

Appendix 2: Royal Borough of Windsor & Maidenhead - scrutiny of performance

Scrutiny by Overview & Scrutiny Panel	Strategic priority	Service area	Areas to cover	Quantitative performance indicators
Children's Services	Healthy, skilled and independent residents	Children's Services	Delivery of health visiting and children's centre services. Delivery of services for schools including school nursing, education psychology and education welfare. Free school meal attainment action plan. SEND action plan. Children's social care.	<ol style="list-style-type: none"> 1. Percentage uptake of MMR2 vaccination 2. Mental health awareness raising 3. Children with a review at 2-2.5 years of age 4. Percentage of early years settings rated good/outstanding 5. good/outstanding 6. Care leavers in education, employment or training 7. Percentage of borough schools rated by Ofsted as good or outstanding 8. Ranking for Free School Meal Attainment cohort achieving Early Years Foundation Stage (EYFS) 9. Ranking for Free School Meal Attainment cohort achieving Key Stage 2 (KS2) 10. Ranking for Free School Meal Attainment cohort achieving Key Stage 4 (KS4) 11. Number of permanent exclusions from schools in Royal Borough of Windsor and Maidenhead 12. Child Protection Plans lasting 2 years or more 13. Repeat referrals to children's social care within 12 months 14. Timeliness of Education, Health and Care Plans 15. Number of complaints received relating to children's services 16. Number of compliments received
Adult Services and Health	Healthy, skilled and independent residents	Adult Services Public Health	Adult social care, including safeguarding. Carers. Drug and alcohol services and health checks.	<ol style="list-style-type: none"> 17. Offer of health checks 18. Number of successful smoking quit attempts 19. Percentage of successful treatment completions (alcohol) 20. Percentage of successful treatment completions (opiates) 21. Percentage of successful treatment completions (non-opiates) 22. Permanent admissions to care for those aged 65+ years 23. Delayed transfers of care where the delay is attributable to social care 24. attributable to social care 25. Residents living independently 91 days after discharge from hospital

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				26. Percentage of current carers assessed or reviewed in the last 12 months 27. Carers supported through social prescribing 28. Adult safeguarding service user satisfaction 29. Number of complaints received relating to adult services 30. Number of compliments received
Culture and Communities	Safe and vibrant communities	Communities Library and Resident Services	Leisure services. Libraries and museums.	31. Flood schemes delivered or on track for delivery by the target date as a % of total schemes 32. Number of volunteers supporting council services 33. Number of attendances at leisure centres 34. Number of visits (physical and virtual) to libraries 35. Number of visits (physical and virtual) to museums 36. Grant funding 37. Number of council complaints received 38. Number of compliments received
Planning and Housing	Growing economy, affordable housing	Library and Resident Services Housing Enabling Planning	Delivery of homelessness strategy. Provision of affordable housing. Planning service.	39. Affordable homes delivered 40. Number of homelessness preventions through council advice and activity 41. Number of homeless households placed in temporary accommodation 42. Percentage of Major planning applications processed in time 43. Percentage of Minor planning applications processed in time 44. Percentage of "Other" planning applications processed in time 45. Number of council complaints received 46. Number of compliments received
Culture and Communities	Growing economy, affordable housing	Communities	Business development. Town centre management.	47. Footfall in town centres 48. Percentage of shops, offices, commercial spaces vacant 49. Number of apprenticeships offered by the council 50. Number of council complaints received 51. Number of compliments received
Environment and Highways	Attractive and well-connected	Environmenta I Protection Highways	Waste management. Parking. Highways.	52. Number of fly tipping instances across Borough 53. Residents' reported satisfaction with borough parks and open spaces 54. Household waste sent for reuse, recycling

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	borough		Bus services.	55. Monitoring of residents' parking schemes in the borough 56. Number of cycling trips to / from Maidenhead and Windsor town centres 57. Residents' reported satisfaction with local bus services 58. Reduction in days of roadworks on highways 59. Speed of pothole fixing 60. Number of council complaints received 61. Number of compliments received
Corporate Services	An excellent customer service	Library and Residents Services Revenues and Benefits	Customer services. Housing benefits.	62. Percentage of residents confirming that they feel informed about the council 63. Increase in the number of residents signing up to the residents email newsletter 64. Number of "My Account" users 65. Calls answered within 60 seconds 66. Incoming calls abandoned rate 67. Average no. days to process new claims and changes in circumstances (Housing Benefits) 68. Percentage of calls resolved right first time 69. Number of council complaints received 70. Number of compliments received 71. Percentage of residents expressing satisfaction with services
Corporate Services	Well-managed resources delivering value for money	Human Resources Finance	Delivery of the People Plan. Financial management.	72. Percentage collection rate for Council Tax 73. Percentage collection rate for Non Domestic Rates (Business Rates) 74. Council Tax level compared with other authorities 75. Staff turnover (Voluntary) 76. Percentage of customer interactions that are digital