



Report for: ACTION
Item Number: 6i

Contains Confidential or Exempt Information	No – Part I
Title	Council Manifesto Tracker
Responsible Officer(s)	Richard Ellis, Strategic Director of Corporate Services, 01628 796222 Andrew Elkington, Head of Policy & Performance, 01628 796025
Contact officer, job title and phone number	Paul Johnson, Corporate Performance Officer, 01628 796445
Member reporting	Cllr Burbage, Leader of the Council
For Consideration By	Cabinet
Date to be Considered	24 September 2015
Implementation Date if Not Called In	Immediate
Affected Wards	All
Keywords/Index	Manifesto Commitments

Report Summary

1. This report deals with that progress that has been made against the Council's Manifesto Commitments. This is the first Cabinet report tracking progress against each of the commitments since the May 2015 election.
2. The report recommends that Members note the progress in delivering the Manifesto Commitments and that Strategic Directors, in consultation with Lead Members, continue to work on each manifesto commitment to ensure successful delivery.

If recommendations are adopted, how will residents benefit?

Benefits to residents and reasons why they will benefit	Dates by which they can expect to notice a difference
1. Assurance that the Council is fulfilling its commitments.	On publication of the report
2. Assurance that each commitment is being reviewed regularly and is progressing to timetable set.	On publication of the report

1. Details of Recommendations

RECOMMENDED: That Cabinet notes the progress in delivering the Council Manifesto Commitments.

2. Reason for Decision and Options Considered

Option	Comments
The Council does not track delivery against the manifesto commitments.	This is not recommended. The Council will be unable to assess achievement against the priorities of the administration or ensure that ongoing and successful delivery is maintained.
That Strategic Directors, in consultation with Lead Members, report on the successful delivery of the administration's manifesto commitments.	This is the Recommended Option . This will enable residents to be able to judge which manifest commitments have been delivered against during the terms of the administration.

3. Key Implications

Defined Outcomes	Unmet	Met	Exceeded	Significantly Exceeded	Date they should be deliver by
Fulfil all manifesto commitments.	<100% of manifesto commitments fulfilled.	100% of manifesto commitments fulfilled.	N/A	N/A	End of March 2019
Over-deliver against manifesto commitments.	0% of manifesto commitments over-delivered against.	1-5% of manifesto commitments over-delivered against.	6-10% of manifesto commitments over-delivered against.	11-15% of manifesto commitments over-delivered against.	End of March 2019

4. Financial Details

a) Financial impact on the budget

The relevant budget implications will be highlighted in the reports submitted to the relevant Member Panel for each respective manifesto commitment.

b) Financial Background

None

5. Legal

Certain manifesto commitments will have legal implications but the purpose of this report is to give a summary of outcome and actions for each manifesto commitment. Specific legal advice will be provided as required.

6. Value for Money

Specific manifesto commitments are concerned with value for money although the need to ensure efficiency and effectiveness of limited resources is a consistent part of the commitments made throughout the document.

7. Sustainability Impact Appraisal

None.

8. Risk Management

This recommendation requires no additional risks to be managed.

9. Links to Strategic Objectives

Each of the 137 manifesto commitments supports the following Council's strategic objectives.

Residents First

- Support Children and Young People
- Encourage Healthy People and Lifestyles
- Improve the Environment, Economy and Transport
- Work for safer and stronger communities

Value for Money

- Deliver Economic Services
- Improve the use of technology
- Increase non-Council Tax Revenue
- Invest in the future

Delivering Together

- Enhanced Customer Services
- Deliver Effective Services
- Strengthen Partnerships

Equipping Ourselves for the Future

- Equipping Our Workforce
- Developing Our systems and Structures
- Changing Our Culture

10. Equalities, Human Rights and Community Cohesion

An Equality Impact Assessment (EQIA) is not needed for this report, although certain manifesto commitments may require an EQIA.

11. Staffing/Workforce and Accommodation implications:

None.

12. Property and Assets

None.

13. Any other implications:

None.

14. Consultation

Lead Officers have agreed expected outcome and action plan with Lead Members.

15. Timetable for Implementation

Please see Appendix A.

16. Appendices

Appendix A: Council Manifesto Tracker.

17 Background Information

17.1 This is the first report - since the elections of 2015 - to monitor and manage the progress of the 137 Manifesto Commitments.

17.2 Appendix A is a tracker designed to provide a summary of the progress for each manifesto commitment for monitoring purpose. It lists all 137 manifesto commitments and the expected outcome for each commitment. The report also shows what actions are taking place so that progress can be monitored to ensure that the Council meets each commitment.

17.3 The table below shows an overview of performance as of end August 2015:

Status	Sept 2015	
	Number	Percentage
Fulfilled	0	0%
On Target	137	100%
Just Short	0	0%
Off Target	0	0%
Not Available	0	0%
TOTAL	137	100%

17.4 The following table provides a status update for each of the commitments grouped by lead department:

Directorates	Status					
	Fulfilled	On Target	Just Short	Off Target	Not available	Total
Adult, Culture & Health	0	28	0	0	0	28
Children's Services	0	12	0	0	0	12
Corporate Services	0	59	0	0	0	59
Operations	0	38	0	0	0	38
Total	0	137	0	0	0	137

* Please note that some commitments are shared between several Directorates.

17.5 The manifesto commitments also includes the following statements in running the Council:

- Always put outcomes before processes.
- Put Residents First.
- Find best practice rather than invent a new wheel.
- Consult local councillors before significant events occur in an area.
- Plan and deliver projects and budgets properly.
- Never forget whose money it is.

18. Consultation

Name of consultee	Post held and Department	Date sent	Date received	See comments in paragraph:
Internal				
Andrew Elkington	Head of Policy & Performance	14 August 2015	14 August 2015	Incorporated throughout
Richard Ellis	Strategic Director of Corporate Services	19 August 2015		
Andrew Brooker	Head of Finance	19 August 2015		Section 4
Sean O'Connor	Interim Head of Legal	19 August 2015		Section 5
Cllr Burbage	Leader of the Council	28 August 2015		

Report History

Decision type:	Urgency item?	
For information	No	
Full name of report author	Job title	Full contact no:
Paul Johnson	Corporate Performance Officer	01628 796445

Appendix One: Council Manifesto Tracker

Ref:	Manifesto Commitments	Themes	Expected outcome	Significant Next Action (SNA)	Date of SNA	Current performance status	Directorate	Lead Member	Lead Officer	Previous SNA (May 2015 to September 2015) including notes
1.1	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.	The Cabinet meeting in September 2015 is to receive initial savings proposals for 2016/17 Budget.	24-Sep-15	On Target	Corporate Services	Cllr Dudley	Andrew Brooker	The Council Budget Meeting in February 2016 will receive a set of proposals which will enable this commitment to be met.
1.2	Share more services with other councils to improve efficiency	Finance	All services that can be shared will be shared, as verified through Fundamental Service Review (FSR) process. This will align with the key implications from the shared service Cabinet reports (June 2015 latest report).	FSR process being rolled out across all directorates - specifically mentions shared services as a future option to be considered. A business case for a cross Berkshire Finance service is in development. A shared HR service with Wokingham is being explored.	30-Sep-15 December 2015	On Target	Corporate Services	Cllr Burbage	Richard Ellis	FSR process revised and piloted in Operations Directorate.
1.3	Continue support to Berkshire Credit Union	Finance	We will continue to support Berkshire Credit Union and will explore additional providers to enhance the offer to residents.	Further discussions are to take place with M4Money to finalise details of how a new service is to be extended within RBWM following successful submission to the PRA/FCA (Prudential Regulation Authority / Financial Conduct Authority). It has been agreed to extend a common bond to allow credit union to operate in RBWM.	30-Sep-15	On Target	Corporate Services	Cllr Dudley	Kevin Mist / Harjit Hunjan	
1.4	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.	Transfer property 99 Vansittart (former Windsor Boys School caretakers house) and 18a Hampden Road (3 bed maisonette) to Two5Nine Limited.	31-Mar-16	On Target	Corporate Services	Cllr Dudley	Chris Hilton / Mark Shepherd	
1.5	Seek to avoid over-inflationary increases in fees and charges	Finance	The Council Budget Meeting in February 2016 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.	Budget proposals to go to Overview & Scrutiny in January 2016.	January 2016	On Target	Corporate Services	Cllr Dudley	Andrew Brooker	
1.6	Increase spending on grants to voluntary organisations	Finance	Increase amount of grant funding available to local voluntary and community groups.	Underspent Crisis Support and Community Care Grant budget has been reallocated to the Grants Panel to support deserving causes. £50k in 2015/16 and a balance of £23k for 2016/17. £36k was added to for grants to voluntary organisations as part of the 2015/16 budget build.	November 2015	On Target	Corporate Services	Cllr Dudley	Kevin Mist / Harjit Hunjan	Paper presented to July Cabinet with recommendations approved.
1.7	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	A list of all directorate projects with IT investment has been circulated to Corporate Management Team (CMT). This will be updated and reviewed on a bi-annual basis to ensure the commitment to investment is being realised. Similarly, the capital bids for 2016/17 will be reviewed to ensure the commitment is being delivered.	28-Feb-16	On Target	Operations	Cllrs Dudley & Hill	Rocco Labellarte	There are 60 projects from all directorates recorded on Verto that have or will involve investment in technology. Example of 60 projects include: Greenredeem kiosk; RBWM Vigilant CCTV Recording System; Libraries Chip and Pin Rollout; Town Centre WiFi Concession Award; etc.
1.8	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.	Pop-up shops continue in the Nicholsons Shopping Centre and elsewhere in the town where landlords are receptive (e.g. Shanly's owned units). A pop-up guide is being developed to assist interested parties (October 2015). Businesses wishing to start pop up shop in Windsor, Eton and Ascot will be supported where landlords are receptive (e.g. Shopping centres). A pop-up guide is being developed to assist interested parties and a comprehensive list of available properties is being maintained for those interested parties to use.	31-Oct-15	On Target	Corporate Services	Cllr Dudley	Kevin Mist / Steph James / Paul Roach	
1.9	Consider further business rate relief to enhance & promote new businesses	Finance	An increased number of businesses making use of the empty shop relief initiative. Numbers will be kept under review and appropriate policy developed if needed.	Report due to go to October 2015 Cabinet meeting for review of rural rate relief.	29-Oct-15	On Target	Corporate Services	Cllr Dudley	Andrew Brooker / Kevin Mist / Andy Jeffs	Empty Shop Relief initiative has started to gain some momentum and 7 business (as 13/08/15) are now in receipt of the additional relief.

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1.10	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.	Report to Audit Panel May 2016 on the activity of the shared service team.	May 2016	On Target	Corporate Services	Cllr Dudley	Andrew Brooker	Responsibility for Housing Benefit Fraud transferred to the Department of Works & Pensions from December 2014 so the Borough now operates largely in a support role.
1.11	Support the "Pub Loan Fund" policy locally	Finance	A local scheme in place to support local communities to retain local pubs.	Awaiting details of central government scheme announced. Contact will be made with local CAMRA (Campaign for Real Ale) to explore on how the Council can support local campaigns.	30-Sep-15	On Target	Corporate Services	Cllr Dudley	Kevin Mist	
2.1	Maintain increases in locally funded spending on roads and pavements	Highways & Transport	10% increase in locally funded spending on roads and pavements by April 2019 (2011-2015 spend as baseline).	Deliver the approved capital programme (including participatory budget allocation) on roads and pavements.	31-Mar-16	On Target	Operations	Cllrs Dudley & Rayner	Ben Smith	* Road resurfacing programme (surface-dressing element) - complete. * Detailed programme for allocation of Participatory Budget prepared. * Contractor appointed for delivery of resurfacing programme.
2.2	Develop and maintain cycle routes	Highways & Transport	Minimum 3 new cycle routes opened / extended by April 2017.	(i) Submit business case to Thames Valley Berkshire Transport Body (Thames Valley Berkshire Local Enterprise Partnership) for the A4 (Maidenhead to Slough) and Ascot to Windsor cycle route. (ii) Develop a prioritised area based on work-programme in conjunction with the Cycle Forum.	(i) 01-Dec-15 (ii) 31-Mar-16	On Target	Operations	Cllr Rayner	Ben Smith	* Business case for A4 (Maidenhead to Slough) and Ascot to Windsor cycle route in preparation. * Initial area-based programmes developed for consultation with Cycle Forum.
2.3	Seek improvements (e.g. extensions and frequency of services) to bus routes across the Borough	Highways & Transport	Improvements to 3 bus routes by April 2018. 5% increase in satisfaction levels with bus services by April 2019.	Develop a range of options for consideration by the Lead Member for Highways and Transport.	31-Mar-16	On Target	Operations	Cllr Rayner	Ben Smith	Development work commenced.
2.4	Provide additional car parking in town centres	Highways & Transport	Deliver 800 additional parking spaces across Windsor and Maidenhead town centres.	(i) Prepare options on increase on-street parking in Maidenhead for consideration by the Lead Member for Highways and Transport. (ii) Extend Meadow Lane car park, Eton.	(i) 30-Sep-15 (ii) 31-Mar-15	On Target	Operations	Cllr Rayner	Ben Smith	Design, procurement and discharge of planning conditions for Meadow Lane car park extension in progress.
2.5	Work with utility companies to improve the quality of road and pavement repairs	Highways & Transport	Reduced over running road works by 10% and reduce the number of complaints relating to the quality of utility company repairs by 10%.	Conference chaired by the Lead Member to be held to set RBWM's expectations of quality and timeliness of utility works being undertaken in the Borough.	30-Nov-15	On Target	Operations	Cllr Rayner	David Perkins	Contact has been made with neighbouring authorities as part of an early consideration of a permit based scheme.
2.6	Continue to review and reduce unnecessary traffic lights	Highways & Transport	Four unnecessary traffic signals removed by April 2019.	Consult Ward Members on options to remove traffic signals from the Arthur Road corridor in Windsor and agree work programme.	30-Sep-15	On Target	Operations	Cllr Rayner	Ben Smith	Data collection complete; design options in preparation for Arthur Road, Windsor corridor.
2.7	Continue to improve bus stops and work for accurate real time arrival information	Highways & Transport	45 bus shelters supplied with real time information displays by April 2017. Bus information accessible on 2 additional platforms by April 2019.	Ensure that 90% of vehicles are equipped with real-time information trackers.	31-Mar-16	On Target	Operations	Cllr Rayner	Ben Smith	Development work to commence in October 2015.
2.8	Work with schools to keep them open during adverse weather	Highways & Transport	100% of Borough schools (who have requested them) supplied with grit bins by October 2016.	All schools to be contacted; grit bins checked and refilled in advance of Winter 2015.	31-Oct-15	On Target	Operations	Cllrs Bicknell & Rayner	Ben Smith	Contact with schools commenced.
2.9	Ensure flood schemes and maintenance are delivered on time to better protect homes and highways	Highways & Transport	95% of flood schemes and maintenance delivered on time.	(i) Progress report to Cabinet (November 2015). (ii) Deliver 95% of approved flood related capital schemes.	(i) 26-Nov-15 (ii) 31-Mar-16	On Target	Operations	Cllr Rayner	Ben Smith	* River Thames Scheme - Major Incident Plan protocol adopted. * Local flood reduction schemes delivered. * Ongoing programme of gully cleansing.
2.10	Plan for the arrival of Cross Rail to deliver more integrated rail, taxi and bus services	Highways & Transport	Minimum of 500 additional Maidenhead car parking spaces by April 2019. Bus/rail interchange opened by April 2019.	Area 'masterplan' being prepared by development manager (Lambert, Smith, Hampton) complete.	31-Oct-15	On Target	Operations	Cllr Rayner	Ben Smith	* Lambert Smith Hampton appointed as development manager - development work in progress.
3.1	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.	Borough Local Plan consultation on Second Options of sites.	01-Nov-15	On Target	Corporate Services	Cllr Wilson	Chris Hilton	

Ref:	Manifesto Commitments	Themes	Expected outcome	Significant Next Action (SNA)	Date of SNA	Current performance status	Directorate	Lead Member	Lead Officer	Previous SNA (May 2015 to September 2015) including notes
3.2	Deliver home ownership through shared equity and other models where the resident has a stake in their property	Planning & Housing	Phase I: A new shared equity model is developed by April 2016. Phase II: An increase in home ownership for 40 homes per year by April 2019.	Agree an investment programme (Section 106 funding) with Members by April 2016.	01-Apr-16	On Target	Adults, Culture & Health	Cllrs Coppinger, Dudley & Wilson	Nick Davies	Scoped new Shared Ownership model with Housing Associations.
3.3	Support innovative funding options for Right To Buy schemes	Planning & Housing	Residents have access to right to buy schemes by April 2017.	Plans agreed with Planning and Housing Associations.	30-Sep-15	On Target	Adults, Culture & Health	Cllrs Coppinger & Dudley	Nick Davies	Plans being developed with Planning and Housing Associations.
3.4	Enhance and support our conservation areas	Planning & Housing	Appraisal and review of current conservation areas.	Assess responses to Inner Windsor and Trinity Place/Clarence Crescent appraisal consultation undertaken Feb/March.	30-Sep-15	On Target	Corporate Services	Cllr Wilson	Chris Hilton	
3.5	Continue to carry out rigorous planning enforcement activities	Planning & Housing	React and action infringement of planning legislation.	Introduction of new performance targets in Q1 2015. Review of Enforcement Policy to take place to ensure effective use of resources.	31-Dec-15	On Target	Corporate Services	Cllr Wilson	Chris Hilton	
3.6	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.	Finalise pipeline of local lettings opportunities and agree schemes with Registered Providers.	31-Dec-15	On Target	Adults, Culture & Health	Cllr Coppinger	Nick Davies	Exploring local lettings plans as a means to introduce this with Registered Social Landlords on new builds.
3.7	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.	Roll out with Army Welfare Service, Housing Solutions and Haig Homes. Counter offer Forces needs e.g. RAF. Explore nomination rights and Heatherwood site redevelopment.	01-Dec-15	On Target	Adults, Culture & Health	Cllr Coppinger	Nick Davies	Policy developed.
3.8	Protect the essential character of urban areas	Planning & Housing	Protect and enhance the identity of the Borough's urban areas.	Ensure the emerging Borough Local Plan includes a design element. Encourage Neighbourhood Plan groups to consider this aspect in their plans. Ensure schemes for the AAP (Area Action Plan) area are considered by the Design Panel.	31-Dec-15	On Target	Corporate Services	Cllr Wilson	Chris Hilton	
3.9	Continue to support the regeneration of our towns	Planning & Housing	Support all regenerations within the Borough.	Progress with Maidenhead Regeneration with the use of development frameworks: Ryger application to be considered by Development Control Panel September 2015. York Road /Stafferton Way / St Clouds December 2015. Plans for Windsor Regeneration to be formulated once the Neighbourhood Plan has been adopted.	December 2015 / To be agreed	On Target	Corporate Services	Cllrs Bicknell, Wilson & Love	Chris Hilton	Please also see ref 12.1 (Support Ascot High Street regeneration).
3.10	Support local decision making for planning applications where appropriate	Planning & Housing	Decisions on agreed planning applications made at local level.	Establishment of pilot with Bray Parish Council	31-Dec-15	On Target	Corporate Services	Cllrs Wilson & Bateson	Chris Hilton	
4.1	Keep the weekly bin collection	Environment	Weekly bin collection maintained throughout the period of the current administration.	Review collection system to ensure weekly bin collection ahead of the procurement of a new waste and recycling collection contract to start in April 2019.	01-Apr-17	On Target	Operations	Cllr Cox	David Thompson	Weekly bin collections have been maintained during this period.
4.2	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.	Review the Greenredeem contract, which has a possible extension starting from 1 April 2016.	31-Oct-15	On Target	Operations	Cllr Cox	David Thompson	Greenredeem have partnered with Unilever and are currently offering incentives to residents with discounted Unilever products such as Magnum, Hellman's Mayo, Colman's mustard and Knorr Stock Cubes. Greenredeem are also offering popular rewards such as discounts at Subway, Costa Coffee, Haven Holidays and The Works (a national discount book retailer, which also offers arts and crafts supplies). Local rewards have recently been offered at the Monkey Island Hotel, Fudge Kitchen in Windsor as well as the ever popular rewards with swim and gym use at Borough's leisure centres.
4.3	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.	Community Champions next meeting to be held in October 2015 to review summer events and actions and plan future engagement activities.	01-Oct-15	On Target	Operations	Cllrs Cox & Stretton	David Thompson	Two additional champions were recruited during Quarter 1 2015/16. Community champions attended the Old Windsor Carnival; Cookham Village Fair, Windsor Summer Fayre and Sunningdale Area Carnival along with members of the Waste and Recycling Team to encourage residents to recycle their food waste. Community champions are also involved with monitoring the use of bring sites in the Borough and have undertaken engagement activities such as delivering leaflets or door knocking to all properties within their street about recycling. One Community Champion also wrote a piece for the White Waltham Parish Council Newsletter.

Ref:	Manifesto Commitments	Themes	Expected outcome	Significant Next Action (SNA)	Date of SNA	Current performance status	Directorate	Lead Member	Lead Officer	Previous SNA (May 2015 to September 2015) including notes
4.4	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.	Development of a phased programme of introducing additional Community Wardens to be developed for consideration by Lead Member for Environmental Services.	30-Oct-15	On Target	Operations	Cllr Cox	Craig Miller	The Head of Community Protection & Enforcement Services (CPES) is finalising a restructure of the CPES unit that will include the creation of multi skilled Community Warden roles.
4.5	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).	Produce a briefing note for consideration by the Lead Member of Environmental Services on Thames Valley Police accreditation for Community Wardens and associated increased low level enforcement capability e.g. bicycles riding on footpaths etc.	30-Sep-15	On Target	Operations	Cllr Cox	Craig Miller	Confirmation of the staffing arrangements for the Night Time Economy (NTE) launch. All Community Wardens will staff the 26 week NTE pilot on a rota basis. A training and briefing programme has been developed to ensure personnel have the appropriate knowledge and briefings to operate the service. Night time economy pilot pre-trial test undertaken for three weeks prior to official launch on 31 July 2015.
4.6	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.	First allocation of funding to community groups, to the top 5 projects, based on points allocated, will be in October 2015.	01-Oct-15	On Target	Operations	Cllrs Cox & Stretton	David Thompson	Greenredeem launched as a stand alone scheme, distinct from the Neighbourhood Participatory Budgeting Initiative on 1 July 2015. Community Groups are invited to apply online to be part of the scheme. Residents can allocate points to their preferred community group project and the top five projects in each quarter receive £1000. Unsuccessful projects are moved forward into the next quarter. Each community group is eligible to be awarded a maximum of £2000 in a year period. with a maximum of twenty projects receiving a reward of £1000 during a one year period.
4.7	Implement a collective energy switching programme	Environment	A collective energy switching programme is implemented for Borough residents.	Conduct initial research into existing schemes in other local authorities and develop a scheme outline.	01-Oct-15	On Target	Corporate Services	Cllr Coppinger & Cox	Andrew Elkington	
4.8	Continue enforcement of litter and dog fouling	Environment	100% of Community Wardens have the ability to enforce dog fouling and littering cases.	Development of restructure of Community Protection & Enforcement Services (CPES) unit for consideration and approval by Lead Member and CMT (Corporate Management Team).	31-Oct-15	On Target	Operations	Cllr Cox	Craig Miller	The Head of Community Protection & Enforcement Services (CPES) is finalising a restructure of the CPES unit that will include the creation of new multi skilled Community Warden roles. All existing Community Wardens have the ability to and do enforce dog fouling and littering law. Implementation of an appropriate training programme to ensure all incidents of dog fouling and littering that are evidenced will be enforced appropriately.
4.9	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.	Active participation in Programme Board and Sponsoring Group.	31-Oct-15	On Target	Operations	Cllrs Dudley & Rayner	Ben Smith	
4.10	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.	Development of an RBWM strategy and campaign to lobby Central Government and relevant departments to ensure RBWM's position on expansion at Heathrow are considered within future decisions regarding runway capacity in South East England.	30-Sep-15	On Target	Operations	Cllr Cox	Craig Miller	The Head of Community Protection & Enforcement and Environmental Protection Team Leader met with colleagues from Communications and the Leader's Office on 30 July to confirm the next steps for the Council's campaign/lobby following the Airports Commission recommendation. An action plan is being developed and will be discussed with the Lead Member for Environmental Services by 31 August 2015.
4.11	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.	Development of a guidance document for Riparian Owners to help them understand and execute their responsibilities for watercourses routed through their land.	30-Oct-15	On Target	Operations	Cllrs Cox & Rayner	David Perkins	Ongoing liaison via the Borough & Parish Flood Group. Meetings held with land owner in Datchet to resolve a long standing flooding issue. Borough participation with the Environment Agency at the joint Drop-In sessions held in Wraysbury & Datchet in late August early September 2015. A draft guidance document regarding responsibilities of riparian owners has been produced. The document provides useful advice and information to help residents understand and implement the obligations they have as riparian owners. The document is currently being reviewed by the Environment Agency prior to finalisation and publication.
4.12	Support the rural economy and agriculture by adopting policies that have worked elsewhere	Environment	An robust rural economy.	Meet with Cllr Bateson to agree strategy and understand issues. Research to be undertaken as part of the Borough Local Plan process.	31-Dec-15	On Target	Corporate Services	Cllr Bateson	Chris Hilton	
4.13	Explore further deployment of PV cells	Environment	Additional solar panels are installed at Council owned/managed sites.	Issue invitation to tender for the installation of solar panels on the roof at Tinkers Lane.	01-Oct-15	On Target	Corporate Services	Cllr Coppinger	Andrew Elkington	The business case for the installation of solar panels on the roof at Tinkers Lane Depot was approved by the Sustainability Panel on 2 July 2015. Work is continuing to look at further locations.
4.14	Continue planting trees	Environment	More trees planted each year.	Launch of free Trees for Residents scheme in Autumn 2015. Tree planting season on highways and parks commence in November 2015. Trees will be planted by the community in new nature reserves planned in Eton Wick and Shurlock Row.	November 2015	On Target	Corporate Services	Cllr Stretton	Kevin Mist	
5.1	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.	Cabinet report in September 2015 to provide progress updates on Secondary expansions, satellite Grammar and Education Trust.	24-Sep-15	On Target	Children's Services	Cllr Bicknell	David Scott	September Cabinet report will follow up on previous Cabinet reports in December 2014 and March 2015.

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5.2	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.	Revised Children's Services structure with a new Head of Schools and Education Services to be implemented in Autumn 2015 to support a more systems based approach to school improvement.	01-Oct-15	On Target	Children's Services	Cllr Bicknell	David Scott	School Improvement Advisor support provided through a range of internal and external advisors targeted at those schools are risk as identified by RBWM of not achieving Good or Better Ofsted Inspection judgement.
5.3	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.	Investigate with Head Teachers how a local reward scheme might operate and what criteria would be appropriate to recognise the extra contributions.	01-Oct-15	On Target	Children's Services	Cllr Bicknell	David Scott	None, a new initiative.
5.4	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.	Review the current use and recruitment of volunteers in schools with Head Teachers to identify additional areas where volunteers could be deployed to support school at different levels.	01-Nov-15	On Target	Children's Services	Cllrs Bicknell & Stretton	David Scott	New initiative which will seek to build on the already well established use of volunteers in schools above and beyond those who sit on Governing Bodies, to use best practice and role out wider opportunities in those school who do not use volunteers extensively already.
5.5	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.	Consider the vocational and apprenticeships offer as part of the Education Trust options.	01-Nov-15	On Target	Children's Services	Cllr Bicknell	David Scott	Cabinet approval in April 2015 of 'Bright Futures' a Post 16 Education, Training and Employment Strategy for RBWM.
5.6	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.	To secure adequate health input into the MASH to supplement the police provision now secured from Thames Valley Police. Discussions are taking place with the CCG (Clinical Commissioning Groups) and Berkshire Health Foundation Trust. Update report to Cabinet in December 2015.	17-Dec-15	On Target	Children's Services	Cllr Airey	Ann Domoney	
5.7	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.	One of the Key Workers is undergoing Psychological Wellbeing training via the University of Reading and will be qualified at the end of December. This will further enhance the emotional support available to families. Additionally, we now have a full time Employment Adviser seconded to the team from DWP. Their role is to provide adults with support and guidance in getting back into Employment or training.	31-Jan-16	On Target	Children's Services	Cllr Airey	Ann Domoney	
5.8	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.	Cabinet report (Expansion of Secondary Sector Provision) to September Cabinet.	24-Sep-15	On Target	Children's Services	Cllr Bicknell	David Scott	Cabinet Reports July and December 2014 on Secondary School expansions.
5.9	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.	One of the Key Workers is undergoing Psychological Wellbeing training via the University of Reading and will be qualified at the end of December. This will further enhance the emotional support available to families. Additionally, we now have a full time Employment Adviser seconded to the team from DWP. Their role is to provide adults with support and guidance in getting back into employment or training.	Fostering Information Evenings: 14-Sep-15 and 15-Oct-15 Skills to Foster: 28-Sep-15, 03-Oct-15 & 13-Oct-15	On Target	Children's Services	Cllr Airey	Ann Domoney	
5.10	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.	Ongoing recruitment, training and retention of volunteers. Ensure volunteers have the necessary skills to enable them to lead rather than assist with session delivery. Promote volunteering opportunities through RBWM website, local volunteering organisations and social media. Develop volunteering opportunities for young people to enable them to volunteer in all areas of service delivery. Include volunteer targets in all staff appraisal objectives for 2015/16.	Ongoing	On Target	Children's Services	Cllrs Airey & Stretton	Ann Domoney	

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5.11	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 on a par with their Non Free School Meal (Non FSM) peers from within RBWM.	Following review of attainment and progress of FSM and Non FSM children from the 2015 results at all Key Stages, identify specific schools to target in 2015/16 academic year and roll out the strategies shared by the DfE Pupil Premium Champion and Ofsted Senior HMI and identified at the conference in July 2015 for Pupil Premium pupils. Share good practise from other schools who have been successful at reducing the gaps, and support schools to implement their individual action plans.	September 2015	On Target	Children's Services	Cllr Bicknell	David Scott	
5.12	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.	Review of policy - this should be to include both social workers and nurses. Policy produced by December 2015. Develop a portfolio of properties that can be offered to teachers to provide lower cost short term rental option.	01-Dec-15 01-Oct-15	On Target	Children's Services / Adults, Culture & Health	Cllrs Bicknell & Coppinger	David Scott / Nick Davies	There is no official overall government definition of key workers, it is generally focused on public sector. Locally, the Council has defined as: to qualify as a keyworker you must be working in a full time position within the Borough and employed in one of the following sectors: Education, Health, Police, fire, Social Services leisure and cultural services, housing and some other key public and voluntary services and public sector agencies.
6.1	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.	Work with local partners and employers to promote RBWM City Deal and 'Elevate Me' website to highlight local opportunities in time for release of GCSEs & A-levels results (August 2015). Pan Berkshire European Social Fund (ESF) bid submitted for Round 2 City deal Funding - RBWM will find out if they are successful in November 2015.	November 2015	On Target	Corporate Services	Cllr Bateson	Kevin Mist	City Deal hub available for young people - Windsor & Maidenhead. Elevate me Website launched.
6.2	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.	Promote the WAM Get Involved local volunteering website to encourage more employers and voluntary groups to register and list local volunteering opportunities. Volunteer of the Year award planned for 22 September & Employers Corporate Social Responsibility Event planned for 9 September 2015.	22-Sep-15	On Target	Corporate Services	Cllrs Bateson & Stretton	Kevin Mist	WAM Get Involved web site improved to include an employers section.
6.3	Use member individual budgets to continue spending on very local deserving causes	Community	100% of member individual budgets spent annually.	Send a reminder to those Members that have yet to identify a project/initiative to which to allocate their budget.	01-Oct-15	On Target	Corporate Services	Cllr Stretton	Andrew Elkington	All Members allocated their individual budgets to local schemes/groups in the previous financial years.
6.4	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.	Love Dedworth Group meeting to be held in September to identify and make recommendations to extend project to other local areas. Cabinet to receive a paper on this in November 2015.	September 2015	On Target	Corporate Services	Cllr Stretton	Kevin Mist	Love Dedworth Group meet held in August to review key achievements made in Dedworth & to explore options to extend the project to other area(s) within the Borough.
6.5	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 to work with the voluntary sector and local media to promote volunteering and volunteering opportunities through local events such as the annual volunteer of the year awards, Big Society Day, employer's corporate social responsibility network event. There are currently 131 volunteering opportunities from 57 organisations advertised on the WAM Website, 462 residents are on volunteering mailing list, 1,500 people using website to search for volunteer opportunities and 23,460 page views since it was launched. Currently. 3200 volunteers are supporting Council services.	31-Oct-15	On Target	Corporate Services	Cllrs Bateson & Stretton	Kevin Mist	Volunteering awards event planned for September 2015.
6.6	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.	In the September issue there will be an article - agreed by Lead Members - advising charities and community groups that they can submit brief information for inclusion in ATRB (Around the Royal Borough). All residents will receive a copy of the ARTB by end of September 2015.	30-Sep-15	On Target	Corporate Services	Cllrs Bateson & Stretton	Andrew Elkington / Louisa Dean	Lead Members and Officers have liaised to agree the policy for acceptance of copy. Wording has been agreed for the article to be included in the September issue of ATRB.
6.7	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.	The 2015/16 budget for social enterprise funding is £100,000. The scheme will be promoted in ATRB magazine. The 2015/16 Bright Idea Competition will be launched in September with a budget of £20,000.	September 2015	On Target	Corporate Services	Cllrs Bateson & Stretton	Kevin Mist	Budget allocation to be agreed by the Big Society panel.

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6.8	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.	Develop devolved delivery model proposals for consultation with Parish Councils. Consult with Parish Councils and proof of concept partners on the proposals.	30-Nov-15	On Target	Operations (Corporate Services)	Cllrs Bateson & Stretton	David Perkins (Kevin Mist)	As part of the Delivering Differently in Neighbourhoods project all parish councils have been consulted individually regarding their aspirations surrounding the devolution of services. Procurement review in progress. Good practice identified from other councils. Cox Green Parish Council and other organisations identified as "proof of concept" partners to undertake services via the new delivery model.
6.9	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).	Research is being undertaken to explore examples of similar schemes in place. Meeting with CareBank to explore options to develop and administer a local scheme.	30-Sep-15	On Target	Corporate Services	Cllr Stretton	Kevin Mist	A key target agreed by the Loneliness forum & added to the action plan. Progress of Action plan reviewed quarterly.
7.1	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.	Implement an QA (Quality Assurance) system to ensure the quality of care plans are of a high standard.	01-Mar-16	On Target	Adults, Culture & Health	Cllr Coppinger	Angela Morris	Have a care plan audit by March 2016, which will look at: was the care plan delivered in a timely manner to local residents and does it address all the residents needs?
7.2	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.	Assistive Technology Strategy (ATS) action plan agreed.	01-Mar-16	On Target	Adults, Culture & Health	Cllr Coppinger	Angela Morris	ATS (Assistive Technology Strategy) strategy developed, continued progress on delivering more telecare.
7.3	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.	Have an agreed strategy - work with two organisations and have a strategy in place by April 2016 to include an action plan with Housing Association and have dementia friendly systems. To engage with GP's to identify loneliness and raise awareness of the anti-loneliness programme.	01-Apr-16	On Target	Adults, Culture & Health	Cllrs Coppinger & Stretton	Angela Morris	3 new programmes to be introduced by September 2016.
7.4	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.	Work with two organisations such as Alzheimers Dementia Support (ADS) and have a strategy in place by April 2016 including a smart action plan.	01-Apr-16	On Target	Adults, Culture & Health	Cllr Coppinger	Angela Morris	Agree strategy with CCG (Clinical Commissioning Groups).
7.5	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.	Ensure robust training programme for health, voluntary and independent providers and commissioners.	31-Mar-16	On Target	Adults, Culture & Health	Cllr Coppinger	Angela Morris	Continue to raise awareness with other groups and partners.
7.6	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.	Partnership work evidences outcomes.	Launch by October 2015	On Target	Adults, Culture & Health	Cllr Coppinger	Angela Morris	Strategy developed. A Chaotic Lifestyle Panel in place and meeting monthly to support residents with dual diagnosis.
7.7	Ensure a falls prevention strategy is developed and is effective	Adult Services	Maintain current 20% reduction in non-elective admissions for falls.	This will be monitored and reviewed by the Royal Borough and the CCG at the integrated commissioning board.	01-Mar-17	On Target	Adults, Culture & Health	Cllr Coppinger	Angela Morris	Use the falls delivery group to sustain performance.
7.8	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.	Ensure that the views of the Council are used to influence discussions regarding this.	Ongoing	On Target	Adults, Culture & Health	Cllr Coppinger	Christabel Shawcross	
7.9	Campaign against hospital parking charges	Adult Services	Publicly support 3 campaigns against hospital parking charges by April 2019.	Represent the Council views at health meetings.	Ongoing	On Target	Adults, Culture & Health	Cllr Coppinger	Christabel Shawcross	
8.1	Maintain through contract our high quality leisure centres at competitive prices	Leisure and Culture	5% increase in the Borough's leisure centres attendances by March 2017.	Furze Platt Leisure Centre to open on 17 September 2015.	17-Sep-15	On Target	Corporate Services	Cllrs Dudley & Stretton	Kevin Mist	Transfer of leisure centres to Parkwood Leisure Ltd took place in January 2015. 140 new pieces of gym equipment installed and two cafes refurbished.
8.2	Open at least one new library	Leisure and Culture	Identify at least three options for new libraries/Service Hubs.	Conclude discussions with relevant Parish Councils or other delivery partners to provide options for future consideration by Cabinet.	31-Dec-15	On Target	Adults, Culture & Health	Cllr Stretton	Mark Taylor	Consult with Ward Members regarding potential options for locations and style of provision.
8.3	Maintain and improve our parks and open spaces, including public art	Leisure and 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.	Band stand to open in Alexandra Garden at end of September 2015. Play area installed at Evenlode in Maidenhead - October 2015. Car park extended in Ockwells Park - January 2016.	September 2015 October 2015 January 2016	On Target	Corporate Services	Cllr Stretton	Kevin Mist	WWI memorial opened in Kidwell Park. New car park opened in Town Moor, Maidenhead. Café opened in Grenfell Park.
8.4	Increase the number of litter and dog bins, and empty them regularly	Leisure and Culture	20 more litter / dog bins installed in parks	New dog bins at Allens Field and Evenlode in Maidenhead.	October 2015	On Target	Corporate Services	Cllrs Cox & Stretton	Kevin Mist	Four new bins installed at Windsor Pleasure Gardens.
8.5	Further enhance our parks and open spaces through drinking fountains and other fountains / water features	Leisure and Culture	Three more water fountains and 2 public fountains installed by September 2017.	Planning application for Heatherwood fountain in Ascot - November 2015. Clarence Road Gardens fountain opens in March 2016.	November 2015 March 2016	On Target	Corporate Services	Cllrs Cox & Stretton	Kevin Mist	Planning approved to install fountain at Clarence Road Gardens.

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8.6	More computing facilities in libraries, including new technology e.g. tablets and extra free Wi-Fi time	Leisure and Culture	<ul style="list-style-type: none"> 32% increase in public access computing devices by April 2017. 40 tablets available in libraries by December 2016 (subject to capital bid approval). 63 additional hours of free WiFi time per week available by April 2016. 	Bid for enhanced bandwidth at Maidenhead & Windsor libraries and new installations at Eton, Old Windsor, Sunninghill & the Container Libraries and the Windsor & Royal Borough Museum.	30-Sep-15	On Target	Adults, Culture & Health	Cllrs Stretton & Hill	Mark Taylor	<p>Ensure roll out timetable for new PCs & scanners is adhered to for completion on 31 August 2015.</p> <p>Bid for Capital funds for tablets and additional WiFi provision not covered by Treasury Grant in Aid /ACE (Arts Council England) WiFi in Public Libraries project.</p>
8.7	Provide more cycle racks at our parks and other places to encourage cycling	Leisure and Culture	Fifteen cycle racks spaces installed within the Borough.	Cycle rack to be installed along Thames Promenade.	November 2015	On Target	Corporate Services	Cllr Rayner	Kevin Mist	Cycle rack installed at Home Park play area in Windsor.
8.8	Increase further the range of council services available at libraries	Leisure and 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>	<p>Deliver a workshop on opportunities for learning from other authorities funded by Society of Chief Librarians in South East England.</p> <p>Devise survey for residents to indicate which Council services they would like to access through their libraries.</p>	<p>30-Sep-15</p> <p>31-Dec-15</p>	On Target	Adults, Culture & Health (Operations)	Cllr Stretton	Mark Taylor (Jacqui Hurd)	Explore opportunities for benchmark learning from other public library authorities who already use this delivery model.
8.9	Continue to support the Borough's arts centres	Leisure and Culture	Service Level Agreements (SLAs) with our Arts Centres agreed by April 2016.	Commence negotiations for revised SLA with both Arts Centres. Include in the discussion the requirements to deliver Advantage Card Discounts, programmes for local schools and events to tackle loneliness.	30-Sep-15	On Target	Adults, Culture & Health	Cllr Stretton	Mark Taylor	Consider relevant issue with Principal Member prior to commencing discussions regarding new SLA.
9.1	Work with leisure providers, GPs to provide facilities for people to get fitter and healthier	Public Health	<p>Three more leisure facilities provided for residents by April 2019.</p> <p>5% increase in leisure centre attendances by April 2017.</p>	Finalise process and get sign off at CCG (Clinical Commissioning Groups) - expected November 2015.	01-Apr-16	On Target	Adults, Culture & Health	Cllr Coppinger	Sue Longden	Proposal being worked up to offer health checks through the Council's Leisure Centres. In principle agreement reached with Legacy Leisure. Budget for setting up has been identified and set aside (£8K). Currently working through proposal with GP Federation to ensure data sharing between leisure providers and GP practices meets data protection requirements.
9.2	Continue to promote health checks in the Borough	Public Health	<p>25% increased uptake in public health checks by April 2019.</p> <p>Health checks delivered from 20% more locations by April 2019.</p>	Finalise process of offering health checks at leisure centres and get sign off at CCG - expected November 2015.	Deadline March/April 2016, audit health checks.	On Target	Adults, Culture & Health	Cllr Coppinger	Sue Longden	<p>Two additional surgeries signed up to deliver health checks since May 2015 including Cookham and Redwood.</p> <p>Community Healthchecks delivered at carers week in June.</p> <p>Q1 performance for healthchecks was 930 - exceeding the quarterly target of 875.</p>
9.3	Use the Borough's publications to promote public health issues and awareness campaigns	Public Health	Eight public health awareness campaigns promoted per annum.	Liaise with Corporate Communications Team to plan for Winter edition of ATRB (Around the Royal Borough).	Campaigns till March 2016	On Target	Adults, Culture & Health	Cllrs Bateson & Coppinger	Sue Longden	Public Health feature in autumn edition of Around the Royal Borough (ATRB) - including features on self help, MHFA (Mental Health First Aid), Falls Prevention and Immunisations.
9.4	Identify young carers and help provide support	Public Health	Increase the number of young carers identified based on 2014/15 baseline.	Options appraisal to be prepared for early October detailing appropriate way forward for RBWM.	Early October 2015	On Target	Adults, Culture & Health	Cllrs Airey & Coppinger	Sue Longden	Evaluation of national Carer Friendly Pharmacy pilot received in July 2015 - currently being reviewed to determine best approach and cost effectiveness for RBWM. Discussions ongoing with Children's/Adult services, Carers UK, Berkshire Carers service and Family Action on alternative initiatives to help identify carers (including young carers).
9.5	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.	<p>Further emotional wellbeing social media campaign scheduled for Christmas and holiday season.</p> <p>Launch of ELSA (Emotional Literacy Support Assistant) project in collaboration with Children's Services.</p>	December 2015	On Target	Adults, Culture & Health	Cllrs Airey & Coppinger	Sue Longden	Emotional wellbeing for young people campaign ongoing. Tweets were sent out leading up to exam season to raise awareness of Mental Health issues and signpost residents to support services available. This will be followed up in late August as children prepare for the new academic year.
9.6	Support the SMILE programme through our leisure centres	Public Health	<p>100% of SMILE hours maintained (against April 2015 baseline).</p> <p>5% increase in SMILE attendances by April 2017.</p>	<p>New rehabilitation session opens at Windsor Leisure Centre (WLC).</p> <p>A new leaflet will be released to doctors surgeries and libraries from September and web site relaunched in October 2015.</p>	01-Oct-15	On Target	Corporate Services	Cllrs Coppinger & Stretton	Kevin Mist	All sessions continued during the period. The SMILE club AGM was held in June with 65 attendees. VE day celebration party held at Cox Green.
9.7	Better deploy public health funds through objective assessment of effect and necessity	Public Health	Royal Borough Public Health Strategy agreed by April 2016.	Ensure all Public Health services/contracts coming up for tender/renewal are subject to Strategic Priorities framework to ensure resident needs are adequately addressed and value for money secured.	Deadline Jan 2016/April 2016	On Target	Adults, Culture & Health	Cllr Coppinger	Sue Longden	Smoking cessation tender subject to Strategic Priorities framework.
9.8	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.	16 days of activism project to be run between November and December - modelled on best practice from South Africa to raise awareness and tackle violence against women and young people.	New idea every 3 months.	On Target	Adults, Culture & Health	Cllr Coppinger	Sue Longden	Proposal to use nudge theory for smoking cessation work modelled on pilot at Calderdale Council (where residents caught littering cigarette butts will be offered a smoking cessation course rather than fine).

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10.1	Continue with the relentless commitment to deliver regeneration of the town	Maidenhead	Vibrant town centre.	Deliver agreed Regeneration programme milestones for the Landing, York Road, Stafferton Way, West Street, St Clouds and Reform Road. Collaborate with Network Rail/Crossrail on station improvements.	30-Sep-15	On Target	Corporate Services	Cllr Love	Chris Hilton / Mark Shepherd	
10.2	Improve parking arrangements near Maidenhead station	Maidenhead	Minimum additional 500 parking spaces created to serve Maidenhead Station by April 2019.	New car park business case submitted to Members for consideration and way forward agreed.	30-Sep-15	On Target	Operations	Cllrs Love & Rayner	Ben Smith	Preparation of business case and feasibility report 85% complete / site visits undertaken.
10.3	Review and revise as necessary Maidenhead's masterplan, the Area Action Plan	Maidenhead	Up-to-date Area Action Plan (APP).	Review current AAP and assess any adjustments required.	01-Jun-16	On Target	Corporate Services	Cllrs Love & Wilson	Chris Hilton	
10.4	Keep the Town Hall	Maidenhead	Town Hall maintained.	Investigate maximising the floor space. Consider if further internal layout changes could be made to increase meeting room space. Support the Desborough Suite initiative.	01-Dec-15	On Target	Corporate Services	Cllr Dudley	Chris Hilton / Mark Shepherd	
10.5	Keep free on-street parking	Maidenhead	On-street parking in Maidenhead will continue to be provided free of charge with additional spaces created.	Prepare options on increase on-street parking in Maidenhead for consideration by the Lead Member for Highways and Transport.	30-Sep-15	On Target	Operations	Cllrs Love & Rayner	Ben Smith	Development of options to increase on-street parking to commenced.
10.6	Support "shared space" arrangements to bring life to parts of the town centre	Maidenhead	Vibrant town centre.	Ensure this is considered with all plans for the AAP (Area Action Plan) sites.	Ongoing	On Target	Corporate Services	Cllrs Love & Rayner	Chris Hilton	
10.7	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).	* Maidenhead & Me Exhibition (26 September) * Halloween events (31 October) * Christmas lights switch on - November 2015 * Market trading every Thursday, Friday and Saturday on the High Street in Maidenhead. * capital bid to install 12 x 55" electronic message screens in the public highway has been submitted for 2016/17	26-Sep-15 31-Oct-15 November 2015	On Target	Corporate Services	Cllrs Love & Stretton	Kevin Mist / Steph James	Maidenhead Beer Festival (24-26 July 2015). Maidenhead Carnival and street Market (summer 2015). Shabbytique Vintage Fair (15th & 20th August 2015). Maidenhead at the Movies (21st to 23rd August 2015). Maidenhead Half Marathon (6 September 2015). Maidenhead Town Show (12 September 2015). Cookham & Maidenhead Arts Trail (19-20 September).
10.8	Create a vibrant and lively town centre with space for community facilities and entertainment offers	Maidenhead	4% increased overall footfall through Maidenhead town centre by 31/3/2017 (compared to 2014/15 baseline). 2% increased night time footfall through Maidenhead town centre by 31/3/2017 (compared to 2014/15 baseline).	Ensure this is appraised with all plans for the AAP (Area Action Plan) sites, in particular the York Road development framework to include options for Desborough Suite in the Town Hall.	Ongoing	On Target	Corporate Services	Cllrs Love & Stretton	Kevin Mist (Chris Hilton)	
10.9	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).	Carry out a full location survey during August/September 2015. Followed by the roll-out of WiFi infrastructure through to the end of the current financial year. Where possible, the timeline roll-out will be brought forward.	31-Mar-16	On Target	Operations	Cllrs Hill & Love	Rocco Labellarte	The WiFi concession was awarded to Purple WiFi in July 2015. Same as ref 13.11
10.10	Smarten up street furniture to improve appearance	Maidenhead	Deliver the Maidenhead Public Realm Strategy.	Bid to be made for funds 2015-16 (revenue/capital) for maintenance of street furniture installed in 2014-15. Public Realm Delivery and Management Strategy to be developed to be aligned with regeneration projects.	31-Aug-15 / 31-Jan-16	On Target	Corporate Services	Cllr Love	Chris Hilton	Town Centre Bins replaced.
10.11	Continue to support Maidenhead Waterways	Maidenhead	Restore the historical Maidenhead Waterways.	Work on Stage 1 to commence end of July 2015. Stage 1 will be completed by 31 March 2016.	31-Mar-16	On Target	Corporate Services	Cllrs Love & Wilson	Chris Hilton	
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.	Refresh of 'Access & Movement' Strategy with updated parking strategy submitted to Lead Members for consideration.	31-Dec-15	On Target	Operations	Cllrs Love & Rayner	Ben Smith	Refresh of document commissioned and works commenced.
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).	Refresh of 'Access & Movement' Strategy with updated walking strategy submitted to Lead Members for consideration.	31-Dec-15	On Target	Operations	Cllrs Love & Rayner	Ben Smith	Refresh of document commissioned and works commenced.
11.1	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.	Extend Meadow Lane car park.	31-Mar-16	On Target	Operations	Cllrs Bicknell & Rayner	Ben Smith	Design, procurement and discharge of planning conditions for Meadow Lane car park extension in progress.
11.2	Introduce 'pay on exit' parking in RBWM controlled car parks	Windsor	Pay on exit parking installed in 3 Windsor car parks by April 2019.	New parking equipment installed in River Street car park, Windsor.	31-Oct-15	On Target	Operations	Cllrs Bicknell & Rayner	Ben Smith	New equipment for River Street car park procured.
11.3	Enhance and restore Alexandra Gardens	Windsor	Alexandra Gardens restoration works completed by December 2017. 10% increased resident satisfaction with Alexandra Gardens by April 2018.	Band stand opens in September 2015. Plans for replacement of Depot developed - November 2015.	September 2015 November 2015	On Target	Corporate Services	Cllrs Bicknell & Stretton	Kevin Mist	New entrance features installed over Barry Avenue at Alexandra Gardens in Windsor. Two more metal seats installed.

Ref:	Manifesto Commitments	Themes	Expected outcome	Significant Next Action (SNA)	Date of SNA	Current performance status	Directorate	Lead Member	Lead Officer	Previous SNA (May 2015 to September 2015) including notes
11.4	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.	Report to be submitted to November Cabinet providing a progress report and update on the success of the Night Time Economy Pilot.	30-Nov-15	On Target	Operations	Cllrs Bicknell & Cox	Craig Miller	Night Time Economy enforcement service launched for three week pre-trial test prior to formal launch on 31 July 2015.
11.5	Campaign to keep Windsor police station open and accessible to the public	Windsor	Ensure accessibility to police services in Windsor.	Complete negotiations with the police to ensure accessibility to police services in Windsor.	31-Dec-15	On Target	Corporate Services	Cllr Bicknell	Mark Shepherd	
11.6	Continue to support the taxi marshalling scheme	Windsor	Improved resident feedback.	Service still operating in Goswell Hill and William Street in Windsor. Currently reviewing service with a view to changing the location of the Goswell Hill Unit to Empty Archway to free up more space in the service road.	01-Mar-16	On Target	Corporate Services	Cllr Bicknell	Kevin Mist / Paul Roach	
11.7	Work with the Crown Estate to enhance local sports and leisure facilities	Windsor	Four local sports and leisure facilities enhanced by September 2017.	New gates at Home Park in Windsor. Work with Archery club for new pavilion.	October 2015	On Target	Corporate Services	Cllrs Bicknell & Stretton	Kevin Mist	New entrance area at Home Park in Windsor finished.
11.8	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.	Complete negotiations to agree terms for them to be accommodated in York House.	30-Sep-15	On Target	Corporate Services (Operations)	Cllrs Bicknell, Rayner & Stretton	Chris Hilton (Kevin Mist / David Perkins)	
11.9	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.	Development of an RBWM strategy and campaign to lobby Central Government and relevant departments to ensure RBWM's position on expansion at Heathrow are considered within future decisions regarding runway capacity in South East England.	30-Sep-15	On Target	Operations	Cllrs Bicknell & Cox	Craig Miller	The Head of Community Protection & Enforcement and Environmental Protection Team Leader met with colleagues from Communications and the Leader's Office on 30 July to confirm the next steps for the Council's campaign/lobby following the Airports Commission recommendation. An action plan is being developed and will be discussed with the Lead Member for Environmental Services by 31 August 2015. The Chairman of the Council's Aviation Forum presented evidence to the Planning Inquiry for Heathrow Airport Limited's appeal against London Borough of Hillingdon's refusal of planning permission for taxi way works at the airport that would enable HAL to comply with the abolition of the Cranford Agreement. This would if realised result in a fairer distribution of aircraft noise around the airport – a net beneficial position for the Royal Borough. The Royal Borough is actively supporting the Coalition Against Heathrow Expansion campaign opposing the development of a third runway at Heathrow.
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.	Report to be submitted to November Cabinet providing a progress report and update on the success of the Night Time Economy Pilot.	30-Nov-15	On Target	Operations	Cllrs Cox & Rayner	Craig Miller	Amendments to the loading bays in High Street/Thames Street Windsor to provide more spaces for limited waiting (30 minutes) public car parking. Agreed in consultation with the Windsor & Eton Town Partnership. Amended arrangements were active from 1 June 2015. A Night Time Economy Enforcement Service pilot was launched at the end of July. This service includes capability to investigate and deal with parking problems including those evidenced on Thames Street.
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.	Annual programme of licensing compliance and enforcement operations fully implemented across the Borough.	31-Mar-16	On Target	Operations	Cllr Cox	Craig Miller	One operation has already been undertaken in conjunction with Thames Valley Police. An annual programme of operations will be implemented throughout 2015/16.
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).	Cross directorate working group to consider alternative/innovative solution for air quality improvements. Briefing paper to be developed for consideration by the Lead Member and subsequently the Council's Policy Committee.	31-Oct-15	On Target	Operations	Cllr Cox	Craig Miller	
12.1	Support Ascot High Street regeneration	Ascot & The Sunnings	Influence Land owners to bring forward a coordinated development brief for the Ascot High Street regeneration proposal.	Liaison with landowner to ascertain whether a consultant has been appointed to lead the project. Planning will assess the progress by end of September 2015.	30-Sep-15	On Target	Corporate Services	Cllr Bateson	Chris Hilton	
12.2	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.	Ensure that the views of the Council are used to influence discussions regarding this.	01-Mar-16	On Target	Adults, Culture & Health	Cllrs Bateson & Coppinger	Christabel Shawcross	
12.3	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.	Ensure that the views of the Council are used to influence discussions regarding this.	01-Mar-16	On Target	Adults, Culture & Health	Cllrs Bateson & Coppinger	Sue Longden	
12.4	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.	Working with local Trust to lease additional land. Implement Allens Field consultation. Fund raise with Charters School in Ascot for extension.	November 2015	On Target	Corporate Services	Cllrs Bateson & Stretton	Kevin Mist	Allens Field consultation on dog track completed.

Ref:	Manifesto Commitments	Themes	Expected outcome	Significant Next Action (SNA)	Date of SNA	Current performance status	Directorate	Lead Member	Lead Officer	Previous SNA (May 2015 to September 2015) including notes
12.5	Build a roundabout at the junction of the A329 and B383	Ascot & The Sunnings	Roundabout constructed by April 2018.	Outline design options prepared and submitted to Members for consideration (Design work to commence in January 2016).	01-May-16	On Target	Operations	Cllrs Rayner & Bateson	Ben Smith	
12.6	Consult and consider traffic calming measures in the area e.g. in Sunningdale at Chobham Road	Ascot & The Sunnings	Traffic calming measures consulted on and installed (if requested) by April 2017.	Meeting with Ward Members; Parish Council and Neighbourhood Plan group to agree scope, timescale and initial ideas.	30-Nov-15	On Target	Operations	Cllrs Rayner & Bateson	Ben Smith	Scoping meeting scheduled for November 2015.
12.7	Support a library for Sunningdale	Ascot & The Sunnings	A new library in Sunningdale open by April 2018.	Conclude discussions with Sunningdale Parish Council, or other delivery partners, to provide options for future consideration by Cabinet.	31-Dec-15	On Target	Adults, Culture & Health	Cllrs Bateson & Stretton	Mark Taylor	Consult with Ward Members regarding potential options for locations and style of provision.
12.8	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.	Christmas lights installed in Ascot, Sunninghill and Sunningdale - November 2015.	November 2015	On Target	Corporate Services	Cllrs Bateson & Dudley	Kevin Mist	Capital bid for new Christmas lights approved. Orders for new lights has been arranged.
12.9	Campaign for additional opening hours at Ascot Police Station	Ascot & The Sunnings	Local campaign initiated to engage with local residents and media to raise awareness and galvanise support for extending opening hours.	Communications plan developed to include on going planned schedule of activity to engage with local media, residents, partner organisations including use of social media.	30-Sep-15	On Target	Corporate Services	Cllr Bateson	Harjit Hunjan	
13.1	Keep finding good practice and implementing it	Council Transformation	Five examples of best practice from elsewhere, implemented in RBWM.	Fundamental Saving Review (FSR) process will continue to consider alternative delivery models. Policy committee will review best practice elsewhere and recommend implementation in RBWM where appropriate.	December 2015 December 2015	On Target	Corporate Services	Cllr Brimacombe	Richard Ellis	Richard and Lead Member discussed this with the Scope and Pace meeting (04/06/15).
13.2	Remove bureaucracy and red tape	Council Transformation	List of evidence where bureaucracy has been reduced/removed.	FSR (Fundamental Service Review) process being rolled out to across all directorates. New ideas staff suggestion scheme to be launched. Run performance pilot in Children's Services to provide better management information to inform decision making.	30-Sep-15 30-Sep-15 December 2015	On Target	Corporate Services (Operations)	Cllr Brimacombe	Richard Ellis (Simon Fletcher)	Both come from Lean (continual improvement) and FSR method.
13.3	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.	Set up Task & Finish group to identify processes and decisions that Councillors should contribute to, and then define the best (automated) way of enabling this to happen.	December 2015 December	On Target	Corporate Services	Cllr Brimacombe	Richard Ellis	This is about workflow management and automated distribution of information.
13.4	Increase multi-skilling of council officers to better enable change and diversify jobs	Council Transformation	<ul style="list-style-type: none"> Development of additional skills across all teams, including the ability to manage change more efficiently. Greater cross skilling across RBWM. Review of the content of job accountabilities. SLS review of employment contracts. 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. 	Recruit Organisational Development Manager to lead in the delivery of this manifesto commitment. Undertake training needs analysis in all four Directorates.	Start in November 2015	On Target	Corporate Services	Cllr Brimacombe	Terry Baldwin	This is the OD piece of work and opportunity for Change Agent (CT).
13.5	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.	A) System development partner will be selected. B) Scope and price will be agreed. C) CRM system will be installed. D) Digital offering for Waste & Recycling will be improved ('Service Improvement Phase 1' will be implemented).	31-Oct-15	On Target	Operations	Cllr Hill (Cllr Brimacombe)	Jacqui Hurd	CRM system has been selected (Salesforce) there have been some challenges with the development partner which are being resolved. The Service Improvement Phase 1 (Waste and Recycling).

Ref:	Manifesto Commitments	Themes	Expected outcome	Significant Next Action (SNA)	Date of SNA	Current performance status	Directorate	Lead Member	Lead Officer	Previous SNA (May 2015 to September 2015) including notes
13.6	Implement effective learning for customer service excellence	Council Transformation	By April 2018: A) There will be a corporate customer service training programme delivered by Learning and Development (HR). B) Processes will be re-designed within the transformation program to ensure they are better and simpler. C) Customer Satisfaction will be greater than 80%. D) Staff Satisfaction will be greater than 80%. E) First Time resolution of customer enquires received will be greater than 80%. F) Avoidable contact will be lower than 20% (2 in 10). G) There will be evidence of Continual Improvement.	A) Training material being developed by HR and draft proposal to be submitted to CMT (Corporate Management Team). B) Training programme to be implemented - current timescale is to deliver courses over 6 months, commencing from October and to be completed by 31 March 2016. C) Service Improvement phase 1 to commence following implementation of CRM (Customer Relationship Management) system.	31-Aug-15 31-Mar-16 31 October 2015	On Target	Operations (Corporate Services)	Cllrs Brimacombe & Hill	Jacqui Hurd (Terry Baldwin)	Within the Transformation Program there is a project 'Customer Focused Culture' led by Terry Baldwin. The Customer Excellence skills training is currently being developed. Service Improvement Phase 1 and 2 have been defined and are ready to be implemented.
13.7	Continue channel shift to bring in more 24/7 council services	Council Transformation	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. A) 70% of customer interactions will be via Digital Channels. B) The cost per transaction will be cheaper by 40%. C) There will be an increased range of customer service advice available in Libraries and other public buildings in line with ref 8.8	A) CRM system will be installed. B) Transformation Programme project 'Service Improvement Phase 1' will be implemented. C) A new Telephony System will be procured (subject to submission and award of a capital bid for the required funds).	31-Oct-15	On Target	Operations	Cllr Hill (Cllr Brimacombe)	Simon Fletcher	The Customer experience workstream has been set up and projects defined. Salesforce is the chosen CRM system but the final decision on the development partner has not yet been decided. Work to improve the Waste and Recycling digital offering is underway, and the soft market testing for Telephony system is due to be completed by end of August 2015.
13.8	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.	A high level scope of what the options for implementation are will be developed for review at CMT (Corporate Management Team).	30-Sep-15	On Target	Adults, Culture & Health / Children's Services / Operations	Cllrs Hill & Stretton (Cllr Brimacombe)	Christabel Shawcross / Alison Alexander / Simon Fletcher	Greater access and closer to point of need, work yet to start.
13.9	Use benchmarking to compare our services with others	Council Transformation	Ensure that IPMR Indicators are benchmarked against primarily similar authorities.	Using the South East Strategic Leaders (SESL) benchmarking group explore the possibility of benchmarking the Royal Borough's CIPFA family Group across IPMR indicators. Establish which IPMR indicators are currently comparable and then work with the benchmarking group to ensure that all IPMR apex indicators can be compared thereafter.	01-Oct-15	On Target	Corporate Services	Cllrs Brimacombe & Hill	Andrew Elkington	Needs to be included in the review of the Performance Management Framework (including IPMR) piece of work.
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.	Job description and role defined. Complaints Policy updated.	31-Jan-16	On Target	Operations	Cllr Hill (Cllr Brimacombe)	Jacqui Hurd	The Complaints team have been centralised and the Children and Adults post has been appointed and started 20 July 2015.
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.	Carry out a full location survey during August/September 2015. Followed by the roll-out of WiFi infrastructure through to the end of the current financial year. Where possible, the timeline roll-out will be brought forward.	31-Mar-16	On Target	Operations	Cllr Hill (Cllr Brimacombe)	Rocco Labellarte	The WiFi concession was awarded to Purple WiFi in July 2015.

Manifesto Commitments

Working version	Date	Add	Delete	Amend	Area	Person who asked for changes	Changes: Log of substantive amendments, additions and deletions made to the Manifesto Tracker
							Description
1.1	01/06/2015			Y	All	Michael Llewelyn	Confirmed Lead Members for each manifesto commitment
1.3	29/07/2015			Y	HR	Vanessa Faulkner	Updated ref 13.4. Approved by Lead Member
1.3	29/07/2015			Y	Communications	Shauna Hitchens	Updated ref 6.6. Asked Lead Member for approval.
1.3	30/07/2015			Y	Policy & Performance	Andrew Scott	Updated ref 4.7, 4.13, 6.3 and 13.9. Cllr Coppinger has approved 4.7 and 4.13.
1.3	03/08/2015			Y	Technology & Change Delivery	Rocco Labellarte	Updated ref 1.7 and 13.11
1.3	03/08/2015			Y	Policy & Performance	Paul Johnson	Ref 10.9 - change of ownership from Planning to ICT (Rocco). Similar to ref 13.11
1.3	03/08/2015			Y	Finance	Andrew Brooker	Updated ref 1.1, 1.4, 1.5, 1.9 and 1.10. Change of ownership - 1.4 to Chris Hilton / Mark Shephard 1.9 - Kevin Mist and Andy Jeffs
1.3	03/08/2015			Y	Policy & Performance	Andrew Elkington	Updated SNA for ref 13.9
1.3	03/08/2015			Y	Development & Regeneration	Hilary Oliver	Updated ref 3.1, 3.4, 3.5, 3.8, 3.9, 3.10, 4.12, 10.1, 10.3, 10.4, 10.6, 10.8, 10.10, 10.11 and 12.1. For ref 10.10, Policy and Performance asked for further updates.
1.4	04/08/2015			Y	Policy & Performance	Andrew Elkington	Reviewed and made few editorial changes for Corporate Services.
1.4	04/08/2015			Y	Corporate Services	Kevin Mist	Change of ownership for ref 4.9 to Ben Smith and ref 11.12 to Craig Miller
1.4	04/08/2015			Y	Community Services	Kevin Mist	Updated ref 1.9, 4.9, 4.14, 8.1, 8.3, 8.4, 8.5, 8.7, 10.7, 11.3, 11., 11.12, 12.4 and 12.8.
1.4	04/08/2015			Y	Partnership	Harjit Hunjan	Updated ref 1.3, 1.11, 6.1, 6.2, 6.4, 6.5, 6.7 and 6.9.
1.5	05/08/2015			Y	Development & Regeneration	Hilary Oliver	Updated ref 10.10.
1.5	05/08/2015			Y	Community Services	Steph James	Updated ref 1.8 and 10.7.
1.5	05/08/2015			Y	Community Services	Paul Roach	Updated ref 11.6.
1.5	06/08/2015			Y	Development & Regeneration	Hilary Oliver	Updated SNA for ref 1.4 and 10.10 as requested by Corporate Services DMT.
1.5	06/08/2015			Y	Operations	Becky Lowe	Change of ownership for ref 11.5 to Mark Shepherd, 11.8 to Chris Hilton and 13.6 to Harjit Hunjan. Updated ref 13.6. Terry Baldwin confirmed dates for HR related actions.
1.5	07/08/2015			Y	Policy & Performance	Andrew Scott	Amend outcome for ref 4.14
1.5	11/08/2015			Y	Operations	Becky Lowe	Updated ref: 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 2.10, 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.8, 4.10, 4.11, 6.8, 10.2, 10.5, 10.12, 10.13, 11.1, 11.2, 11.4, 11.9, 11.10, 11.11, 12.5, 12.6, and 13.5
1.5	12/08/2015			Y	Corporate Services	Chris Targowski	Lead Member amendments for ref: 3.9 - Cllr Bicknell, Wilson and Love as the lead member. 3.10 - Cllr Wilson and Bateson.
1.5	12/08/2015			Y	Corporate Services	Michael Llewelyn	As requested by Lead Member, amended expected outcome for ref 8.1, 8.3 and 10.7.
1.5	12/08/2015			Y	Corporate Services	Michael Llewelyn	Updated expected outcome for ref 8.6, 8.8, 8.9
				Y	Corporate Services	Michael Llewelyn	Change of ownership for Lead Member for following ref: 4.12 and 6.1 - Cllr Bateson 6.2, 6.6 and 6.7 - shared between Cllrs Bateson & Stretton 12.5 & 12.6 - shared between Cllrs Rayner & Bateson
1.5	13/08/2015			Y	Corporate Services	Richard Ellis	Updated ref 1.2, 13.1, 13.2 and 13.3.
1.5	13/08/2015			Y	Adults & Community Services	Mark Taylor	Updated ref 8.2, 8.6, 8.8, 8.9 and 12.7.
1.6	13/08/2015			Y	Adults & Community Services	Angela Morris	Updated ref 3.2, 3.3, 3.6, 3.7, 5.12, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.9, 9.1, 9.2, 9.3, 9.5, 9.7 and 9.8.
1.6	14/08/2015			Y	Children's Services	David Scott	Updated ref 5.1, 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, 5.9, 5.10, 5.11 and 5.12.
1.7	18/08/2015			Y	Policy & Performance	Andrew Elkington	Reviewed and edited the whole document.
1.7	19/08/2015			Y	Community Services	Kevin Mist	Updated ref 9.6.
1.7	20/08/2015			Y	Operations	Craig Miller	Updated ref 11.12. Updated SNA and date for ref 4.8, 11.4, and 11.10.
1.7	20/08/2015			Y	Operations	Becky Lowe	Updated ref 4.1, 4.11, 13.5, 13.6, 13.7, 13.8, and 13.10.
1.7	20/08/2015			Y	Children's Services	Hilary Hall	Updated ref 5.2 (outcome), 5.5 (date), 5.6 (SNA and date), 5.7 (outcome), 5.9 (outcome), and 5.12 (outcome).
1.7	20/08/2015			Y	Development & Regeneration	Hilary Oliver	Updated SNA (unless stated) for ref 1.4, 3.9, 3.10, 10.1, 10.8 (including outcome), 10.10, 11.5 and 11.8 (including outcome and date).
1.7	20/08/2015			Y	Operations	Becky Lowe	For Ben Smith, updated expected outcome as agreed with Lead Member for ref 2.1, 2.2, 2.3, 2.6, 2.7, 2.8, 2.9, 2.10, 4.9, 10.2, 10.12, 10.13, 11.1, 11.2, 12.5, and 12.6.
1.7	24/08/2015			Y	Adults & Community Services	Lucky Grewal	Updated Expected outcome for ref 3.2, 3.3, 3.6, 7.2, 7.3, 7.4, 7.5, 7.6, 9.1, 9.2, 9.4, and 9.5.
1.7	25/08/2015			Y	Adults & Community Services	Lucky Grewal	Updated ref 7.5 (SNA), 12.2 and 12.3.
1.7	27/08/2015			Y	Corporate Services	Chris Targowski	Updated expected outcome for ref 1.1, 1.2, 1.4, 1.5, 1.8, 1.9 and 1.10. Approved by Cllr Dudley.
1.7	28/08/2015			Y	Partnership	Harjit Hunjan	Updated ref 12.9.
1.8	04/09/2015			Y	Adults & Community Services	Nick Davies	Updated Date of SNA for ref 3.6
1.8	07/09/2015			Y	Adults & Community Services	Nick Davies	Updated Expected outcome and SNA for ref 3.2 and expected outcome for ref 3.7
1.8	07/09/2015			Y	Adults & Community Services	Angela Morris	Updated ref 7.6 (expected Outcome) and ref 7.7 (SNA)
1.8	07/09/2015			Y	Children's Services	Ann Domoney	Updated Expected Outcome and SNA for ref 5.7
1.8	07/09/2015			Y	Children's Services	David Scott	Updated SNA for ref 5.11
1.8	07/09/2015			Y	Operations	Jacqui Hurd	Updated expected outcome, SNA and date of SNA for ref 13.10
1.8	07/09/2015			Y	Corporate Services	Kevin Mist	Updated expected outcome for ref 1.3. Updated SNA for ref 1.6, 1.8, 6.5, 10.7 and 4.14
1.8	07/09/2015			Y	Corporate Services	Andrew Scott	Updated expected outcome for ref 13.9
1.8	07/09/2015			Y	Corporate Services	Richard Ellis	Updated expected outcome and SNA for ref 13.3
1.8	08/09/2015			Y	Operations	David Thompson	Updates SNA, date of SNA and Previous SNA for ref 4.1
1.8	08/09/2015			Y	Operations	David Perkins	Updated Expected outcome for ref 6.8
1.8	09/09/2015			Y	Operations	Craig Miller	Updated date of SNA for ref 4.4. Updated previous SNA for ref 11.9. Updated expected outcome and previous SNA for ref 11.10
1.8	09/09/2015			Y	Operations	Richard Ellis	Changed ownership of the Directorate for ref 1.7, 10.9 and 13.11.

Manifesto Commitments

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1.9	14/09/2015			Y	Corporate Services	Michael Llewelyn	Change of ownership: Added Cllr Hill for ref 5.12 Added Cllr Stretton for ref 9.1.
1.9	14/09/2015			Y	Adults & Community Services	Mark Taylor	Updated SNA for ref 8.8 and 8.9 following members meeting.
1.9	14/09/2015			Y	Adults & Community Services	Lucky Grewal	Updated 3.7, 5.12, 7.1, 7.3, 7.4 and 7.6.
1.9	15/09/2015			Y	Development & Regeneration	Hilary Oliver	Updated ref 3.10, 10.1 and 11.5.
1.9	15/09/2015			Y	Operations	David Perkins	Update outcome for ref 6.8.