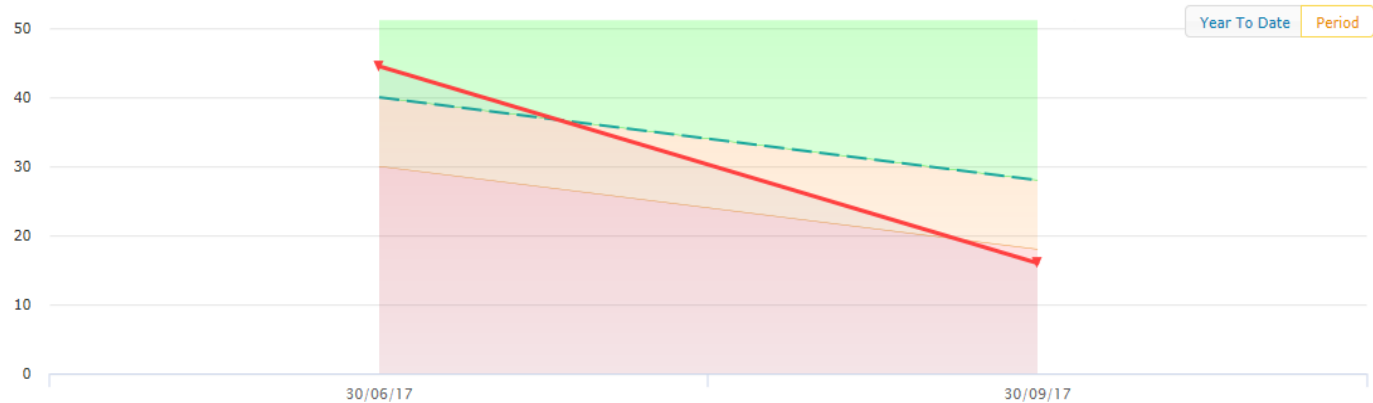


Appendix 3: Q2 Exceptions Report

OFF-TARGET (RED) MEASURES

(4.4.1) Number of days of roadworks on highways saved

		30/06/17			30/09/17		
		Actual	Target	Performance	Actual	Target	Performance
Attractive and well-connected borough	(4.4.1) Number of days of roadworks on highways saved	45	40	★	16	28	▲



Q2 Commentary:

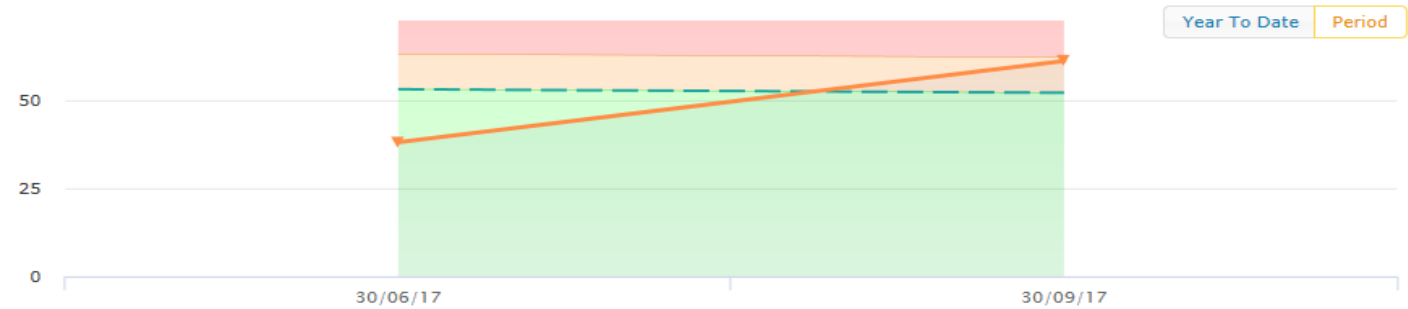
The target is to save a total of 120 days across the year, and this has been profiled to provide a quarterly target of 40 days in Q1, 28 days in Q2, 28 days in Q3 and 24 days in Q4 respectively. The target was exceeded in Q1 (45 days saved against a target of 40). Whilst the figure for Q2 is below the target (16 days saved against a target of 28), the year to date cumulative total (61 days saved against a target of 68) projects that the target will be met over a 12mth period.

It is otherwise acknowledged that the opportunity to save days is dependent on the volume of roadworks, and improved compliance through the operation of the Permit Scheme will therefore reduce this opportunity.

OFF-TARGET (AMBER) MEASURES

(1.4.1) Number of permanent admissions to care for those aged 65+yrs

		30/06/17			30/09/17		
		Actual	Target	Performance	Actual	Target	Performance
Healthy, skilled and independent residents	(1.4.1) Number of permanent admissions to care for those aged 65+yrs	38	53	★	61	52	●

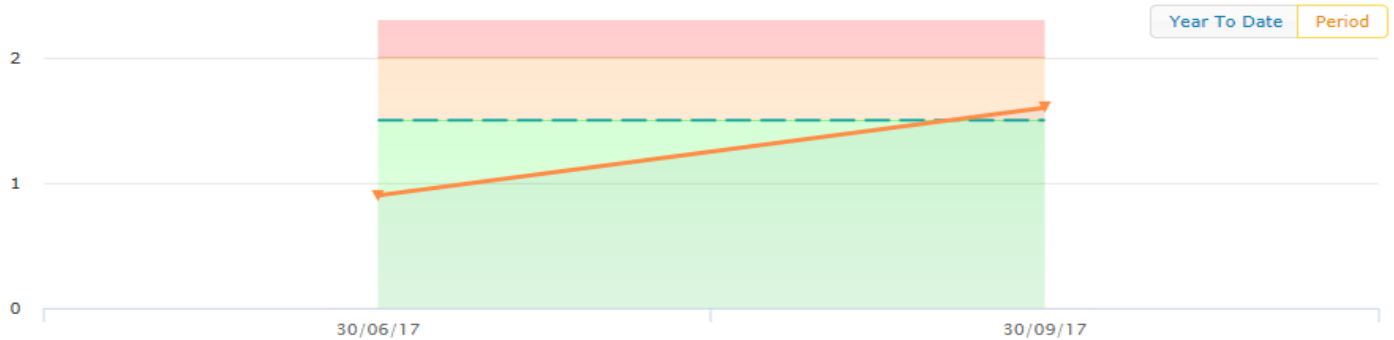


Q2 Commentary:

There has been an increase in the frailty and age of those individuals who require permanent admission for residential care. There is a strong assessment and strength-based assessment process in place. There are good robust services within adult care that promote independence and keep people at home longer and so when a need is identified we know other options have been explored.

**(1.4.2)****Number of delayed transfers of care, per 100,000 population, which are attributable to Adult Social Care**

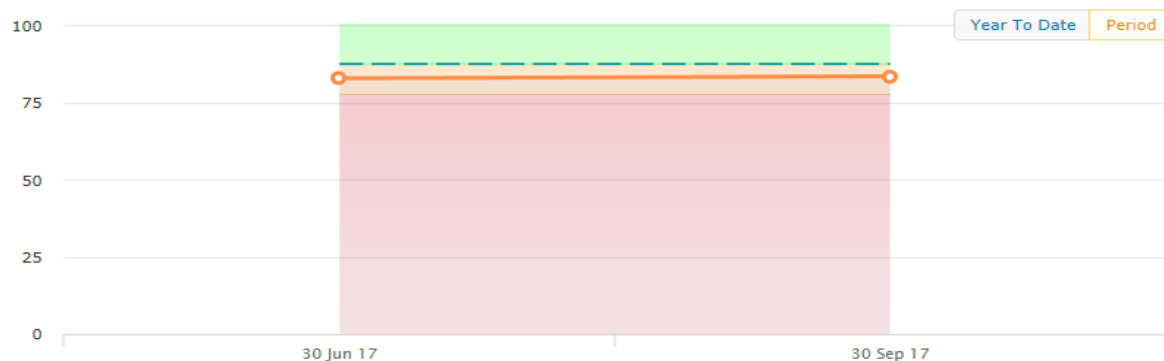
		30/06/17			30/09/17		
		Actual	Target	Performance	Actual	Target	Performance
Healthy, skilled and independent residents	(1.4.2) Number of delayed transfers of care, per 100,000 population, which are attributable to ASC	0.90	1.50	★	1.60	1.50	●

**Q2 Commentary:**

There is close scrutiny of this information on a weekly basis and good multi-agency liaison between all involved to review delayed discharges. However the increased age and frailty of referrals means there are often complex social and medical reasons affecting discharge.

**(1.4.3)****Number of delayed transfers of care, per 100,000 population, which are attributable to Adult Social Care**

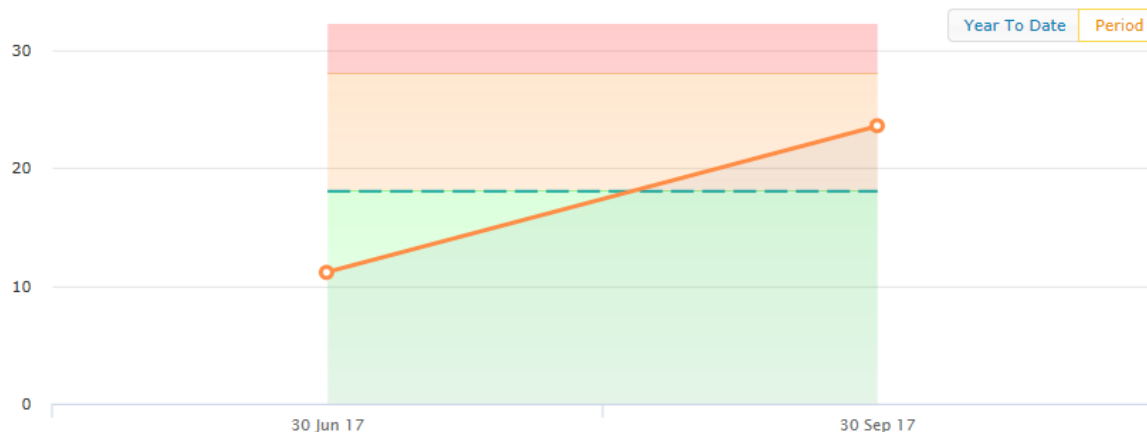
		30/06/17			30/09/17		
		Actual	Target	Performance	Actual	Target	Performance
Healthy, skilled and independent residents	(1.4.3) Percentage of residents living independently 91 days after discharge from hospital	82.9	87.5	●	83.5	87.5	●
	(1.4.3) Percentage of residents living independently 91 days after discharge from hospital						
	(1.4.3a) Number of residents supported by reablement services living independently 91 days after dis	87			198		
	(1.4.3b) Total number of reablement discharges from hospital	105			237		

**Q2 Commentary:**

Performance is generally good but is again related to increased age and frailty of people being discharged into the re-ablement service. However the transformation agenda is looking at a number of ways to support a multi-agency approach to reduce readmissions and improve this area further.

**(2.1.2)****Percentage of children referred to social care more than once in last 12 months**

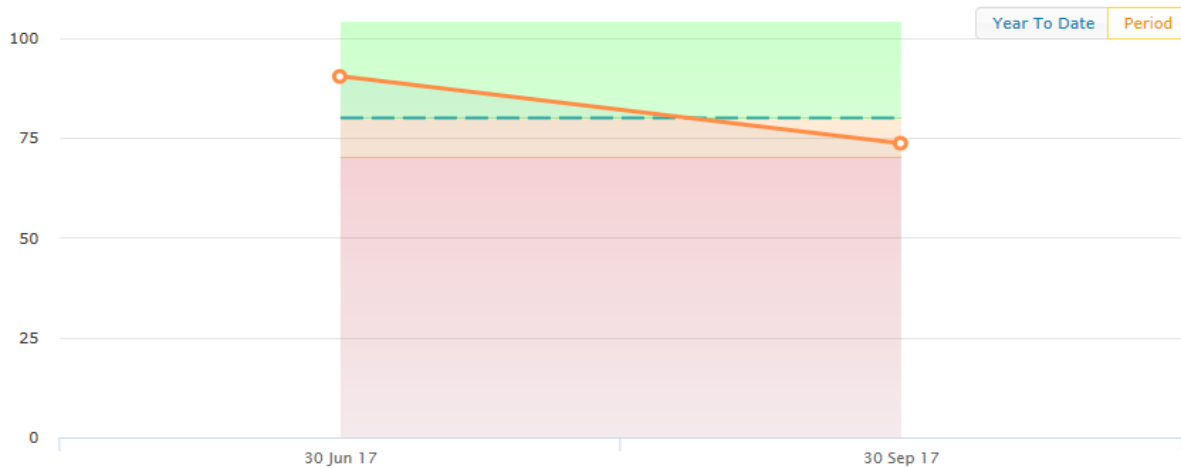
		30/06/17			30/09/17		
		Actual	Target	Performance	Actual	Target	Performance
Safe and vibrant communities	(2.1.2) Percentage of children referred to children's social care more than once within last 12mths	11.2	18.0	★	23.5	18.0	●
	(2.1.2) Percentage of children referred to children's social care more than once within last 12mths						
	(2.1.2a) Number of children who have been referred to children's social care more than once within t	22			48		
	(2.1.2b) Total number of children referred in the last 12mths	197			204		

**Q2 Commentary:**

The Royal Borough, in common with many authorities across the country, has experienced a significant increase in the number of referrals received from different sources as expectations of social care have risen in recent years. It is unsurprising therefore that the number of times the same child or family is recorded is rising. The social care teams look carefully at all historical referrals when assessing the level of need to ensure that children receive a service when the case meets the thresholds. These are published and shared with our partners and overseen by the Local Safeguarding Children's Board.

**(2.1.4)****Percentage of adult safeguarding users reporting satisfaction**

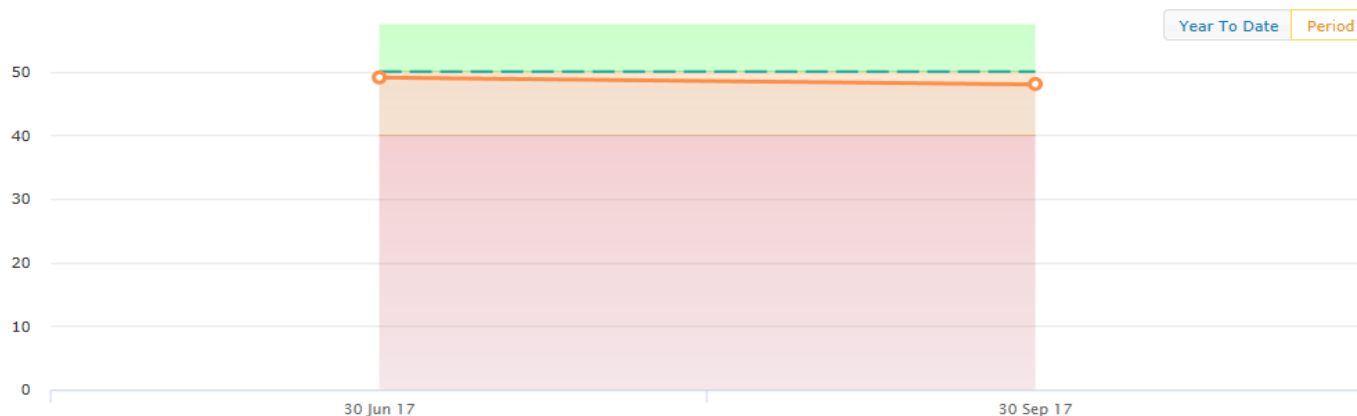
		30/06/17			30/09/17		
		Actual	Target	Performance	Actual	Target	Performance
Safe and vibrant communities	(2.1.4) Percentage of adult safeguarding service users reporting satisfaction	90.5	80.0	★	73.6	80.0	●
	(2.1.4) Percentage of adult safeguarding service users reporting satisfaction						
	(2.1.4a) Total score of safeguarding surveys	199			405		
	(2.1.4b) Total possible score for safeguarding surveys	220			550		

**Q2 Commentary:**

This is a relatively new indicator for us and we have recently reviewed and changed the process and methodology for ensuring we collect this key data and ensuring we are making safeguarding investigations and outcomes personal to the individual at risk.

**(4.2.1)****Percentage of household waste sent for reuse, recycling**

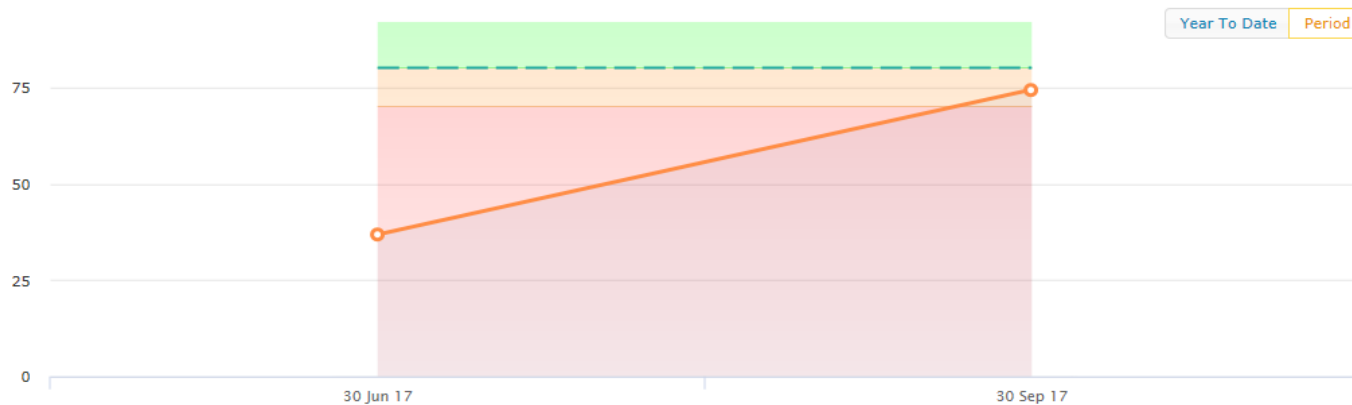
		30/06/17			30/09/17		
		Actual	Target	Performance	Actual	Target	Performance
Attractive and well-connected borough	(4.2.1) Percentage of household waste sent for reuse, recycling	49.1	50.0	●	48.0	50.0	●
	(4.2.1) Percentage of household waste sent for reuse, recycling						
	(4.2.1a) Volume of household waste sent for reuse, recycling (tonnes)	8,799.07			8,609.85		
	(4.2.1b) Total volume of household waste collected (tonnes)	17,935.79			17,948.05		

**Q2 Commentary:**

Residual waste yields have increased, whilst recycling performance has remained steady. This is an issue that is being experienced nationally. Throughput at the Stafferton Way Civic Amenity site is down as a result of the introduction of the permit scheme, this includes a recycling element, particularly rubble, soil and cardboard, which were being brought to the site by traders who are no longer gaining access to the site. This affects the recycling rate in the short term, but provides a positive position for the council when it negotiates its new collection contract in readiness for 2019, as rubble and soil are high cost items to dispose of.

**(5.3.1)****Percentage of calls answered within 60 seconds**

		30/06/17			30/09/17		
		Actual	Target	Performance	Actual	Target	Performance
An excellent customer experience	(5.3.1) Percentage of calls answered within 60 seconds	36.8	80.0	▲	74.4	80.0	●
	(5.3.1) Percentage of calls answered within 60 seconds						
	(5.3.1a) Number of calls answered within 60secs after the introductory message	23,475			25,671		
	(5.3.1b) Total number of calls made to Library & Residents' Services	63,797			34,504		

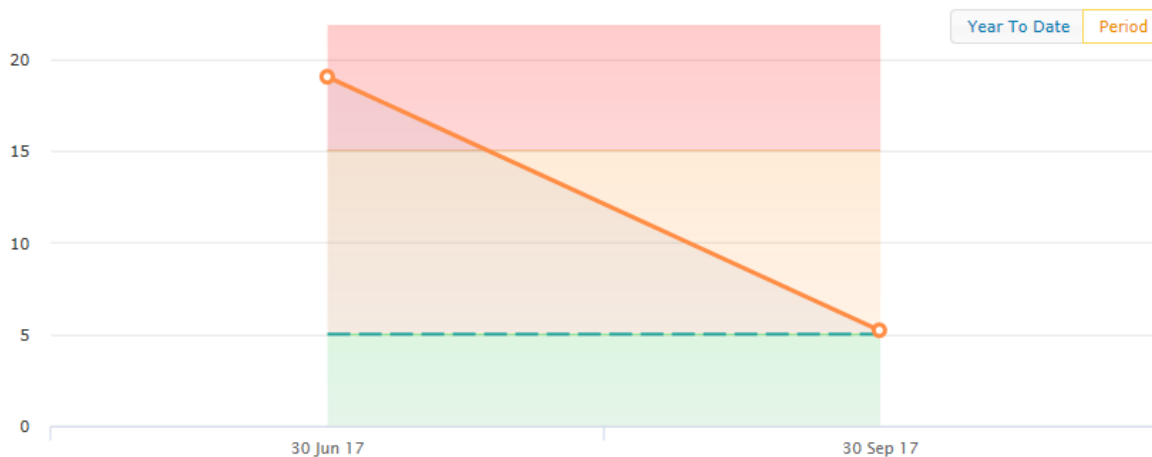
**Q2 Commentary:**

Whilst Q2's performance is still off target at 74.4% against the target of 80%, there has been a significant improvement compared to Q1 outturn of 36.8%. Improvement continues with an increase in permanent resources to bring this indicator back on track.



## (5.3.2) Percentage of calls abandoned after 5 seconds

		30/06/17			30/09/17		
		Actual	Target	Performance	Actual	Target	Performance
An excellent customer experience	(5.3.2) Percentage of calls abandoned after 5 seconds	19.0	5.0	▲	5.2	5.0	●
	(5.3.2) Percentage of calls abandoned after 5 seconds						
	(5.3.2a) Number of incoming calls abandoned (exc 0-5secs)	12,124			1,786		
	(5.3.2b) Total number of calls made to Library & Residents' Services	63,797			34,504		



### Q2 Commentary:

Q2 is just off target at 5.2% against the target of 5%. There has been a significant improved from Q1 outturn of 19% and improvement continues with an increase in permanent resources to bring this indicator back on track.