfactorily met the test standard.</p> <p>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>



Planning and Regeneration Portfolio

Cllr Gareth Williams



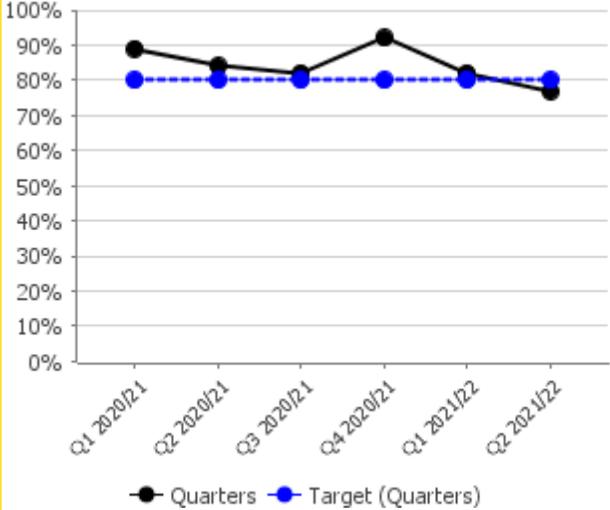
9. Planning and Regeneration Portfolio RED

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PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
% of enforcement appeals allowed	Aim to Minimise	25%	20%	<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>0%</td> <td>20%</td> </tr> <tr> <td>Q2 2020/21</td> <td>0%</td> <td>20%</td> </tr> <tr> <td>Q3 2020/21</td> <td>50%</td> <td>20%</td> </tr> <tr> <td>Q4 2020/21</td> <td>0%</td> <td>20%</td> </tr> <tr> <td>Q1 2021/22</td> <td>0%</td> <td>20%</td> </tr> <tr> <td>Q2 2021/22</td> <td>25%</td> <td>20%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	0%	20%	Q2 2020/21	0%	20%	Q3 2020/21	50%	20%	Q4 2020/21	0%	20%	Q1 2021/22	0%	20%	Q2 2021/22	25%	20%	Based on previous performance of 0% in 2020/21.	<p>This indicator measures the percentage of enforcement appeals that the Planning Inspectorate allows.</p> <p>In Q1 no appeals were allowed. In Q2 25% (one of four) appeals were allowed - as a split decision was issued (allowing part of the appeal) and 75% of other appeals were dismissed.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • We will continue to monitor. As per the commentary above % results on this measure are affected by low numbers of appeals.
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2020/21	0%	20%																									
Q2 2020/21	0%	20%																									
Q3 2020/21	50%	20%																									
Q4 2020/21	0%	20%																									
Q1 2021/22	0%	20%																									
Q2 2021/22	25%	20%																									

9. Planning and Regeneration Portfolio AMBER

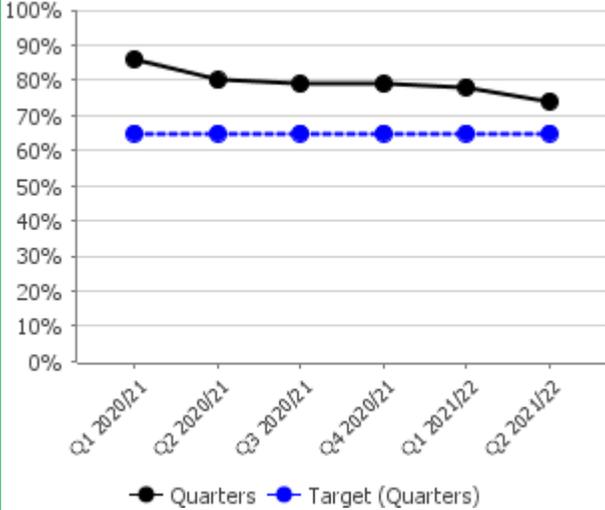
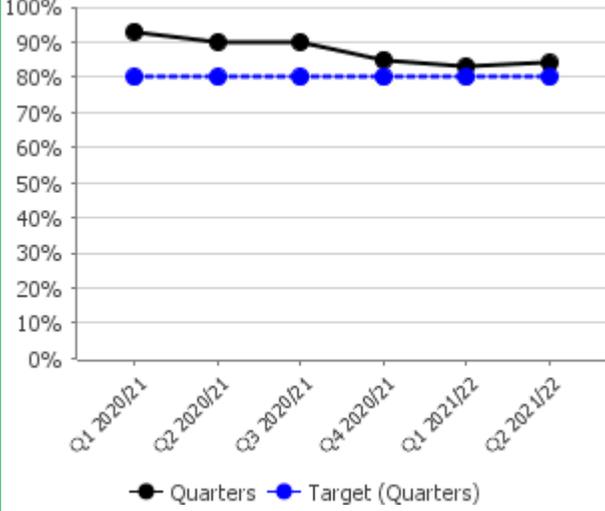
Generated on: 01 November 2021

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	77%	80%	 <p>The trend chart displays the percentage of major planning approvals determined within 13 weeks or an agreed extension of time over six quarters. The y-axis represents the percentage from 0% to 100%. The x-axis lists the quarters from Q1 2020/21 to Q2 2021/22. A solid black line with circular markers represents the 'Quarters' performance, and a dashed blue line with circular markers represents the 'Target (Quarters)'. The target is consistently set at 80%. The performance starts at 90% in Q1 2020/21, drops to 82% in Q2 2020/21, rises to 82% in Q3 2020/21, peaks at 92% in Q4 2020/21, falls to 80% in Q1 2021/22, and ends at 77% in Q2 2021/22.</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 2020/21</td> <td>90%</td> <td>80%</td> </tr> <tr> <td>Q2 2020/21</td> <td>82%</td> <td>80%</td> </tr> <tr> <td>Q3 2020/21</td> <td>82%</td> <td>80%</td> </tr> <tr> <td>Q4 2020/21</td> <td>92%</td> <td>80%</td> </tr> <tr> <td>Q1 2021/22</td> <td>80%</td> <td>80%</td> </tr> <tr> <td>Q2 2021/22</td> <td>77%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	90%	80%	Q2 2020/21	82%	80%	Q3 2020/21	82%	80%	Q4 2020/21	92%	80%	Q1 2021/22	80%	80%	Q2 2021/22	77%	80%	Based on previous performance 92% in Q4 2020/21.	<p>This indicator measures the percentage of major planning approvals determined in 13 weeks, or within agreed extension of time.</p> <p>Performance in Q1 was 82%, above the 80% target. Q2 performance has dropped by 5% to 77%, 3% below target. This is a forecast outturn, and some further cross checks are needed to be certain that final figures are correct. These will be done for the reporting on the DELTA returns to Government and final figures will be provided in the next quarter.</p> <p>Despite an increase in the rate at which applications are being determined, we have been unable to reach our target due to the sheer volume of applications received. Major applications are by their very nature often very complex applications to resolve.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> The Team are exploring ways to temporarily increase resource, including retaining consultants whilst continuing to recruit permanent staff, developing a list of agents and contractors who are able to provide support to manage peaks in demand and bringing officers back into the office to provide additional support on complex cases.
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2020/21	90%	80%																									
Q2 2020/21	82%	80%																									
Q3 2020/21	82%	80%																									
Q4 2020/21	92%	80%																									
Q1 2021/22	80%	80%																									
Q2 2021/22	77%	80%																									

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
% of Building Control applications checked within 21 days	Aim to Maximise	87.74%	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 2020/21</td> <td>95</td> <td>90</td> </tr> <tr> <td>Q2 2020/21</td> <td>82</td> <td>90</td> </tr> <tr> <td>Q3 2020/21</td> <td>80</td> <td>90</td> </tr> <tr> <td>Q4 2020/21</td> <td>85</td> <td>90</td> </tr> <tr> <td>Q1 2021/22</td> <td>84</td> <td>90</td> </tr> <tr> <td>Q2 2021/22</td> <td>87.74</td> <td>90</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	95	90	Q2 2020/21	82	90	Q3 2020/21	80	90	Q4 2020/21	85	90	Q1 2021/22	84	90	Q2 2021/22	87.74	90	Based on previous performance 85% in Q4 2020/21.	<p>This indicator measures the percentage of building regulation applications checked or determined within 21 days of the application being validated.</p> <p>The percentage of plans checked within 21 days in Q2 is 87.74%, below the target level (90%). This performance demonstrates improvements on Q4 2020/21 (85.25%) and Q1 (84.01%). The Q1 performance is due to five vacant Surveyor posts yet to be filled, and staff annual leave during the quarter resulting in a reduction in the number of officers available.</p> <p>Market share is another useful measure of performance for this service, as it measures the number of applications dealt with by Buckinghamshire Council Building Control against the number of applications dealt with by private sector building control, as a percentage. Q2 Market Share is recorded as 73.7% which is exceeding our target of 70%.</p> <p>The target for Building Control applications set is high in order to drive performance, recognising that Building Control operates in a competitive market.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> An additional agency surveyor is being recruited to assist with the workloads.
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2020/21	95	90																									
Q2 2020/21	82	90																									
Q3 2020/21	80	90																									
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Q1 2021/22	84	90																									
Q2 2021/22	87.74	90																									

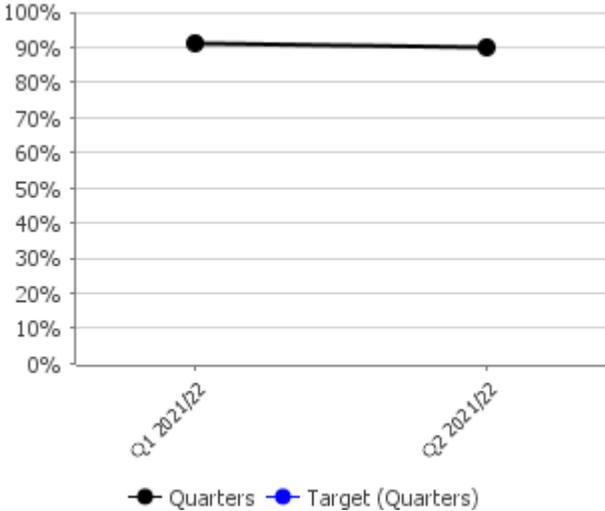
9. Planning and Regeneration Portfolio GREEN

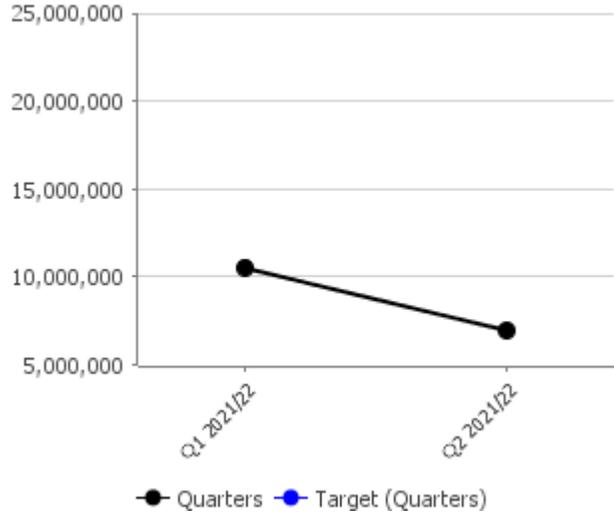
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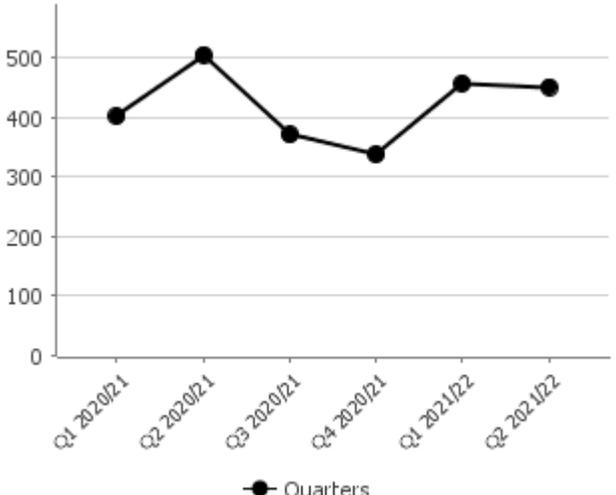
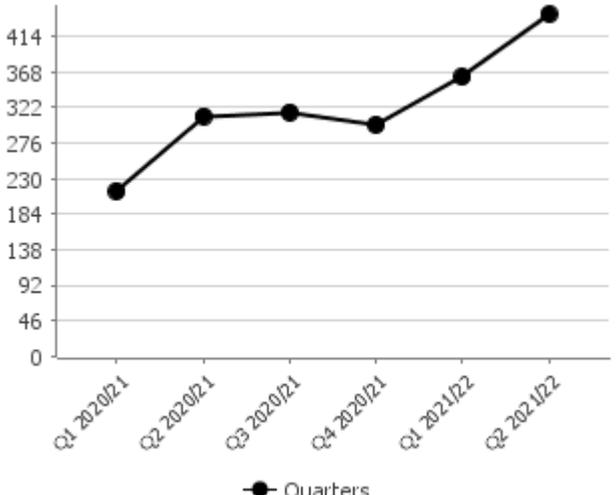
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of minor planning applications determined in 8 weeks, or with agreed extension of time	Aim to Maximise	74%	65%		Based on previous performance 79% in Q4 2020/21.	<p>This indicator measures percentage of "minor" planning applications determined in 8 weeks, or within agreed extensions of time.</p> <p>Performance in Q1 was 78% of minor applications being determined in 8 weeks. In Q2 performance was 74%, 4% down on the previous quarter, but exceeding the target by 9%.</p> <p>This is a forecast outturn, and some further cross checks are needed to be certain that the final figures are correct. These will be done for the reporting on the DELTA returns to Government and final figures will be provided in the next quarter.</p> <p>Workload for the planning team has increased by 40-45% in the current financial year and this accounts for the slightly lower outturn.</p>
% of other applications determined in 8 weeks, or with agreed extension of time	Aim to Maximise	84%	80%		Based on previous performance 85% in Q4 2020/21	<p>This indicator measures the percentage of other applications determined in 8 weeks, or within agreed extensions of time.</p> <p>Q1 performance was 83% of other applications determined in 8 weeks and Q2 performance 84%, an improvement on the previous quarter, and exceeding the target by 4%.</p> <p>This is a forecast outturn and some further cross checks are needed to be certain that the final figures are correct. These will be done for the reporting on the DELTA returns to Government and final figures will be provided in the next quarter.</p> <p>Workload for the planning team has increased by 40-45% in the current financial year and this accounts for the slightly lower outturn than in 2020/21.</p>

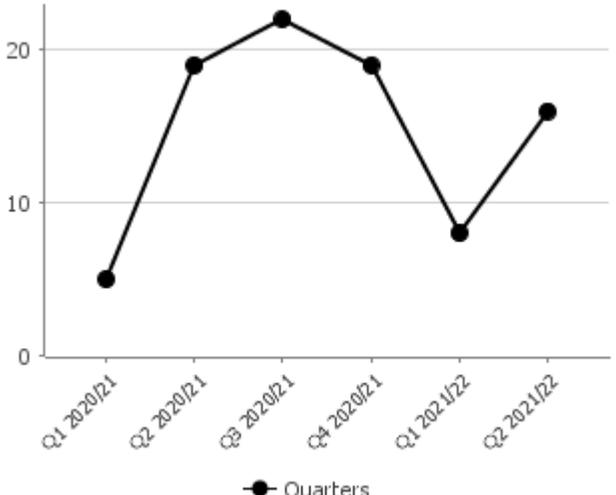
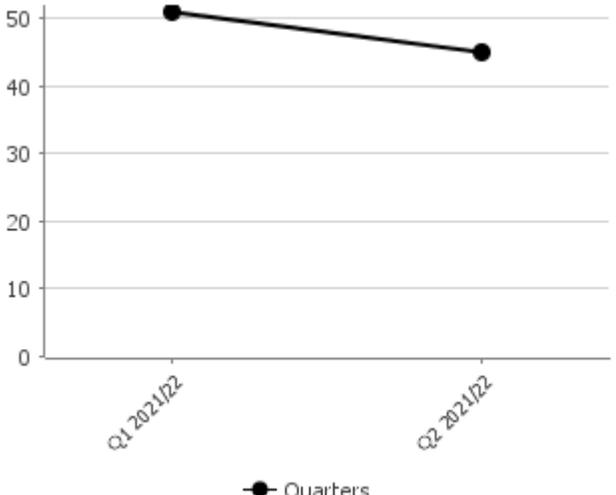
9. Planning and Regeneration Portfolio NO RAG

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PI	Aim To	Current Value	Trend Chart	Commentary								
Town centre occupancy rate	Aim to Maximise	90%	 <p>The chart displays the occupancy rate for town centre premises over two quarters. The Y-axis represents the percentage of occupied premises, ranging from 0% to 100% in 10% increments. The X-axis shows Q1 2021/22 and Q2 2021/22. A horizontal line at 90% represents the target. The actual occupancy rate for both quarters is 91%, indicated by black dots connected by a line. A blue dot on the 90% line represents the target.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Occupancy Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>91%</td> </tr> <tr> <td>Q2 2021/22</td> <td>91%</td> </tr> <tr> <td>Target (Quarters)</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Occupancy Rate (%)	Q1 2021/22	91%	Q2 2021/22	91%	Target (Quarters)	90%	<p>This indicator measures the number of 'high street' premises that are occupied across the following towns in Buckinghamshire and monitoring new business openings and closures.</p> <p>This is a new metric developed in response to monitoring requirements of the Government's European Regional Development Fund 'Welcome Back Fund' and focuses on retail and hospitality 're-openings' on our high streets following lockdown.</p> <p>The pre-pandemic baseline position for 'high street' occupancy across the monitored towns was 93.7% (n = 2,283 premises of which 2,139 were open) and currently stands at 91% (2,078 open) very slightly lower than in Q1 91.2% (2,082 open).</p> <p>The top three highest 'open high street business' rates are for Amersham on-the-Hill (98.1%), Beaconsfield New Town (96.2%) and Wendover (95.7%). The lower rates are Amersham Old Town (87.5%), High Wycombe (86.2%) and Great Missenden (83.9% - small base number of premises).</p>
Quarter	Occupancy Rate (%)											
Q1 2021/22	91%											
Q2 2021/22	91%											
Target (Quarters)	90%											

PI	Aim To	Current Value	Trend Chart	Commentary									
Town Centre footfall	Aim to Maximise	6,943,501	 <table border="1" data-bbox="667 363 1281 877"> <caption>Town Centre Footfall Data</caption> <thead> <tr> <th>Quarter</th> <th>Footfall (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>~10,500,000</td> <td>-</td> </tr> <tr> <td>Q2 2021/22</td> <td>~7,000,000</td> <td>-</td> </tr> </tbody> </table>	Quarter	Footfall (Quarters)	Target (Quarters)	Q1 2021/22	~10,500,000	-	Q2 2021/22	~7,000,000	-	<p>This indicator captures modelled footfall data at the level of place for the key high street and town areas. This is a new data set purchased using the Government's European Regional Development Fund 'Welcome Back Fund' for monitoring and review purposes of high street areas (a requirement under the fund). The data is provided from 'Town and Place AI' and footfall is derived and modelled using AI from anonymised mobile device data.</p> <p>Data has a month lag and because we do not have pre-pandemic data to look back at and model from, it is not possible to 'forecast' the lag month in each quarter's report. Q2 is therefore July and August data only.</p> <p>In Q1 2020/21 we were emerging out of lockdown with non-essential retail reopening and people starting to come back to the high street.</p> <p>Compared to 2020/21 in Q1 this year we have seen increases of 47.7% overall for the monitored towns. Wendover and Beaconsfield Old Town have shown a decrease comparing Q1 to Q1, which is likely to reflect changes in work location – a trend that has continued when comparing Q2 to date.</p> <p>Footfall changes from Q2 2020/21 to this year show a decline overall of 12.8% which could be reflective of a change in work place patterns and also the opening up of foreign travel once more – although without pre-Covid-19 data to cover a 'usual' summer season, we are not able to properly reflect whether this is the norm for these towns or not.</p> <p>Only Aylesbury (14.1% - 145,857 more visits) and High Wycombe (0.9% - 11,972 more visits) have shown an increase in footfall compared to the same period last year:</p>
Quarter	Footfall (Quarters)	Target (Quarters)											
Q1 2021/22	~10,500,000	-											
Q2 2021/22	~7,000,000	-											

PI	Aim To	Current Value	Trend Chart	Commentary														
Number of enforcement cases logged	Aim to Maximise	451	 <table border="1" data-bbox="672 183 1288 678"> <caption>Number of new planning enforcement cases received and logged</caption> <thead> <tr> <th>Quarter</th> <th>Number of Cases</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>400</td> </tr> <tr> <td>Q2 2020/21</td> <td>500</td> </tr> <tr> <td>Q3 2020/21</td> <td>375</td> </tr> <tr> <td>Q4 2020/21</td> <td>340</td> </tr> <tr> <td>Q1 2021/22</td> <td>460</td> </tr> <tr> <td>Q2 2021/22</td> <td>451</td> </tr> </tbody> </table>	Quarter	Number of Cases	Q1 2020/21	400	Q2 2020/21	500	Q3 2020/21	375	Q4 2020/21	340	Q1 2021/22	460	Q2 2021/22	451	<p>This indicator records the number of new planning enforcement cases received and logged on the Council database. This reflects the cases where an alleged breach of planning control is received and where some form of investigation is required. It excludes any non-planning matters received.</p> <p>In Q1 457 cases were logged and in Q2 451 cases were logged. These number are always subject to seasonal and other fluctuations. So far this year the number of cases being logged has increased by 23%.</p>
Quarter	Number of Cases																	
Q1 2020/21	400																	
Q2 2020/21	500																	
Q3 2020/21	375																	
Q4 2020/21	340																	
Q1 2021/22	460																	
Q2 2021/22	451																	
Number of enforcement cases closed	Aim to Maximise	443	 <table border="1" data-bbox="672 697 1288 1192"> <caption>Number of enforcement cases closed</caption> <thead> <tr> <th>Quarter</th> <th>Number of Cases</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>200</td> </tr> <tr> <td>Q2 2020/21</td> <td>322</td> </tr> <tr> <td>Q3 2020/21</td> <td>322</td> </tr> <tr> <td>Q4 2020/21</td> <td>300</td> </tr> <tr> <td>Q1 2021/22</td> <td>368</td> </tr> <tr> <td>Q2 2021/22</td> <td>443</td> </tr> </tbody> </table>	Quarter	Number of Cases	Q1 2020/21	200	Q2 2020/21	322	Q3 2020/21	322	Q4 2020/21	300	Q1 2021/22	368	Q2 2021/22	443	<p>This indicator measures the number of enforcement cases that were closed in the period.</p> <p>Q1 362 and Q2 443 enforcement cases were closed. Where appropriate, the team are making an effort to close off cases as quickly as possible. Between Q1 and Q2 an extra 81 cases were closed.</p>
Quarter	Number of Cases																	
Q1 2020/21	200																	
Q2 2020/21	322																	
Q3 2020/21	322																	
Q4 2020/21	300																	
Q1 2021/22	368																	
Q2 2021/22	443																	

PI	Aim To	Current Value	Trend Chart	Commentary														
Number of enforcement notices issued	Aim to Maximise	16	 <table border="1" data-bbox="672 183 1288 678"> <caption>Enforcement Notices Issued by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Number of Notices</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>5</td> </tr> <tr> <td>Q2 2020/21</td> <td>19</td> </tr> <tr> <td>Q3 2020/21</td> <td>22</td> </tr> <tr> <td>Q4 2020/21</td> <td>19</td> </tr> <tr> <td>Q1 2021/22</td> <td>8</td> </tr> <tr> <td>Q2 2021/22</td> <td>16</td> </tr> </tbody> </table>	Quarter	Number of Notices	Q1 2020/21	5	Q2 2020/21	19	Q3 2020/21	22	Q4 2020/21	19	Q1 2021/22	8	Q2 2021/22	16	<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. The dip in action taken compared to the previous year reflects the teams current priority in closing old cases. However, the team continue to take enforcement action, where necessary, assessing the merits of the development at an earlier stage and taking appropriate action.</p> <p>The number of notices issued will fluctuate due to the type of cases received within the team.</p>
Quarter	Number of Notices																	
Q1 2020/21	5																	
Q2 2020/21	19																	
Q3 2020/21	22																	
Q4 2020/21	19																	
Q1 2021/22	8																	
Q2 2021/22	16																	
Number of Planning Appeals received	Banding	45	 <table border="1" data-bbox="672 697 1288 1192"> <caption>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>45</td> </tr> </tbody> </table>	Quarter	Number of Appeals	Q1 2021/22	51	Q2 2021/22	45	<p>This indicator measures the number of appeals against refusal of permission received</p> <p>51 planning appeals were received in Q1 and 45 in Q2.</p> <p>The number of planning appeals being received each quarter is running at a high number due to the increase in application volumes, resulting in a proportionate increase in appeals; appeals on non-determination and an increase in speculative development in the South and East linked to housing supply. The Planning Inspectorate is also clearing the backlog created during Covid-19.</p>								
Quarter	Number of Appeals																	
Q1 2021/22	51																	
Q2 2021/22	45																	

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

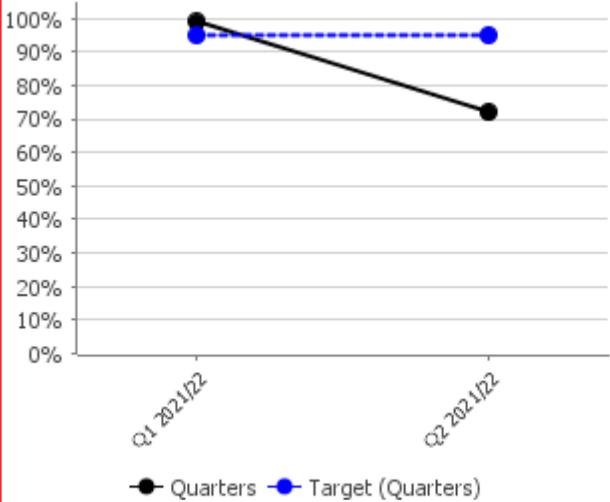


Transport Portfolio Cllr Steve Broadbent



10. Transport Portfolio RED

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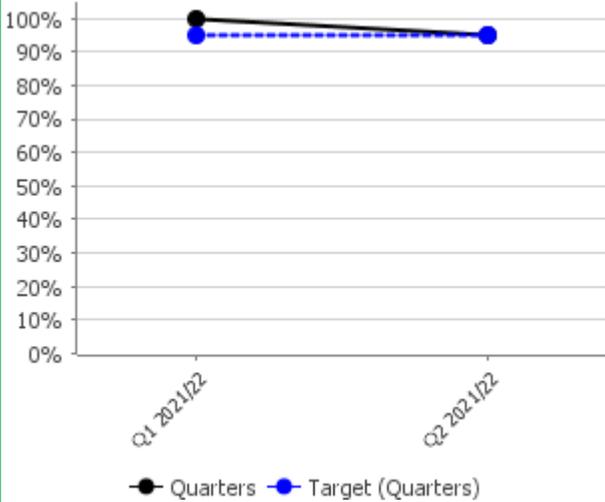
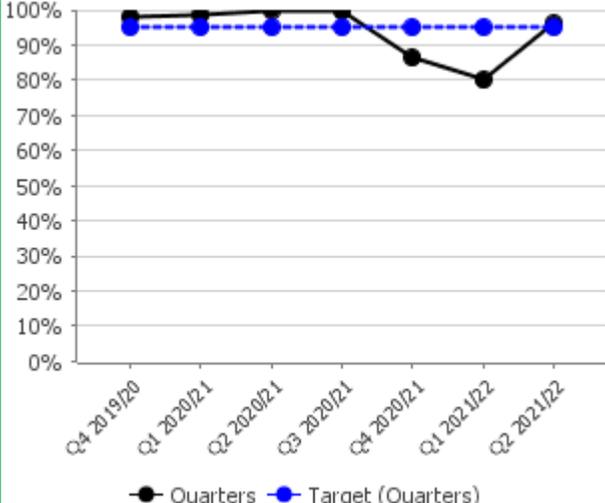
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of gullies cleaned against the cyclical gully programme	Aim to Maximise	72%	95%		Contractually agreed target of 95%	<p>This indicator measures the % of gullies cleaned against the cyclical gully programme.</p> <p>Reporting against the indicator started in May 2021. The performance reported for Q1 was 99% of the gullies in the programme cleaned.</p> <p>In Q2 performance dropped to 72%. From June the team experienced issues regarding the national HGV driver shortage, which has caused both Transport for Buckinghamshire (TfB) 'in house' and supply chain partners significant challenges over this period, which on occasion has been exacerbated by some operatives having to isolate.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Numerous mitigation measures have been put in place to address this matter including increased resources, and maximum effort has and is being given to advance the programme. • Productivity output has started to improve throughout September due to an increase in gully cleansing resource in operation county wide.

PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
Major transport schemes: % of profiled spend achieved	Aim to Maximise	35.53%	50%		Set against budget	<p>This indicator reports a single figure for the % of actual spend against profiled spend, for projects within the Capital Programme funded from the Capital Budget. Projects include Eastern Link Road, Abbey Lane, 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 slightly slow start to the year, most of the projects are getting back on track. Delays experienced to date include; Westhorpe slower than expected progress in National Highways approvals, A41 delay due to requiring additional ground investigation work and Abbey Barn Lane has been delayed due to a modelling issue. Whilst there may be some slippage at year end, the team are working hard to avoid or mitigate this.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> The team will continue to progress the projects in line with programme and seek to accelerate where possible. Some large ticket items could bring forward expenditure in year in Q3 or Q4.
HS2 planning approvals: % responded to within time limit	Aim to Maximise	80%	95%		Based on previous performance of 100% in 2020/21	<p>This indicator reports on the % of High Speed 2 (HS2) planning approvals applications which were responded to within the time limit.</p> <p>In Q1 100% of planning applications were determined within the timeframe or agreed extensions. In Q2 80% of applications were determined within the time limit or extensions with two applications out of 10 still outstanding.</p> <p>The timings were mainly due to insufficient information available on specific applications - that were required to allow for better considerations.</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> Continue to develop processes for ensuring sufficient information is provided to support engagement and decision making.

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	84%	95%	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>82</td> <td>95</td> </tr> <tr> <td>Q2 2020/21</td> <td>89</td> <td>95</td> </tr> <tr> <td>Q3 2020/21</td> <td>69</td> <td>95</td> </tr> <tr> <td>Q4 2020/21</td> <td>76</td> <td>95</td> </tr> <tr> <td>Q1 2021/22</td> <td>66</td> <td>95</td> </tr> <tr> <td>Q2 2021/22</td> <td>84</td> <td>95</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2020/21	82	95	Q2 2020/21	89	95	Q3 2020/21	69	95	Q4 2020/21	76	95	Q1 2021/22	66	95	Q2 2021/22	84	95	None available	<p>This indicator currently reports the percentage of eligible clients who are provided with transport before the required start date, or no later than 15 working days from the date of referral. Further development work is underway to refine this measure, so that the 15 working days starts from when the transport assessment was completed for Special Educational Needs and Disability (SEND) clients, or all information was received to provide transport (Mainstream), thus measuring what is within our control, and what we set out to report with this indicator.</p> <p>Q2 performance is 84% (1,445 referrals) against a target of 95% (good to be high), and is much higher than Q1 performance, which was 66% for 213 referrals. This is because Q2 includes September, which predominantly consists of mainstream clients (start of school term), which are generally more straightforward to arrange, and have longer lead-times to arrange, than more complex groups such as SEND (make up a higher proportion of client referrals outside September).</p> <p>Improvement Actions:</p> <ul style="list-style-type: none"> • Data quality exercise underway to improve date field recording, so that the indicator is more accurately reflected, which in turn is expected to improve reported performance. • Migration to ONE system (switchover due in December 2021) will provide more actionable intelligence to support team workflows and is expected to help improve operational performance.
Quarter	Quarters (%)	Target (Quarters) (%)																									
Q1 2020/21	82	95																									
Q2 2020/21	89	95																									
Q3 2020/21	69	95																									
Q4 2020/21	76	95																									
Q1 2021/22	66	95																									
Q2 2021/22	84	95																									

10. Transport Portfolio GREEN

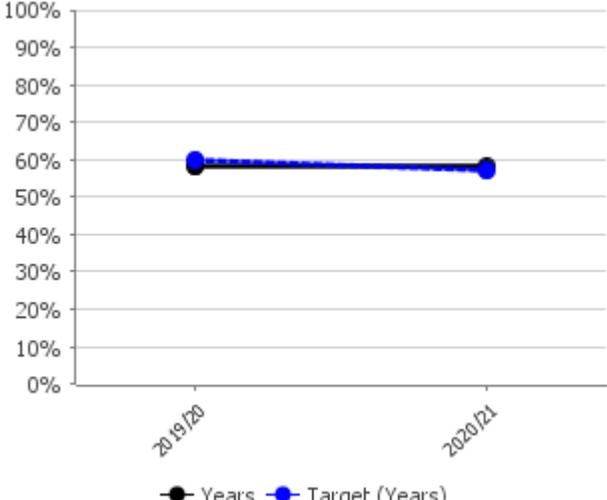
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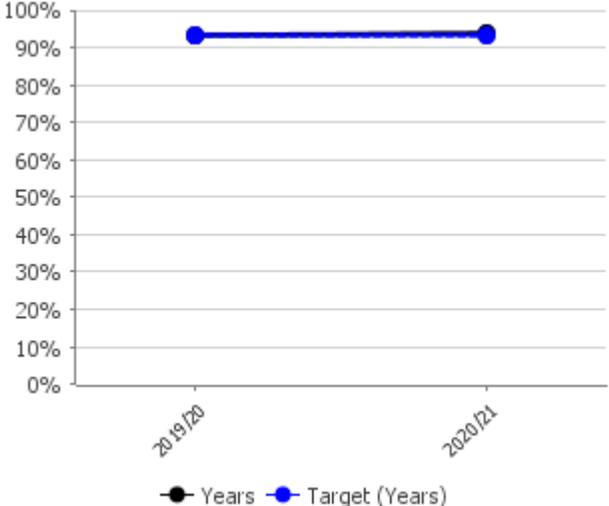
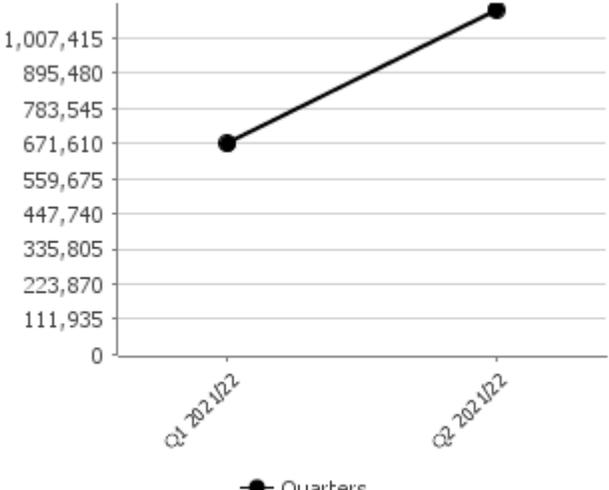
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary
% of Core Capital Construction Start/Completion milestone dates met	Aim to Maximise	95%	95%		Contractually agreed target of 95%	<p>This indicator measures the percentage of core Capital Construction start/completion milestones met.</p> <p>In Q1 the result was 100%, Q2 recorded a slight reduction to 95% but still meeting the target.</p> <p>At the end of September (i.e. halfway through the financial year) the Capital Construction programme is progressing well, although there is still a significant volume of work to be undertaken in the second half.</p> <p>Work is continuing to progress largely to programme, although some issues have been experienced in relation to micro-surfacing, with delay to this programme related to national availability of polymer and the ongoing national HGV driver shortage.</p> <p>Other capital surfacing, footway programmes and drainage improvements are currently unaffected by this issue.</p>
% of Category 1 defects repaired in 2 working days	Aim to Maximise	96%	95%		Contractually agreed target of 95%	<p>This indicator records the % 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. Performance against this indicator for Q1 was 80% and for Q2 was 96%.</p> <p>Productivity performance in one area of the county dropped temporarily in Q1. A performance improvement plan was put in place which reviewed all relevant processes to further improve efficiency. This review has seen the productivity performance return to above target during Q2.</p>

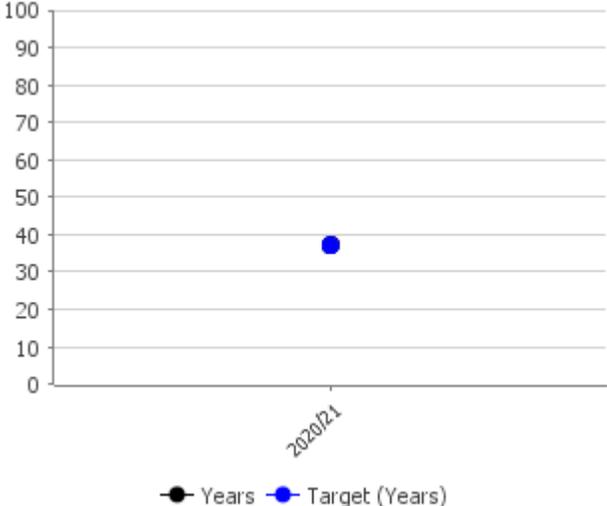
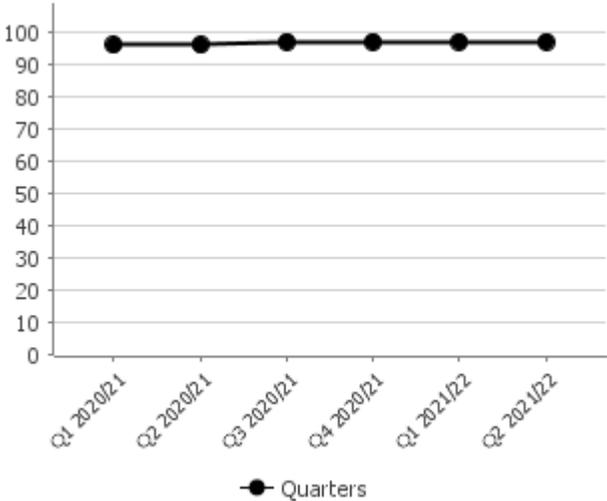
PI	Aim to:	Current Value	Target	Trend Chart	Benchmarking	Commentary																					
% of invalid PCNs (on- and off-street)	Aim to Minimise	1%	4%	<table border="1"> <caption>Invalid PCNs Trend Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</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> </tbody> </table>	Quarter	Value (%)	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	Based on previous performance: Q4 2020/21 1%	<p>This indicator measures the % 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).</p> <p>The % of invalid PCNs remains at 1% for Q1 and Q2 for 2021/22. The Q2 outturn records invalid PCNs across July and August. Data for September is unavailable due to moving all legacy parking management systems into a new system. Statistics will be available as normal for Q3</p> <p>The reasons for invalid PCNs vary including equipment failures and errors by staff issuing notices. The results are monitored and regular audit and contract meetings are held to raise any specific increases in an area, or with an officer, so that action plans can be put in place to resolve these.</p>							
Quarter	Value (%)																										
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																										
HS2 highways approvals: % responded within time limit	Aim to Maximise	100%	95%	<table border="1"> <caption>HS2 Highways Approvals Trend Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>100</td> <td>-</td> </tr> <tr> <td>Q2 2020/21</td> <td>100</td> <td>-</td> </tr> <tr> <td>Q3 2020/21</td> <td>100</td> <td>-</td> </tr> <tr> <td>Q4 2020/21</td> <td>100</td> <td>-</td> </tr> <tr> <td>Q1 2021/22</td> <td>90</td> <td>95</td> </tr> <tr> <td>Q2 2021/22</td> <td>100</td> <td>-</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2020/21	100	-	Q2 2020/21	100	-	Q3 2020/21	100	-	Q4 2020/21	100	-	Q1 2021/22	90	95	Q2 2021/22	100	-	Based on previous performance of 100% in 2020/21	<p>This indicator measures the % of High Speed 2 (HS2) Highways approvals applications which were responded to within the time limit.</p> <p>In Q1 there were 522 Schedule-4 (highways) applications and 3 Schedule-17 (lorry route) applications, of which (in total) 90% were determined within the 8 weeks.</p> <p>For Q2 there were 311 Schedule 4 applications (highways) and the team has dealt with them all within the timescale given by HS2 recording a 100% outturn.</p>
Quarter	Value (%)	Target (%)																									
Q1 2020/21	100	-																									
Q2 2020/21	100	-																									
Q3 2020/21	100	-																									
Q4 2020/21	100	-																									
Q1 2021/22	90	95																									
Q2 2021/22	100	-																									

10. Transport Portfolio NO RAG

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PI	Aim To	Current Value	Trend Chart	Commentary
NHT Public Satisfaction on the condition of road surfaces (HMBI 01)	Aim to Maximise		 <p>Legend: ● Years ● Target (Years)</p>	This is an annual measure. No update expected this quarter.
NHT Public Satisfaction Survey: (KBI 15) % of customers satisfied with their local Rights of Way Network	Aim to Maximise		 <p>Legend: ● Years ● Target (Years)</p>	This is an annual measure, no update expected this quarter.

PI	Aim To	Current Value	Trend Chart	Commentary
% of strategic carriageway network in fair/good and very good condition	Aim to Maximise			This is an annual measure. No update expected this quarter.
Number of car parking ticket sales managed by Buckinghamshire Council	Aim to Maximise	1,098,009		<p>This indicator measures the number of car park ticket sales managed by Buckinghamshire Council. These figures combine on-street ticket sales and car park ticket sales.</p> <p>For Q1 the total was 671,304 (593,796 car park ticket sales and 77,508 on-street ticket sales).</p> <p>For Q2 the total was 1,098,009 (1,005,515 car park ticket sales and 92,494 on-street ticket sales)</p> <p>We are continuing to see a steady increase with vehicles returning to the car parks and using the on street pay and display parking bays.</p>

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