Report Title:	**2020/21 Q1 Performance Report**
Contains Confidential or Exempt Information?	No - Part I
Lead Member:	
Meeting and Date:	Infrastructure Overview and Scrutiny Panel, 17 September 2020
Responsible Officer(s):	Russell O'Keefe, Director of Place
Wards affected:	All

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Royal Borough of Windsor & Maidenhead

REPORT SUMMARY

1. The Council Plan 2017-21 and associated strategic priorities remained current up to the 30 July 2020 when Cabinet approved an Interim Council Strategy 2020/21 for immediate adoption. The Interim Council Strategy was adopted in acknowledgement that the Covid-19 pandemic has significantly altered the context in which the Council is currently operating and that resources are now focused in an entirely different way. The priorities and objectives of the approved Interim Council Strategy therefore supersede those of the original 2017-21 Council Plan.

2. Appendix A sets out Q1 performance for all measures relating to the Infrastructure Overview and Scrutiny Panel's remit under the strategic framework that was current in Q1. Performance of measures related to the Interim Strategy will be reported from Q2 onwards. These reports will also include performance of the measures set out in Appendix A, grouped by the lead service, as it is acknowledged that these measures remain important for the future and so ongoing visibility of trends is desirable.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That the Infrastructure Overview and Scrutiny Panel notes the report and:

i) Notes the 2020/21 Infrastructure Overview and Scrutiny Panel Q1 Performance Report in Appendix A.

ii) Notes that from Q2 onwards performance of measures relating to the Interim Council Strategy will be reported, along with the measures included in Appendix A which will be grouped by lead service.

iii) Requests relevant Lead Members, Directors and Heads of Service to maintain focus on improving performance.

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Options

Table 1: Options arising from this report

Option	Comments
Accept the recommendations in this report relating to Q1 performance reporting and the intentions for reporting in Q2 and beyond. **This is the recommended option**	This will allow continuing monitoring of performance and trends against the council's agreed priorities and objectives in order to aid decision-making and maintain focus on continuous improvement.
Reject the recommendations in the report.	The failure to use relevant performance information to understand delivery against the council's agreed priorities and objectives impedes the council's ability to make informed decisions and seek continuous improvement.

2.1 The Council Plan 2017-21 remained current up to the 30 July 2020 when Cabinet approved an Interim Council Strategy 2020/21 for immediate adoption, acknowledging that the Covid-19 pandemic has significantly altered the context in which the Council is currently operating and that resources are now focused in an entirely different way.

2.2 Appendix A sets out Q1 performance for all measures relating to the Panel's remit under the strategic framework that was current in Q1. It shows that:

- 3 of the 8 measures met or exceeded target,
- 2 measures fell just short of target, although still within the tolerance,
- 2 measures were out of tolerance and require improvement,
- 1 measure is reported as a non-targeted measure for Q1.

2.3 Detailed commentary on all the indicators is included in Appendix A.

3. KEY IMPLICATIONS

3.1 The key implications of this report are set out in table 2.

Table 2: Key Implications

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of delivery
The council is on target to deliver its strategic priorities	< 100% priorities on target	100% priorities on target			30 June 2020

4. FINANCIAL DETAILS / VALUE FOR MONEY

4.1 There are no direct financial implications arising from the recommendations.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications arising from the recommendations.

6. RISK MANAGEMENT

6.1 The risks and their control are set out in table 3.

Table 3: Impact of risk and mitigation

Risks	Uncontrolled risk	Controls	Controlled risk
Poor performance management practices resulting in lack of progress towards the council's agreed strategic priorities and objectives.	HIGH	Robust performance management within services to embed a performance management culture and effective and timely reporting.	LOW

7. POTENTIAL IMPACTS

7.1 There are no Equality Impact Assessments or Data Protection Impact Assessments required for this report. There are no climate change or data protection impacts as a result of this report.

8. CONSULTATION

8.1 Ongoing performance of the measures within the Performance Management Framework, alongside other measures and business intelligence information, is regularly reported to the council's four Overview and Scrutiny Panels. Comments from the Infrastructure Overview and Scrutiny Panel will be reported to Lead Members and Heads of Service as part of an ongoing performance dialogue.

9. TIMETABLE FOR IMPLEMENTATION

9.1 The full implementation stages are set out in table 4.

Table 4: Implementation timetable

Date	Details
Ongoing	Comments from the Panel will be reviewed by Lead Members and Heads of Service.

10. APPENDICES

10.1 This report is supported by one appendix:

- Appendix A: Infrastructure Overview and Scrutiny Panel Q1 Performance Report.

11. BACKGROUND DOCUMENTS

11.1 This report is supported by two background documents:

- Council Plan 2017-21: https://www3.rbwm.gov.uk/downloads/file/3320/2017-2021_-_council_plan
- Interim Council Strategy 2020/21: https://rbwm.moderngov.co.uk/ieListDocuments.aspx?CId=132&MId=7763&Ver=4

12. CONSULTATION (MANDATORY)

Name of consultee	Post held	Date sent	Date returned
Russell O'Keefe	Director of Place	27.08.20	04.09.20
Hilary Hall	Director of Adults, Health and Commissioning	27.08.20	27.08.20
Tracy Hendren	Head of Housing	27.08.20	04.09.20
Adrien Waite	Head of Planning	27.08.20	
Chris Joyce	Head of Infrastructure, Sustainability and Economic Growth	27.08.20	03.09.20
Ben Smith	Head of Commissioning-Infrastructure	27.08.20	28.08.20

REPORT HISTORY

Decision type:	**Urgency item?**	**To Follow item?**
Non-key decision	No	No
Report Author: Rachel Kinniburgh, Strategy and Performance Team Leader, 01628 796370		

Infrastructure Overview and Scrutiny Panel

Q1 2020-21 Data and Performance Report

Date prepared: 1 July 2020

1. Executive Summary

1.1 The Council Plan 2017-21 remained current up to the 30 July 2020 when Cabinet approved an Interim Council Strategy 2020/21 for immediate adoption, acknowledging that the Covid-19 pandemic has significantly altered the context in which the Council is currently operating and that resources are now focused in an entirely different way.

1.2 This report sets out Q1 performance for all measures relating to the Infrastructure Overview and Scrutiny Panel's remit under the strategic framework that was current in Q1, and which had been suitably modified to reflect the changed climate during the Covid-19 pandemic. Relevant Business Intelligence is also provided in relation to Local employment.

1.3 As at 1 July 2020 performance of all measures related to the Panel's remit in Q1 can be broadly summarised as:

Q1 RAG Status	No.	Measure
Red (Needs improvement)	**2**	• Percentage of Major planning applications processed in time • Monthly footfall in Maidenhead Town Centre
Amber (Near target)	**2**	• Percentage of "Other" planning applications processed in time • Monthly footfall in Windsor Town Centre
Green (Succeeding or achieved)	**3**	• Percentage of Minor planning applications processed in time • Percentage of emergency 2-hour orders responded to on time • No. households where prevention duty has been ended successfully
Non-targeted performance for Q1	**1**	• No. homeless households in temporary accommodation *(Rationale: Q1 target not set on account of government direction to accommodate everyone in temporary accommodation due to the Covid-19 pandemic)*
Total	**8**	

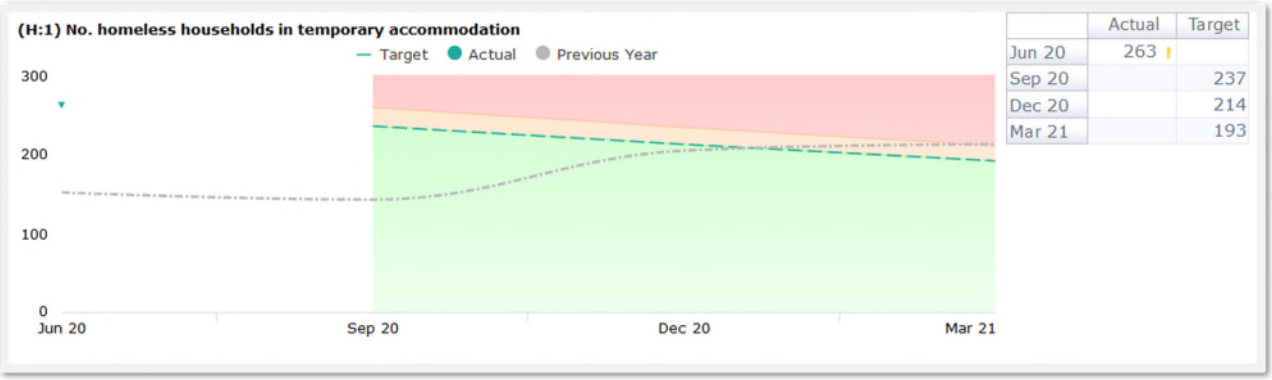
2. Key activities and milestones achieved

Strategic Priority	Item	Q1 Achievements and key milestones
Covid-19 reponse	**Outbreak Control Plan Summary**	The Outbreak Control Plan Summary was published to the RBWM website on 30 June 2020 in line with national instruction from the Department of Health and Social Care. The plan exists to guide our response to the ongoing Covid-19 pandemic, to put in place measures to identify and contain outbreaks and protect the public's health.
	Covid-19 community response	The Covid-19 Community Response was established to support residents across the borough during the Covid-19 pandemic. A coordinated team of staff drawn from all services in the council maintained regular contact with residents who were shielding and take any action that may be appropriate to ensure that these individuals' needs were met. This role has now been taken on by the Library and Residents service who continue to make contact with residents and to be a helpline to any vulnerable service users in the borough. Using community groups, either already established or newly formed, in response to the pandemic has helped to identify where we can help the vulnerable. A database of all contacts was quickly compiled to support a public-facing online directory of Covid-19 Support Groups to which residents may turn to for particular needs.
Growing economy, affordable housing	**Parking concession**	Free parking of up to 3 hours for Advantage Card holders in all Royal Borough operated car parks was introduced from 15 June to 13 July 2020 inclusive. The purpose of the scheme was to assist the recovery of the town centres and retail outlets.
	Homelessness and Rough Sleeping Strategy	The refreshed Homelessness Strategy action plan was approved and the name updated to "Homelessness and Rough Sleeping Strategy" to ensure clarity that the policy was to help those who were homeless or facing homelessness. The strategy action plan continues to set out a collaborative approach to tackling homelessness and rough sleeping over the next three years, working closely with partners from the statutory and voluntary sectors.
	Maidenhead Regeneration and Infrastructure	York Road development - known as The Watermark, will deliver 88 of the 229 new homes built as affordable homes in partnership with Countryside. There was a delay due to the Covid-19 pandemic but the project restarted with

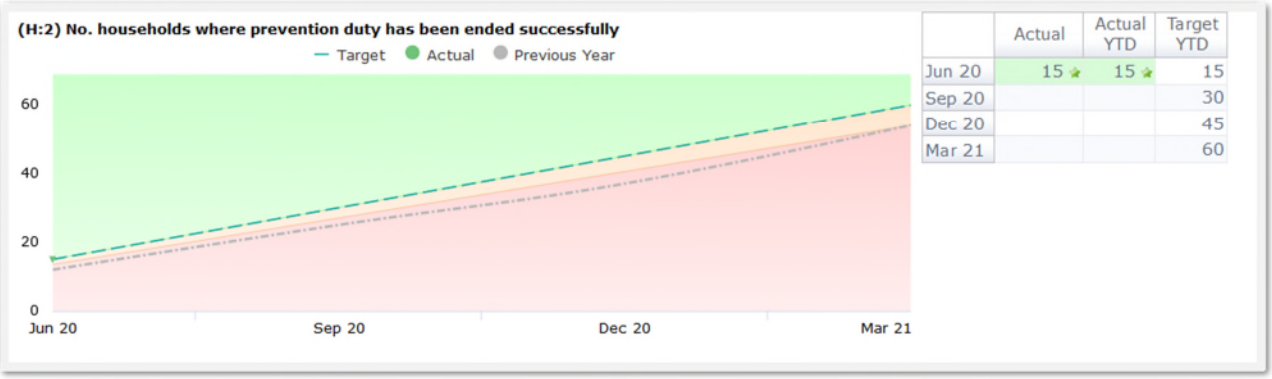
		effect from 18 May. Social distancing on site will mean a slower programme to that originally planned, so has a potential delay of between 3-6 months. St Clouds Way - the second Council regeneration project, will see a planning submission target for Autumn 2020, a delay on the previous timetable of 3-4 months, due to Covid-19 impacts. The site is likely to deliver subject to planning up to 446 new homes, 30% of which will be affordable. The delay in planning submission will see a knock-on effect with a new potential start on site targeted for April 2021. Nicholson's Town Centre – public consultation has already taken place, led by Areli Real Estate and JTP. Planning application was submitted in June 2020, which will see an outline application for the whole site with a detailed plan for phase I, which will include a new multi-storey public car park.
Attractive and well-connected borough	**Highways and Transport Investment Programme 2020-21**	Cabinet endorsed the implementation of the highways capital works programme. The local transport plan set out objectives which were supported by the works programme that had been development by taking into account comments from residents, local businesses and parish councils. £2.697 million had been secured from the Department of Transport and £1.076 million from corporate commitments. It was anticipated that there would be £1.5 million awarded for pot-hole repairs.
	Climate Change Strategy	The draft Climate Change Strategy was approved for public consultation by Full Council on 23 June 2020. The strategy's preparation follows the council's declaration of an environment and climate emergency in June 2019 and subsequent stakeholder and community engagement on the strategy's development led by a cross-party working group.

3. Growing economy, affordable housing: Detailed Trends and Commentary

3.1 Homelessness and temporary accommodation



	Actual	Target
Jun 20	263 !	
Sep 20		237
Dec 20		214
Mar 21		193



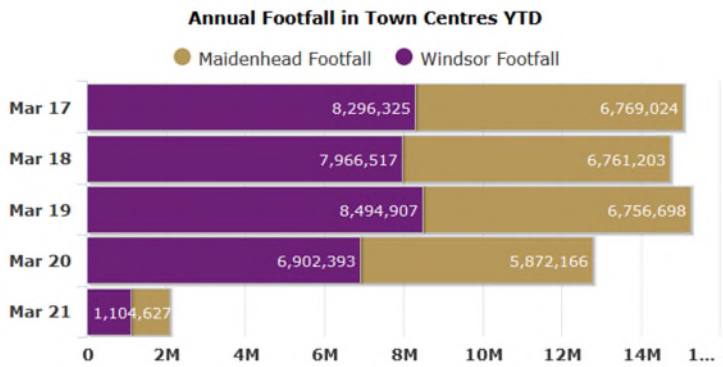
	Actual	Actual YTD	Target YTD
Jun 20	15	15	15
Sep 20			30
Dec 20			45
Mar 21			60

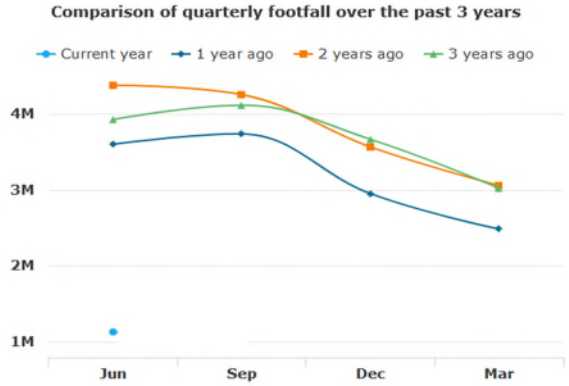
Q1 Commentary

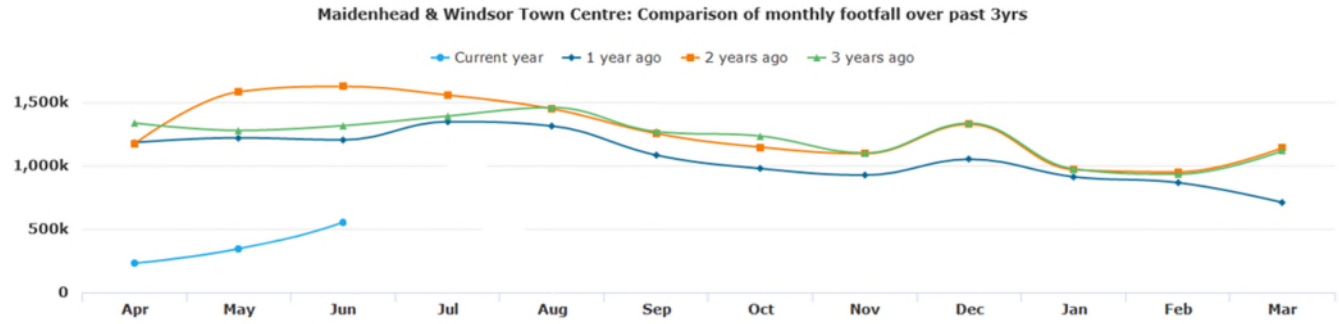
Note: A target for the number of households in temporary accommodation has not been set for Q1 on account of the government direction to accommodate everyone in temporary accommodation due to the Covid-19 pandemic.

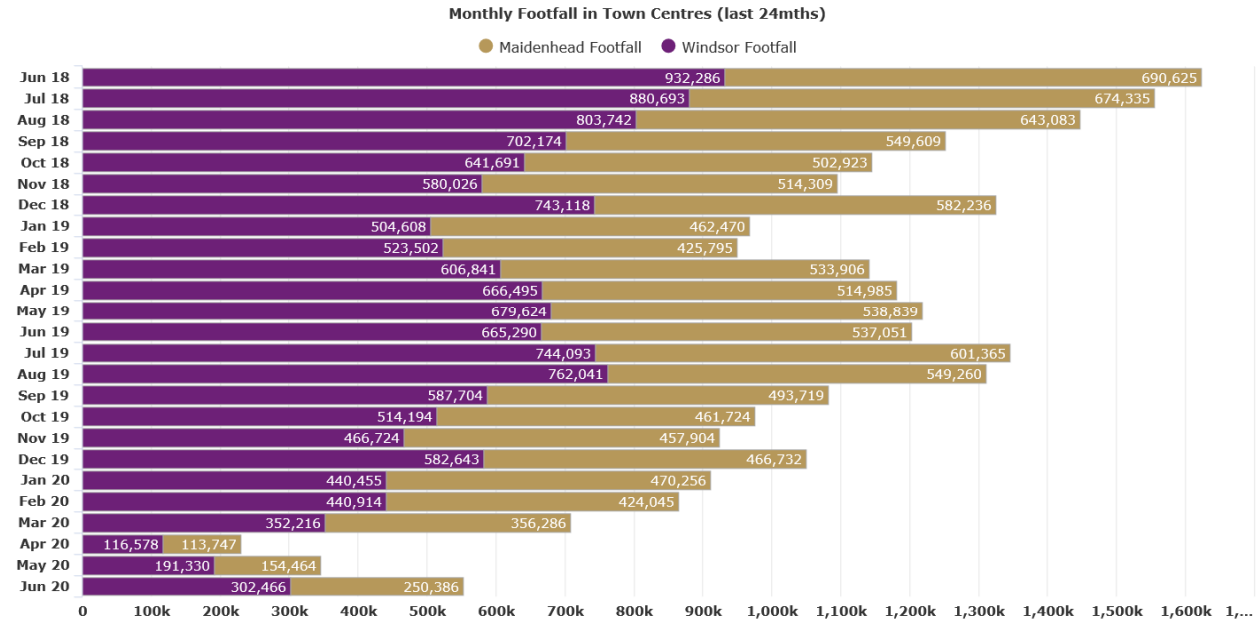
In Q1 (1 April – 30 June 2020) a total of 177 new homeless applications were triggered, This is a reduction of 23% and is in line with government policy prevention evictions and repossessions at the current time. The service was successful at preventing homelessness for 15 households and relieving homelessness for another 23. There is a slight decrease in successful prevention activity since quarter 1 but successful relief activity has increased by 35%. A main housing duty was accepted for 40 households, the main reason for homelessness throughout the quarter remained as family members no longer able to accommodate.

3.2 Footfall in Town Centres (combined)









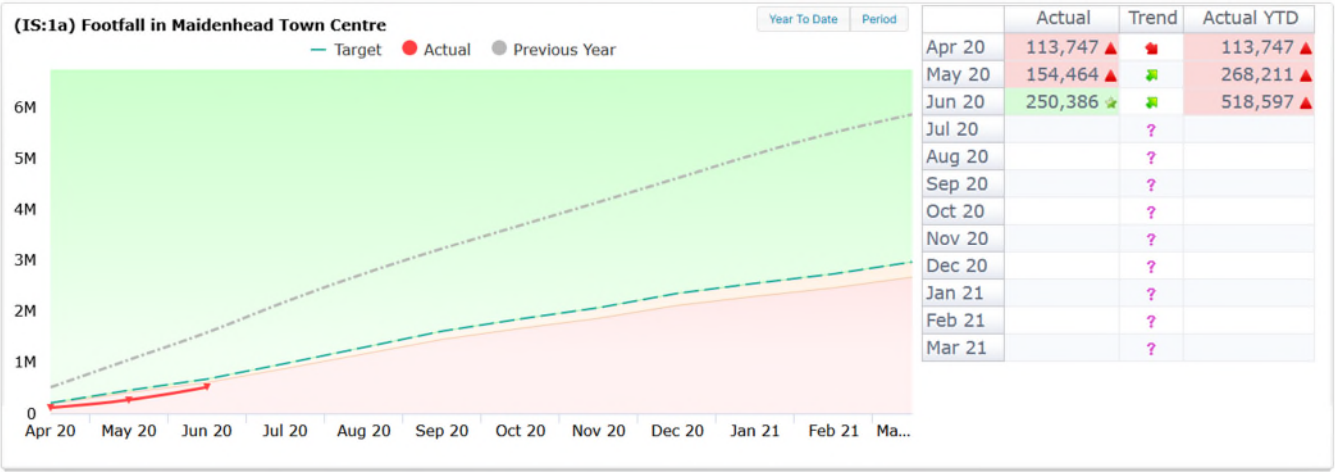
Q1 Commentary

In both town centres the reduced annual footfall in 2019/20 reflects a wider national change in High Street retail activity, and is a net effect of several other factors such as online shopping, the economic uncertainty linked to Brexit and General Election 2019 effects, as well as a number of key retail chains rationalising their national presence which has seen high profile units becoming vacant. The transition to the new parking machines is also believed to have had a detrimental impact.

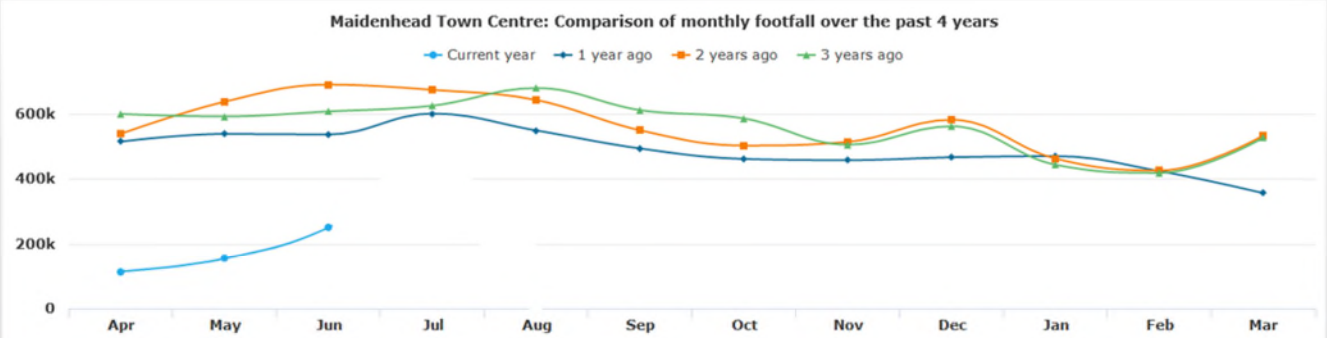
On 23 March 2020 lockdown restrictions associated with the Covid-19 pandemic came into effect, resulting in a dramatic reduction in footfall in April when restrictions were at their most stringent. Across May and June footfall began to increase, coinciding with the phased lifting of restrictions

in these months and the reopening of some industries under government guidance. The total footfall for both town centres for Q1 was 1,128,971.
There is a clear evidence-base emerging that, prior to Covid-19, consumer spending patterns are continuing to move away from physical goods and towards leisure experiences, including eating and drinking. Consumer behaviours are likely to change further after this pandemic which will likely have an overall impact on footfall figures. The recovery plan for town centres will be responding to these changing consumer habits and promoting the commercial centres of the borough as a safe place to visit focussing on retaining local spend whilst there may still be reticence to go further afield.

3.3 Maidenhead Town Centre footfall



	Actual	Trend	Actual YTD
Apr 20	113,747 ▲		113,747 ▲
May 20	154,464 ▲		268,211 ▲
Jun 20	250,386		518,597 ▲
Jul 20		?	
Aug 20		?	
Sep 20		?	
Oct 20		?	
Nov 20		?	
Dec 20		?	
Jan 21		?	
Feb 21		?	
Mar 21		?	



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Current year	113,747	154,464	250,386									
1 year ago	514,985	538,839	537,051	601,365	549,260	493,719	461,724	457,904	466,732	470,256	424,045	356,286
2 years ago	539,311	638,096	690,625	674,335	643,083	549,609	502,923	514,309	582,236	462,470	425,795	533,906
3 years ago	600,130	592,527	607,997	625,630	679,928	611,714	586,339	505,577	562,215	443,606	418,529	527,011

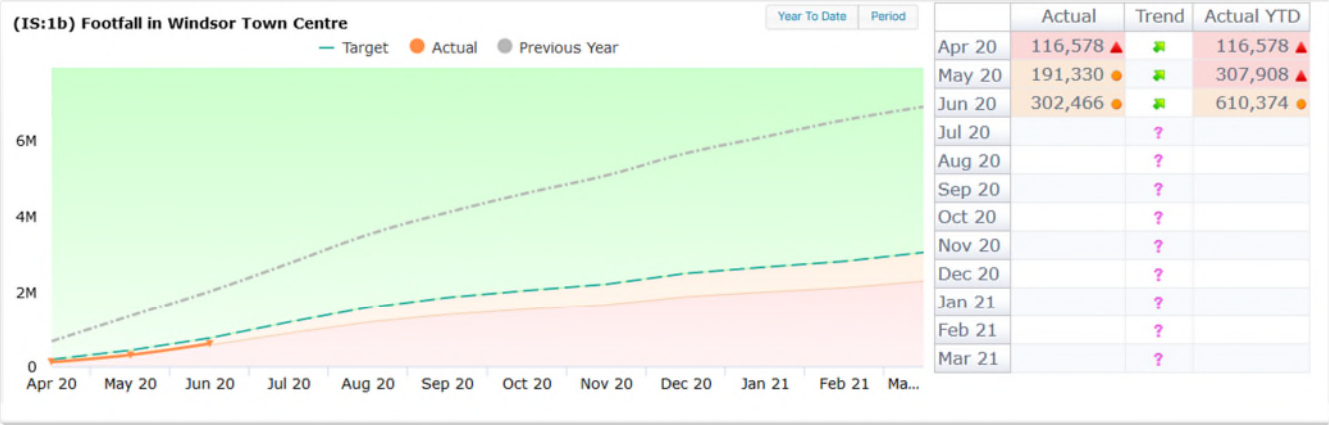
Q1 Commentary

The year-end target and monthly target profile for 2020/21 has been updated to reflect the current economic climate for footfall during the Covid-19 pandemic. The year-end target for 2020/21 is 2,972,500 which is a 49.4% reduction on the 2019/20 outturn of 5,872,166. There is a 10% tolerance for this measure, unchanged from previous years.
It is acknowledged that the Covid-19 pandemic creates a great deal of uncertainty with regards to the appropriateness of the monthly target profile as the year continues. The target for this measure in 2020/21 is therefore set as a reasonable expectation against which to track emerging trends rather than a definitive statement of success/failure.

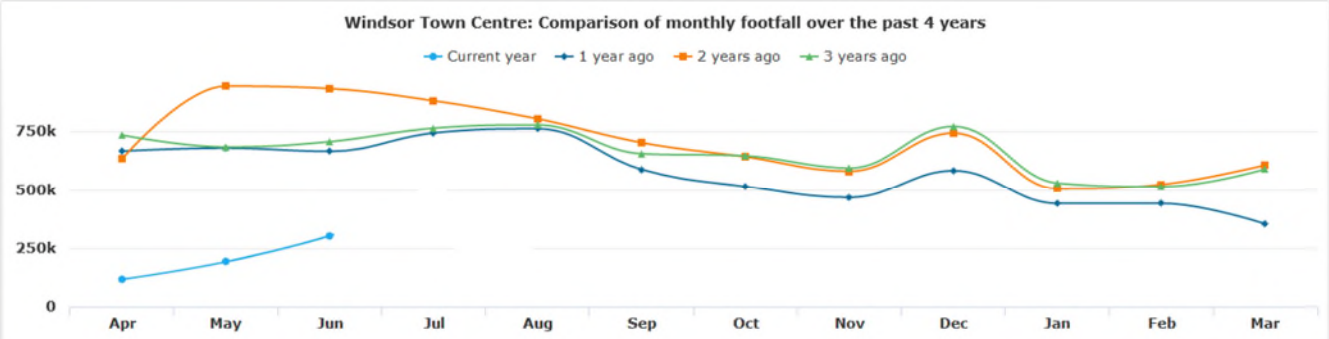
As at the close of Q1 the year-to-date footfall in Maidenhead Town Centre is 518,597, short of target (676,500) by 157,903. Footfall has steadily increased across May and June, coinciding with the phased lifting of lockdown restrictions by central government and the reopening of certain industries. The impact of office closures and remote working will continue to impact footfall figures and currently it is estimated nationally that only 20% of office workers are based in offices, with the rest working from home.

In conjunction with the lockdown restrictions, the disruption caused by regeneration activity in the town centre has seen a net reduction in the overall number of commercial units open in the town. Other factors such as changes to parking machines and other key projects (e.g. Station access scheme) may also have had had an impact. It is anticipated that as town centre regeneration plans continue there will be a further loss of retail units in the short term with an expected further corresponding reduction in footfall. Despite the disruption to the town as a result of the regeneration schemes that are either underway already or will be started in the near future, the end result will be a redeveloped town centre where people will want to be, and this will help to restore overall footfall for the town. The recovery response as a result of Covid-19 will present opportunities to promote and enhance the “shop local” messaging in the borough, and may also present opportunities for pop-ups and use of empty spaces that may not have been considered pre-Covid.

3.4 Windsor Town Centre footfall



	Actual	Trend	Actual YTD
Apr 20	116,578 ▲		116,578 ▲
May 20	191,330 ●		307,908 ▲
Jun 20	302,466 ●		610,374 ●
Jul 20		?	
Aug 20		?	
Sep 20		?	
Oct 20		?	
Nov 20		?	
Dec 20		?	
Jan 21		?	
Feb 21		?	
Mar 21		?	



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Current year	116,578	191,330	302,466									
1 year ago	666,495	679,624	665,290	744,093	762,041	587,704	514,194	466,724	582,643	440,455	440,914	352,216
2 years ago	633,096	943,130	932,286	880,693	803,742	702,174	641,691	580,026	743,118	504,608	523,502	606,841
3 years ago	734,664	684,003	706,666	764,400	777,799	655,051	645,965	593,457	771,721	529,249	513,789	589,753

Q1 Commentary

The year-end target and monthly target profile for 2020/21 has been updated to reflect the current economic climate for footfall during the Covid-19 pandemic. The year-end target for 2020/21 is 3,047,000 which is a 55.9% reduction on the 2019/20 outturn of 6,902,393. It is acknowledged that the Covid-19 pandemic creates a great deal of uncertainty with regards to the appropriateness of the monthly target profile as the year continues. The target for this measure in 2020/21 is therefore set as a reasonable expectation against which to track emerging trends rather than a definitive statement of success/failure. The tolerance for this measure has been adjusted from 10% to 25% to take account of the pandemic's impact on the tourist industry, a major source of footfall in Windsor more so than Maidenhead, and related restrictions on international travel throughout the pandemic.

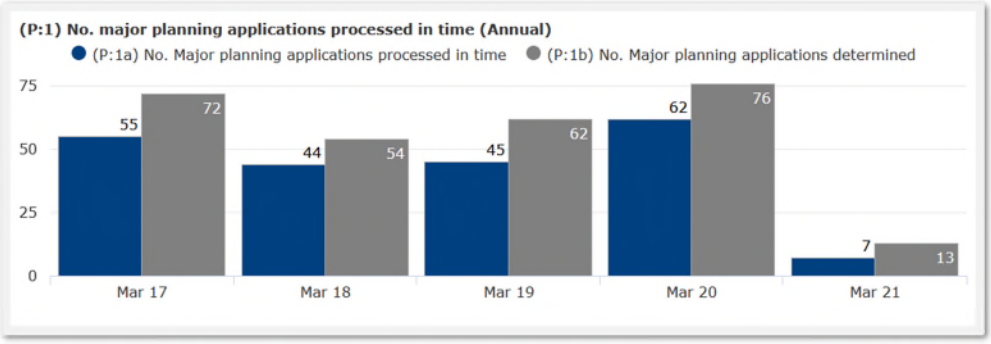
As at the close of Q1, the year-to-date footfall in Windsor Town Centre is 610,374 below target (756,000) by 145,626 but within tolerance for the measure. Footfall is expected to increase in the summer months and with the further easing of lockdown restrictions enabling residents to leave their homes and visit the town.

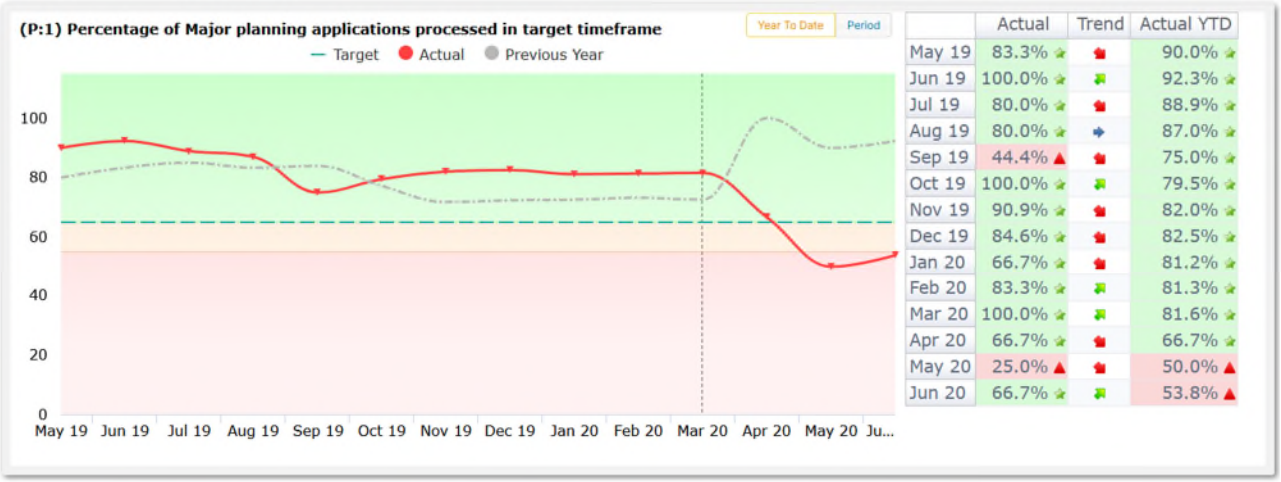
The impact of the halt in international travel contributed to lower footfall figures at the start of the year, with some popular local restaurants serving international visitors shutting down completely prior to UK lockdown restrictions. Coach parking figures have dropped by close to 100% for each month in comparison to 2019/20 figures. There were only 11 visits this year, a comparison to 6,033 in Q1 2019/20 as external (international/national) visitors to Windsor fell. The decrease in footfall is an expected outcome and will continue throughout 2020/21. Certain areas are not expected to recover in the year 2020/21 such as international travel (30% of footfall) to Windsor

and business trips to hotel conferences in the town (33% of footfall). The winter months often see higher footfall alongside the live events and Christmas shopping. Again, this footfall is unlikely to sustain previous levels with live events being moved online and Christmas shopping unlikely to bring the same footfall to the town.

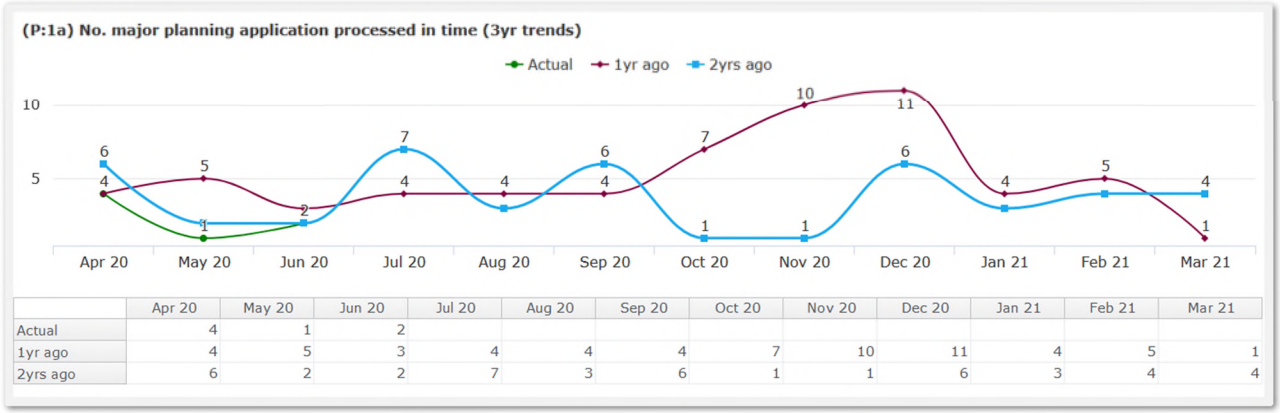
4. Attractive and well-connected borough: Detailed Trends and Commentary

4.1 Planning applications: Major

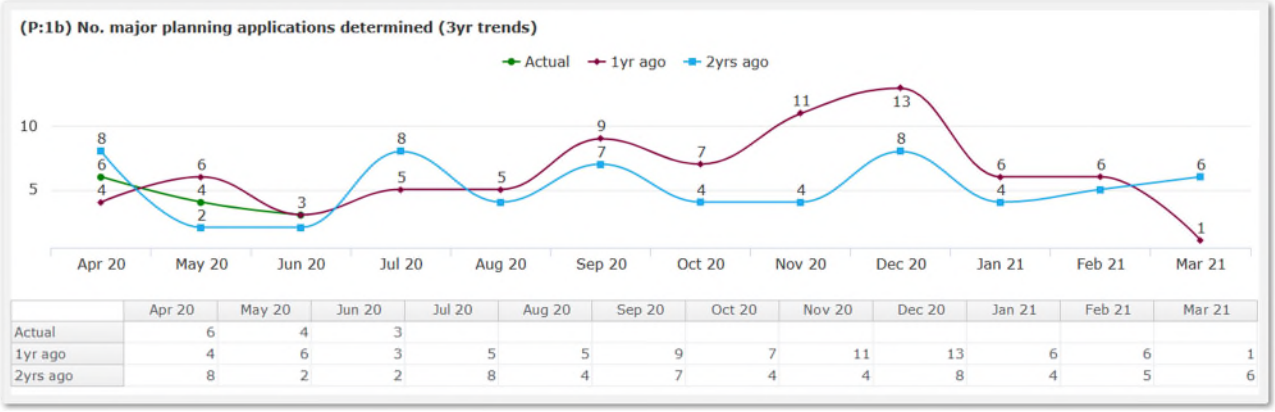




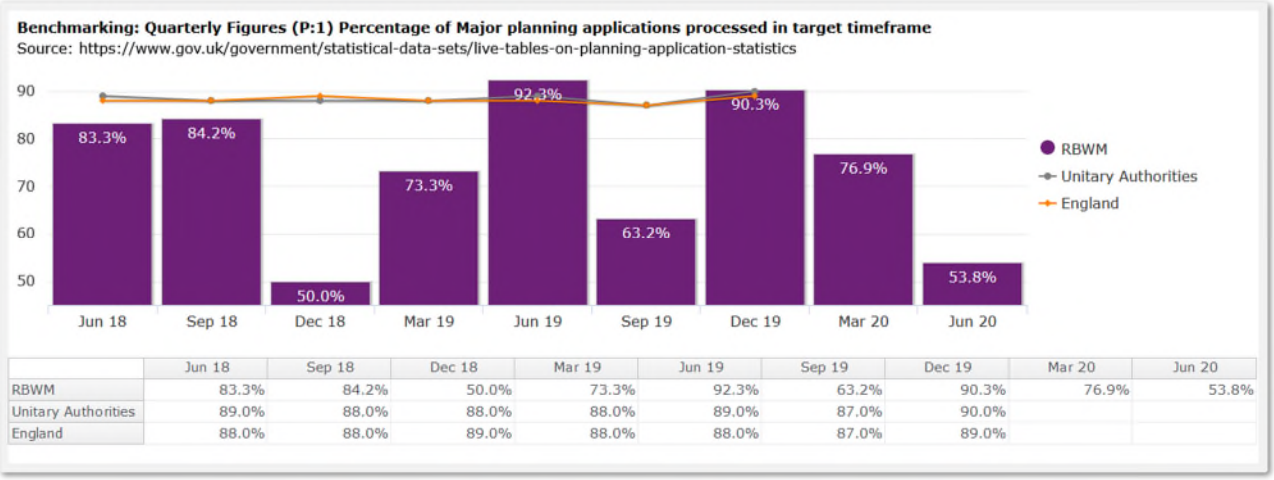
	Actual	Trend	Actual YTD
May 19	83.3%		90.0%
Jun 19	100.0%		92.3%
Jul 19	80.0%		88.9%
Aug 19	80.0%		87.0%
Sep 19	44.4% ▲		75.0%
Oct 19	100.0%		79.5%
Nov 19	90.9%		82.0%
Dec 19	84.6%		82.5%
Jan 20	66.7%		81.2%
Feb 20	83.3%		81.3%
Mar 20	100.0%		81.6%
Apr 20	66.7%		66.7%
May 20	25.0% ▲		50.0% ▲
Jun 20	66.7%		53.8% ▲



	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Actual	4	1	2									
1yr ago	4	5	3	4	4	4	7	10	11	4	5	1
2yrs ago	6	2	2	7	3	6	1	1	6	3	4	4



	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Actual	6	4	3									
1yr ago	4	6	3	5	5	9	7	11	13	6	6	1
2yrs ago	8	2	2	8	4	7	4	4	8	4	5	6



	Jun 18	Sep 18	Dec 18	Mar 19	Jun 19	Sep 19	Dec 19	Mar 20	Jun 20
RBWM	83.3%	84.2%	50.0%	73.3%	92.3%	63.2%	90.3%	76.9%	53.8%
Unitary Authorities	89.0%	88.0%	88.0%	88.0%	89.0%	87.0%	90.0%		
England	88.0%	88.0%	89.0%	88.0%	88.0%	87.0%	89.0%		

Q1 Commentary

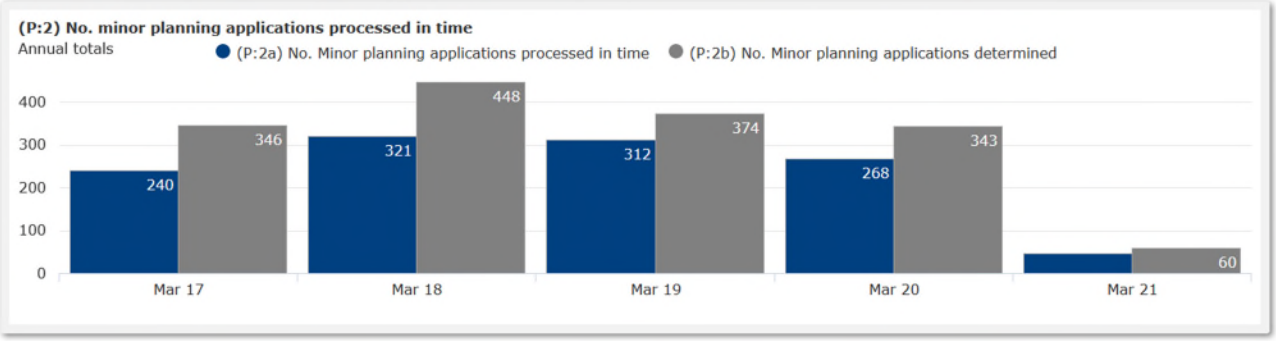
At the end of Q1 the year-to-date percentage of major planning applications processed within the target timeframe fell to 53.8% (7/13), and below the target of 65%. A comparison with the same period in 2019/20 (92.3%) shows a reduction in performance by 38.5%.

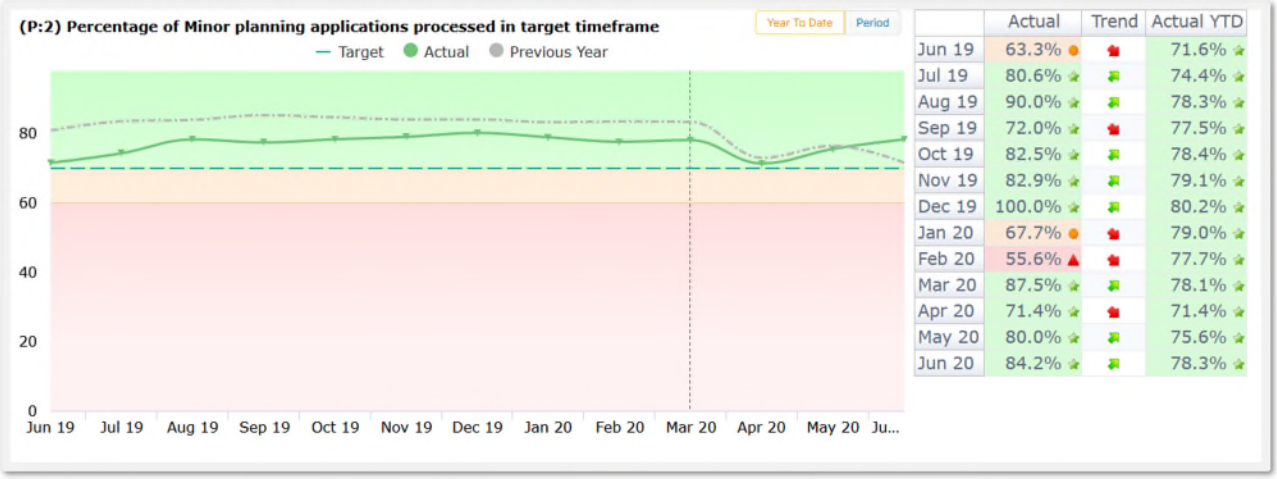
The volume of applications submitted in Q1 (13) is the same as 2019/20 and slightly higher than 2018/19 (12), indicating that there has been no major impact of the Covid-19 pandemic on the submission of major applications in Q1.

Processing times have however been impacted by the pandemic. From the end of March 2020 the council's operations changed considerably as part of coordinated measures to keep both customers and staff safe, with council staff adapting to new remote working arrangements. The fall in performance on major application can be partly attributed to a change in working arrangements as well as a number of applications being determined in May where applicants would not agree extensions to the deadline.

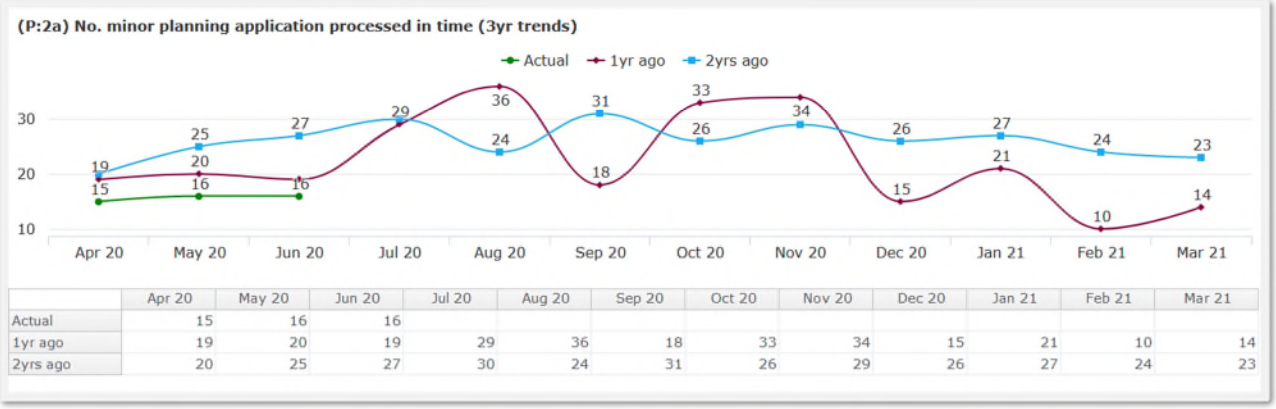
The performance on major applications will be monitored closely for the next quarter. The figures for July and August indicate that performance is improving in Q2 and that the YTD figure is on track to meet target in the next quarter. Benchmarking data available up to the end of Q3 2019/20 shows the fluctuation in the council's performance compared to the relatively stable figures for Unitary Authorities and England. Benchmarking data for Q4 2019/20 and Q1 2020/21, when available, will provide further insights as to whether the impact on processing times is similar to that seen in RBWM.

4.2 Planning applications: Minor

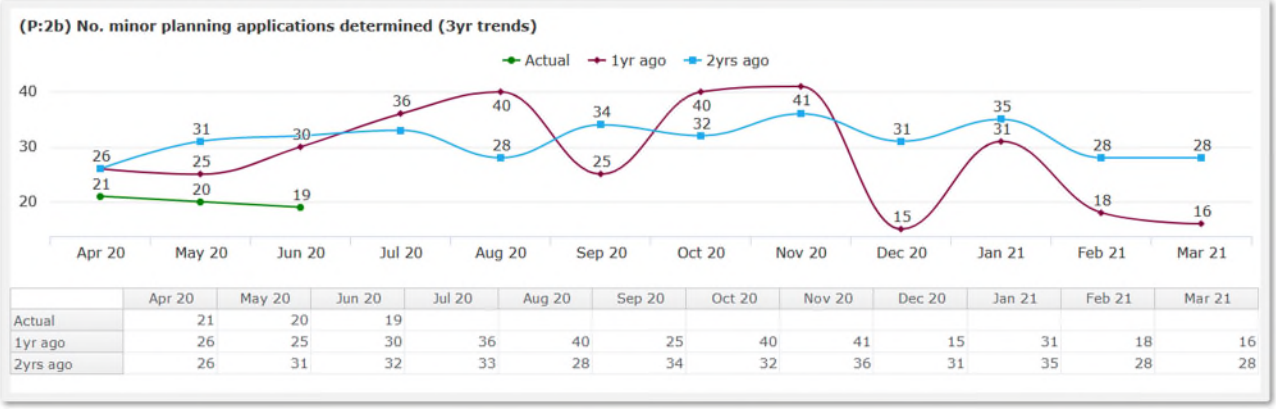




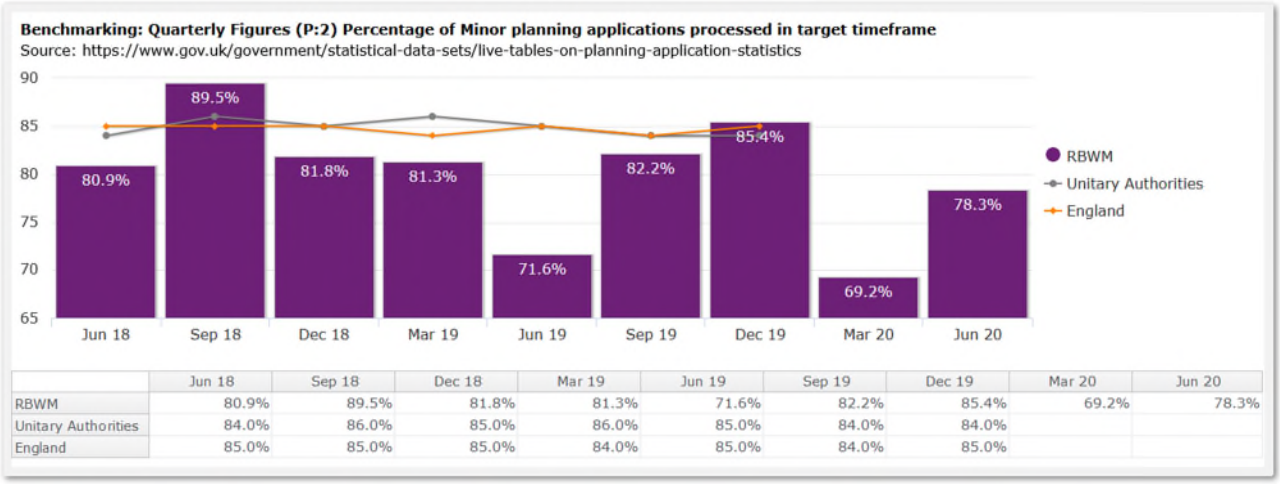
	Actual	Trend	Actual YTD
Jun 19	63.3%		71.6%
Jul 19	80.6%		74.4%
Aug 19	90.0%		78.3%
Sep 19	72.0%		77.5%
Oct 19	82.5%		78.4%
Nov 19	82.9%		79.1%
Dec 19	100.0%		80.2%
Jan 20	67.7%		79.0%
Feb 20	55.6%		77.7%
Mar 20	87.5%		78.1%
Apr 20	71.4%		71.4%
May 20	80.0%		75.6%
Jun 20	84.2%		78.3%



	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Actual	15	16	16									
1yr ago	19	20	19	29	36	18	33	34	15	21	10	14
2yrs ago	20	25	27	30	24	31	26	29	26	27	24	23



	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Actual	21	20	19									
1yr ago	26	25	30	36	40	25	40	41	15	31	18	16
2yrs ago	26	31	32	33	28	34	32	36	31	35	28	28



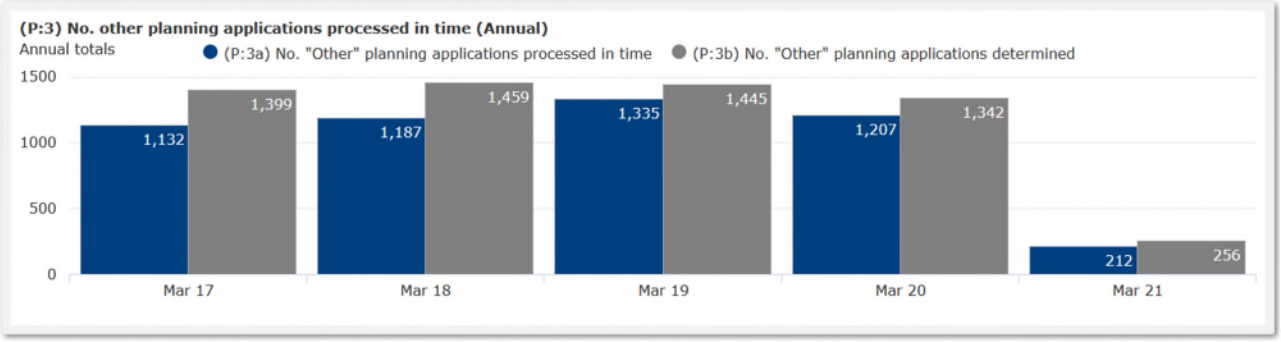
	Jun 18	Sep 18	Dec 18	Mar 19	Jun 19	Sep 19	Dec 19	Mar 20	Jun 20
RBWM	80.9%	89.5%	81.8%	81.3%	71.6%	82.2%	85.4%	69.2%	78.3%
Unitary Authorities	84.0%	86.0%	85.0%	86.0%	85.0%	84.0%	84.0%		
England	85.0%	85.0%	85.0%	84.0%	85.0%	84.0%	85.0%		

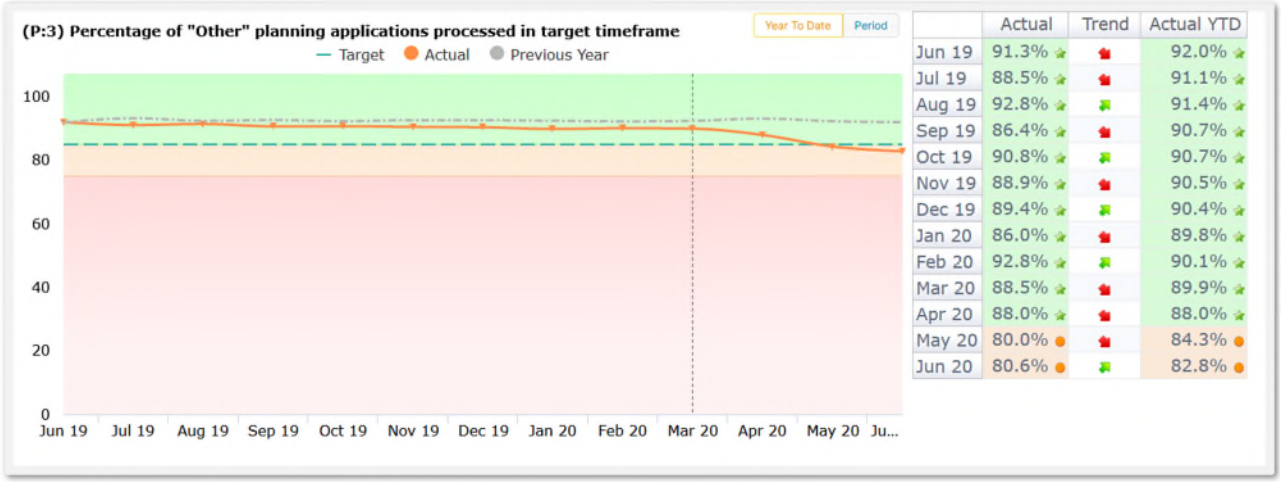
Q1 Commentary

As at the close of Q1, the year-to-date percentage of Minor planning applications processed in target timeframe stands at 78.3% (47/60) and above the target of 70%. A comparison with the same period in 2019/20 (71.6%) shows an improvement in performance by 6.7%.

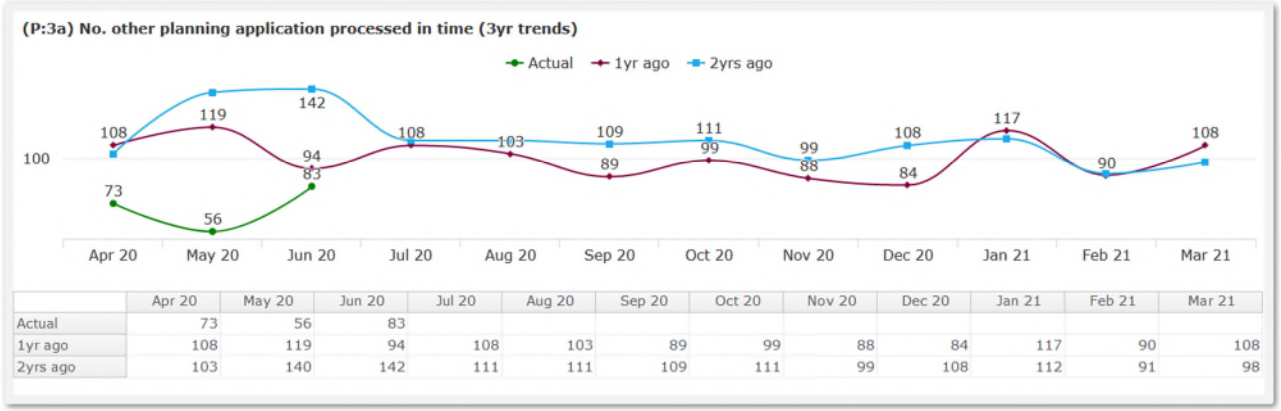
The volume of applications submitted in Q1 (60) is a reduction on Q1 2019/20 (81) and 2018/19 (89). It cannot be definitively determined at this point as to whether this is directly related to the Covid-19 pandemic, and this trend will continue to be monitored going forward for further insights. Benchmarking data available up to the end of Q3 2019/20 shows council performance against this measure to be broadly in line with Unitary Authorities and England.

4.3 Planning applications: Other

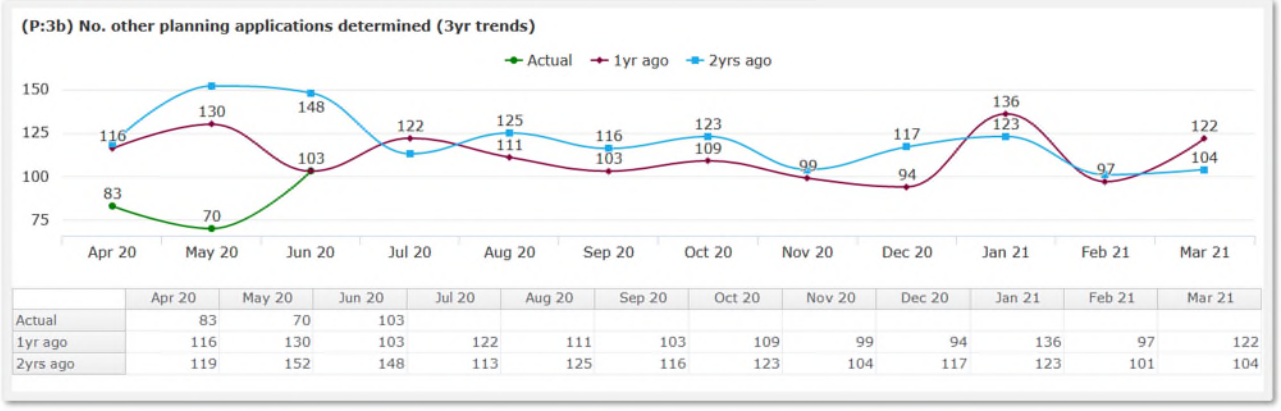




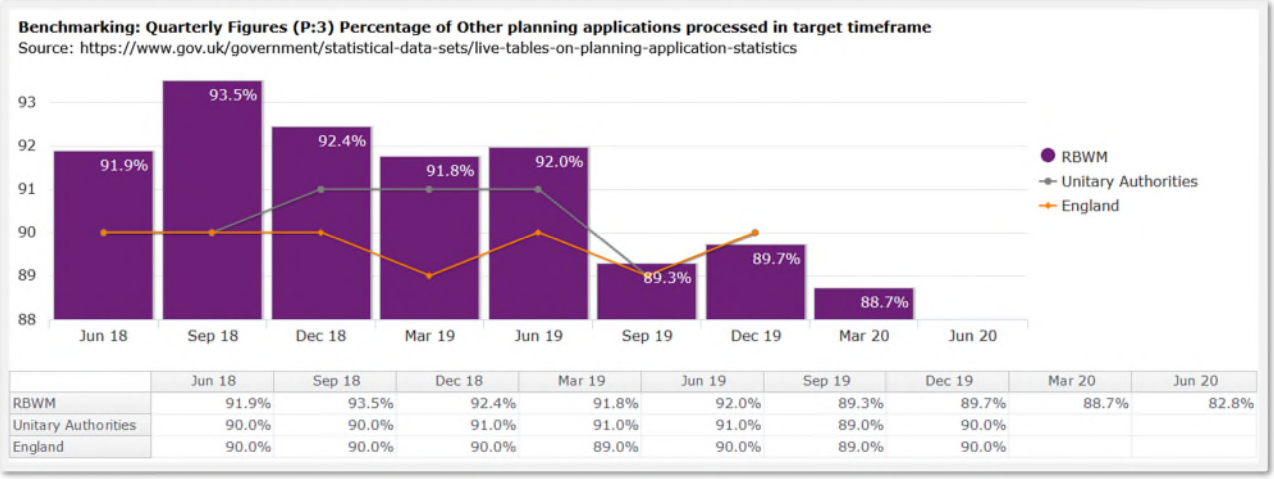
	Actual	Trend	Actual YTD
Jun 19	91.3%		92.0%
Jul 19	88.5%		91.1%
Aug 19	92.8%		91.4%
Sep 19	86.4%		90.7%
Oct 19	90.8%		90.7%
Nov 19	88.9%		90.5%
Dec 19	89.4%		90.4%
Jan 20	86.0%		89.8%
Feb 20	92.8%		90.1%
Mar 20	88.5%		89.9%
Apr 20	88.0%		88.0%
May 20	80.0%		84.3%
Jun 20	80.6%		82.8%



	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Actual	73	56	83									
1yr ago	108	119	94	108	103	89	99	88	84	117	90	108
2yrs ago	103	140	142	111	111	109	111	99	108	112	91	98



	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Actual	83	70	103									
1yr ago	116	130	103	122	111	103	109	99	94	136	97	122
2yrs ago	119	152	148	113	125	116	123	104	117	123	101	104



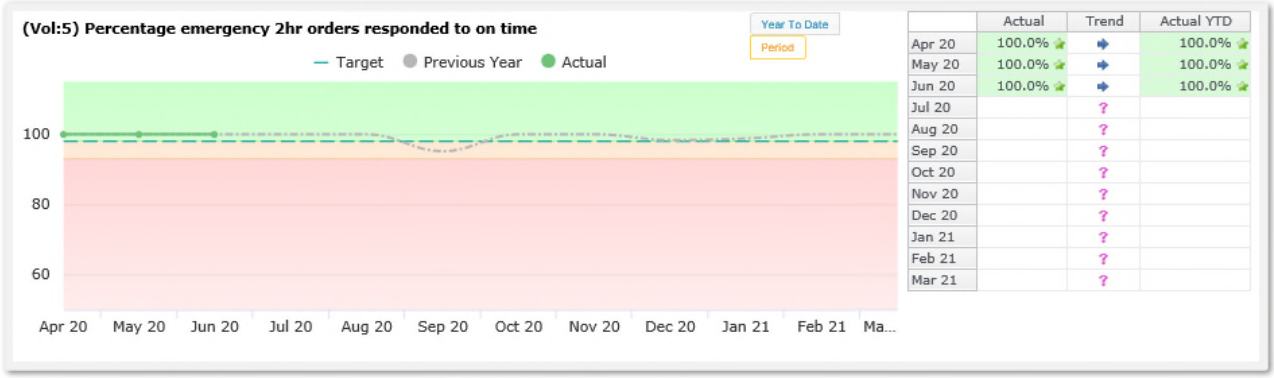
	Jun 18	Sep 18	Dec 18	Mar 19	Jun 19	Sep 19	Dec 19	Mar 20	Jun 20
RBWM	91.9%	93.5%	92.4%	91.8%	92.0%	89.3%	89.7%	88.7%	82.8%
Unitary Authorities	90.0%	90.0%	91.0%	91.0%	91.0%	89.0%	90.0%		
England	90.0%	90.0%	90.0%	89.0%	90.0%	89.0%	90.0%		

Q1 Commentary

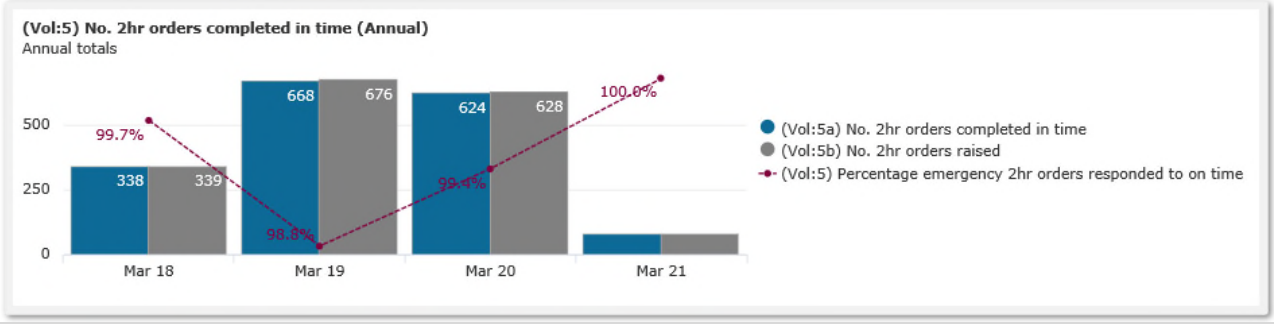
At the end of Q1 the year-to-date percentage of other planning applications processed within the target timeframe is 82.8% (212/256), just below the target of 85% though within tolerance for this measure. A comparison of performance with Q1 2019/20 (92.0%) however shows a reduction in performance of 8.5%.

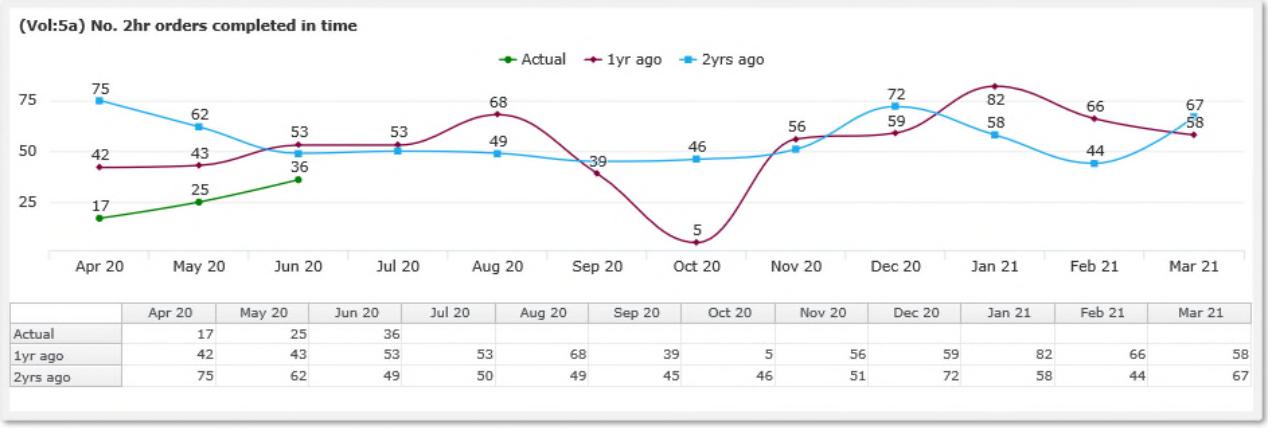
The volume of applications submitted in Q1 (256) is the lowest it has been in a 3-year period (Q1 2019/20: 349, Q1 2018/19: 419). It cannot be definitively determined at this point as to whether this is directly related to the Covid-19 pandemic, and this trend will continue to be monitored going forward for further insights. Benchmarking data available up to the end of Q3 2019/20 shows council performance against this measure to be broadly in line with Unitary Authorities and England.

4.4 Highways

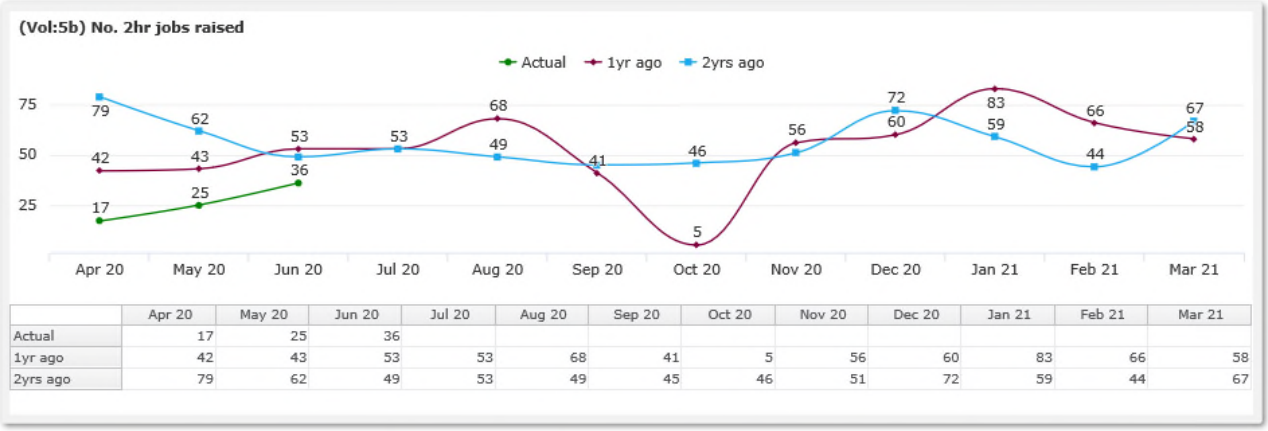


	Actual	Trend	Actual YTD
Apr 20	100.0%		100.0%
May 20	100.0%		100.0%
Jun 20	100.0%		100.0%
Jul 20		?	
Aug 20		?	
Sep 20		?	
Oct 20		?	
Nov 20		?	
Dec 20		?	
Jan 21		?	
Feb 21		?	
Mar 21		?	





	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Actual	17	25	36									
1yr ago	42	43	53	53	68	39	5	56	59	82	66	58
2yrs ago	75	62	49	50	49	45	46	51	72	58	44	67



	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Actual	17	25	36									
1yr ago	42	43	53	53	68	41	5	56	60	83	66	58
2yrs ago	79	62	49	53	49	45	46	51	72	59	44	67

Q1 Commentary

The aim of this Indicator is to measure the Contractor's response time attending to urgent safety hazards on the highway network and mitigate the potential risk of third-party claims. This ensures the successful management of the highway network, responding to identified safety hazards in a timely manner and maintaining a safe highway network for all road users. The target for this measure is 98% with tolerance to 93%.

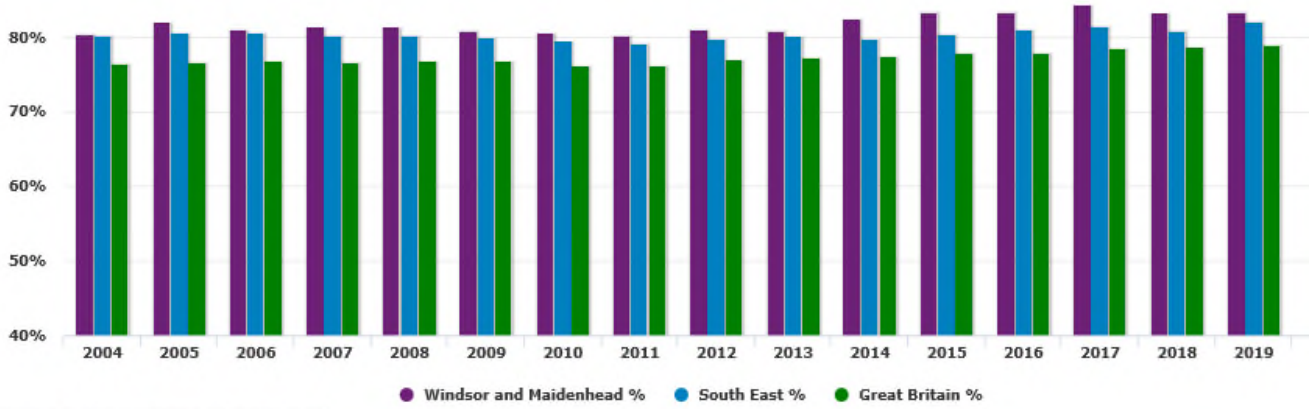
Q1 data show the contractor is performing above target at 100%. The number of emergencies has fallen in the first quarter compared to previous years, this is likely to be due to the Covid19 pandemic, resulting in less road users on the network during this period.

5. Business Intelligence: Local employment

5.1 This section includes the most recent Local Employment data available from the Nomis Official Labour Market Statistics.

Economically active

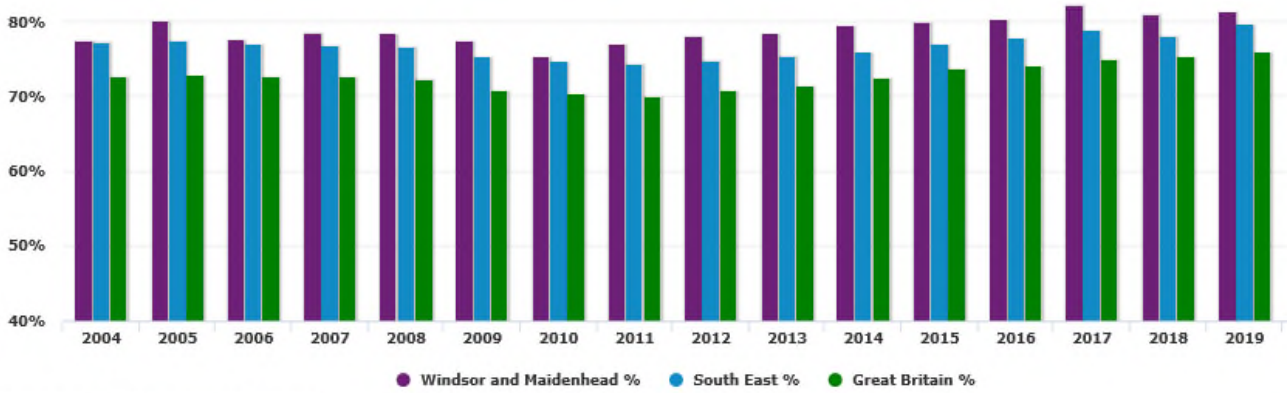
Measures	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Windsor and Maidenhead %	80.3%	81.8%	80.9%	81.3%	81.2%	80.8%	80.5%	80.1%	81.0%	80.8%	82.4%	83.2%	83.2%	84.2%	83.1%	83.3%
South East %	80.2%	80.4%	80.4%	80.1%	80.2%	79.9%	79.4%	79.1%	79.6%	80.0%	79.7%	80.3%	81.0%	81.4%	80.8%	82.0%
Great Britain %	76.3%	76.5%	76.7%	76.6%	76.7%	76.7%	76.1%	76.1%	76.8%	77.2%	77.3%	77.8%	77.8%	78.4%	78.5%	78.9%



Source: Nomis official labour market statistics

In employment

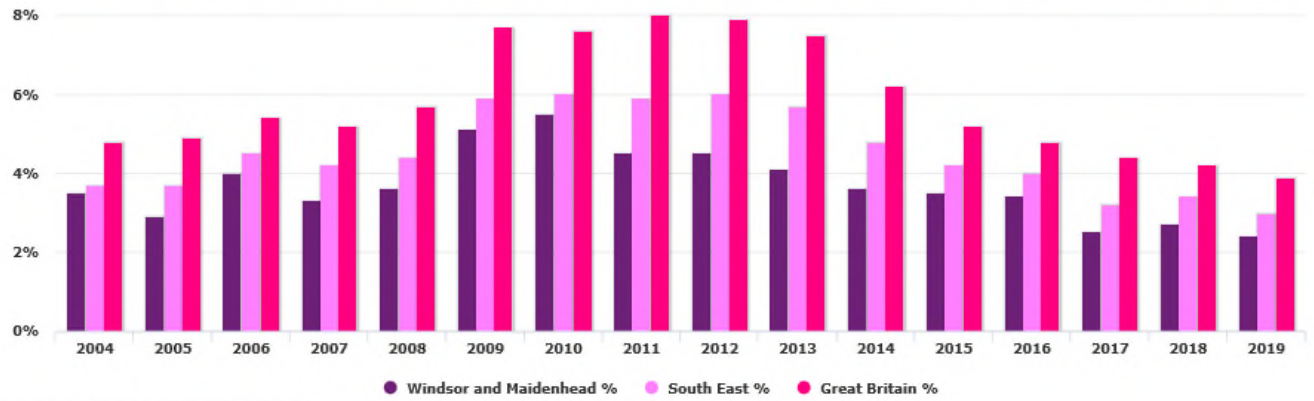
Measures	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Windsor and Maidenhead %	77.4%	80.0%	77.5%	78.5%	78.2%	77.3%	75.2%	76.8%	77.9%	78.3%	79.4%	79.8%	80.2%	82.2%	80.9%	81.2%
South East %	77.2%	77.4%	76.8%	76.7%	76.6%	75.1%	74.6%	74.2%	74.7%	75.4%	75.8%	76.8%	77.6%	78.8%	78.0%	79.5%
Great Britain %	72.6%	72.7%	72.6%	72.5%	72.2%	70.7%	70.2%	69.9%	70.6%	71.3%	72.4%	73.6%	74.0%	74.9%	75.1%	75.8%



Source: Nomis official labour market statistics

Unemployed

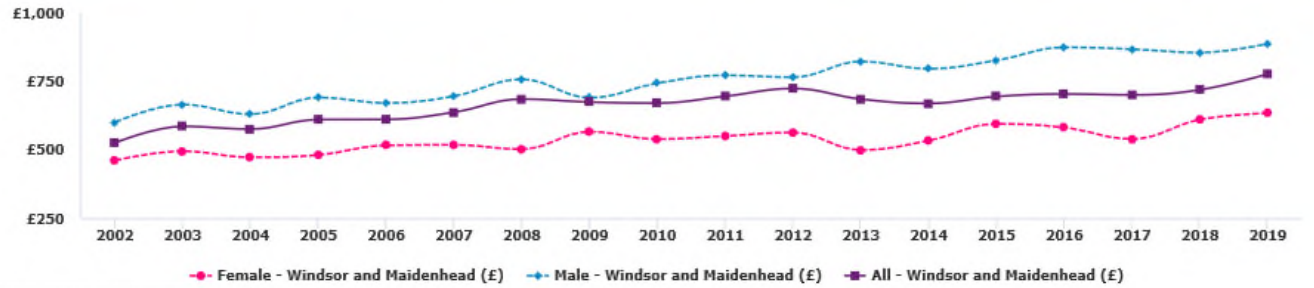
Measures	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Windsor and Maidenhead %	3.5%	2.9%	4.0%	3.3%	3.6%	5.1%	5.5%	4.5%	4.5%	4.1%	3.6%	3.5%	3.4%	2.5%	2.7%	2.4%
South East %	3.7%	3.7%	4.5%	4.2%	4.4%	5.9%	6.0%	5.9%	6.0%	5.7%	4.8%	4.2%	4.0%	3.2%	3.4%	3.0%
Great Britain %	4.8%	4.9%	5.4%	5.2%	5.7%	7.7%	7.6%	8.0%	7.9%	7.5%	6.2%	5.2%	4.8%	4.4%	4.2%	3.9%



Source: Nomis official labour market statisitcs

Gross weekly pay

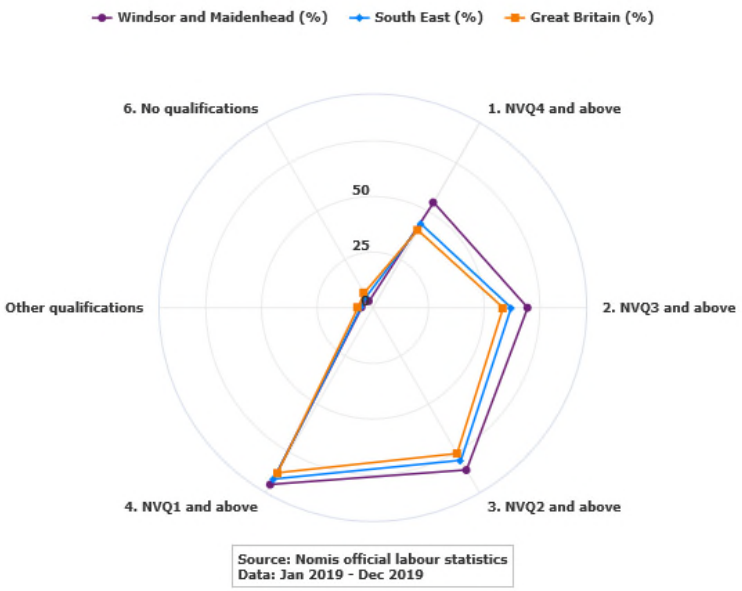
Measures	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Female - Windsor and Maidenhead (£)	£461	£494	£472	£481	£516	£518	£502	£566	£539	£550	£563	£499	£533	£594	£581	£539	£610	£633
Male - Windsor and Maidenhead (£)	£600	£665	£630	£690	£671	£696	£757	£690	£743	£772	£765	£822	£796	£827	£874	£867	£855	£887
All - Windsor and Maidenhead (£)	£524	£585	£575	£610	£610	£637	£685	£674	£670	£695	£723	£685	£669	£694	£703	£700	£719	£776



Source: Nomis official labour statistics

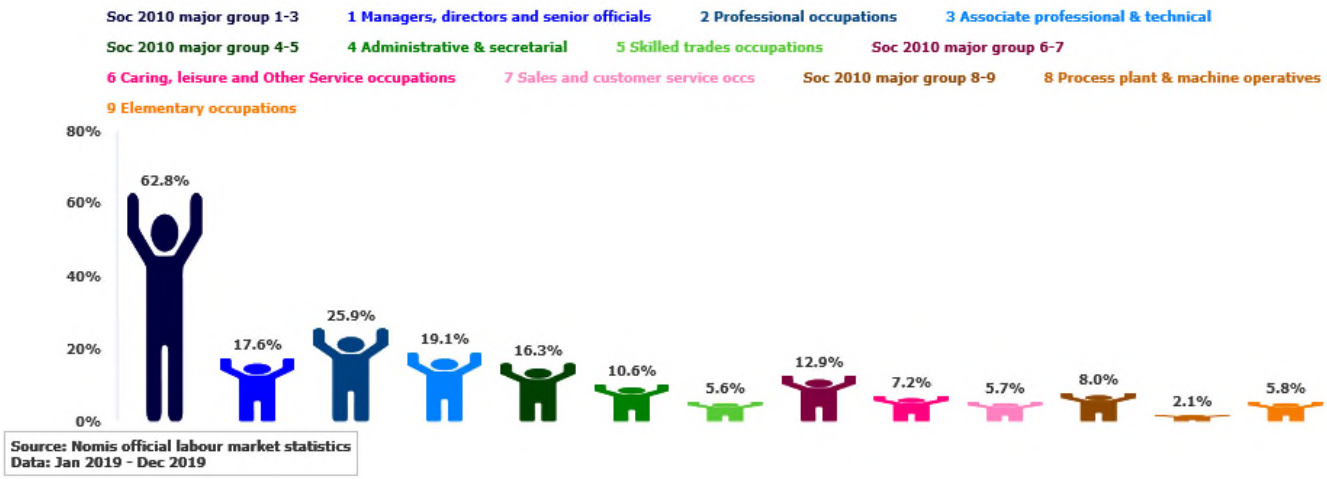
Qualifications

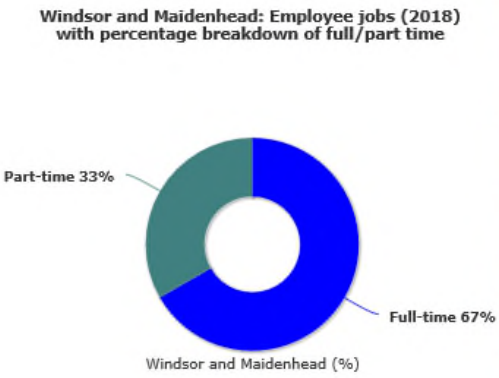
Qualification levels	Windsor and Maidenhead (%)	South East (%)	Great Britain (%)
1. NVQ4 and above	55%	43%	40%
2. NVQ3 and above	70%	62%	59%
3. NVQ2 and above	84%	79%	76%
4. NVQ1 and above	92%	89%	86%
5. Other qualifications	5%	5%	7%
6. No qualifications	3%	6%	8%



Employment by occupation and industry

Standard Occupational Classification	Windsor and Maidenhead (%)
Soc 2010 major group 1-3	62.8%
1 Managers, directors and senior officials	17.6%
2 Professional occupations	25.9%
3 Associate professional & technical	19.1%
Soc 2010 major group 4-5	16.3%
4 Administrative & secretarial	10.6%
5 Skilled trades occupations	5.6%
Soc 2010 major group 6-7	12.9%
6 Caring, leisure and Other Service occupations	7.2%
7 Sales and customer service occs	5.7%
Soc 2010 major group 8-9	8.0%
8 Process plant & machine operatives	2.1%
9 Elementary occupations	5.8%





Source: Nomis official labour market statistics

Local Employment - employee jobs by Industry

Measure	Windsor and Maidenhead (%)	South East (%)	Great Britain (%)
B : Mining and quarrying	0.1%	0.0%	0.2%
C : Manufacturing	3.0%	6.4%	8.1%
D : Electricity, gas, steam and air conditioning supply	0.7%	0.4%	0.5%
E : Water supply; sewerage, waste management and remediation activities	0.5%	0.8%	0.7%
F : Construction	7.1%	5.1%	4.7%
G : Wholesale and retail trade; repair of motor vehicles and motorcycles	15.5%	16.4%	15.2%
H : Transportation and storage	1.8%	4.7%	4.8%
I : Accommodation and food service activities	8.3%	7.4%	7.6%
J : Information and communication	9.5%	5.7%	4.2%
K : Financial and insurance activities	2.1%	2.9%	3.5%
L : Real estate activities	1.8%	1.4%	1.7%
M : Professional, scientific and technical activities	14.3%	9.0%	8.7%
N : Administrative and support service activities	7.1%	8.9%	9.1%
O : Public administration and defence; compulsory social security	1.8%	3.2%	4.3%
P : Education	9.5%	10.0%	8.9%
Q : Human health and social work activities	9.5%	12.8%	13.2%
R : Arts, entertainment and recreation	6.0%	2.7%	2.5%
S : Other service activities	3.0%	2.1%	2.0%