

Council Plan: Responses to recommendations from Corporate Overview and Scrutiny

Three deliverables {contract management (aim 1), public accountability (aim 1) and education (aim 3)} and seven new KPIs {four on business (aim 2), two on education (aim 3), three on complaints volumes (aim 5)} have been included in the Council Plan following Corporate Overview and Scrutiny (Corp OSP), alongside changes to improve clarity.

Corp OSP recommendation	Response
Overarching	
Define more clearly what is meant by good performance, at a council-level. Eg Numbers of indicators green/amber.	Assessment against the Council Plan is informed by the agreed monitoring process including Quarterly Assurance Report (QAR), annual report, transformation programme reporting and budget monitoring reporting. It would not be appropriate to assign a percentage of deliverables or KPIs that must be met to consider the plan to be met because some deliverables and KPIs are more critical to the success of our vision and aims.
Include numbering of the Priorities under each Aim for ease of reference.	Numbers have been added to the priorities on the aim page and in the Appendix.
All aims: Add 'contractual' to targets where these are included within contract performance metrics.	Contractual measures are now identifiable in the Council Plan
Aim 1	
Aim 1, priority 4: Contract management and procurement strengthen the deliverable	An additional deliverable is included, based on Audit actions. "Implement a contract management framework and associated guidance, and review the published contract register to ensure completeness and compliance with the Local Transparency Code 2015"
Aim 1: Transformation savings: Clarity on proportion of savings being delivered through transformation programmes, and the council's progress against these.	New transformation reporting to be included in monthly finance reports to Cabinet.

Corp OSP recommendation	Response
<p>Aim 1: Consider additional deliverable around accountability to the public, including Report it.</p>	<p>New priority added: “Drive channel shift and improve digital access to services, including the council’s website – making payments and transactions easier and refreshing reporting functions”</p> <p>New deliverable added on website and reporting: “Scope further work to improve front and back end system integration, including Report it functions.”</p>
<p>Aim 2</p>	
<p>Aim 2, priority 1: Clarify enforcement deliverable “Deliver an improved enforcement policy for businesses, to enable light touch, right touch enforcement along with civil penalties. Aim to prioritise based on risk, encourage self-compliance, with enhanced focus on repeat offenders and those who target the vulnerable”</p>	<p>Deliverable clarified: “Deliver an improved enforcement policy (which incorporates civil penalties) that is transparent, proportionate, consistent and targeted at higher risks”</p>
<p>Aim 2: Additional metric on fly-tipping enforcement, investigation and prosecutions.</p>	<p>This data is not currently readily available, officers are investigating developing this dataset and related indicators for future reporting.</p>
<p>Aim 2: Consider additional metric on adopt a verge project</p>	<p>Appropriate metric is not currently available. Project progression will be reported to the Steering Group.</p>
<p>Aim 2: Consider targets for housing metrics, which are currently marked track and report.</p>	<p>This will be taken forward through the new Rough Sleeper Strategy which is coming to Place O&S and metrics will then be re-set.</p>
<p>Aim 2: KPI to be added on strength of relationships with business.</p>	<p>Four KPIs have been included:</p> <ul style="list-style-type: none"> • Square foot of office lettings • Retail vacancy rate for Ascot, Maidenhead and Windsor (3 KPIs) <p>Officers will be supporting the development of the Berkshire Economic Strategy and deliver local action plans to support economic growth within RBWM. Increasing office lettings indicates success in attracting and retaining businesses within RBWM and the retail vacancy rate is indicative of a thriving town centre.</p>

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<p>Aim 2: ‘Broadly’ in metric about food law to be defined in the document “% food businesses that are broadly compliant with food law”</p>	<p>Suggested explanatory note to be added to underneath the KPI “Note that ‘broadly compliant’ refers to food business establishments whose compliance levels have been assessed as equivalent to a Food Hygiene rating of 3 (generally satisfactory), 4 (good) or 5 (very good) at their most recent food hygiene inspection.”</p>
<p>Aim 3</p> <p>Aim 3: Strengthen commitment to our excellent comprehensive schools and high quality education for all.</p> <ul style="list-style-type: none"> - Including adding deliverable on maintaining and improving standards. <p>Including additional KPI on % achieving KS2 expected standards for all students (and potentially greater depth).</p>	<p>Schools and education are referenced in the Leader’s Foreword, the Chief Executive Introduction and performance statistics are included in the Borough in Context as below: “With 93.8% of borough schools rated by Ofsted as Good or Outstanding, the borough’s educational offer is strong and local educational attainment (73.2% achieving Grades 9-4 at Key Stage 4) betters both the South East (67.5%) and England (65.4%) averages in 2022/23.”</p> <p>Additional deliverable included: “Improve and maintain education provision for all students through targeted improvement support to schools”</p> <p>Two additional KPIs:</p> <ol style="list-style-type: none"> 1. Percentage of pupils meeting the <u>expected</u> standard in reading, writing and maths (combined) at KS2 (Not disadvantaged) 2. Percentage of pupils meeting the <u>higher</u> standard in reading, writing and maths (combined) at KS2 (Not disadvantaged)
<p>Aim 4</p> <p>Aim 4, priority 1: Strengthen socio-economic disadvantage deliverable and associated narrative</p>	<p>Sentence added to Section 5: vision, in the sub-section ‘Our commitment to equality,...’ “We will continue to strengthen our approach to engagement and embed this across the council to ensure that we hear from and respond to residents and other stakeholders, particularly those from hard-to-reach groups and those facing digital exclusion.”</p> <p>Socio-economic deliverable from Aim 4, priority 2 to be moved to Aim 4, priority 1 and amended to:</p>

Corp OSP recommendation	Response
	<p>“Work with a range of partners to support residents experiencing financial difficulties, with a focus on those most at risk - through targeted financial and practical support including Here to Help, Household Support Fund, Multiply programme and provision of advice to maximise incomes.”</p>
<p>Aim 4: Additional indicator on physical activity: In addition to leisure centre attendance.</p>	<p>No appropriate timely metric.</p>
<p>Aim 5</p>	
<p>Aim 5: Complaints:</p> <ul style="list-style-type: none"> - Volume of complaints: include in addition to complaints upheld. - Review target on complaints upheld. Consider decreasing this from 40%. 	<p>The volume of complaints have been included as additional KPIs. In some cases increases in complaints may indicate emerging issues.</p> <p>The existing complaints upheld target is a stretch target for some services and is not appropriate to make more challenging.</p>