

# Manifesto Commitment Tracker

Ref	Manifesto Commitments	Theme	Expected Outcome	Expected Completion Date	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer	Previous Significant Next Action (SNA)
01.01	Limit council tax rises, at or below the rate of inflation, whilst further improving services	Finance	Council tax will be set at or below September RPI (Retail Prices Index) at each annual Council Budget meeting.	28/02/2018	Cabinet and Council approved increase in Council Tax for 2017-2018 at 0.95%, below September RPI of 2%. Cabinet to approve the draft savings proposals for 2018/19 budget in October 2017, with budget setting on 20 February 2018.	31/03/2018	BLUE	Place	Cllr MJ Saunders	Richard Bunn, Rob Stubbs	Cabinet and Council to approve the 2017/18 budget in February 2017. Proposed increase in council tax (0.95%) is below September RPI (2%).
01.02	Share more services with other councils to improve efficiency	Finance	Options for sharing services fully considered as verified through the Fundamental Service Review (FSR) process. This will align with the key implications from the shared service Cabinet reports (January 2016 latest report).	01/08/2017	Undertake exploration of ICT and emergency planning with specific Berkshire authorities and continue the exploration of specific service areas into joint venture partnerships.	31/03/2018	BLUE	MDs	Cllr Dudley	Alison Alexander	Implementation of new delivery models for Children's Services, Adult Social Care and Operations & Customer Services following Cabinet approval and due diligence - 1 August 2017
01.03	Continue support to Berkshire Credit Union	Finance	The Council will continue to support Berkshire Credit Union (BCU) and will explore additional providers to enhance the offer to residents.		Using the two volunteers which BCU has recruited as schools development officers, finalise the delivery plan to launch the schools project in the autumn, establishing a school bank in primary schools in Windsor and Maidenhead.	31/03/2018	GREEN	Communities	Cllr MJ Saunders	Harjit Hunjan	BCU to appoint Schools Development officer (P/T) and launch Schools project (30 April 2017) funded by RBWM/3 GrassRoots funding to teach the basics of financial literacy, understand money, bank accounts, managing money etc. Sign up at least 4 large schools (>1500 pupils) early years to year 6 develop lesson and assembly plans.
01.04	Progress further council developments with a Private Rented Sector income goal	Finance	Development of alternative revenue streams to mitigate impact of Government funding reductions. A realistic and achievable income goal will be developed for this commitment.	31/03/2023	Progress Maidenhead Joint Venture (JV) procurement and receive proposals for creation of a PRS (Private Rented Sector) portfolio arising from the four sites.	31/12/2017	GREEN	Place	Cllr Rankin	Russell O'Keefe	Still progressing property options through RBWM Property Company with 23 units completed by May 2017. Progress Maidenhead Joint Venture (JV) procurement and receive proposals for creation of a PRS (Private Rented Sector) portfolio arising from the four sites, with contract with development partner signed by May 2017.
01.05	Seek to avoid over-inflationary increases in fees and charges	Finance	The Council Annual Budget Meeting in February will receive a set of proposals which will enable this commitment to be met. September RPI (Retail Prices Index) will be used as a baseline.	21/02/2017	The Council Budget Meeting in February 2017 approved a set of proposals for 2017/18. Fees and charges were set at 2% or aligned with neighbouring authorities where they were out of alignment. Fees and charges proposals will be prepared for the 2018/19 budget and presented to Cabinet and Council in February 2018.	28/02/2018	BLUE	Place	Cllr MJ Saunders	Richard Bunn, Rob Stubbs	The Council Budget Meeting in February 2017 will receive a set of proposals for 2017/18 which will enable this commitment to be met.
01.06	Increase spending on grants to voluntary organisations	Finance	Increase amount of grant funding available to local voluntary and community groups.		Continue to implement the revised annual arrangements for grant funding.	31/03/2018	BLUE	Communities	Cllr MJ Saunders	Harjit Hunjan	Additional funding has been reallocated to enhance the support available to the Royal Borough's local voluntary and community support for 2017/18 (extra £160K in total). Activity is being undertaken with the Chairman of the Grants Panel and the Lead Member for Cultural and Communities Services, to reshape and streamline the Council's Community Grants Scheme for 2017/18.
01.07	Invest in technology to improve services to residents	Finance	All Directorates within the Council to invest in the use of modern technology to make tangible improvements for residents		Deliver remaining action from ICT service improvement plan in relation to telephony services - Cabinet decision on 24 August on the upgrade of the telephony system providing more flexibility and functionality, if agreed upgrade will take place end of October 2017	31/12/2017	GREEN	Place	Cllr Targowska	Russell O'Keefe	An ICT service improvement plan is being developed based on feedback from the ICT Survey and staff/member feedback. The main points of this plan is to tackle the following: 1) VDI Performance 2) Updating the VDI platform with new software 3) Mobile devices 4) Telephony services 5) WiFi provision 6) Mobile reception improvements. All of these improvements will help us provide a fit for purpose ICT platform which is reliable and secure.

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01.08	Encourage and support pop up shops	Finance	Increase and support pop up shops in town centres within the Borough, as well as opportunities through market places and other retailing space, e.g. farmers markets and parks.		Both Maidenhead Town Partnership and Windsor and Eton Town Partnership continue to work with partners to facilitate pop-up shops where the opportunity arises.  Current pop-ups in Maidenhead include 'Purple Pansy' in the Nicholsons Shopping Centre and a pop-up Ping Pong Parlour which is running through the school summer holidays. The Ping Pong Parlour is available free for members of the public to play table tennis. It was brought about through a partnership with Maidenhead Town Partnership, the Nicholsons Shopping Centre and Table Tennis England and is proving very popular.  It is likely that over the Christmas period there will be interest in pop-ups if units are available.	31/03/2018	GREEN	Communities	Cllr Rankin	Paul Roach, Steph James, David Scott	The Maidenhead Town Partnership and Windsor and Eton Town Partnership Action Plan for 2017 includes an empty shop action plan. The plan will target long-term vacant units, identify possible units for pop-ups and promote the council business rate incentive for re-occupation of long term empty units. The town partnership will continue to support individuals and organisations seeking to investigate possibility of having a pop-up unit.
01.09	Consider further business rate relief to enhance & promote new businesses	Finance	An increased number of businesses making use of the revised empty shop relief initiative. Numbers will be kept under review and appropriate policy changes developed if needed.	31/03/2018	As part of the budget for 2017/18 the scheme was extended to include empty office and commercial space. The scheme will continue to be monitored during the year.	31/03/2018	GREEN	Communities	Cllr Rankin	Andy Jeffs, Rob Stubbs	Cabinet approved the introduction of scheme in March 2016. The scheme is currently underway with one award made this year to date. In 2015/16 there were 15 cases where Retail Re-occupation Relief was awarded with £169,000 of reliefs awarded to businesses.
01.10	Maintain our strong stance against benefit fraud	Finance	Corporate Investigations work is now carried out by the Shared Service hosted by Wokingham. Significant part of the focus of their pro active work is around fraudulent/erroneous claiming of discounts on Council Tax and Business Rates. Outcome will be reviewed as the shared service develops.	30/06/2017	Half year report to A&PRP in December 2017	31/12/2017	BLUE	Place	Cllr MJ Saunders	Richard Bunn, Rob Stubbs	A report will go to A&PRP covering the annual reporting for the 2016/17 financial year in June 2017
01.11	Support the "Pub Loan Fund" policy locally	Finance	A local scheme in place to support local communities to retain local pubs.		Support new applications where identified or received. Revised central legislation likely to reduce the number of public houses under threat who might be seeking financial support.	31/03/2018	GREEN	Communities	Cllr MJ Saunders	Harjit Hunjan	A briefing note to inform members on the Assets of Community Value, the Community Right to Bid and the Pub Loan Fund has been drafted.  Fifteen properties are currently listed as Assets of Community Value Eleven of the fifteen listed properties are public houses  The Craufurd Arms, Maidenhead is currently subject to a six month moratorium. Residents have been supported to access the Government's Pub Loan Fund and Our Community Enterprise is helping them to launch a community share offer. This is covered further in relation to the Pub Loan Fund. There is a realistic chance residents will be able to purchase and take on this pub.
02.01	Maintain increases in locally funded spending on roads and pavements	Highway & Transport	Maintain locally funded spending on roads and pavements by April 2019 (2011-2015 spend as baseline).	31/03/2019	Complete delivery of 2017-2018 resurfacing programme and continue with the pothole challenge programme.	31/03/2018	BLUE	Communities	Cllr Bicknell	Ben Smith	Complete delivery of resurfacing and 'pothole' programme - investment of £1.65m; resurfacing in 53 roads and repairing at least 3,000 'potholes' by 31 March 2017.

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02.02	Develop and maintain cycle routes	Highway & Transport	Minimum 3 new cycle routes opened / extended by April 2017.	31/03/2019	Cycle Strategy will go to Overview and Scrutiny in September with a recommendation to set up a task and finish group to agree next steps. Complete delivery of the 2017-2018 cycle improvement programme.	31/03/2018	GREEN	Communities	Cllr Bicknell	Ben Smith	Report to Cycle Forum (24/1/17) on results of consultation and proposed amendments to Cycling Strategy, then to Highways & Transport Overview & scrutiny.  Continue delivery of cycling capital schemes approved by Cabinet on 30th June 2016 as part of the overall highway works programme. Place order for Toucan crossing for Ascot High Street.
02.03	Seek improvements (e.g. extensions and frequency of services) to bus routes across the Borough	Highway & Transport	Improvements to 3 bus routes by April 2018.  5% increase in satisfaction levels with bus services by April 2019.	31/03/2019	Continuing to work with bus operators to promote and increase use of bus services. Working with operators and partners (Heathrow) on different ways of delivering public transport services in response to residents' needs.	31/12/2017	GREEN	Communities	Cllr Sharma	Ben Smith	Market testing for existing bus routes and inviting innovation and opportunities for improvements.
02.04	Provide additional car parking in town centres	Highway & Transport	Deliver 800 additional parking spaces across Windsor and Maidenhead town centres.	30/04/2019	Deliver the outcomes of the investment case to be considered by full Council in September 2017	31/03/2019	GREEN	Communities	Cllr Cox	Craig Miller	Cabinet approved the preliminary Parking Provision plan for Windsor & Maidenhead on 26 January 2017. Detailed feasibility assessments are being completed for each additional parking option. An investment case will be presented to Cabinet in May and Full Council in June 2017.
02.05	Work with utility companies to improve the quality of road and pavement repairs	Highway & Transport	Reduced over running road works by 10% and reduce the number of complaints relating to the quality of utility company repairs by 10%.	31/03/2019	Roadworks permit scheme in operation. Continue to manage and report on performance in November 2017 (annual report).	30/11/2017	GREEN	Communities	Cllr Bicknell	Ben Smith	Continuing to manage streetworks under the new permit scheme - 6-monthly performance report due in May 2017
02.06	Continue to review and reduce unnecessary traffic lights	Highway & Transport	A minimum of 4 unnecessary traffic signals removed by April 2019.	31/03/2019	Trial scheme at Maidenhead Road/Stovell Road in place - agree whether to implement permanently by November 2017.	30/11/2017	GREEN	Communities	Cllr Bicknell	Ben Smith	Delivery of a trial scheme at Maidenhead Road / Stovell Road, which switches-off traffic lights and replaces with a mini-roundabout and pedestrian crossing, was deferred to 2017 due to gas board works on Arthur Road in late 2016. Impacts to be monitored and discussion to be held with Members around whether the scheme should be made permanent.  To date (2015-17), 3 feasibility/ consultations and 1 signal removal scheme have been completed.
02.07	Continue to improve bus stops and work for accurate real time arrival information	Highway & Transport	45 bus shelters supplied with real time information displays by April 2017.  Bus information available in a minimum of 4 new formats by April 2019 (for example: new mobile phone applications / town centre information screens / railway station information screens / web based information).	31/03/2019	Complete installation of real time displays and improve percentage working time in line with the specification.	31/12/2017	GREEN	Communities	Cllr Sharma	Ben Smith	Subject to Lead Member approval of sites, commencement of Phase 2 installation - February 2017.
02.08	Work with schools to keep them open during adverse weather	Highway & Transport	100% of Borough schools (who have requested them) supplied with grit bins by October 2016.  Improved communication and operational plans developed with schools to reduce the number of days lost due to bad weather closures.	31/03/2019	Contact with all schools to (i) ensure that all grit bin requests have been actioned and are replenished for winter 2017 and (ii) identify any specific actions / assistance which can be offered to assist with keeping schools open during winter weather.	31/03/2017	BLUE	Communities	Cllr Airey	Ben Smith	Contact with all schools to (i) ensure that all grit bin requests have been actioned and are replenished during winter 2016 and (ii) identify any specific actions / assistance which can be offered to assist with keeping schools open during winter weather has been maintained during winter 2016/17.  A review of winter service 2016/17 and consideration of improvements for winter season 2017/18 is to be carried out.
02.09	Ensure flood schemes and maintenance are delivered on time to better protect homes and highways	Highway & Transport	95% of flood schemes and maintenance delivered on time.	31/03/2019	Continue to deliver approved capital programme of flood schemes.	31/03/2018	GREEN	Communities	Cllr Bicknell	Ben Smith	Continue to implement approved works programme 2016/17: investment of approximately £450k to deliver 10 projects with a performance delivery target delivery of 95%.

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02.10	Plan for the arrival of Crossrail to deliver more integrated rail, taxi and bus services	Highway & Transport	Bus / rail interchange with new taxi facilities opened by April 2019, including combined customer information.	31/03/2019	<p>Project Centre commissioned to progress the scheme, including :</p> <p>Developing concept designs, outline specifications and preliminary cost estimates for the forecourt public realm and interchange scheme, and for the enhanced crossing between the station and the town centre (including bridge and surface level options).</p> <p>Consulting with key stakeholders and agreeing a preferred option to be taken forward.</p> <p>Developing designs and cost estimates for the preferred option.</p> <p>Developing a webTAG compliant major scheme business case for approval by the LEP's Local Transport Body at its next meeting on 16 November 2017.</p> <p>Update report to Regen Sub-Committee 6 September 2017.</p>	16/11/2017	GREEN	Communities	Cllr Bicknell	Ben Smith	High level value for money assessments to be carried out for scheme minus the bus interchange to determine whether or not LEP funding criteria can be achieved. Consultants WSP Parsons Brinkerhoff to be approached to look at potential "qualitative approach" to business case development
03.01	Protect the Green Belt	Planning & Housing	Up to date Borough Plan that ensures green belt policies are robust and that growth is managed without overall detriment to the green belt. In addition that development management resists development in the Green Belt.	20/12/2018	Progress Borough Local Plan to examination, timescales to be determined by the Planning Inspectorate.	31/03/2018	GREEN	Place	Cllr Wilson	Jenifer Jackson	BLP Reg 19 consultation ends 27 September 2017
03.02	Deliver home ownership through shared equity and other models where the resident has a stake in their property	Planning & Housing	<p>Phase I: A new shared equity model is developed by April 2016.</p> <p>Phase II: An increase in home ownership for 40 homes per year by April 2019.</p>	31/03/2019	<p>Deliver up to 10 shared ownership properties as a result of investment agreed in June 2017.</p> <p>Explore feasibility of Pocket Homes model.</p>	31/03/2018	GREEN	MDs	Cllr Dudley	Hilary Hall	<p>Appraise new affordable housing options with RPs including Rent to Buy and Intermediate rent products by April 2017.</p> <p>The DIYSO is just one homeownership product that will deliver 10 units. There are others such as rent to buy and starter homes which we can support partner housing associations to deliver and we are aiming to achieve 40 plus units by April 2019.</p>
03.03	Support innovative funding options for Right To Buy schemes	Planning & Housing	Residents have access to right to buy schemes by April 2017.	31/03/2018	No further action on national pilots. Ongoing discussions with local housing providers on potential for local schemes.	31/03/2018	GREEN	MDs	Cllr Dudley	Hilary Hall	<p>Still awaiting feedback on pilots. The pilots are national pilots run by HCA the scheme can only be rolled out with associations once the pilots report back we are waiting confirmation on when the pilots will report.</p> <p>Further discussions with housing providers on potential for developing local schemes.</p>
03.04	Enhance and support our conservation areas	Planning & Housing	Appraisal and review of current conservation areas.	31/03/2018	Consultation on Cookham Conservatoin Area amended appraisal	31/12/2017	GREEN	Place	Cllr M Airey	Jenifer Jackson	Following Planning and Housing Overview it was agreed that a review of Cookham Conservation Area appraisal requires to take place.
03.05	Continue to carry out rigorous planning enforcement activities	Planning & Housing	React and action infringement of planning legislation.	31/03/2018	Team fully staffed and enforcement actions ongoing.	31/03/2018	BLUE	Place	Cllr Wilson	Jenifer Jackson	Monitoring of Performance on Enforcement activities taking place. Team should be at full strength during Q4 2017.

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03.06	Reward deserving tenants with higher nomination rights e.g. for contributions to the community	Planning & Housing	A scheme to reward deserving tenants is built into local letting plans on new builds by 2016.	31/03/2018	Scheme to be included in revised allocations policy which will be developed following the new Homelessness Strategy.	31/03/2018	GREEN	MDs	Cllr Dudley	Hilary Hall	As pipeline schemes are identified the plans will be implemented.  Discussions with Radian and other providers to take place in coming months to seek sign up to approach.
03.07	Support ex-Forces personnel with access to housing through local policies	Planning & Housing	Bespoke housing options advice is provided or the appropriate housing option for example Private rented sector to 100% of ex-Forces personnel who elect to stay in the local area.  100% of ex-Forces personnel who elect to stay in the area are supported to access shared ownership.	31/03/2019	Continue to work with Haig Housing to ensure that ex forces personnel get housed through Haig where appropriate.  Housing Options to continue to work with Army Welfare to ensure that personnel are advised appropriately and early enough to avoid homelessness and to benefit from shared ownership and other products on discharge.	31/03/2018	BLUE	MDs	Cllr Dudley	Hilary Hall	Continue to work with Haig Housing to ensure that ex forces personnel get housed through Haig where appropriate.  Housing Options to continue to work with Army Welfare to ensure that personnel are advised appropriately and early enough to avoid homelessness and to benefit from shared ownership and other products on discharge.  We are still working to accurately capture the data on ex forces personnel but when they are identified 100% receive the relevant support.
03.08	Protect the essential character of urban areas	Planning & Housing	Protect and enhance the identity of the Borough's urban areas.	31/03/2018	Progress Borough Local Plan to examination, timescales to be determined by the Planning Inspectorate.	26/04/2017	GREEN	Place	Cllr Wilson	Jenifer Jackson	BLP Regulation 19 consultation underway
03.09	Continue to support the regeneration of our towns	Planning & Housing	Support all regenerations within the Borough.	31/03/2023	Submit planning application submitted for York Road and West Street - Q4.	31/03/2018	GREEN	Place	Cllr Hilton, Cllr Evans	Russell O'Keefe	Joint Venture (JV) partner delivery on track for June 2017. Procurement of professional team for Maidenhead Golf Club concluded; Savills appointed January 2017.
03.10	Support local decision making for planning applications where appropriate	Planning & Housing	Decisions on agreed planning applications made at local level.	31/03/2018	The council continues to support devolved decision making and will continue to assist parishes who wish to do this. To date no parish has pursued this to the point of signing the drafted Memorandum of Understanding.	30/06/2017	BLUE	Place	Cllr Wilson	Jenifer Jackson	The council continues to support devolved decision making and will continue to assist parishes who wish to do this. To date no parish has pursued this to the point of signing the drafted Memorandum of Understanding.
04.01	Keep the weekly bin collection	Environment	Weekly bin collection maintained throughout the period of the current administration.	29/05/2015	Completed and ongoing	01/04/2017	BLUE	Communities	Cllr Cox	Craig Miller	Review collection system ahead of the procurement of a new waste and recycling collection contract to start in April 2019, to ensure weekly bin collection is maintained.
04.02	Improve the incentives for recycling e.g. through better Greenredeem rewards	Environment	Provide incentives from a minimum of 5 national brands and retailers to residents at all times and a range of a minimum of 5 new local rewards to residents each month. By the end of the administration over 120 reward partners should be linked to the scheme.	31/03/2019	Maintain current level of active reward partners and continue to seek further high quality partners throughout the remaining term of the administration.	31/03/2019	GREEN	Communities	Cllr Cox	Craig Miller	107 active reward partners currently available to residents. Greenredeem are seeking further reward partners in order to achieve the commitment within the term of the administration.
04.03	Recruit and promote recycling through local champions	Environment	4 local Community Champions a year will be recruited to help promote recycling within the Royal Borough. A team of 20 active Community Champions will be working in the area by the end of the administration. The champions will help at community events, and will promote recycling within their own local community. Each champion will be involved in at least one promotional activity a year, to encourage other residents to recycle more.	28/02/2017	Maintain existing level of community champions and continue to seek additional participation throughout the remaining term of the administration.	31/03/2019	BLUE	Communities	Cllr Cox	Craig Miller	29 community champions have now been recruited in total, undertaking actions in their communities such as monitoring recycling sites, encouraging their neighbours to recycle and helping with stalls at community events. 20 community champions have been involved in recycling/waste promotional activity to date. Whilst the manifesto commitment has been achieved this activity will be continued above this level.

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04.04	Double the number of community wardens from 18 to 36	Environment	Establishment of a pool of 36 multi skilled officers delivering community and enforcement services across a broad range of functions.	31/03/2019	Complete scoping exercise for future delivery of community warden service.	31/12/2017	GREEN	Communities	Cllr Cox	Craig Miller	It was confirmed at Cabinet on 15 December 2016 that Community Wardens would not be considered alongside Civil Enforcement for future service delivery. Community Wardens are to be considered alongside other Community Protection & Enforcement Services with a view to greater integration. Options to be considered at Lead Member Briefing in February 2017 and future action plan produced.
04.05	Continue to support the fight against anti social behaviour through our community wardens	Environment	Implement a phased programme to increase the number of Community Wardens to 36 (head count) resulting in at least ten additional enforcement functions being undertaken by Wardens (either new functions or those transferred from other departments realising efficiency savings).	31/03/2018	Complete scoping exercise for future delivery of community warden service.	31/12/2017	GREEN	Communities	Cllr Cox	Craig Miller	Cabinet paper not submitted to December Cabinet in view of decision to be taken to no longer merge Community Wardens with Civil Enforcement functions. Proposal to reconsider TVP accreditation at Cabinet in April 17.
04.06	Encourage more community groups to join Greenredeem and receive donations	Environment	Encourage a minimum of 30 community groups to register for the new Greenredeem scheme each year, and distribute £20,000 a year to the most popular projects, based on the number of Green Redeem points allocated by residents to each project on a quarterly basis.	31/03/2017	Maintain current level of active reward partners and continue to seek further high quality partners throughout the remaining term of the administration.	31/03/2019	BLUE	Communities	Cllr Cox	Craig Miller	Additional funding for community group rewards agreed as part of the Greenredeem extension. Details to be confirmed and advertised to community groups.
04.07	Implement a collective energy switching programme	Environment	A collective energy switching programme is implemented for Borough residents.	28/02/2017	Completed.	31/03/2017	BLUE	Communities	Cllr Cox, Cllr Coppinger	Craig Miller	Partner agreed and contract finalised. First switching auction October 16. Second auction February 17. Update report to be provided to the Lead Member by the end of March '17.
04.08	Continue enforcement of litter and dog fouling	Environment	100% of Community Wardens have the ability to enforce dog fouling and littering cases.	31/03/2019	Completed and ongoing	31/03/2019	BLUE	Communities	Cllr Cox	Craig Miller	Dog fouling campaign undertaken at Braywick Park, 16 September 2016. Further campaign events planned for Ockwells Park 27 January 2017 and Clewer Memorial Park 17 February 2017. 157 fixed penalty notices issued for littering and dog fouling in 2016 calendar year. Performance report to be provided to Lead Member by end of March '17.
04.09	Lobby for continuing external funding for the River Thames Scheme	Environment	The Borough to continue to work with local partners and other agencies to secure more external funding.	31/03/2019	Deliver actions arising from Cabinet paper in September 2017	31/03/2018	GREEN	Communities	Cllr Dudley	Ben Smith	Continuing to be an active partner on the River Thames Scheme Sponsoring Group and Programme Board at Member and officer level.  Proactive partner on the recently formed funding group focussed on securing external funding.  Review and contribute to Outline Business Case for Treasury consideration
04.10	Maintain lobby against Heathrow expansion	Environment	RBWM's position on expansion at Heathrow is submitted to Government for consideration within future decisions regarding runway capacity in South East England.	31/03/2019	Completed and ongoing	31/03/2019	BLUE	Communities	Cllr Cox	Craig Miller	RBWM to submit response to Department for Transport consultation on night flight restrictions at Heathrow, Gatwick & Stanstead by 28 Feb 2017. Response to National Planning Statement & UK Airspace Policy consultations to be submitted by 25 May 2017.
04.11	Work with local communities to manage flood risk	Environment	Well informed communities with an increased ability to manage flood risk and respond to flood events. Four new initiatives implemented by December 2017. Local Flood Risk Guide in place by April 2017.	31/03/2019	Facilitate the Eton Wick Waterways Group becoming a community led Forum.  Deliver actions agreed with Cookham Parish Council arising from the Parish Flood Plan	31/12/2017	GREEN	Communities	Cllr Bicknell	Ben Smith, Craig Miller	Community Flood Forum work underway, focussing on the communities surrounding Eton Wick. The latest community meeting was held on 15th September 2016. Further initiatives to be developed in 2017.
04.12	Support the rural economy and agriculture by adopting policies that have worked elsewhere	Environment	An robust rural economy.	31/03/2018	Progress Borough Local Plan to examination, timescales to be determined by the Planning Inspectorate.	26/04/2017	GREEN	Place	Cllr Rankin	Jenifer Jackson	BLP Regulation 19 underway

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04.13	Explore further deployment of PV cells	Environment	Additional solar panels are installed at Council owned/managed sites.	31/03/2019	Conduct feasibility study for the installation of solar PV on Council owned assets.	31/03/2018	GREEN	Communities	Cllr Coppinger	Craig Miller	The use of PV cells on the roof of the additional floor proposed for York House to be considered as an option for the final design.
04.14	Continue planting trees	Environment	More trees planted each year.		The tree planting season is November to March annually. 2017-2018 schedules currently being finalised. Planting will be rolled out by March 2018.	31/03/2018	GREEN	Communities	Cllr S Rayner	David Scott	<p>The tree planting season is November to March annually. To support this, the Council will be assessing more sites for planting as part of an overall strategic review, both highways, cemeteries, parks and open spaces. The Council will also continue to encourage suggestions from residents, Councillors and Parishes.</p> <p>The Council will be planting in excess of 150 standard trees in key areas in the Borough, on the highway and in parks and open spaces.</p> <p>The Council is also offering 2,400 'Free trees for residents'. The collection station is Braywick Heath Nurseries – publicity in ATRB magazine, the website and via Tweets.</p> <p>Volunteer tree planting of whips in Ockwells Country Park planned for Autumn/Winter 2016.</p>
05.01	Promote school choice through support for free schools and satellite grammars, national legislation permitting	Education & Children's Services	Increased choice of schools available for residents in RBWM included more free schools and a new satellite grammar subject to DfE (Department for Education) and SoS (Secretary of State) approvals.		Continue to support excellent education in our comprehensive schools. Await national policy change on selective education before taking any further action.	31/03/2018	BLUE	MDs	Cllr Airey	Kevin McDaniel	Engage with any local or national schools that respond to the letters of invitation sent in January 2017 to establish any credible proposals which may emerge. These proposals will be dependent on national policy and regulation changes and the outcome will be reported back to Cabinet in August 2017.
05.02	Support existing schools in provision of excellent education	Education & Children's Services	All schools in RBWM will be at least Good as judged by Ofsted Inspection. Schools at risk of not achieving (or retaining) Good or Better judgements to be supported to secure better outcomes. Based on current projections, the number of schools rated Good or Outstanding is anticipated to have increased to 78% by December 2015 and 84% by July 2016.		Targeted support model embedded to focus on key issues to secure Good or Outstanding outcomes. Target areas include inclusion and those eligible for pupil premium. Increased inclusion. Improved attainment for small groups within school. Focus on ensuring young people who have completed their GCSEs enter sixth form, college or employment with training.	31/03/2018	BLUE	MDs	Cllr Airey	Kevin McDaniel	Continued targeting of resource at schools judged as Requires Improvement and those judged Good with an imminent inspection to ensure continued strong performance across the Borough. Formal procurement of school to school support services for the new academic year (2017/18) to drive increased value for money.
05.03	Reward and recognise teachers for going the extra mile through a local scheme	Education & Children's Services	Develop a local reward scheme for teachers in collaboration with Head Teachers that recognises the work of those teachers who going the extra mile.		Secure 2016-2017 high performer case studies with schools	31/12/2017	GREEN	MDs	Cllr Airey	Kevin McDaniel	Identify top performers from autumn performance management round and develop case studies for publication and promotion.
05.04	Start a service for volunteers to add value to local schools at all levels	Education & Children's Services	Increased use of volunteers in schools to support a range of school activities, in line with individual school plans.		Completed and ongoing	21/07/2017	BLUE	MDs	Cllr Airey	Kevin McDaniel	Continue promotion of WAM Get Involved to schools throughout the academic year.
05.05	Support broadening the vocational student offer and apprenticeship opportunities	Education & Children's Services	An increased range of apprenticeships and other vocational qualifications are available as an alternative to Higher Education for RBWM schools leavers.		Further education mergers underway creating new opportunities for our young people.  Royal Borough of Windsor and Maidenhead to engage with other Berkshire authorities to plan for the inclusion of young people with additional needs across the regional further education estate.	31/07/2018	GREEN	MDs	Cllr Rankin	Kevin McDaniel	Support implementation of Joint Area Review which will see the merger of East Berkshire College and Strode College (Egham) to deliver a revised A level centre in Windsor. Increased focus of project Elevate and Grow Our Own following Cabinet decision and the implementation of the Apprenticeship Levy in April 2017 to make sure it is contributing to the development of the Royal Borough's workforce.

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05.06	To ensure a fully functional safeguarding hub is in operation for Borough residents	Education & Children's Services	To establish a fully functioning MASH (Multi Agency Safeguarding Hub), as part of the integrated front door to social care to ensure a fully informed and effective Safeguarding Service.		The MASH is operational and the multi-agency steering group continues to oversee the operation.	31/03/2018	BLUE	MDs	Cllr Airey	Marie Bell	Learning from the LGA peer review to be embedded: Improve quality of referral information to MASH / Evidence that learning from audits generates change / Progress shared ownership and contribution from partner organisations into the Front Door by the development of a robust multi-agency audit programme and multi agency training.
05.07	Continue to improve the intensive family support programme	Education & Children's Services	The Intensive Family Support Programme will continue to deliver a high level of family support at a preventative level, meeting the needs of families earlier and reducing the need for them to receive support from statutory safeguarding services.		Completed and ongoing	31/03/2019	BLUE	MDs	Cllr Airey	Marie Bell	Building on the work with our Pakistani community and provision of evidence based parenting and stress management programmes linked with Islamic values, we will submit a bid for community funding to support this and to provide holistic interventions involving fathers as well as mothers and extended family if appropriate.
05.08	Continue to invest money in school expansion, focussed on the best schools	Education & Children's Services	Successful and popular schools which are in demand are expanded and improved to increase capacity.		Sufficient school places are available in both primary and secondary phases, subject to the successful completion of five projects currently being built around the borough.	31/12/2018	BLUE	MDs	Cllr Airey	Kevin McDaniel	Cabinet has approved the expansion of Cheapside Primary and set out the future options for the area. A capital programme of £29.6m has been approved to expand six secondary schools across the borough, with new places available from September 2017. The council will invest £1.6m in the expansion of Lowbrook Academy to provide 60 places each year starting in September 2016.
05.09	Promote fostering and adoption	Education & Children's Services	To recruit 20 additional in house foster carers.  To reduce the time taken to place children for adoption and ensure that targets for the assessment of adopters are met.	31/03/2019	Continue to run monthly fostering information meetings, securing attendance by at least five interested people.  Roll out of recruitment campaign through Cornerstone Partnership to secure six new in house foster carers in six months.  Continue to work with Adopt Berkshire to maintain ongoing high performance in timelessness of placing children for adoption within 16 weeks of the Placement Order (current performance 100%).	31/03/2018	AMBER	MDs	Cllr Airey	Kevin McDaniel	Four prospective foster carers to be presented to Fostering Panel for approval by December 2016.  Continue to run monthly fostering information meetings.  Develop new recruitment strategy targeting carers for older young people.  Develop new recruitment activity.  Maintain ongoing improvement in timeliness of placing children within 16 weeks of the Placement Order.
05.10	Seek increases in volunteer participation in our youth services both at the Council and outside	Education & Children's Services	Delivery of youth service provision including Outdoor Education and Duke of Edinburgh award, where volunteers account for 50% of all delivery.  Increase use of volunteers supporting delivery of evening sessions in local youth and community centres and delivery of wider community projects such as Summer Activity Programme.		Growth activity completed - 50% of delivery is through volunteers. Service will continue to maintain and grow volunteer levels.	31/03/2017	BLUE	MDs	Cllr Airey	Marie Bell	Build on the success of the Duke of Edinburgh young Asian girls group through awareness, to further increase volunteer numbers particularly from diverse communities. Build into the training needs analysis the training intensives to promote and support volunteers.



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05.11	Work with schools to close any attainment gaps for poor pupils	Education & Children's Services	Raise the attainment and reduce the gap of those children from lower demographic groups.  Improve the performance of children on Free School Meals (FSM) to enable them to achieve as well as other top performing local authority areas and on a par with their Non Free School Meal (Non FSM) peers from within RBWM.		Continue to focus on children from lower demographic groups to improve their attainment compared with their peers nationally by delivering the three action plans as set out in April 2017. First year validated results will be available in early 2018	31/03/2018	RED	MDs	Cllr Evans	Kevin McDaniel	Cabinet paper in March 2017 will launch Early Years plan from April 2017 to match Pupil Premium investment with a three strand plan to provide more resources; training and practical support to these vulnerable children. Mainstream school activity continues to target specific barriers to improvement for each school with a targeted action plan focussed on accelerating progress for pupils eligible for pupil premium.
05.12	Use key worker housing policies to support teacher recruitment	Education & Children's Services	Local Key Worker Housing policy and scheme established focused on Teachers (and potentially other key workers) to reduce the barrier housing can present to attracting and retaining new outstanding teachers into the Borough.	31/03/2018	Continue to promote the various options to support teacher recruitment and ensure teachers continue to be nominated to DIYSO; housing association keyworker provision and private rented provision.	31/03/2018	GREEN	MDs	Cllr Dudley	Kevin McDaniel, Hilary Hall	Continue to nominate teachers to DIYSO; RP keyworker provision and private rented provision through the RBWM property company on target for delivery.  RBWM Property Company is actively working on proposals to deliver affordable accommodation for six key workers by April 2017 and up to 50 by the end of March 2018 subject to planning and any design and construction issues.  From the DIYSO for Keyworkers we are on track to deliver 10 units by April 2018.
06.01	Continue to work with local employers to provide work placements and apprenticeships	Community	Increase in the number of young people able to secure apprenticeships and work experience locally to be on par with national levels for take up.		Revised apprenticeship scheme 'new starts' for 2017-2018 currently being identified to achieve annual target which links with the new Training Levy, introduced May 2017 and includes maintained schools and RBWM. Revised arrangements with HR to facilitate new apprenticeship opportunity is considered whenever a post becomes vacant, to help identify apprenticeship new start opportunities.	31/03/2018	GREEN	Communities	Cllr Rankin	Harjit Hunjan	A skills and apprenticeship event for Borough employers with partner organisations to be held 15 March 2017. Event to promote apprentices opportunities for local employers with focus on science, technology, engineering and maths (STEM) apprenticeships, panel discussions, employer presentations & BCA science diploma. The council will initiate and support local employers events including:  <ul style="list-style-type: none"> <li>Windsor racecourse expo event. To be held 18th January 2017.</li> <li>Skills and careers event in partnership with Job Centre Plus in Maidenhead covering local area. To be held Friday 3rd February 2017</li> <li>National apprenticeship week events. To be held 6th – 10th March 2017</li> </ul> Council wide activity has been undertaken to identify and recruit 18 council apprenticeship post by 30 April 2017.  The new joint venture to initially develop four sites in Maidenhead will also take on apprentices in a range of areas. It is expected to create approximately 62 new apprenticeships throughout the programme starting from 2018/19.

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06.02	Provide easy-to-access projects for people and businesses to help with through a volunteer matching scheme	Community	Phase I: Promote Volunteer matching scheme locally to increase number of registrations to 200 opportunities by January 2016.  Phase II: 300 registrations to the scheme by January 2017.		Continue with WAM Get Involved to identify volunteer opportunities and offers.	31/03/2018	BLUE	Communities	Cllr S Rayner	Harjit Hunjan	Continue Initiate activity to promote the WAM Website so that by 01 April 2017 there will be: <ul style="list-style-type: none"> <li>• 285 local volunteering groups and 1500 residents are registered/advertised on the WAM website.</li> <li>• 2500 visits to the WAM Website.</li> <li>• 235 volunteering opportunities advertised on the website.</li> <li>• 28 local businesses are supported to undertake local CSR projects.</li> </ul>
06.03	Use member individual budgets to continue spending on very local deserving causes	Community	100% of member individual budgets spent annually.	29/03/2019	To continue to assist Members, particularly those that have carried forward their budget to the following financial year, to identify a project/initiative to which to allocate their budget. All members need to complete or nominate a project/initiative for 2017/18 budget by end of March 2018	31/03/2018	GREEN	MDs	Cllr S Rayner	David Scott	Send a reminder to those Members that have yet to identify a project/initiative to which to allocate their budget.
06.04	Extend the "Love Dedworth" scheme to other areas of the Borough	Community	Phase I: Other area for 'Love Dedworth' scheme to be identified by November 2015.  Phase II: At least one area to be included in scheme by January 2016.  Phase III: Improvements identified and 50 % of improvements made by January 2017.		Extended scheme completed, ongoing review of requests for Community Grants to consider where support could be provided through the extended Love scheme and increase the overall support for community based locally owned schemes.	31/03/2018	BLUE	Communities	Cllr S Rayner	Harjit Hunjan	Love scheme has been extended to Love Laggan and Love Larchfield in 2016/17 target. Projects are now under review for implementation this winter.  Inspired by Love Dedworth, Ascot PC are also initiating a We Love Ascot scheme.  Outside of Urbis Apartments (1-31 Dedworth Road) we have installed a new bench base, and the bench will be installed shortly.  We are now working on designs for paving improvements outside the parade of shops (77-91a) which will be called PAVE 6. Implementation ideally will be May/June 2017.
06.05	Encourage more people to volunteer in their community	Community	Increase in the number of people able to volunteer in their local communities as and when they wish to do so. Increase number of volunteers recorded by 20% by March 2016.		Continue with WAM Get Involved to identify volunteer opportunities and offers.	01/04/2017	BLUE	Communities	Cllr S Rayner	Harjit Hunjan	Increase the number volunteer supporting Council services to 4500 by 1 April 2017.  Host the Annual Volunteer of the Year Awards event by 30 September 2017.
06.06	Provide publicly funded publicity space e.g. in Around the Royal Borough for local charities and groups to promote their work	Community	165 local charities and groups promoted within Borough publications by April 2018.		Continue to provide a page in Around the Royal Borough which features community classifieds. The next issue for the Around the Royal Borough will be published in Autumn 2017.	31/12/2017	BLUE	MDs	Cllr Carroll	Louisa Dean	We will continue to provide a page in Around the Royal Borough which features community classifieds. We have set up an email account for the community to email us with their information. The next issue for the Around the Royal Borough will be published in Spring 2017.
06.07	Continue to fund the Social Enterprise scheme, and the Bright Ideas competition	Community	100% of funding maintained for Social Enterprise scheme and Bright Ideas competition.		2017-2018 Bright Ideas competition underway - ideas being received and evaluated for consideration in conjunction with Lead Member.	31/03/2018	GREEN	Communities	Cllr S Rayner	Harjit Hunjan	2016/17 Bright Ideas scheme launched by September 2016.  All 2015/16 Bright ideas delivered by December 2016.  Four new applications received for social enterprise funding by December 2016.

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06.08	Promote closer working with Parish councils, devolving powers by mutual agreement	Community	A wide range of services devolved to Parish Councils by April 2017 via a range of incentivised opportunities.	31/03/2017	Revised format to Parish Conference implemented. Parish visits by Principal Member Communities and Managing Director / Executive Director Communities being undertaken quarter 3 to identify local and cross Parish issues.	31/03/2018	BLUE	Communities	Cllr Bateson	David Scott	Working with parish councils during the mobilisation and future management of the new highway contracts.  Engaging with parish councils in putting together the detailed highway work programmes for 2017-18.
06.09	Launch a good neighbour scheme	Community	An easily accessible local volunteering scheme in place, volunteers recruited across the Borough & residents supported. Schemes to be launched at Silver Sunday (4 October 2015).		Completed and ongoing	31/03/2019	BLUE	Communities	Cllr S Rayner	Harjit Hunjan	25 volunteers to be in place by end of January 2017.
07.01	Ensure residents who receive council care are covered by a care plan	Adult Services	100% of residents who receive council care are covered by a care plan.	31/03/2019	As this commitment is an ongoing action, it is monitored each month by Managers meeting with staff and reviewing case loads and the results of the monthly audits.	31/03/2018	BLUE	MDs	Cllr Coppinger	Angela Morris	As this commitment is an ongoing action this is monitored each month by Managers meeting with staff and reviewing case loads and the results of the monthly audits.
07.02	Improve the availability of technology solutions to assist people to live in their own homes	Adult Services	Increase the range of technology products on offer in our assistive catalogue by 3 products per year.  5% increase in the uptake of telecare by April 2019.	31/03/2019	Continue to deliver the assistive technology strategy, with more installations achieved over the previous year.	31/03/2018	GREEN	MDs	Cllr Coppinger	Angela Morris	At December 2016 there have been 377 installations which is an increase of 23 on the same period last year. Work continues on the strategy's actions plan with progress in all areas. A leaflet aimed at working with people with a disability is now in use.  The process for monitoring medication supported in full by a local pharmacy is in place.  A trial has begun on two new products; <ul style="list-style-type: none"> <li>• OwnFone (OwnFone Mobile is an easy to use telecare/mobile phone that works inside and outside the home) and,</li> <li>• Footprint (Footprint is a wearable GPS device that delivers alerts by voice, SMS, web link or email - wherever you are).</li> </ul> Products added to the core stock list include: <ul style="list-style-type: none"> <li>• Response Wireless Door Intercom.</li> <li>• Pulseguard – an epilepsy sensor that can be used through the day and night has been placed as core stock and is available for staff to prescribe.</li> <li>• 3Rings – provides assurance that a loved one is ok.</li> </ul>
07.03	Proactively support programmes that tackle loneliness in our communities	Adult Services	Three anti-loneliness programmes proactively supported by April 2019.  An anti-loneliness strategy, to work alongside 2 partner organisations, agreed in the Royal Borough by April 2017.	31/03/2019	Commission WAM Get Involved to work with all charities to promote new approaches to befriending services.  Appointment of new Falls coordinator in September 2017 to drive coordinated falls strategy.  Roll out of focus on fallers and carers in Social Prescribing pilots at three GP practices.	31/03/2018	BLUE	MDs	Cllr Coppinger	Angela Morris	3 new programmes have been introduced by September 2016. <ul style="list-style-type: none"> <li>• The revised CareBank offer for befriending</li> <li>• A new Carers Support Service offered by Signal</li> <li>• Falls prevention work with Radian and the Fire Service</li> <li>•</li> </ul>

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07.04	Work with local organisations and homes to improve services for residents with dementia problems e.g. Alzheimers	Adult Services	A dementia strategy and smart action plan agreed by September 2016.	31/03/2019	Continued roll out of dementia action plan building on demonstrable improvement in dementia identification rates across the borough.  Delivery of expanded dementia care advisor service with increased resources from the Better Care Fund until 31 March 2019.	31/03/2019	BLUE	MDs	Cllr Coppinger	Angela Morris	Dementia Strategy completed with action plan reviewed annually. Action plan in place and is structured around the key national and personal outcomes for those diagnosed with dementia. The dementia adviser is now on maternity leave and her post is being covered by two part time staff who have extensive knowledge of RBWM dementia services and direct experience of working with service users.
07.05	Train all staff, and work with partners, to recognise symptoms to guard vulnerable people against abuse	Adult Services	100% of all Adult Social Care staff fully trained to recognise symptoms of abuse by April 2016.	31/03/2019	RBWM is committed to ensuring that all adult social care staff delivering services for Windsor and Maidenhead attend the appropriate level of safeguarding training	31/03/2018	BLUE	MDs	Cllr Coppinger	Angela Morris	RBWM is committed to ensuring that all adult social care staff attend the appropriate level of safeguarding training. RBWM is 100% in compliance that all adult social care staff have attended statutory safeguarding training.
07.06	Support improved mental health services in the Borough	Adult Services	More effective use of existing resources to support a pathway to recognise dual diagnosis, chaotic lifestyles and suicide prevention is agreed and implemented by December 2016.	31/03/2019	Continued delivery of the Chaotic Lifestyle Panel, a Suicide Prevention Strategy and enhancing dual diagnosis support through the new drug and alcohol service (Resilience).	31/03/2018	BLUE	MDs	Cllr Carroll	Hilary Hall	The outcome has been achieved through putting a Chaotic Lifestyle Panel in place, a Suicide Prevention Strategy and enhancing dual diagnosis support through an additional worker in the Drug and Alcohol Team (DAAT)
07.07	Ensure a falls prevention strategy is developed and is effective	Adult Services	Maintain current 20% reduction in non-elective admissions for falls.	31/03/2019	Falls prevention remains a high priority for Better Care Fund as part of non-elective admission avoidance - enhanced through appointment of a Falls Coordinator in September 2017.  Promotion of falls prevention training with service users and their carers, delivered by Fire Service.  Falls prevention is a key focus of the new social prescribing pilots in three GP practices.  Further promotion of SMILE programmes through GP practices.	30/04/2017	GREEN	MDs	Cllr Coppinger	Angela Morris	Consistent Year on year comparators now in place to monitor progress transparently.  Performance in Month 6 16/17 showing encouraging improvement on first half year figures – showing targeted work with high risk residents and older population is having positive impact.  Successful collaborative event with third sector organisations and Fire Service (via WAM Get Involved) to promote falls prevention training with service users and their carers.  Year round calendar of health promotion activity developed with Public Health - many items linked to falls prevention.  Targeted follow up with individual GP practices using monthly hospital attendance/admission information supported by the pilot for frailty assessment toolkit to identify patients most at risk.  Pilot introduction of social prescribing model with three GP practices to further refresh GP use of community and third sector services.  Promote falls prevention advice and guidance through dementia care advisers working closely with RBWM Keep Safe Stay Well team.

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07.08	Use collaboration and influence with GPs and hospitals to keep health facilities as local as possible	Adult Services	Maintain effective engagement with our Clinical Commissioning Groups to ensure health facilities are kept as local as possible.		The council continues to take a leading role in the delivery of the Frimley Sustainability and Transformation Plan which has been nationally recognised as an exemplar. The Managing Director and Lead members are active members of the different leadership arrangements.  Specific meetings around continuation of health provision on the St Clouds Way, Lynwood and Heatherwood sites.	31/03/2018	BLUE	MDs	Cllr Coppinger	Alison Alexander	The council continues to take a leading role in development of Frimley Sustainability and Transformation Plan. The plan is awaiting NHSE sign off. The Managing Director/Strategic Director Adult, Children and Health Services and Lead members are active members of the different leadership team. The LA are currently working on plans to integrate CCG governance alongside the Health and Wellbeing Board.
07.09	Campaign against hospital parking charges	Adult Services	Publicly support 3 campaigns against hospital parking charges by April 2019.		The CE has been notified of the council's desire for retaining low rates for parking.	31/03/2018	GREEN	MDs	Cllr Coppinger	Alison Alexander	The CE has been notified of the councils desire for retaining low rates for parking.
08.01	Maintain through contract our high quality leisure centres at competitive prices	Leisure & Culture	5% increase in the Borough's leisure centres attendances by March 2017.		Secure planning consent for Braywick Leisure Centre by February 2018 and appoint contractor to start building in spring 2018.  Work up concept designs for new Leisure Centre in Sunningdale/Ascot.  Develop plans for replacement of the flumes at Windsor Leisure Centre.	31/03/2018	GREEN	Communities	Cllr S Rayner	Kevin Mist	Raise awareness of Rehabilitation services at the leisure centres in conjunction with Legacy Leisure.  Advertise improvements to Windsor Leisure Centre changing rooms and complete phase 2.  Braywick Leisure Centre Development Manager appointment contract awarded.
08.02	Open at least one new library	Leisure & Culture	Identify at least three options for new libraries/Service Hubs.	31/12/2017	Conclude consultations with residents in areas currently not served by a library, with regard to times and locations for mobile library coverage. Once consultation is complete, acquire the best vehicle to deliver the requirements.	31/03/2018	GREEN	Communities	Cllr S Rayner	Mark Taylor, Angela Gallacher	Conclude feasibility study to provide options for future consideration by Cabinet.  Three potential sites identified. Consultation with Parishes to be held, to determine the preferred option.
08.03	Maintain and improve our parks and open spaces, including public art	Leisure & Culture	3% increased resident satisfaction with Borough parks and open spaces by March 2017 (2014/15 baseline of 83%).  3 pieces of new public art infrastructure installed in our parks and open spaces by March 2017.	29/03/2019	Progress delivery of the Warhorse Statue and improvements at Thrift Wood Farm.  Deliver agreed programme of park improvements for 2017-2018	31/03/2018	GREEN	Communities	Cllr S Rayner	Ben Smith	<i>Sir Nicholas Winton Memorial Garden</i> : complete bridge; rock cascade; pond; footpath and planting in April 2017  <i>Alexandra Gardens</i> : complete works by Easter 2017 weekend  <i>Bachelors Acre / Charles Knight</i> : improvements to the churchyard and creation of a designated area around the historic Charles Knight Grave - complete during March 2017  <i>Chariots Place</i> : commence 'Pockets Park' construction in April 2017  <i>Broom Farm Open Space</i> : complete planting - April 2017  Warhorse Statue: subject to planning consent (Planning meeting on 30 March 2017).  Thrift Wood Farm: Purchased by RBWM. Masterplan being developed. Soft opening to public on 8 April 2017.
08.04	Increase the number of litter and dog bins, and empty them regularly	Leisure & Culture	20 more litter / dog bins installed in parks.	31/03/2019	Formalise increased emptying schedule for high volume areas and instal additional bins at priority sites	31/03/2018	GREEN	Communities	Cllr S Rayner	Ben Smith	Installation of new litter and dog bins at priority sites - including All Saints Cemetery and Ockwells Park

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08.05	Further enhance our parks and open spaces through drinking fountains and other fountains / water features	Leisure & Culture	Three more water fountains and 2 public fountains installed by September 2017.	01/09/2017	Agree two more locations and install drinking water fountains in parks	31/04/2018	GREEN	Communities	Cllr S Rayner	Ben Smith	Winton Gardens - complete construction including new water feature  Oaken Grove - installation of new drinking fountain
08.06	More computing facilities in libraries, including new technology e.g. tablets and extra free Wi-Fi time	Leisure & Culture	<ul style="list-style-type: none"> <li>32% increase in public access computing devices by April 2017.</li> <li>40 tablets available in libraries by December 2016 (subject to capital bid approval).</li> <li>63 additional hours of free WiFi time per week available by April 2016.</li> </ul>	31/07/2017	<p>This is completed - there is free wifi in all libraries.</p> <p>There is a pool of Laptops and tablets that staff can use with customers when required.</p> <p>A new customer check-in service for residents using Service Hubs is being piloted.</p> <p>Consider alternative to iPads for customer use as technical solution for ipads causing some concerns.</p>	31/03/2018	BLUE	Communities	Cllr S Rayner	Mark Taylor	<p>Complete installations and provide WiFi for residents using Eton, Old Windsor, Sunninghill &amp; the Container Libraries using approved Borough capital and Treasury Grant in Aid/ACE funding.</p> <p>Order/roll out tablet computers for use in libraries with approved capital funding.</p> <p>Migrate existing libraries public Wi-Fi Solution over to corporate Wi-Fi solution to provide a consistent service delivery across all Libraries.</p> <p>Proof of concept with iPads in libraries.</p> <p>Completed the roll-out of corporate WiFi network across libraries.</p>
08.07	Provide more cycle racks at our parks and other places to encourage cycling	Leisure & Culture	Fifteen cycle racks spaces installed within the Borough.	31/03/2019	Complete programme of installation of cycle racks at agreed locations.	31/03/2018	GREEN	Communities	Cllr Bicknell	Ben Smith	Review and integrate cycle parking in parks with other highway locations and install new cycle racks - focus on cycle racks adjacent to play areas (including skate parks) - 24 no. sites identified for feasibility and consultation.
08.08	Increase further the range of council services available at libraries	Leisure & Culture	<p>Phase I: Scope out a list of what additional services could be delivered from our libraries by March 2016.</p> <p>Phase II: 5 additional council services available at libraries by April 2019.</p>	31/07/2017	<p>This is now complete.</p> <p>From the 1 July the new Library and Resident Service new structure was implemented and three 'Service Hubs' are live at Windsor, Maidenhead and Ascot on 1 July 2017 delivering the following services: Bus Pass, Advantage Card, benefits, Council Tax, Elections, Green Waste, Housing Options, Licensing, Missed Bins, assisted and special collections, , Parking and Blue Badges, Planning, School Admissions, Street lighting, potholes and fly-tipping reporting.</p>	31/03/2018	BLUE	Communities	Cllr S Rayner	Mark Taylor, Jacqui Hurd, Angela Gallacher	Cabinet agreed the proposal to merge Customer Services and Culture, Libraries & Registration in November 2016 and Employment Panel on 24 January 2017. Following formal consultation on 30 January 2017 to 28 February 2017 staff will be appointed into roles by the end of April 2017, with the first service hub in Windsor Library going live by 1 June 2017. (This will be relocated back to York House following completion of the refurbishment)
08.09	Continue to support the Borough's arts centres	Leisure & Culture	Service Level Agreements (SLAs) with our Arts Centres agreed by April 2016.	31/05/2017	<p>This is complete:</p> <p>Contract with new Windsor Arts Provider (Martin Denny Management Limited) signed and due to commence on 01 October 2017.</p>	31/03/2018	BLUE	Communities	Cllr S Rayner	Mark Taylor	<p>Conclude negotiation of SLA with Norden Farm - 30 March 2016.</p> <p>Tender and Award service contract for Arts Services in Windsor - 31 May 2016.</p> <p>Negotiation of SLA with Norden Farm completed - July 2016</p> <p>Tender and award of service contract for Arts Services in Windsor concluded by 31st March 2017 after ITT was issued on 31 January 2017.</p>

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09.01	Work with leisure providers, GPs to provide facilities for people to get fitter and healthier	Public Health	Three more leisure facilities provided for residents by April 2019.  5% increase in leisure centre attendances by April 2017.	31/03/2019	Implement the one year extension of the Community Sports Activation Fund.  Advertise new outdoor gyms in Desborough Park, Imperial Park and Grenfell Park.	31/03/2018	GREEN	MDs	Cllr Carroll	Hilary Hall, Kevin Mist	Work to look at potential of application for Sport England match funding for 4 year Active Witnesses project aimed at older people.  Roll out of rehabilitation equipment to all the rehabilitation and SMILE sessions.  Appointed 2 apprentices for SMILE - induct and train.
09.02	Continue to promote health checks in the Borough	Public Health	Provide targeted support for the two GP surgeries in the borough who do not currently carry out health checks to take up the scheme. Explore alternative options such as pharmacy health checks at nearby locations.	31/03/2018	All GP surgeries in the Royal Borough offering a health check service.  Targeting health checks on people with autism, learning disabilities, mental health and hypertension as these groups at most risk.	31/03/2018	GREEN	MDs	Cllr Carroll	Hilary Hall	Continue to provide targeted support in primary care to continue to improve the take up of health checks.  Promote NHS health checks through a range of media, including the "Fit for Life" programme and social media campaign.  Work with the Clinical Commissioning Groups to develop additional community based initiatives to increase the take up of health checks.
09.03	Use the Borough's publications to promote public health issues and awareness campaigns	Public Health	Eight public health awareness campaigns promoted per annum.	31/03/2019	Continue to deliver the communications campaign, reflecting the 12 priorities in the Joint Health and Wellbeing Strategy, using a wide range of channels, including social media and digital technology.	31/03/2018	GREEN	MDs	Cllr Carroll	Hilary Hall	Deliver a communications campaign, one a month for 12 months, reflecting the 12 priorities in the Joint Health and Wellbeing Strategy, using a wide range of channels, including social media and digital technology. Deliver a focused campaign promoting mental health issues and tackling related stigma, again using a wide range of media.
09.04	Identify young carers and help provide support	Children's Services	Increase the number of young carers identified based on 2014/15 baseline and increase the range of services provided.	31/03/2019	Continue campaign to increase the number of young carers - 56 young carers accessing the Young Carers Scheme currently.  New service with Family Action in place from 1 October 2017.	31/03/2018	GREEN	MDs	Cllr Airey	Hilary Hall	Continue campaign to increase the number of young carers - seven new young carers accessing the Young Carers scheme since September 2016.  New service went live from 1 October 2016 with an evaluation of impact scheduled for June 2017.  Use the evaluation outputs to undertake assessment of demand and need for the service post 1 April 2018.
09.05	Continue to raise awareness of mental health issues especially for children	Public Health	Run 4 awareness campaigns per annum promoting mental health issues amongst children and young people.	31/03/2019	Continue to deliver Year of Mental Health action plan with full evaluation by March 2018.  Recovery College to be launched in October 2017.  E-learning for all staff to be available from March 2018.	31/03/2018	GREEN	MDs	Cllr Airey	Hilary Hall	Evaluate and report on the effectiveness of Mental Health First Aid courses in schools as part of the Brighter Berkshire action plan.
09.06	Support the SMILE programme through our leisure centres	Public Health	100% of SMILE hours maintained (against 2015 baseline) 5% increase in SMILE attendances by April 2017		Consult with SMILE in developing Braywick Leisure Centre and the new leisure centre in Sunningdale/Ascot.	24/04/2017	GREEN	Communities	Cllr Carroll	Kevin Mist	Apprentices to Sports Development/SMILE Coach/Co-ordinator role starting Feb 2017 - Induct and train. Vinny and Peter.  2017 events programme development  Additional rehabilitation equipment rolled out to all rehabilitation and SMILE sessions.

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09.07	Better deploy public health funds through objective assessment of effect and necessity	Public Health	Royal Borough Joint Health and Wellbeing Strategy agreed by April 2016 setting out the Borough's vision for public health.	31/03/2018	Continue to monitor the existing public health services/contracts through quarterly contract monitoring to ensure that residents' needs are addressed and value for money secured.	31/03/2018	GREEN	MDs	Cllr Carroll	Hilary Hall	Implement the directorate commissioning framework ensuring that all public health services/contracts coming up for tender/renewal are assessed in line with the strategic priorities to ensure residents' needs are addressed and value for money secured.
09.08	Use best practise from overseas and other local authorities to greatest effect in the Royal Borough	Public Health	Four best practice Public Health ideas to be investigated per annum.	31/03/2019	Deliver the Royal Borough action plan in support of the Brighter Berkshire initiative, focusing on three key pillars - internal policies and procedures that support staff in relation to mental health; education/training in schools around mental health; and mapping/signposting mental health services in the community.  Roll out of healthy weight management service for adults from September 2017.  Development of health weight management service for children for roll out from January 2018.	31/03/2018	GREEN	MDs	Cllr Carroll	Hilary Hall	Roll out Diabetes Prevention Programme across the borough, targeting those with 'pre diabetes' to refer them to a bespoke programme in order to prevent further development of diabetes - initial roll out through three key surgeries agreed with the Clinical Commissioning Group.
10.01	Continue with the relentless commitment to deliver regeneration of the town	Maidenhead	Vibrant town centre.	31/03/2023	Submit planning application submitted for York Road and West Street - Q4.	31/03/2018	GREEN	Place	Cllr Evans	Russell O'Keefe	Still on track to appoint Maidenhead development partner by June 2017.
10.02	Improve parking arrangements near Maidenhead station	Maidenhead	Minimum additional 500 parking spaces created to serve Maidenhead Station by April 2019.	30/04/2019	Deliver the outcomes of the investment case to be considered by full Council in September 2017	31/03/2019	GREEN	Communities	Cllr Cox	Craig Miller	Cabinet paper setting out proposals for Maidenhead Station forecourt incorporating parking arrangements scheduled for consideration in March.
10.03	Review and revise as necessary Maidenhead's masterplan, the Area Action Plan	Maidenhead	Up-to-date Area Action Plan (APP).	31/01/2019	Progress Borough Local Plan to examination, timescales to be determined by the Planning Inspectorate.	31/03/2018	GREEN	Place	Cllr Wilson	Jenifer Jackson	BLP Regulation 19 Underway
10.04	Keep the Town Hall	Maidenhead	Town Hall maintained.	31/03/2023	None required to meet commitment. The Town Hall is still here.	31/03/2017	BLUE	Place	Cllr Rankin	Russell O'Keefe	None required to meet commitment.
10.05	Keep free on-street parking	Maidenhead	On-street parking in Maidenhead will continue to be provided free of charge with additional spaces created.	23/02/2016	Completed	23/03/2017	BLUE	Communities	Cllr Cox	Craig Miller	Future parking strategy including commitment to free on street parking in Maidenhead agreed by Cabinet and full Council.
10.06	Support "shared space" arrangements to bring life to parts of the town centre	Maidenhead	St Ives Road, Queen Street and High Street to become shared space zones.	31/03/2023	Submit planning application submitted for York Road and West Street - Q4.	30/03/2017	GREEN	Place	Cllr Rankin	Russell O'Keefe	Shared Space requirement is built into brief for JV partner. Preferred Developer expected to be identified by March 2017.



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10.07	Continue to offer more extended markets and events in the town centre, with improved advertising	Maidenhead	18 additional events held in Maidenhead Town Centre by December 2017 (compared to 2014/15 baseline of 168).		<p>Footfall in Maidenhead continues to perform well and is currently 13.8% up year on year to date (July 2017).</p> <p>The partnership is now focussing on the Christmas programme and developing the 2018 event calendar.</p>	31/03/2018	GREEN	Communities	Cllr S Rayner	Steph James, David Scott	<p>Christmas 2016 was successful in attracting people to the town with footfall up 2.6% over November and December compared to 2015. The calendar year ended 19.7% up on the previous year.</p> <p>The post Christmas trading survey (37 respondents) showed 45.7% reporting increased trade over Christmas, 28.6% reporting trade was down and 25.7% unsure.</p> <p>86.1% were aware of the Christmas events and marketing for the town and 37.8% felt they helped attract footfall, 18.9% felt they didn't help, 27% reported footfall about the same and 16.2% were unsure.</p> <p>The calendar of events for 2017 is currently being finalised and sponsorship packages being developed for attracting additional income to expand the events programme for the town. The first quarter of the year will see Chinese New Year event (biggest yet), Valentines pop-up, Half Term Treasure Hunt in partnership with the Magnet, Shabbytique &amp; Eat on the High Street (monthly), Pancake Race and Easter activities.</p> <p>Marketing will include monthly e-newsletters, Valentines social media campaign and posters and flyers for the various events in the town. Social media engagement continues to grow.</p>
10.08	Create a vibrant and lively town centre with space for community facilities and entertainment offers	Maidenhead	<p>4% increased overall footfall through Maidenhead town centre by 31/3/2017 (compared to 2014/15 baseline).</p> <p>2% increased night time footfall through Maidenhead town centre by 31/3/2017 (compared to 2014/15 baseline).</p>		<p>Footfall in Maidenhead is still tracking up year to date which is positive. The town is seeing interest in the Food and Beverage sector with several new openings planned including:</p> <ul style="list-style-type: none"> <li>Funky Wood restaurant in the former Forenza restaurant on Bridge Street</li> <li>Bakedd Artisan Bakery in the waterwide unit of Chapel Arches</li> <li>Pitchers bar and restaurant opening in former Bar Sport unit</li> </ul> <p>We have also seen Thai Spoon open on Nicholsons Lane</p> <p>Following a meeting with King Street businesses the Wimbledon Weekend event relocated to King Street to support footfall and there will be on-going discussions for more events next year to help support businesses in this secondary area of the town.</p> <p>Through Enjoy Maidenhead and the Regeneration Communication and Marketing plan there will be continued promotion of the town centre as a place for business.</p>	31/03/2017	GREEN	Communities	Cllr S Rayner	Kevin Mist, Steph James	<p>Footfall in Maidenhead in 2016 was 19.7% up on 2015. The beginning of 2017 has started positively with footfall year to date up 19.6%.</p> <p>The new amphitheatre created as part of the Chapel Arches redevelopment was used for the first time as part of the Christmas Lights Switch on event and proved popular. A booking process for community groups is being developed in partnership with the library with the aim of monthly events during the summer.</p> <p>New shop openings in Maidenhead in 2016 improved resident perception of the town centre; including H&amp;M, Pandora, Smiggle, Warren James, Paperchase and Grape Tree. Vacant shops do still continue to be an issue particularly in secondary areas of the town.</p> <p>Meetings with businesses in secondary areas of the town centre are being arranged to expand the event programme to other areas of the town e.g. King Street as most events and activities in the past have been focussed on the retail core of the High Street.</p>

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10.09	Bring in Town Centre WiFi	Maidenhead	WiFi should be available in Maidenhead Town Centre – wherever anyone may wish to access online resources (see ref 13.11).	01/09/2017	WiFi installed.	31/05/2017	BLUE	Communities	Cllr Targowska	Ben Smith	Continue delivery phase - phase I to 'Go Live' in December 2016 - <b>implementation phase commenced: revised 'Go Live' date is May 2017.</b>  Continue to explore opportunities to develop network beyond the original scope - <b>ongoing</b>
10.10	Smarten up street furniture to improve appearance	Maidenhead	Deliver the Maidenhead Public Realm Strategy.	31/03/2023	Capital bid in 2017-2018 unsuccessful with further bid to be made in 2018/19 bid process.	31/03/2018	GREEN	Communities	Cllr Bicknell	Ben Smith	Project costed and approval for new capital bid to be made.
10.11	Continue to support Maidenhead Waterways	Maidenhead	Restore the historical Maidenhead Waterways.	30/09/2018	Completion scheduled for December 2017	31/12/2017	GREEN	Place	Cllr Rankin	Russell O'Keefe	Completion of sections north of Chapel Arches and underpinning to Chapel Arches Bridge still on track for November 2016.
10.12	Explore extensions including mezzanine parking to existing surface car parks	Maidenhead	Minimum additional 500 parking spaces created to serve Maidenhead Station by April 2019.	30/04/2019	Deliver the outcomes of the investment case to be considered by full Council in September 2017	31/03/2019	GREEN	Communities	Cllr Cox	Craig Miller	Parking provision paper detailing additional parking across the Royal Borough approved by Cabinet 26 January 17. Detailed feasibility to be undertaken for eight sites, seven in Maidenhead and one in Windsor including the use of mezzanine levels on existing assets. Investment case to be submitted to Cabinet in May and Full Council in June 17.
10.13	Improve access into the town centre for pedestrians	Maidenhead	10% increase in Maidenhead town centre footfall by April 2019 (compared to April 2015 baseline).	31/03/2019	Increase in town centre footfall evidenced through monthly counts	31/03/2018	GREEN	Communities	Cllr Bicknell	Ben Smith, David Scott	Maidenhead Town Centre Missing Links scheme likely to be included in Growth Deal 3 programme. Consultant to be appointed to develop business case.
11.01	Review and increase parking provision in Windsor - including Meadow Lane car park in Eton	Windsor	Minimum of 200 additional car parking spaces in Windsor and Eton by April 2019.	30/06/2017	Deliver the outcomes of the investment case to be considered by full Council in September 2017	31/03/2019	GREEN	Communities	Cllr Cox	Craig Miller	Cabinet paper detailing additional parking provision with the Royal Borough approved by Cabinet 26 January 17. Detailed feasibility assessment to be undertaken for an additional deck at River St, Windsor. Investment case to be submitted to full Council April 17 for approval.
11.02	Introduce 'pay on exit' parking in RBWM controlled car parks	Windsor	Pay on exit parking installed in 3 Windsor car parks by April 2019.	30/06/2017	Meadow Lane, Eton to be operational by end December 2017.  Capital bids to be prepared for two additional Windsor car parks for 2018-2019	31/12/2017	GREEN	Communities	Cllr Cox	Craig Miller	River Street equipment go live date scheduled end of February 2017, in order to avoid Christmas period 2016. Meadow Lane, Eton equipment to be activated by end of March following successful launch at River Street.
11.03	Enhance and restore Alexandra Gardens	Windsor	Alexandra Gardens restoration works completed by December 2017. 10% increased resident satisfaction with Alexandra Gardens by April 2018.		Revised entrance scheme from coach park to Alexandra Gardens currently under design and consideration for links to an expanded Windsor visitor gateway underway.	31/03/2018	GREEN	Communities	Cllr S Rayner	David Scott	Work to replace the Depot in Alexandra Gardens, Windsor - area to be used to create new 'gateway' between the coach park and Alexandra Gardens. Design in progress  Revised project plan shows final designs by the end of October 2016 work to commence on site 6 January 2017. Delayed due to staff resource issues.  Work to start on site mid January (following restoration after Ice Rink removal)

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11.04	Pursue options to promote a safe night time economy, maintaining residential amenity	Windsor	Implementation of an action plan resulting in a reduction of 10-15% of complaints regarding anti social behaviour in the Night Time Economy.	31/03/2018	Deliver new CCTV network	31/08/2018	GREEN	Communities	Cllr Cox	Craig Miller	RBWM supporting a TVP pilot to have Police personnel located within the council's CCTV control room to enable more dynamic resource deployment. Review of CCTV system to be undertaken to identify options to utilise modern digital and wireless technology to provide better more flexible coverage in particular NTE locations approved by Cabinet in January 2017. Report to be submitted to Cabinet with outcome of full technological review.
11.05	Campaign to keep Windsor police station open and accessible to the public	Windsor	Ensure accessibility to police services in Windsor.	31/07/2019	TVP decided not to opt for joint office arrangement in Windsor. However, they have committed to keep a presence within the town centre.	31/03/2018	GREEN	Communities	Cllr Alexander	Craig Miller	Still on track to submit planning application by 31 December 2016 and continue to work with Thames Valley Police.
11.06	Continue to support the taxi marshalling scheme	Windsor	Improved resident feedback.		Specification of new unit confirmed, Purchase order has been raised and delivered. Awaiting delivery of new unit before March 2017.	01/03/2017	GREEN	Communities	Cllr Cox	Paul Roach, David Scott	New order to be placed for new booking office for Goswell Hill.
11.07	Work with the Crown Estate to enhance local sports and leisure facilities	Windsor	Four local sports and leisure facilities enhanced by September 2017.	27/03/2017	None, commitment met.	27/03/2017	BLUE	Communities	Cllr S Rayner	Kevin Mist	None. New Pavilion open on Home Park
11.08	Ensure Windsor has a well maintained and high quality public realm for both residents and visitors alike, e.g. from the Coach Park to the town centre	Windsor	Realising Windsor potential.	31/03/2025	Seek development manager for Alexandra Gardens project.	31/12/2017	GREEN	Communities	Cllr Alexander	Ben Smith	Approve the design and appoint contractor to undertake work in November/December 2016.
11.09	Continue the campaign against Heathrow expansion, and to protect Windsor from night flights and more aeroplanes	Windsor	RBWM's position on expansion at Heathrow is submitted to 100% of all formal consultations and submitted to Government as part of a robust campaign intended to influence future decisions regarding runway capacity in South East England.	31/03/2019	Completed and ongoing	31/03/2019	BLUE	Communities	Cllr Cox	Craig Miller	RBWM to submit response to Department for Transport consultation on night flight restrictions at Heathrow, Gatwick & Stanstead by 28 Feb 2017. Response to National Planning Statement & UK Airspace Policy consultations to be submitted by 25 May 2017.
11.10	Work to alleviate congestion and parking problems on Thames Street	Windsor	Implementation of a robust enforcement programme including specific operations to address parking problems during daytime and night time hours.	31/03/2019	Taxi feeder arrangements within town centre car parks to be proposed via Lead Member briefing to alleviate High Street limited waiting issues.	30/11/2017	GREEN	Communities	Cllr Cox	Craig Miller	Operations to be undertaken in Q4 2016/17 focussing on licensing operations including taxis - use of meters, parking in Thames St etc.
11.11	Use Borough licensing and enforcement powers to combat issues in central Windsor	Windsor	At least 12 operations are undertaken each year focussing on licensing issues both in the daytime and night time economy hours.	31/03/2019	Completed and ongoing	31/03/2019	BLUE	Communities	Cllr Cox	Craig Miller	42 operations complete at end of Q3. Further operations to be undertaken within Q4 bringing total to 72 including taxi meter operations.
11.12	Monitor and seek solutions to air quality problems, e.g. planting trees	Windsor	Implementation of at least two innovative and alternative air quality improvement schemes (if proven to be viable and provide tangible benefits).	31/03/2019	Develop an action plan to reflect the Government's revised Air Quality Plan published end of July 2017 for consideration by Lead Member.	31/12/2017	GREEN	Communities	Cllr Cox	Craig Miller	Feasibility study to be undertaken in partnership with two sites within AQMAs for future tree planting. Article to be included within Around the Royal Borough encouraging planting near in areas adjacent to or near busy roads.
12.01	Support Ascot High Street regeneration	Ascot & The Sunnings		31/03/2018	Pre Application discussions underway. Landowners have held stakeholder events. Next steps is to finalise development brief.	31/12/2017	GREEN	Place	Cllr Hilton	Jenifer Jackson	Negotiations with landowners continuing.
12.02	Work with Frimley Park Hospital Trust to ensure and encourage extended facilities at the Heatherwood site	Ascot & The Sunnings	Maintain ongoing formal and informal meetings with Frimley Park Hospital and the Clinical Commissioning Groups.		Following the approval of the Heatherwood application for the redesign of the health facilities, progress through the Secretary of State approval processes.	31/03/2018	BLUE	Mds	Cllr Coppinger	Alison Alexander	The Council continues to be actively engaged in the development of the plans for extended facilities at the Heatherwood site at both Member and officer level. This is a key outcome of the Frimley Sustainability and Transformation Plan.

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12.03	Work with local GPs to secure appropriate facilities for all local residents	Ascot & The Sunnings	All local residents in Ascot & the Sunnings have access to local health facilities.	31/03/2019	Continue to identify and deliver opportunities for joint working to improve health outcomes for residents in Ascot and the Sunnings through the Frimley Sustainability and Transformation Plan prevention group.  From April 2017 onwards, Clinical Commissioning Groups (CCGs) are responsible for GP surgeries.	31/03/2018	GREEN	MDs	Cllr Coppinger	Hilary Hall	Continue to support Bracknell Forest Council to secure sufficient GP provision specifically in the Ascot area. Identify and deliver opportunities for joint working to improve health outcomes for residents in Ascot and the Sunnings through the Frimley Sustainability and Transformation Plan prevention group.
12.04	Support better sports and leisure facilities in Ascot and the Sunnings	Ascot & The Sunnings	Three more leisure facilities in Ascot and the Sunnings by September 2017.		Develop concept designs for new leisure centre in Sunningdale/Ascot.  Work with Ascot United Football Club to submit bid to the Football Foundation for a full sized floodlit all-weather 3G football pitch in Ascot.	31/03/2018	GREEN	Communities	Cllr Bateson	Kevin Mist	Draft accommodation schedule for new facilities at Charters are under development for member scrutiny by April 2017.
12.05	Build a roundabout at the junction of the A329 and B383	Ascot & The Sunnings	Roundabout constructed by April 2018.	31/03/2018	Slipped budget is funding development of a smaller scale safety scheme (possibly reduced speed limits, traffic islands, signage etc) for this year.  Continue to explore the possibility of CIL or other funding as part of Borough Local Plan.	31/12/2017	AMBER	Communities	Cllr Bicknell	Ben Smith	Estimated scheme costs have significantly increased, primarily due to hidden utility costs. At current levels the scheme is not cost-effective. No funding for this scheme agreed in 2017/18 budget. Will explore the possibility of CIL or other funding as part of Borough Local Plan. A feasibility study will be commissioned to look at other possible alternatives for revising the scheme to provide an agreeable solution.
12.06	Consult and consider traffic calming measures in the area e.g. in Sunningdale at Chobham Road	Ascot & The Sunnings	Traffic calming measures consulted on by April 2017.	01/04/2017	Deliver approved schemes following consultation in Chobham Road - first phase to be delivered in 2017-2018.	31/03/2018	BLUE	Communities	Cllr Bateson	Ben Smith	This is a phased programme and funding may be received from Surrey County Council.
12.07	Support a library for Sunningdale	Ascot & The Sunnings	A new library in Sunningdale open by April 2018.	31/12/2017	This commitment has been completed as the consultation has taken place with Sunningdale residents, with regard to times and locations for improved mobile or container library coverage. Once results analysed and decision made acquire the best vehicle to deliver the requirements.	31/03/2018	BLUE	Communities	Cllr Bateson	Mark Taylor, Angela Gallacher	Concluded feasibility study to provide options for future consideration by Cabinet. Three potential sites identified.
12.08	Support the provision of Christmas Lights for Ascot, Sunninghill and Sunningdale	Ascot & The Sunnings	New Christmas lights installed in three locations - Ascot, Sunninghill and Sunningdale.	03/12/2016	Christmas Lights installed for December 2016. Completed.	01/11/2016	BLUE	Communities	Cllr Bateson	Kevin Mist	Christmas Lights installed for December 2016. Completed.
12.09	Campaign for additional opening hours at Ascot Police Station	Ascot & The Sunnings	Opening Hours extended to meet the needs of the local community.		Completed and ongoing	31/03/2019	BLUE	Communities	Cllr Bateson	Harjit Hunjan	Opening hours have been extended through the recruitment of local volunteers. Continue to recruit volunteers as required. Number of volunteers and additional opening hours to be confirmed. A review of the volunteers will be conducted in October 2016 to establish whether there are sufficient volunteers in place to meet the demand for opening hours locally.
13.01	Keep finding good practice and implementing it	Council Transformation	Five examples of best practice from elsewhere, implemented in RBWM.		Following the transfer of adults, children's and highways services, ensure implementation of the parking enforcement, CCTV and redesign of the website.	31/03/2018	BLUE	MDs	Cllr Dudley	Alison Alexander	Developments are in progress and the services will transfer on 3 April 2017.

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13.02	Remove bureaucracy and red tape	Council Transformation	List of evidence where bureaucracy has been reduced/removed.		Continue roll out of new adult social care assesment - Each Step Together.  Further publicise the accessibility of the Council to residents seven days a week in libraries and 24/7 through digital by choice.	30/11/2016	BLUE	MDs	Cllr Dudley	Alison Alexander	Contact with the National Landlords Association will be made to proactively seek responses to their own survey of members which has sought to find examples of local authority red tape. Officers will consider any feedback received from the NLA and assess whether there are improvements to be made in this area.  Similar examples will be sought in this quarter from other key service users to systematically consider alternative areas of the council where this may apply.  Pilot of new, simplified adult social care self assessment form will be reviewed at the end of November.
13.03	Involve councillors at all levels in decision making where it affects their communities	Council Transformation	Processes and systems in place to include councillor input to decisions on local matters.		Continue to improve earlier engagement with ward councillors and increased use of workshops to inform overall approaches.	31/03/2017	BLUE	MDs	Cllr Dudley	Alison Alexander	Work to improve earlier engagement with ward councillors and increased use of workshops to inform overall approaches.
13.04	Increase multi-skilling of council officers to better enable change and diversify jobs	Council Transformation	<ul style="list-style-type: none"> <li>Development of additional skills across all teams, including the ability to manage change more efficiently.</li> <li>Greater cross skilling across RBWM.</li> <li>Review of the content of job accountabilities.</li> <li>Shared Legal Services (SLS) review of employment contracts.</li> <li>Create a centralised training team, budget and assets. Standardise equality of opportunity to promote a common language and baseline competencies within RBWM to support flexible working and co-operative endeavours.</li> </ul>	28/07/2017	Undertake next training needs analysis for 2018-2019.  Implement outcomes of Senior Leadership Team 360 degree appraisal.  Further training and development of Library and Resident Services staff.  Deliver cross functional projects to develop middle managers.	31/03/2018	BLUE	MDs	Cllr Targowska	Terry Baldwin	Review by 31 March 2017, with Public Health colleagues, the effectiveness of mental health first aid training which was launched in January 2017. March 2017 - present to senior leadership team the 21st Century Public Servant research carried out by Birmingham University. Use this research to help identify the skills required for the new RBWM management structure and plan how to meet those requirements. Complete 2017/18 training needs analysis by 31 March and confirm budget for meeting those needs, working in partnership with AfC and Optalis.
13.05	Introduce a proper feedback "tell us once" Customer Relationship Management system so chasing progress is a thing of the past	Council Transformation	By April 2018 a CRM system will be implemented and customers will be able to: A) Set up a Digital Account and 'do business with the Royal Borough online as services are digitally transformed'. B) Receive notifications of progress so they do not need to chase progress. C) Have access to their contact history with the Council. D) Opt in for notification about various service information.	31/03/2018	Confirm integration, replacement for fix-it & report-it forms for Street Scene/Highways (potholes, traffic signals, traffic matters, street lights etc.) now testing and almost ready to go live, expected to be fully rolled out no later than 31 October 2017.  Uniform integration, replacement for fix-it & report-it forms for Environmental Services needs further work and testing, expected to be fully rolled out no later than 31 December 2017.  Decommissioning of Lagan CRM by 31 March 2017 – Still in use but no longer supported. Will be closed once JADU replacement for Uniform and Confirm connectivity is in place.	31/12/2017	GREEN	Communities	Cllr S Rayner	Jacqui Hurd	Integration with Confirm and Uniform to be completed by 31 March 2017 so that the reporting of Highways, Environmental and Street Scene issues can be reported (In progress - integrations in test system)  Decommissioning of Lagan CRM by 31 March 2017 (completed)  Implementation of on-line calendar integration so that Bulky Waste and booking collections can be launched by 31 March (Completed)  Further processes will be developed, tested and deployed so that residents can access more services by the digital channel A) Corporate Complaints process (Completed) B) Call back forms for services that Customer Services and Libraries are unable to resolve (Completed) C) Bulky Waste and booking collections (Completed) D) The reporting of Environmental and Street Scene issues (In progress)

Ref	Manifesto Commitments	Theme	Expected Outcome	Expected Completion Date	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer	Previous Significant Next Action (SNA)
13.06	Implement effective learning for customer service excellence	Council Transformation	<p>A) The delivery of customer services training will have commenced with the timetable of course dates available (Completed - on going training as the norm)</p> <p>B) Five further services will be live via digital channel - Bulky Waste, Call back forms, Complaints, Environmental Service reporting and Facilities Management (Partially completed - Call back and complaints completed. Bulky Waste awaiting calendar integration, Environmental Services awaiting UNIFORM integration, Facilities Management being scoped)</p> <p>C) A quarterly satisfaction survey will be undertaken by the Customer Services and Libraries units to understand the feedback</p> <p>D) Internal focus - implementing staff service action plan. (in progress)</p> <p>E) Maintain the first time resolution rate over 80% (on target)</p> <p>F) Analysis on a service-by-service basis will be completed and action plans drawn up with service leads with a view to reducing avoidable contact by 10% by April 16 which should support greater customer satisfaction - 30 April 2016. (work being undertaken but off target)</p>		<p>Website project is revising the content and reviewing and enhancing the customer journey undertaken - new design due for launch in October 2017.</p> <p>All library and resident services staff undergoing cross training</p> <p>New Customer Plan will be developed to support the Corporate Plan</p>	31/03/2018	GREEN	Communities	Cllr S Rayner	Jacqui Hurd	<p>In Q4 complaints trends and performance will be analysed and action plans set up with the Residents Champion. The satisfaction stars feedback on the website will be used to make continual improvements. Customer service training will continue.</p> <p>A) The delivery of customer services training will have commenced with the timetable of course dates available (Completed - on going training as the norm)</p> <p>B) Five further services will be live via digital channel - Bulky Waste, Call back forms, Complaints, Environmental Service reporting and Facilities Management (Partially completed - Call back and complaints completed. Bulky Waste awaiting calendar integration, Environmental Services awaiting UNIFORM integration, Facilities Management being scoped)</p> <p>C) A quarterly satisfaction survey will be undertaken by the Customer Services and Libraries units to understand the feedback (completed)</p> <p>D) Internal focus - implementing staff service action plan. (completed)</p> <p>E) Maintain the first time resolution rate over 80% (achieved)</p> <p>F) Analysis on a service-by-service basis will be completed and action plans drawn up with service leads with a view to reducing avoidable contact by 10% by April 16 which should support greater customer satisfaction - 30 April 2016. (work being undertaken but off target)</p>
13.07	Continue channel shift to bring in more 24/7 council services	Council Transformation	<p>By April 2018, the replacement CRM (Customer Relationship Management) and Telephony systems will provide the infrastructure for a 24/7 Council. In addition, the transformation programme is addressing simpler process, website content and increasing places where and how advice can be obtained.</p> <p>A) 70% of customer interactions will be via Digital Channels.</p> <p>B) The cost per transaction will be cheaper by 40%.</p> <p>C) There will be an increased range of customer service advice available in Libraries and other public buildings in line with ref 8.8.</p>	31/03/2018	<p>Customer access to council services has been extended to seven days a week from 1 July 2017. In addition residents can access and reports many digital services on-line. Phase two of the website project launched to deliver a new home page and revised structure and content. Now 13,000 on-line residents 'My Accounts' now set up.</p> <p>The digital delivery team has been created to ensure the digital journey and experience is excellent.</p>	31/12/2017	GREEN	Communities	Cllr S Rayner	Jacqui Hurd	<p>In Q4 2016-17 Customers will be able to report Highways issues on line and integration will be developed to allow Environmental Service issues to be reported. The website content refresh will continue with a further 20% of the content having been reviewed and forms created.</p>

Ref	Manifesto Commitments	Theme	Expected Outcome	Expected Completion Date	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer	Previous Significant Next Action (SNA)
13.08	Use libraries and other community facilities e.g. Parish offices and children's centres to enable greater access to council functions	Council Transformation	By April 2018, customers will be able to use a public building local to where they live to access a wider range of council services face to face and digitally.	31/03/2018	This is now complete. From the 1 July the new Library and Resident Service new structure was implemented and three 'Service Hubs' are live at Windsor, Maidenhead and Ascot on 1 July 2017 delivering the following services: Bus Pass, Advantage Card, benefits, Council Tax, Elections, Green Waste, Housing Options, Licensing, Missed Bins, assisted and special collections, , Parking and Blue Badges, Planning, School Admissions, Street lighting, potholes and fly-tipping reporting.  The online My Account is live with residents being able to report issues and track on line.	31/03/2018	BLUE	Communities	Cllr S Rayner	Mark Taylor, Jacqui Hurd	Cabinet agreed the proposal to merge Customer Services and Culture, Libraries & Registration in November 2016 and Employment Panel on 24 January 2017. Following formal consultation on 30 January 2017 to 28 February 2017 staff will be appointed into roles by the end of April 2017, with the first service hub in Windsor Library going live by 1 June 2017. (This will be relocated back to York House following completion of the refurbishment)
13.09	Use benchmarking to compare our services with others	Council Transformation	Ensure that (Integrated Performance Monitoring Reports) IPMR Indicators are benchmarked against primarily similar authorities.		A new Performance Management Framework reflecting the priorities in the newly adopted Council Plan 2017-21 has been prepared and work to automate performance reporting on the Council's performance management software is underway. Benchmarking data forms part of the planned roll-out of the software, including benchmarking ourselves against our own historic performance as well as comparable authorities. This will be extended in Q2 17/18.	31/03/2018	GREEN	MDs	Cllr Dudley	Alison Alexander	Benchmarking increased from 10 indicators to 24 in Q3. Further work will be undertaken in Q4 to refine benchmarking for planning indicators.
13.10	Introduce a residents champion - a local ombudsman - to further improve our response to complaints	Council Transformation	A 'Local Ombudsman' is appointed by July 2016.		Post up and running and working on improving approach.	01/10/2016	BLUE	MDs	Cllr S Rayner	Hilary Hall	Job accountabilities and grade being agreed currently. Once agreed, the role will go out to recruitment.
13.11	Create widespread WiFi coverage for residents and visitors	Council Transformation	WiFi should be available where residents and visitors are, including parks, open spaces, all Council and Parish buildings, and car parks – wherever anyone may wish to access online resources.		Completed.	31/01/2017	BLUE	Communities	Cllr Targowska	Ben Smith	Improving WiFi provision in Council buildings including Libraries, Town Hall and York House - 30 June 2016.  The Council will create an agile project to map a prioritised list of parks, open spaces, parish buildings and car parks with a view to developing proposals for the roll out of further WiFi services - 30 June 2016.