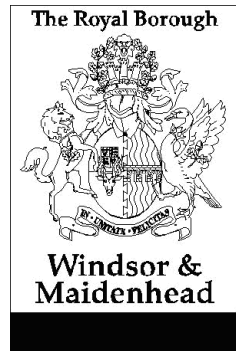


Report for: ACTION



Contains Confidential or Exempt Information	NO - Part I
Title	Council Manifesto Tracker
Responsible Officer(s)	Russell O'Keefe, Strategic Director of Corporate & Community Services
Contact officer, job title and phone number	David Scott, Head of Governance, Partnerships, Performance and Policy 01628 79 6748
Member reporting	Cllr Simon Dudley, Leader of the Council and Chairman of Cabinet Cllr Gilmore, Deputy Lead Member for Manifesto Delivery
For Consideration By	Cabinet
Date to be Considered	29 September 2016
Implementation Date if Not Called In	Immediately
Affected Wards	All

REPORT SUMMARY

1. This report provides the details of progress that has been made against the Council's 137 Manifesto Commitments, 21 (15%) are met, 113 (83%) are on target and 3 (2%) are unmet. Progress towards commitments are summarised in Tables 1, 2 and 3.
2. The report recommends that Members note the progress in delivering the Manifesto Commitments and that Strategic Directors, in consultation with the responsible Cabinet member, continue to work on the manifesto commitments to ensure successful delivery.

If recommendations are adopted, how will residents benefit?

Benefits to residents and reasons why they will benefit	Dates by which residents can expect to notice a difference
1. Progress monitoring delivery of the manifesto commitments ensures manifesto commitments are met, improving services to residents	On publication of the report

1. DETAILS OF RECOMMENDATIONS

RECOMMENDATION: That Cabinet:

i) Notes the progress in delivering the Council Manifesto Commitments.

2. REASON FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

2.1 The Manifesto Tracker has been updated by each Directorate within the Council to provide the latest progress on the current position for delivery of the Administration's manifesto commitments.

2.2 Table 1 shows an overview of performance as of end August 2016:

Table 1 – Overview Summary

Status	September 2016		March 2016	
	Number	Percentage	Number	Percentage
Met	21	15%	0	0%
On Target	113	83%	136	99%
Just Short	0	0%	1	1%
Unmet	3	2%	0	0%
Not Available	0	0%	0	0%
TOTAL	137	100%	137	100%

2.3 Table 2 provides a status update for each of the commitments grouped by Directorate:

Table 2 – Summary by Directorate

Directorates	Status					Total
	Met	On Target	Just Short	Unmet	Not Available	
Adult, Children & Health Services	1	31	0	3	0	35
Corporate & Community Services	13	39	0	0	0	52
Operations & Customer Services	7	43	0	0	0	50
Total	21	113	0	3	0	137

A number of commitments are shared between Directorates.

Table 3 provides a status update for each of the commitments grouped by Lead Member, Principal Member or Deputy Lead Member responsible:

Table 3 – Summary by Lead Member / Principal Member / Deputy Lead Member

Member Responsible	Status					Total
	Met	On Target	Just Short	Unmet	Not Available	
Cllr Dudley	2	9	0	0	0	11
Cllr Coppinger	0	12	0	0	0	12
Cllr Bicknell	1	8	0	0	0	9
Cllr Cox	5	16	0	0	0	21
Cllr Hill	1	7	0	0	0	8

Member Responsible	Status					Total
	Met	On Target	Just Short	Unmet	Not Available	
Cllr D Wilson	1	4	0	0	0	5
Cllr N Airey	2	8	0	2	0	12
Cllr Saunders	2	4	0	0	0	6
Cllr S Rayner	2	18	0	0	0	20
Cllr Rankin	1	8	0	0	0	9
Cllr Bateson	4	4	0	0	0	8
Cllr Targowska	0	1	0	0	0	1
Cllr D Evans	0	2	0	1	0	3
Cllr M Airey	0	1	0	0	0	1
Cllr McWilliams	0	0	0	0	0	0
Cllr Alexander	0	2	0	0	0	2
Cllr Sharma	0	2	0	0	0	2
Cllr Carroll	0	6	0	0	0	6
Cllr Gilmore	Responsible for manifesto delivery overall					
Cllr D Hilton	0	1	0	0	0	1
Total	21	113	0	3	0	137

2.4 Having reviewed the manifesto tracker in this period, there are three commitments that have been categorised as Unmet (5.03, 5.04 and 5.11). These commitments relate to the administration's commitment to work with the school sector to raise attainment; celebrate the work in schools; and increase volunteering in schools. The education sector are ambitious, like the council, to achieve improvement in attainment and are working across the sector – the council continues to support schools but powers of intervention now sit with the regional schools commissioner and the DfE for underperformance. The council will continue to monitor performance and seek intervention, if necessary, for our children to ensure the outcomes of the disadvantaged are raised. The celebratory work of those teachers going the extra mile is supported by the schools established in the borough, but the leadership of schools have asked that we allow them to be responsible for that recognition. The council will continue to support schools but not lead on this. Finally, on bringing more volunteers into the school sector; the school leadership have a very specific focus on this and they value the council's commitment but feel it is important that they continue to lead and manage this for their schools.

2.5

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	This will enable residents to be able to judge which manifesto commitments have been delivered during the term of the Administration.

Option	Comments
option	

3. KEY IMPLICATIONS

Defined Outcomes	Unmet	Met	Exceeded	Significantly Exceeded	Date they should be delivered by
Fulfil all manifesto commitments	Less than 100% fulfilled.	100% fulfilled.	N/A	N/A	31 March 2019
Over-deliver against manifesto commitments	0% over-delivered against.	1-5% over-delivered against.	6-10% over-delivered against.	11-15% over-delivered against.	31 March 2019

4. FINANCIAL DETAILS

Financial impact on the budget

- 4.1 None arising from the monitoring report though the delivery of some manifesto commitments may have implications on the council's overall budget.

5. LEGAL IMPLICATIONS

- 5.1 Certain manifesto commitments may have legal implications and specific legal advice would be provided on the individual commitment at the appropriate stage where required.

6. VALUE FOR MONEY

- 6.1 Specific manifesto commitments are overtly concerned with value for money, however, the need to ensure efficiency and effectiveness of limited resources is a consistent theme throughout the manifesto commitments.

7. SUSTAINABILITY IMPACT APPRAISAL

- 7.1 None.

8. RISK MANAGEMENT

- 8.1 There are no additional risks arising from the recommendations to be managed.

9. LINKS TO STRATEGIC OBJECTIVES

- 9.1 Each of the 137 manifesto commitments supports one or more of the Council's strategic objectives. For example:
- Commitment 1.04 "Progress further council developments with a Private Rented Sector income goal" supports the ambition to increase non council tax revenue under the value for money priority as the rental income provides an additional stream to help deliver against the council's medium term financial plan;

- Commitment 5.02 “Support existing schools in provision of excellent education” helps to deliver against the supporting children and young people outcome (Residents First) by focusing on the provision of Good and Outstanding education; C
- Commitment 7.05 “Train all staff, and work with partners, to recognise symptoms to guard vulnerable people against abuse” helps to deliver against the outcome to equip our workforce (Equipping Ourselves for the Future) as well as working for safer and stronger communities (Residents First) by both enhancing the skills of our staff as well as improving the service to vulnerable residents by enabling them to have confidence in tackling signs of abuse;
- Commitment 13.05 “Introduce a proper feedback “tell us once” Customer Relationship Management system so chasing progress is a thing of the past” will work towards our aims of enhancing customer services, a Delivering Together outcome, as well as improving the use of technology, a Value for Money outcome, by reducing the amount of avoidable contact so that residents can do more business online, receive notifications about services and updates they are interested in reducing the need to chase for information.

10. EQUALITIES, HUMAN RIGHTS AND COMMUNITY COHESION

10.1 None.

11. STAFFING/WORKFORCE AND ACCOMMODATION IMPLICATIONS

11.1 None.

12. PROPERTY AND ASSETS

12.1 None

13. ANY OTHER IMPLICATIONS

13.1 None.

14. CONSULTATION

14.1 Lead Officers have identified expected outcomes and action plans with Lead Members.

14.2 The report was considered by the Corporate Services Overview & Scrutiny Panel on Monday 19th September. The Panel unanimously endorsed the recommendations of the report.

15. TIMETABLE FOR IMPLEMENTATION

15.1 The time line for significant next actions (SNA) for each of the commitments is set out in Appendix A.

16. APPENDICES

16.1 Appendix A: Council Manifesto Tracker.

17. BACKGROUND INFORMATION

- 17.1 This report summarises progress towards all 137 Manifesto Commitments.
- 17.2 Appendix A is a tracker designed to provide a summary of the progress for each manifesto commitment for monitoring purposes. 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 following principles have been used to underpin the work undertaken to deliver the commitments:
- 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.
- 17.4 The Council is committed to improving the Borough and the services provided for residents and those who work, learn or visit the Borough. The Council is ambitious in its plan and the tracker sets out the progress and the significant next actions for the 137 commitments. Officers are working closely with Lead Members to progress the initiatives that will improve the borough and the services provided.

18. CONSULTATION (MANDATORY)

Name of consultee	Post held and Department	Date sent	Date received	See comments in paragraph:
Internal				
Russell O'Keefe	Strategic Director of Corporate Services	10 August 2016		
Alison Alexander	Manging Director	10 August 2016		
Simon Fletcher	Strategic Director Operations and Customer Services	10 August 2016		
Cllr Dudley	Leader of the Council	26 August 2016		
Cllr Gilmore	Deputy Lead Member for Manifesto Delivery	26 August 2016		
External				

Name of consultee	Post held and Department	Date sent	Date received	See comments in paragraph:

REPORT HISTORY

Decision type:	Urgency item?
For information	No

Full name of report author	Job title	Full contact no:
Anna Trott	Strategy and Performance Manager	01628 796264

Manifesto Commitment Tracker

Ref	Manifesto Commitments	Theme	Expected Outcome	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer
01.01	Limit council tax rises, at or below the rate of inflation, whilst further improving services	Finance	Council tax will be set at or below September RPI (Retail Prices Index) at each annual Council Budget meeting.	The Cabinet meeting in September 2016 to receive initial savings proposals for 2017/18 Budget.	01/02/2017	BLUE	Corporate & Community Services	Cllr MJ Saunders	Richard Bunn, Rob Stubbs
01.10	Maintain our strong stance against benefit fraud	Finance	Corporate Investigations work is now carried out by the Shared Service hosted by Wokingham. Significant part of the focus of their pro active work is around fraudulent/erroneous claiming of discounts on Council Tax and Business Rates. Outcome will be reviewed as the shared service develops.	A progress report will be presented to the Audit and Performance Review Panel in December 2016 detailing work undertaken to September 2016. As at 31 August 2016 through the Council Tax Reduction, Business Rates Discount and Direct Payments schemes, the Investigation Team has identified £21,018.50 of overpayments which are recoverable. Seven Council Tax Reduction scheme penalties have been issued including one administrative penalty.	14/12/2016	BLUE	Corporate & Community Services	Cllr MJ Saunders	Richard Bunn, Rob Stubbs
02.01	Maintain increases in locally funded spending on roads and pavements	Highway & Transport	Maintain locally funded spending on roads and pavements by April 2019 (2011-2015 spend as baseline).	Complete delivery of resurfacing and 'pothole' programme - investment of £1.65m; resurfacing in 53 roads and repairing at least 3,000 'potholes'	31/03/2017	BLUE	Operations & Customer Services	Cllr Bicknell	Ben Smith
02.08	Work with schools to keep them open during adverse weather	Highway & Transport	100% of Borough schools (who have requested them) supplied with grit bins by October 2016. Improved communication and operational plans developed with schools to reduce the number of days lost due to bad weather closures.	Issue report to Lead Member to consider improvements for winter season 2016/17. Contact all schools to (i) ensure that all grit bin requests have been actioned and are replenished for winter 2016 and (ii) identify any specific actions / assistance which can be offered to assist with keeping schools open during winter weather.	28/10/2016	BLUE	Operations & Customer Services	Cllr Airey	Ben Smith
03.10	Support local decision making for planning applications where appropriate	Planning & Housing	Decisions on agreed planning applications made at local level.	The council continues to support devolved decision making and will continue to assist parishes who wish to do this.	31/10/2016	BLUE	Corporate & Community Services	Cllr Wilson	Chris Hilton
04.01	Keep the weekly bin collection	Environment	Weekly bin collection maintained throughout the period of the current administration.	Review collection system ahead of the procurement of a new waste and recycling collection contract to start in April 2019, to ensure weekly bin collection is maintained.	01/04/2017	BLUE	Operations & Customer Services	Cllr Cox	Craig Miller
04.02	Improve the incentives for recycling e.g. through better Greenredeem rewards	Environment	Provide incentives from a minimum of 5 national brands and retailers to residents at all times and a range of a minimum of 5 new local rewards to residents each month. By the end of the administration over 120 reward partners should be linked to the scheme.	107 active reward partners currently available to residents, over 5 national brands are included within this. Further reward partners to be sought by Greenredeem and scheme to be marketed to residents not currently subscribed.	31/12/2016	BLUE	Operations & Customer Services	Cllr Cox	Craig Miller
04.03	Recruit and promote recycling through local champions	Environment	4 local Community Champions a year will be recruited to help promote recycling within the Royal Borough. A team of 20 active Community Champions will be working in the area by the end of the administration. The champions will help at community events, and will promote recycling within their own local community. Each champion will be involved in at least one promotional activity a year, to encourage other residents to recycle more.	Local community champions will continue to support waste and recycling promotion events. An awareness and marketing programme will be implemented with the support of champions through to the end of the financial year including main seasonal events e.g. Halloween and Christmas.	31/12/2016	BLUE	Operations & Customer Services	Cllr Cox	Craig Miller
04.06	Encourage more community groups to join Greenredeem and receive donations	Environment	Encourage a minimum of 30 community groups to register for the new Greenredeem scheme each year, and distribute £20,000 a year to the most popular projects, based on the number of Green Redeem points allocated by residents to each project on a quarterly basis.	Additional funding for community group rewards agreed as part of the Greenredeem extension. Details to be confirmed and advertised to community groups.	31/12/2016	BLUE	Operations & Customer Services	Cllr Cox	Craig Miller

Ref	Manifesto Commitments	Theme	Expected Outcome	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer
05.08	Continue to invest money in school expansion, focussed on the best schools	Education & Children's Services	Successful and popular schools which are in demand are expanded and improved to increase capacity.	Cabinet has approved the expansion of Cheapside Primary and set out the future options for the area. A capital programme of £29.6m has been approved to expand six secondary schools across the borough, with new places available from September 2017. The council will invest £1.6m in the expansion of Lowbrook Academy to provide 60 places each year starting in September 2016.	30/09/2016	BLUE	Adult, Children & Health Services	Cllr Airey	Kevin McDaniel
06.02	Provide easy-to-access projects for people and businesses to help with through a volunteer matching scheme	Community	Phase I: Promote Volunteer matching scheme locally to increase number of registrations to 200 opportunities by January 2016. Phase II: 300 registrations to the scheme by January 2017.	Continue Initiate activity to promote the WAM Website so that by 31 October 2016 there will be: <ul style="list-style-type: none"> • 280 local volunteering groups and 850 residents are registered/advertised on the WAM website • 1800 visits to the WAM Website • 230 volunteering opportunities advertised on the website • 25 local businesses are supported to undertake local CSR projects 	31/10/2016	BLUE	Corporate & Community Services	Cllr S Rayner	Harjit Hunjan
06.05	Encourage more people to volunteer in their community	Community	Increase in the number of people able to volunteer in their local communities as and when they wish to do so. Increase number of volunteers recorded by 20% by March 2016.	Increase the number volunteer supporting Council services to 4250 by 31 October 2016. Host the Annual Volunteer of the Year Awards event on 14 September 2016 & complete the annual Best Kept Street and Good Business Neighbour schemes by 1 November 2016 to encourage residents to volunteer in their communities .	31/10/2016	BLUE	Corporate & Community Services	Cllr S Rayner	Harjit Hunjan
06.06	Provide publicly funded publicity space e.g. in Around the Royal Borough for local charities and groups to promote their work	Community	165 local charities and groups promoted within Borough publications by April 2018.	We will continue to provide a page in Around the Royal Borough which features community classifieds. We have set up an email account for the community to email us with their information. The next issue for the Around the Royal Borough will be published in the first week of November.	04/11/2016	BLUE	Corporate & Community Services	Cllr Bateson	Louisa Dean
06.08	Promote closer working with Parish councils, devolving powers by mutual agreement	Community	A wide range of services devolved to Parish Councils by April 2017 via a range of incentivised opportunities.	The government funded feasibility (of devolving services to local communities) study has now been completed and successfully submitted. The study identified opportunities in some areas to pass responsibility, where there is an interest to take them on, for budget and/or choices for how some services are prioritised to parish councils. The council will continue to work collaboratively with parish councils across the borough.	24/02/2017	BLUE	Corporate & Community Services	Cllr Bateson	Ben Smith, Kevin Mist
10.04	Keep the Town Hall	Maidenhead	Town Hall maintained.	None required to meet commitment.	31/03/2017	BLUE	Corporate & Community Services	Cllr Rankin	Chris Hilton
10.05	Keep free on-street parking	Maidenhead	On-street parking in Maidenhead will continue to be provided free of charge with additional spaces created.	To be incorporated within the Parking Strategy cabinet paper to be considered in Oct '16.	31/10/2016	BLUE	Operations & Customer Services	Cllr Cox	Craig Miller
12.08	Support the provision of Christmas Lights for Ascot, Sunninghill and Sunningdale	Ascot & The Sunnings	New Christmas lights installed in three locations - Ascot, Sunninghill and Sunningdale.	Work with Parishes towards Christmas Lights installation in 2016.	01/11/2016	BLUE	Corporate & Community Services	Cllr Bateson	Kevin Mist
12.09	Campaign for additional opening hours at Ascot Police Station	Ascot & The Sunnings	Opening Hours extended to meet the needs of the local community.	Opening hours have been extended through the recruitment of local volunteers. Continue to recruit volunteers as required. Number of volunteers and additional opening hours to be confirmed. A review of the volunteers will be conducted in October 2016 to establish whether there are sufficient volunteers in place to meet the demand for opening hours locally.	31/10/2016	BLUE	Corporate & Community Services	Cllr Bateson	Harjit Hunjan

Ref	Manifesto Commitments	Theme	Expected Outcome	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer
13.02	Remove bureaucracy and red tape	Council Transformation	List of evidence where bureaucracy has been reduced/removed.	<p>Contact with the National Landlords Association will be made to proactively seek responses to their own survey of members which has sought to find examples of local authority red tape. Officers will consider any feedback received from the NLA and assess whether there are improvements to be made in this area.</p> <p>Similar examples will be sought in this quarter from other key service users to systematically consider alternative areas of the council where this may apply.</p> <p>Pilot of new, simplified adult social care self assessment form will be reviewed at the end of November.</p>	30/11/2016	BLUE	Corporate & Community Services	Cllr Dudley	Alison Alexander
13.03	Involve councillors at all levels in decision making where it affects their communities	Council Transformation	Processes and systems in place to include councillor input to decisions on local matters.	Work to improve earlier engagement with ward councillors and increased use of workshops to inform overall approaches.	30/11/2016	BLUE	Corporate & Community Services	Cllr Dudley	Alison Alexander
13.10	Introduce a residents champion - a local ombudsman - to further improve our response to complaints	Council Transformation	A 'Local Ombudsman' is appointed by July 2016.	Post up and running and working on improving approach.	01/10/2016	BLUE	Corporate & Community Services	Cllr Hill	Russell O'Keefe
01.02	Share more services with other councils to improve efficiency	Finance	Options for sharing services fully considered as verified through the Fundamental Service Review (FSR) process. This will align with the key implications from the shared service Cabinet reports (January 2016 latest report).	Implementation of new delivery models for Children's Services and Operations & Customer Services following Cabinet approval and due diligence - 31 March 2017	31/03/2017	GREEN	Corporate & Community Services	Cllr Dudley	Russell O'Keefe
01.03	Continue support to Berkshire Credit Union	Finance	The Council will continue to support Berkshire Credit Union (BCU) and will explore additional providers to enhance the offer to residents.	Drop in face to face sessions for residents held at Council Libraries on a quarterly basis will commence from 7 September 2016.	07/09/2016	GREEN	Corporate & Community Services	Cllr MJ Saunders	Harjit Hunjan
01.04	Progress further council developments with a Private Rented Sector income goal	Finance	Development of alternative revenue streams to mitigate impact of Government funding reductions. A realistic and achievable income goal will be developed for this commitment.	Progress property options through RBWM Property Company with 23 units completed by May 2017. Progress Maidenhead Joint Venture (JV) procurement and receive proposals for creation of a PRS (Private Rented Sector) portfolio arising from the four sites, with contract with development partner signed by May 2017.	31/05/2017	GREEN	Corporate & Community Services	Cllr Rankin	Chris Hilton, Mark Shephard
01.05	Seek to avoid over-inflationary increases in fees and charges	Finance	The Council Annual Budget Meeting in February will receive a set of proposals which will enable this commitment to be met. September RPI (Retail Prices Index) will be used as a baseline.	The 2016/17 budget will be implemented in line with this commitment. The Council Budget Meeting in February 2017 will receive a set of proposals for 2017/18 which will enable this commitment to be met.	01/02/2017	GREEN	Corporate & Community Services	Cllr MJ Saunders	Richard Bunn, Rob Stubbs
01.06	Increase spending on grants to voluntary organisations	Finance	Increase amount of grant funding available to local voluntary and community groups.	Any remaining underspend in 2016/17 will be added to grants to voluntary organisations once the amount is confirmed.	31/03/2017	GREEN	Corporate & Community Services	Cllr MJ Saunders	Harjit Hunjan
01.07	Invest in technology to improve services to residents	Finance	All Directorates within the Council to invest in the use of modern technology to make tangible improvements for residents	<p>Implement IDOX DMS to replace the Serengeti PAM module to improve resident access to Planning, Building Control & Licensing information via the RBWM website.</p> <p>Install Wi-Fi into all RBWM buildings to provide residents and guests free, reliable Wi-Fi.</p>	31/01/2017	GREEN	Operations & Customer Services	Cllr Hill	Simon Fletcher
01.08	Encourage and support pop up shops	Finance	Increase and support pop up shops in town centres within the Borough, as well as opportunities through market places and other retailing space, e.g. farmers markets and parks.	The pop-up shop concept continues to be promoted mainly within the Nicholsons Shopping Centre though permanent lettings are increasing within the centre with Smiggle and The Grape Tree opening in August. Maidenhead Town Partnership have a strategy meeting in September to focus on vacant properties on the High Street and how to best engage with the property owners with the aim of introducing pop-ups onto the High Street.	30/09/2016	GREEN	Corporate & Community Services	Cllr Rankin	Kevin Mist, Paul Roach, Steph James
01.09	Consider further business rate relief to enhance & promote new businesses	Finance	An increased number of businesses making use of the revised empty shop relief initiative. Numbers will be kept under review and appropriate policy changes developed if needed.	Cabinet approved the introduction of scheme in March 2016. The scheme is currently underway with one award made this year to date. In 2015/16 there were 15 cases where Retail Re-occupation Relief was awarded with £169,000 of reliefs awarded to businesses.	31/03/2017	GREEN	Corporate & Community Services	Cllr Rankin	Andy Jeffs, Kevin Mist, Richard Bunn, Rob Stubbs

Ref	Manifesto Commitments	Theme	Expected Outcome	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer
01.11	Support the "Pub Loan Fund" policy locally	Finance	A local scheme in place to support local communities to retain local pubs.	<p>Work with the Red Lion Group to form a Community Interest Company or similar and support them, through a Community Share Offer, to raise necessary capital in addition to any funding or support from the Government's Pub Loan Fund they can access through the Plunkett Foundation.</p> <p>Support the Crauford Arms Group, through Our Community Enterprise, to form the necessary structure or work with partners, to trigger a six month moratorium under the legislation that will give them time to prepare a bid.</p> <p>To explore whether an Article 4 Planning Direction, limiting permitted development rights, could be used by the council to protect pubs as has been adopted by Wandsworth Council. Contact will be made with Wandsworth Council to establish how this has been implemented at the council.</p>	30/10/2016	GREEN	Corporate & Community Services	Cllr MJ Saunders	Harjit Hunjan
02.02	Develop and maintain cycle routes	Highway & Transport	Minimum 3 new cycle routes opened / extended by April 2017.	<p>Receive and review comments on draft Cycle Strategy - update for further consideration and adoption.</p> <p>Commence delivery of cycling capital schemes approved by Cabinet on 30th June 2016 as part of the overall highway works programme.</p>	31/03/2017	GREEN	Operations & Customer Services	Cllr Bicknell	Ben Smith
02.03	Seek improvements (e.g. extensions and frequency of services) to bus routes across the Borough	Highway & Transport	<p>Improvements to 3 bus routes by April 2018.</p> <p>5% increase in satisfaction levels with bus services by April 2019.</p>	Project to commence in September 2016 - review existing network and opportunities available through the draft 'Bus Services' Bill to develop a future strategy which improves the bus network with Lead Member and Deputy Lead Member (with responsibility for bus services).	31/10/2016	GREEN	Operations & Customer Services	Cllr Sharma	Ben Smith
02.04	Provide additional car parking in town centres	Highway & Transport	Deliver 800 additional parking spaces across Windsor and Maidenhead town centres.	(i) Parking Strategy to be considered by Cabinet (Oct '16). Future parking provision including the provision of additional parking spaces is incorporated within the Delivering Differently in Operations and Customer Services project. This will include a third party financing, design, build, management and operation model for the majority of the our parking assets. Where the Council can directly support key regeneration activity and projects (such as The Landings and redevelopment of Nicholsons shopping centre, through a redevelopment of its multi storey car park at Nicholsons) direct funding models will also be considered.	27/10/2016	GREEN	Operations & Customer Services	Cllr Cox	Craig Miller
02.05	Work with utility companies to improve the quality of road and pavement repairs	Highway & Transport	Reduced over running road works by 10% and reduce the number of complaints relating to the quality of utility company repairs by 10%.	<p>Cabinet to consider report (29 September 2016) on detailed business case and results of formal consultation.</p> <p>Subject to Cabinet approval - develop and deliver the roadworks permit scheme to 'Go Live' in December 2016</p>	31/12/2016	GREEN	Operations & Customer Services	Cllr Bicknell	Ben Smith
02.06	Continue to review and reduce unnecessary traffic lights	Highway & Transport	A minimum of 4 unnecessary traffic signals removed by April 2019.	<p>(i) Deliver trial scheme at Maidenhead Road / Stovell Road which switches-off traffic lights and replaces with a mini-roundabout and pedestrian crossing.</p> <p>(ii) Imperial Road / St. Leonards and Winkfield Road / Clewer Hill Road - monitor effectiveness of operational improvements.</p> <p>(iii) Hatch Lane / Clarence Road - agree improvements with Lead Member and Ward Member and deliver scheme (subject to approval).</p>	23/12/2016	GREEN	Operations & Customer Services	Cllr Bicknell	Ben Smith
02.07	Continue to improve bus stops and work for accurate real time arrival information	Highway & Transport	<p>45 bus shelters supplied with real time information displays by April 2017.</p> <p>Bus information available in a minimum of 4 new formats by April 2019 (for example: new mobile phone applications / town centre information screens / railway station information screens / web based information).</p>	Deliver enhanced real-time passenger information at bus stops at a minimum of 20 new bus stops and improve information at existing sites	31/03/2017	GREEN	Operations & Customer Services	Cllr Sharma	Ben Smith

Ref	Manifesto Commitments	Theme	Expected Outcome	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer
02.09	Ensure flood schemes and maintenance are delivered on time to better protect homes and highways	Highway & Transport	95% of flood schemes and maintenance delivered on time.	Implement approved works programme 2016/17: investment of approximately £450k to deliver 10 projects with a performance delivery target delivery of 95%.	31/03/2017	GREEN	Operations & Customer Services	Cllr Bicknell	Ben Smith
02.10	Plan for the arrival of Crossrail to deliver more integrated rail, taxi and bus services	Highway & Transport	Bus / rail interchange with new taxi facilities opened by April 2019, including combined customer information.	Continue to develop and deliver an area 'masterplan' for approval which delivers an integrated bus / rail interchange with taxi facilities by April 2019. The review and development of a strategic approach to bus services alongside the emerging access and movement for Maidenhead Town Centre will support this commitment - ensure integration between both projects.	31/12/2016	GREEN	Operations & Customer Services	Cllr Bicknell	Ben Smith
03.01	Protect the Green Belt	Planning & Housing	Up to date Borough Plan that ensures green belt policies are robust and that growth is managed without overall detriment to the green belt. In addition that development management resists development in the Green Belt.	Full Borough Local Plan to progress to consultation in October 2016.	01/10/2016	GREEN	Corporate & Community Services	Cllr Wilson	Chris Hilton
03.02	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.	Finalise the DIYSO for Keyworkers offer with Housing Solutions to launch in October 2016. Develop the 10% equity DIYSO with Housing Solutions to be online in October 2016 Work to commence on the Affordable Housing Supplementary Planning Document agreed by Cabinet in March 2016.	01/10/2016	GREEN	Adult, Children & Health Services	Cllr Dudley	Hilary Hall
03.03	Support innovative funding options for Right To Buy schemes	Planning & Housing	Residents have access to right to buy schemes by April 2017.	Review the results of the voluntary right to buy pilots with housing associations to consider local application.	01/09/2016	GREEN	Adult, Children & Health Services	Cllr Dudley	Hilary Hall
03.04	Enhance and support our conservation areas	Planning & Housing	Appraisal and review of current conservation areas.	Refresh Cookham Conservation Area Appraisal	31/10/2016	GREEN	Corporate & Community Services	Cllr M Airey	Chris Hilton
03.05	Continue to carry out rigorous planning enforcement activities	Planning & Housing	React and action infringement of planning legislation.	Ongoing implementation of new adopted Enforcement Policy including reporting to planning panels and review in April 2017 on effectiveness of the policy.	01/04/2017	GREEN	Corporate & Community Services	Cllr Wilson	Chris Hilton
03.06	Reward deserving tenants with higher nomination rights e.g. for contributions to the community	Planning & Housing	A scheme to reward deserving tenants is built into local letting plans on new builds by 2016.	Report back in October on outcome of the approach being adopted	01/10/2016	GREEN	Adult, Children & Health Services	Cllr Dudley	Hilary Hall
03.07	Support ex-Forces personnel with access to housing through local policies	Planning & Housing	Bespoke housing options advice is provided or the appropriate housing option for example Private rented sector to 100% of ex-Forces personnel who elect to stay in the local area. 100% of ex-Forces personnel who elect to stay in the area are supported to access shared ownership.	Continue to work with Haig Housing to ensure that ex forces personnel get housed through Haig where appropriate Housing Options to continue to work with Army Welfare to ensure that personnel are advised appropriately and early enough to avoid homelessness and to benefit from shared ownership and other products on discharge Continue the commitment through the allocations policy to ex forces personnel enabling them to access a range of housing options	01/10/2016	GREEN	Adult, Children & Health Services	Cllr Dudley	Hilary Hall
03.08	Protect the essential character of urban areas	Planning & Housing	Protect and enhance the identity of the Borough's urban areas.	Full Borough Local Plan to progress to consultation in October 2016.	31/10/2016	GREEN	Corporate & Community Services	Cllr Wilson	Chris Hilton

Ref	Manifesto Commitments	Theme	Expected Outcome	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer
03.09	Continue to support the regeneration of our towns	Planning & Housing	Support all regenerations within the Borough.	Maidenhead: Sign contracts with Joint Venture (JV) partner for delivery of York Road, West Street, St Clouds and Reform Road by May 2017. Determine next steps in taking forward the development of Maidenhead Golf Club in September 2016. Ascot: Regular meetings are now taking place between the consortium of landowners, the developers, Ward Councillors and officers (Planning and Regeneration). The planning application will be timed to follow the adoption of the Borough Local Plan which it is intended will allocate the land for residential use.	31/05/2017	GREEN	Corporate & Community Services	Cllr Hilton, Cllr Evans	Chris Hilton
04.04	Double the number of community wardens from 18 to 36	Environment	Establishment of a pool of 36 multi skilled officers delivering community and enforcement services across a broad range of functions.	Doubling the number of Community Wardens is an integral part of the Delivering Differently in Operations & Customer Services project. A detailed business case will be submitted to Cabinet for review on 15 December '16	15/12/2016	GREEN	Operations & Customer Services	Cllr Cox	Craig Miller
04.05	Continue to support the fight against anti social behaviour through our community wardens	Environment	Implement a phased programme to increase the number of Community Wardens to 36 (head count) resulting in at least ten additional enforcement functions being undertaken by Wardens (either new functions or those transferred from other departments realising efficiency savings).	Cabinet report detailing additional enforcement possibilities for Community Wardens to be submitted for review by Cabinet in December (following review of options with Lead Member in Sept '16).	15/12/2016	GREEN	Operations & Customer Services	Cllr Cox	Craig Miller
04.07	Implement a collective energy switching programme	Environment	A collective energy switching programme is implemented for Borough residents.	Scheme partner agreed and contracts signed (30 June 2016) with a view to implementing the Council's first energy switching auction in mid October	31/10/2016	GREEN	Corporate & Community Services	Cllr Cox	Craig Miller
04.08	Continue enforcement of litter and dog fouling	Environment	100% of Community Wardens have the ability to enforce dog fouling and littering cases.	All Community Wardens have the ability to issue notices for dog fouling and littering offences. Awareness programme to be developed and agreed with Lead Member and implemented at key parks in and around Maidenhead, initially.	28/10/2016	GREEN	Operations & Customer Services	Cllr Cox	Craig Miller
04.09	Lobby for continuing external funding for the River Thames Scheme	Environment	The Borough to continue to work with local partners and other agencies to secure more external funding.	Continue to be an active partner on the River Thames Scheme Sponsoring Group and Programme Board at Member and officer level. Proactive partner on the recently formed funding group focussed on securing external funding. Conclude operational agreement between the Royal Borough and Environment Agency.	23/12/2016	GREEN	Operations & Customer Services	Cllr Dudley	Ben Smith
04.10	Maintain lobby against Heathrow expansion	Environment	RBWM's position on expansion at Heathrow is submitted to Government for consideration within future decisions regarding runway capacity in South East England.	RBWM has submitted its response to the Airports Commission consultation regarding potential airport capacity expansion in the South East. In July, the IPSOS MORI survey to gauge residents' views was refreshed, with results published at the Aviation Forum in August. The council is prepared and ready to respond to Government when it determines where expansion should be undertaken. This decision is anticipated in October '16.	31/10/2016	GREEN	Operations & Customer Services	Cllr Cox	Craig Miller
04.11	Work with local communities to manage flood risk	Environment	Well informed communities with an increased ability to manage flood risk and respond to flood events. Four new initiatives implemented by December 2017. Local Flood Risk Guide in place by April 2017.	Community Flood Forum work underway, focussing on the communities surrounding Eton Wick. The latest community meeting was held on 15th September 2016. Further initiatives to be developed in 2017.	01/10/2016	GREEN	Operations & Customer Services	Cllr Bicknell	Ben Smith
04.12	Support the rural economy and agriculture by adopting policies that have worked elsewhere	Environment	An robust rural economy.	Work with Berkshire Superfast Broadband group to ensure RBWM rural areas are served as part of Phase II roll out in 2017. Plan to be complete by March 2017.	31/03/2017	GREEN	Corporate & Community Services	Cllr Rankin	Chris Hilton

Ref	Manifesto Commitments	Theme	Expected Outcome	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer
04.13	Explore further deployment of PV cells	Environment	Additional solar panels are installed at Council owned/managed sites.	Following further investigations it was determined that the solar installation at Tinkers Lane Depot would not be possible due to the age of the roof. Central government have also announced a large reduction in the solar subsidy (feed in tariff) which has detrimentally affected the business case for future installations. Market testing is being carried out on a regular basis to highlight when conditions are once again suitable for a new solar installation.	31/12/2016	GREEN	Operations & Customer Services	Cllr Coppinger	Craig Miller
04.14	Continue planting trees	Environment	More trees planted each year.	The tree planting season is November to March annually. To support this, the Council will be assessing more sites for planting as part of an overall strategic review, both highways, cemeteries, parks and open spaces. The Council will also continue to encourage suggestions from residents, Councillors and Parishes.	30/11/2016	GREEN	Corporate & Community Services	Cllr S Rayner	Kevin Mist
05.01	Promote school choice through support for free schools and satellite grammars, national legislation permitting	Education & Children's Services	Increased choice of schools available for residents in RBWM included more free schools and a new satellite grammar subject to DfE (Department for Education) and SoS (Secretary of State) approvals.	New policy announcements in September 2016 have opened up a range of options for selective education subject to the outcome of national consultation and RBWM will engage with any school interested in exploring the opportunity afforded by the proposals.	28/10/2016	GREEN	Adult, Children & Health Services	Cllr Airey	Kevin McDaniel
05.02	Support existing schools in provision of excellent education	Education & Children's Services	All schools in RBWM will be at least Good as judged by Ofsted Inspection. Schools at risk of not achieving (or retaining) Good or Better judgements to be supported to secure better outcomes. Based on current projections, the number of schools rated Good or Outstanding is anticipated to have increased to 78% by December 2015 and 84% by July 2016.	Augmenting "team around the school" approach with targeted Pupil Premium project to deliver: champions network; audit of published school plans; and targeted "Pupil Premium Gaps Analysis" during 2016-17.	30/09/2016	GREEN	Adult, Children & Health Services	Cllr Airey	Kevin McDaniel
05.05	Support broadening the vocational student offer and apprenticeship opportunities	Education & Children's Services	An increased range of apprenticeships and other vocational qualifications are available as an alternative to Higher Education for RBWM schools leavers.	Work with a number of schools and colleges to bid for Thames Valley LEP funding for a project to raise aspiration and engagement with key local industries based on STEM. Expressions of interest due in mid-September, decisions in October 2016. Cabinet paper in October on Apprenticeships within the Royal Borough of Windsor & Maidenhead.	16/09/2016	GREEN	Adult, Children & Health Services	Cllr Rankin	Kevin McDaniel
05.06	To ensure a fully functional safeguarding hub is in operation for Borough residents	Education & Children's Services	To establish a fully functioning MASH (Multi Agency Safeguarding Hub), as part of the integrated front door to social care to ensure a fully informed and effective Safeguarding Service.	To confirm end-to-end processes for the MASH and review its operation through the Local Government Association safeguarding peer review - December 2016.	31/12/2016	GREEN	Adult, Children & Health Services	Cllr Airey	Elaine Redding
05.07	Continue to improve the intensive family support programme	Education & Children's Services	The Intensive Family Support Programme will continue to deliver a high level of family support at a preventative level, meeting the needs of families earlier and reducing the need for them to receive support from statutory safeguarding services.	To review the destination of every family worked with in the Project over the last 12 months. Next update due in October in line with Troubled Families return.	31/10/2016	GREEN	Adult, Children & Health Services	Cllr Airey	Elaine Redding
05.09	Promote fostering and adoption	Education & Children's Services	To recruit 20 additional in house foster carers. To reduce the time taken to place children for adoption and ensure that targets for the assessment of adopters are met.	Four prospective foster carers to be presented to Fostering Panel for approval by December 2016. Continue to run monthly fostering information meetings. Develop new recruitment strategy targeting carers for older young people. Develop new recruitment activity. Maintain ongoing improvement in timeliness of placing children within 16 weeks of the Placement Order.	31/12/2016	GREEN	Adult, Children & Health Services	Cllr Airey	Elaine Redding
05.10	Seek increases in volunteer participation in our youth services both at the Council and outside	Education & Children's Services	Delivery of youth service provision including Outdoor Education and Duke of Edinburgh award, where volunteers account for 50% of all delivery. Increase use of volunteers supporting delivery of evening sessions in local youth and community centres and delivery of wider community projects such as Summer Activity Programme.	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.	31/10/2016	GREEN	Adult, Children & Health Services	Cllr Airey	Elaine Redding

Ref	Manifesto Commitments	Theme	Expected Outcome	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer
05.12	Use key worker housing policies to support teacher recruitment	Education & Children's Services	Local Key Worker Housing policy and scheme established focused on Teachers (and potentially other key workers) to reduce the barrier housing can present to attracting and retaining new outstanding teachers into the Borough.	Promotion of Keyworker scheme to schools. Publish the revised Keyworker Housing Policy. RBWM Property Company is actively working on proposals to deliver affordable accommodation for between 18-22 key workers by April 2017 and up to 50 by the end of March 2018 subject to planning and any design and construction issues.	28/10/2016	GREEN	Adult, Children & Health Services	Cllr Dudley	Kevin McDaniel, Hilary Hall
06.01	Continue to work with local employers to provide work placements and apprenticeships	Community	Increase in the number of young people able to secure apprenticeships and work experience locally to be on par with national levels for take up.	Relaunch event at the Elevate me Hub September 2016. A Cabinet report will be produced in October 2016 on the councils response to the apprenticeship Levy/public sector targets (introduced in April 2017), enhancing the councils apprenticeship scheme and actions to increase the take up of apprenticeships across the Borough.	27/10/2016	GREEN	Corporate & Community Services	Cllr Rankin	Harjit Hunjan
06.03	Use member individual budgets to continue spending on very local deserving causes	Community	100% of member individual budgets spent annually.	To continue to assist Members, particularly those that have carried forward their budget to the following financial year, to identify a project/initiative to which to allocate their budget.	01/01/2017	GREEN	Corporate & Community Services	Cllr S Rayner	David Scott
06.04	Extend the "Love Dedworth" scheme to other areas of the Borough	Community	Phase I: Other area for 'Love Dedworth" scheme to be identified by November 2015. Phase II: At least one area to be included in scheme by January 2016. Phase III: Improvements identified and 50 % of improvements made by January 2017.	Love scheme has been extended to Love Laggan and Love Larchfield in 2016/17 target. Projects are now under review for implementation this winter. Inspired by Love Dedworth, Ascot PC are also initiating a We Love Ascot scheme.	01/11/2016	GREEN	Corporate & Community Services	Cllr S Rayner	Harjit Hunjan
06.07	Continue to fund the Social Enterprise scheme, and the Bright Ideas competition	Community	100% of funding maintained for Social Enterprise scheme and Bright Ideas competition.	2016/17 Bright Ideas scheme launched by September 2016. All 2015/16 Bright ideas delivered by December 2016. Four new applications received for social enterprise funding by December 2016.	01/12/2016	GREEN	Corporate & Community Services	Cllr S Rayner	Harjit Hunjan
06.09	Launch a good neighbour scheme	Community	An easily accessible local volunteering scheme in place, volunteers recruited across the Borough & residents supported. Schemes to be launched at Silver Sunday (4 October 2015).	20 volunteers to be in place by end of January 2017.	30/01/2017	GREEN	Corporate & Community Services	Cllr S Rayner	Harjit Hunjan
07.01	Ensure residents who receive council care are covered by a care plan	Adult Services	100% of residents who receive council care are covered by a care plan.	All residents receive a self assessment questionnaire and at the point of their social care needs review, social care staff are able to confirm that this has been received.	31/10/2016	GREEN	Adult, Children & Health Services	Cllr Coppinger	Angela Morris
07.02	Improve the availability of technology solutions to assist people to live in their own homes	Adult Services	Increase the range of technology products on offer in our assistive catalogue by 3 products per year. 5% increase in the uptake of telecare by April 2019.	At June 2016 there had been 138 installations which is an increase of 15 on the same period last year. Work has begun on the strategy's action plan which includes broad communications with dementia groups, GPs, and Royal Borough of Windsor & Maidenhead's providers. We are developing a leaflet aimed at working with people with a learning disability. We are developing a tool which will support residents in storing their medication.	31/10/2016	GREEN	Adult, Children & Health Services	Cllr Coppinger	Angela Morris
07.03	Proactively support programmes that tackle loneliness in our communities	Adult Services	Three anti-loneliness programmes proactively supported by April 2019. An anti-loneliness strategy, to work alongside 2 partner organisations, agreed in the Royal Borough by April 2017.	Strategy is now in place. The focus is to use WAM Get Involved to get the message out to the community. To develop a new model of social prescribing to address loneliness. For Radian to run a forum in Sept 16 to address loneliness.	30/12/2016	GREEN	Adult, Children & Health Services	Cllr Coppinger	Angela Morris
07.04	Work with local organisations and homes to improve services for residents with dementia problems e.g. Alzheimers	Adult Services	A dementia strategy and smart action plan agreed by September 2016.	Action plan in place and is structured around the key national and personal outcomes for those diagnosed with dementia. The dementia adviser is now on maternity leave and her post is being covered by two part time staff who have extensive knowledge of RBWM dementia services and direct experience of working with service users.	31/03/2017	GREEN	Adult, Children & Health Services	Cllr Coppinger	Angela Morris

Ref	Manifesto Commitments	Theme	Expected Outcome	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer
07.05	Train all staff, and work with partners, to recognise symptoms to guard vulnerable people against abuse	Adult Services	100% of all Adult Social Care staff fully trained to recognise symptoms of abuse by April 2016.	The training programme has been agreed and signed off by the Safeguarding Adults Board sub-group and the quality of that training is monitored by the learning and development team. All training is advertised externally and is available to the PVI sector and attendance is monitored to ensure a wide section of the industry attends. An eLearning option is available to all staff, even those who are not required at a statutory level to attend training, this eLearning is advertised across the Council. In the last 12 months, 191 staff have attended safeguarding training. All staff within RBWM have received the required level of training as per statutory requirements.	30/09/2016	GREEN	Adult, Children & Health Services	Cllr Coppinger	Angela Morris
07.06	Support improved mental health services in the Borough	Adult Services	More effective use of existing resources to support a pathway to recognise dual diagnosis, chaotic lifestyles and suicide prevention is agreed and implemented by December 2016.	RBWM continue to actively support and attend the Berkshire Crisis Concordat Group alongside all the other key agencies and themes from this group are prioritised and agreed at the Joint Commissioning Mental Health Board which is chaired by Nick Davies. The action plan has: <ul style="list-style-type: none"> • Seen the development of a Recovery College with a hugely successful consultation event on 5th July 2016 - 38 service users attending and a prospectus being developed to address the outcomes identified by service users • now seen the introduction of 4 physical activities per week provided by Sport in Mind with just one left to be organised. • Friends in Need has a full programme of activities including weekends and evenings. 	31/03/2017	GREEN	Adult, Children & Health Services	Cllr Coppinger	Angela Morris
07.07	Ensure a falls prevention strategy is developed and is effective	Adult Services	Maintain current 20% reduction in non-elective admissions for falls.	This is now monitored by the Better Care Fund Board. <ul style="list-style-type: none"> • 14/15 Better Care fund target of 9% year on year reduction in NEL (Non-Elective) admissions was achieved - against a national trend of NEL admission increases in all East Berkshire areas. • Month 2 16/17 figures show a marked upturn Next step is to engage with third sector organisations (via WAM Get Involved) to promote falls prevention training with service users and their carers. Developed planned year round calendar of health promotion activity with Public Health - many items linked to falls prevention. Pilot project in WAM CCG creating a joint NEL/GP practice dashboard for patients most at risk. Promote SMILE programmes more widely - refresh GP and community service awareness of local locations as well as main centres. To develop a joint falls prevention / transport strategy with Transport & Access Team Leader at RBWM - using transport more effectively to get people to classes and centres as well as promoting safe travel for individual service users and carers.	31/10/2016	GREEN	Adult, Children & Health Services	Cllr Coppinger	Angela Morris
07.08	Use collaboration and influence with GPs and hospitals to keep health facilities as local as possible	Adult Services	Maintain effective engagement with our Clinical Commissioning Groups to ensure health facilities are kept as local as possible.	The council continues to take a leading role in development of Frimley Sustainability and Transformation Plan to ensure local health provision continues to meet the needs of the borough, working in close collaboration with Frimley Park Hospital Trust, the two Clinical Commissioning Groups and other local authorities. The Managing Director/Strategic Director Adult, Children and Health Services is an active member of the leadership team and Members are engaged in the Member Reference Group. The next meeting of the Group is on 5 September 2016.	31/12/2016	GREEN	Adult, Children & Health Services	Cllr Coppinger	Alison Alexander
07.09	Campaign against hospital parking charges	Adult Services	Publicly support 3 campaigns against hospital parking charges by April 2019.	Write to the Chief Executive at Frimley Acute Trust to seek clarity in their policy about concessions for six groups identified in Department for Health guidance.	30/09/2016	GREEN	Adult, Children & Health Services	Cllr Coppinger	Alison Alexander
08.01	Maintain through contract our high quality leisure centres at competitive prices	Leisure & Culture	5% increase in the Borough's leisure centres attendances by March 2017.	Introducing Cycling sessions at Windsor Leisure Centre, and launched new GP referral scheme offering longer term benefits to residents referred by their GP.	03/10/2016	GREEN	Corporate & Community Services	Cllr S Rayner	Kevin Mist

Ref	Manifesto Commitments	Theme	Expected Outcome	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer
08.02	Open at least one new library	Leisure & Culture	Identify at least three options for new libraries/Service Hubs.	Three potential sites identified. Consultation with Parishes to be held, to determine the preferred option.	31/10/2016	GREEN	Operations & Customer Services	Cllr S Rayner	Mark Taylor
08.03	Maintain and improve our parks and open spaces, including public art	Leisure & Culture	3% increased resident satisfaction with Borough parks and open spaces by March 2017 (2014/15 baseline of 83%). 3 pieces of new public art infrastructure installed in our parks and open spaces by March 2017.	Develop strategic approach for Thriftwood Farm Conclude consultation and implement Sir Nicholas Winton Gardens, including public art (target date for completion - October 2016) Chariotts Place, Windsor - develop and agree design solution Conclude consultation and agree public art scheme at Heatherwood roundabout, Ascot for implementation	23/12/2016	GREEN	Operations & Customer Services	Cllr S Rayner	Ben Smith
08.04	Increase the number of litter and dog bins, and empty them regularly	Leisure & Culture	20 more litter / dog bins installed in parks.	Installation of new litter and dog bins at priority sites - including Broom Farm; Town Moor and All Saints Cemetery. This will deliver 10 additional sites towards the target of 20.	28/10/2016	GREEN	Operations & Customer Services	Cllr S Rayner	Ben Smith
08.05	Further enhance our parks and open spaces through drinking fountains and other fountains / water features	Leisure & Culture	Three more water fountains and 2 public fountains installed by September 2017.	Install signage and seating for official opening of Clarence Road roundabout fountain - October 2016 Consultation on Commonwealth fountain options	28/10/2016	GREEN	Operations & Customer Services	Cllr S Rayner	Ben Smith
08.06	More computing facilities in libraries, including new technology e.g. tablets and extra free Wi-Fi time	Leisure & Culture	<ul style="list-style-type: none"> 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. 	Migrate existing libraries public Wi-Fi Solution over to corporate Wi-Fi solution to provide a consistent service delivery across all Libraries. Proof of concept with iPads in libraries.	31/10/2016	GREEN	Operations & Customer Services	Cllr Hill	Mark Taylor
08.07	Provide more cycle racks at our parks and other places to encourage cycling	Leisure & Culture	Fifteen cycle racks spaces installed within the Borough.	Review and integrate cycle parking in parks with other highway locations and install new cycle racks - focus on cycle racks adjacent to play areas (including skate parks) Install cycle racks at Broom Farm park	23/12/2016	GREEN	Operations & Customer Services	Cllr Bicknell	Ben Smith
08.08	Increase further the range of council services available at libraries	Leisure & Culture	Phase I: Scope out a list of what additional services could be delivered from our libraries by March 2016. Phase II: 5 additional council services available at libraries by April 2019.	Customer Services are now operating from Eton Wick as a pilot offering the wide range of advice and council services. This includes Environmental Services, Parking and Council Tax. The Delivering Differently project within Operations and Customer Services is reviewing the Customer Service unit and Cultural, Libraries, Arts and Registrars with a view to all customer service functions being available at three main service hubs (Libraries). The final proposal for Cabinet consideration will be available by 30 November 2016.	30/11/2016	GREEN	Operations & Customer Services	Cllr S Rayner	Mark Taylor, Jacqui Hurd
08.09	Continue to support the Borough's arts centres	Leisure & Culture	Service Level Agreements (SLAs) with our Arts Centres agreed by April 2016.	Negotiation of SLA with Norden Farm completed. Tender and award service contract for Arts Services in Windsor is due to be concluded by 31st December 2016.	31/12/2016	GREEN	Operations & Customer Services	Cllr S Rayner	Mark Taylor
09.01	Work with leisure providers, GPs to provide facilities for people to get fitter and healthier	Public Health	Three more leisure facilities provided for residents by April 2019. 5% increase in leisure centre attendances by April 2017.	New all weather pitch opens in Windsor in September 2016. On target to increase attendances at leisure centres by 5%- new swim lesson programme has increased attendances, new GP referral has increased recruitment to gym Delivery of dementia support projects at day centres - 31 December 2016.	31/12/2016	GREEN	Adult, Children & Health Services	Cllr Carroll	Hilary Hall, Kevin Mist
09.02	Continue to promote health checks in the Borough	Public Health	25% increased uptake in public health checks by April 2019. Health checks delivered from 20% more locations by April 2019.	Provide targeted support for the two GP surgeries in the borough who do not currently carry out health checks to take up the scheme. Explore alternative options such as pharmacy health checks at nearby locations.	31/12/2016	GREEN	Adult, Children & Health Services	Cllr Carroll	Hilary Hall

Ref	Manifesto Commitments	Theme	Expected Outcome	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer
09.03	Use the Borough's publications to promote public health issues and awareness campaigns	Public Health	Eight public health awareness campaigns promoted per annum.	Deliver a communications campaign, one a month for 12 months, reflecting the 12 priorities in the Joint Health and Wellbeing Strategy, using a wide range of channels, including social media and digital technology. Deliver a focused campaign promoting mental health issues and tackling related stigma, again using a wide range of media.	31/03/2017	GREEN	Adult, Children & Health Services	Cllr Carroll	Hilary Hall
09.04	Identify young carers and help provide support	Public Health	Increase the number of young carers identified based on 2014/15 baseline and increase the range of services provided.	Campaign continues to increase the number of young carers - two new young carers accessing the scheme since March 2016. New service to go live from 1 October 2016 with an evaluation of impact after six months - April 2017.	31/03/2017	GREEN	Adult, Children & Health Services	Cllr Airey	Hilary Hall
09.05	Continue to raise awareness of mental health issues especially for children	Public Health	Run 4 awareness campaigns per annum promoting mental health issues amongst children and young people.	Roll out Mental Health First Aid courses in schools from September 2016 with an invitation to other key young people's workers to participate in the training.	31/03/2017	GREEN	Adult, Children & Health Services	Cllr Airey	Hilary Hall
09.06	Support the SMILE programme through our leisure centres	Public Health	100% of SMILE hours maintained (against April 2015 baseline). 5% increase in SMILE attendances by April 2017.	Electrically assisted bikes now available at Windsor Leisure Centre, participatory budget of allocated capital will be spent on new range of equipment for all sessions.	26/09/2016	GREEN	Corporate & Community Services	Cllr Carroll	Kevin Mist
09.07	Better deploy public health funds through objective assessment of effect and necessity	Public Health	Royal Borough Joint Health and Wellbeing Strategy agreed by April 2016 setting out the Borough's vision for public health.	Implement the directorate commissioning framework ensuring that all public health services/contracts coming up for tender/renewal are assessed in line with the strategic priorities to ensure residents' needs are addressed and value for money secured.	31/03/2017	GREEN	Adult, Children & Health Services	Cllr Carroll	Hilary Hall
09.08	Use best practise from overseas and other local authorities to greatest effect in the Royal Borough	Public Health	Four best practice Public Health ideas to be investigated per annum.	Roll out Diabetes Prevention Programme across the borough, targeting those with 'pre diabetes' to refer them to a bespoke programme in order to prevent further development of diabetes - initial roll out through three key surgeries agreed with the Clinical Commissioning Group.	31/12/2016	GREEN	Adult, Children & Health Services	Cllr Carroll	Hilary Hall
10.01	Continue with the relentless commitment to deliver regeneration of the town	Maidenhead	Vibrant town centre.	Progress Joint Venture (JV) partner selection; appoint development partner by May 2017.	31/05/2017	GREEN	Corporate & Community Services	Cllr Evans	Chris Hilton
10.02	Improve parking arrangements near Maidenhead station	Maidenhead	Minimum additional 500 parking spaces created to serve Maidenhead Station by April 2019.	Procurement of a design, build, finance and operation of a new car park at Stafferton Way. Cabinet paper detailing a revised Parking Strategy is to be submitted to Cabinet for consideration in Oct '16.	31/10/2016	GREEN	Operations & Customer Services	Cllr Cox	Craig Miller
10.03	Review and revise as necessary Maidenhead's masterplan, the Area Action Plan	Maidenhead	Up-to-date Area Action Plan (APP).	Full Borough Local Plan to progress to consultation in October 2016.	31/10/2016	GREEN	Corporate & Community Services	Cllr Wilson	Chris Hilton
10.06	Support "shared space" arrangements to bring life to parts of the town centre	Maidenhead	St Ives Road, Queen Street and High Street to become shared space zones.	Progress JV developer selection, including shared space requirement	31/05/2017	GREEN	Corporate & Community Services	Cllr Rankin	Chris Hilton
10.07	Continue to offer more extended markets and events in the town centre, with improved advertising	Maidenhead	18 additional events held in Maidenhead Town Centre by December 2017 (compared to 2014/15 baseline of 168).	The event programme in Maidenhead continues to be delivered successfully with all events committed to being delivered. Events delivered within this period include: Wimbledon weekend, Maidenhead Festival, 2 x Night Markets and Maidenhead at the Movies. The regular produce market continues to take place weekly and the monthly Sabbytique/ Eat on the High Street Market is growing Sunday footfall. Upcoming events include: Final Night Market of the summer, Maidenhead Town Show, Maidenhead & Me exhibition, Halloween Events and then Christmas programme. On target to deliver 18 additional events as the Shabbytique/ Eat on the High Street event takes place monthly, we have planned 2 additional night markets, held the Wimbledon Weekend and Queen's Birthday event and have some new events planned for Christmas.	30/09/2016	GREEN	Corporate & Community Services	Cllr S Rayner	Kevin Mist, Steph James

Ref	Manifesto Commitments	Theme	Expected Outcome	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer
10.08	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). Deliver events programme for the town centre including Easter events, "Love your Local Market" and Queen's birthday celebrations.	The footfall in Maidenhead is currently 10.8% up year to date (as of end of July). This compares to South East -3.4% and UK -2.1%. It should be noted that footfall figures in Maidenhead took a large drop between 2011 and 2015 so although a significant year to date increase it is regaining lost footfall from pre 2011. We will continue to run the events programme in Maidenhead and market the town centre. The occupation of formally vacant office space in the town and the completion of residential units in the town centre will further boost footfall.	30/09/2016	GREEN	Corporate & Community Services	Cllr S Rayner	Kevin Mist, Steph James
10.09	Bring in Town Centre WiFi	Maidenhead	WiFi should be available in Maidenhead Town Centre – wherever anyone may wish to access online resources (see ref 13.11).	Continue delivery phase - phase I to 'Go Live' in December 2016. Continue to explore opportunities to develop network beyond the original scope.	31/03/2017	GREEN	Operations & Customer Services	Cllr Hill	Ben Smith
10.10	Smarten up street furniture to improve appearance	Maidenhead	Deliver the Maidenhead Public Realm Strategy.	Project costed and approval for new capital bid to be made.	31/12/2016	GREEN	Corporate & Community Services	Cllr S Rayner	Chris Hilton
10.11	Continue to support Maidenhead Waterways	Maidenhead	Restore the historical Maidenhead Waterways.	Completion of sections north of Chapel Arches and underpinning to Chapel Arches Bridge by November 2016.	30/11/2016	GREEN	Corporate & Community Services	Cllr Rankin	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.	This will be incorporated within the Parking Strategy paper to be considered by Cabinet in Oct '16.	31/10/2016	GREEN	Operations & Customer Services	Cllr Cox	Craig Miller
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).	Continue project and progress development of proposals for component parts (car use; walking; cycling and public transport) and report to Cabinet in November 2016. The proposed strategy enables a range of infrastructure to be delivered which creates facilities to improve access to the town centre. This will support the manifesto commitment and create conditions to increase footfall which is linked to the 'offer' of the town centre.	24/11/2016	GREEN	Operations & Customer Services	Cllr Bicknell	Ben Smith
11.01	Review and increase parking provision in Windsor - including Meadow Lane car park in Eton	Windsor	Minimum of 200 additional car parking spaces in Windsor and Eton by April 2019.	Parking Strategy to be considered by Cabinet (Oct). Additional on street parking spaces are currently being reviewed with Ward Councillors along with the use of private parking in the evenings and at weekends. The review will continue until March 2017	31/10/2016	GREEN	Operations & Customer Services	Cllr Cox	Craig Miller
11.02	Introduce 'pay on exit' parking in RBWM controlled car parks	Windsor	Pay on exit parking installed in 3 Windsor car parks by April 2019.	Install new parking equipment in Meadow Lane Car Park Eton and make live the equipment already installed in River Street Car Park by 31st October 2016.	31/10/2016	GREEN	Operations & Customer Services	Cllr Cox	Craig Miller
11.03	Enhance and restore Alexandra Gardens	Windsor	Alexandra Gardens restoration works completed by December 2017. 10% increased resident satisfaction with Alexandra Gardens by April 2018.	New 'Gateway' between the coach park and Alexandra Gardens - finalise designs; commission works and construct (target date for completion - October 2016).	28/10/2016	GREEN	Corporate & Community Services	Cllr S Rayner	Kevin Mist
11.04	Pursue options to promote a safe night time economy, maintaining residential amenity	Windsor	Implementation of an action plan resulting in a reduction of 10-15% of complaints regarding anti social behaviour in the Night Time Economy.	RBWM to coordinate a Stakeholder/Community problem solving workshop in conjunction with Thames Valley Police with a view to developing a robust Night Time Economy Strategy that empowers the NTE community to support and assist with NTE service delivery and management.	30/11/2016	GREEN	Operations & Customer Services	Cllr Cox	Craig Miller
11.05	Campaign to keep Windsor police station open and accessible to the public	Windsor	Ensure accessibility to police services in Windsor.	Submit planning application by 31 December 2016 and continue to work with Thames Valley Police.	31/12/2016	GREEN	Corporate & Community Services	Cllr Alexander	Chris Hilton
11.06	Continue to support the taxi marshalling scheme	Windsor	Improved resident feedback.	New booking office has been selected in agreement with private hire companies operating in Goswell hill. Expected delivery 4 - 5 weeks.	30/09/2016	GREEN	Corporate & Community Services	Cllr Cox	Kevin Mist, Paul Roach

Ref	Manifesto Commitments	Theme	Expected Outcome	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer
11.07	Work with the Crown Estate to enhance local sports and leisure facilities	Windsor	Four local sports and leisure facilities enhanced by September 2017.	Archery Club have been successful in funding their project, now working with them to achieve their desire for a new building.	29/09/2017	GREEN	Corporate & Community Services	Cllr S Rayner	Kevin Mist
11.08	Ensure Windsor has a well maintained and high quality public realm for both residents and visitors alike, e.g. from the Coach Park to the town centre	Windsor	Realising Windsor potential.	Approve the design and appoint contractor to undertake work in November/December 2016.	30/09/2016	GREEN	Corporate & Community Services	Cllr Alexander	Kevin Mist, Chris Hilton
11.09	Continue the campaign against Heathrow expansion, and to protect Windsor from night flights and more aeroplanes	Windsor	RBWM's position on expansion at Heathrow is submitted to 100% of all formal consultations and submitted to Government as part of a robust campaign intended to influence future decisions regarding runway capacity in South East England.	RBWM has submitted its response to the Airports Commission consultation regarding potential airport capacity expansion in the South East. In July, the IPSOS MORI survey to gauge residents' views was refreshed, with results published at the Aviation Forum in August. The council is prepared and ready to respond to Government when it determines where expansion should be undertaken. This decision is anticipated in October 2016.	31/10/2016	GREEN	Operations & Customer Services	Cllr Cox	Craig Miller
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.	Proposal to utilise Windsor Coach Park for Taxi parking as submitted to the Windsor Improvement Project to be presented to Lead Member for consideration for onward submission to Cabinet for approval.	31/10/2016	GREEN	Operations & Customer Services	Cllr Cox	Craig Miller
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.	Further planned operations will continue in Q2 and throughout the year to meet the target of 60 operations for 2016/17. These operations will include: Licensed premises checks, taxi compliance operations etc.	31/03/2017	GREEN	Operations & Customer Services	Cllr Cox	Craig Miller
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 service workshop to be undertaken to consider innovative ideas for improving air quality and determine viability with a view to providing appropriate Lead Members with a briefing in Dec 2016.	31/12/2016	GREEN	Operations & Customer Services	Cllr Cox	Craig Miller
12.01	Support Ascot High Street regeneration	Ascot & The Sunnings	Influence Land owners to bring forward a co-ordinated development brief for the Ascot High Street regeneration proposal.	Planning Performance Agreement being negotiated with applicant	31/10/2016	GREEN	Corporate & Community Services	Cllr Hilton	Chris Hilton
12.02	Work with Frimley Park Hospital Trust to ensure and encourage extended facilities at the Heatherwood site	Ascot & The Sunnings	Maintain ongoing formal and informal meetings with Frimley Park Hospital and the Clinical Commissioning Groups.	The Council continues to be actively engaged in the development of the plans for extended facilities at the Heatherwood site at both Member and officer level. This is a key outcome of the Frimley Sustainability and Transformation Plan. The next Member engagement meeting is on 5 September 2016 and there will be a presentation on the progress around the Heatherwood site development at the Health and Wellbeing Board in November 2016.	30/11/2016	GREEN	Adult, Children & Health Services	Cllr Coppinger	Alison Alexander
12.03	Work with local GPs to secure appropriate facilities for all local residents	Ascot & The Sunnings	All local residents in Ascot & the Sunnings have access to local health facilities.	Continue to support Bracknell Forest Council to secure sufficient GP provision specifically in the Ascot area. Identify and deliver opportunities for joint working to improve health outcomes for residents in Ascot and the Sunnings through the Frimley Sustainability and Transformation Plan prevention group.	31/12/2016	GREEN	Adult, Children & Health Services	Cllr Coppinger	Hilary Hall
12.04	Support better sports and leisure facilities in Ascot and the Sunnings	Ascot & The Sunnings	Three more leisure facilities in Ascot and the Sunnings by September 2017.	Install Dog Agility Area at Allen Field. Working with Parish on Fundraising with Charters School in Ascot for extension throughout year.	01/12/2016	GREEN	Corporate & Community Services	Cllr Bateson	Kevin Mist
12.05	Build a roundabout at the junction of the A329 and B383	Ascot & The Sunnings	Roundabout constructed by April 2018.	Continue consultation and finalise design solution; detailed design; utility searches and quotes and secure fixed price for construction. Funding approved across financial years 2016/17 and 2017/18 to deliver the new roundabout by April 2018	31/03/2017	GREEN	Operations & Customer Services	Cllr Bateson	Ben Smith

Ref	Manifesto Commitments	Theme	Expected Outcome	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer
12.06	Consult and consider traffic calming measures in the area e.g. in Sunningdale at Chobham Road	Ascot & The Sunnings	Traffic calming measures consulted on and installed (if requested) by April 2017.	Finalise scheme design with Ward Members and implement design solution by April 2017	31/03/2017	GREEN	Operations & Customer Services	Cllr Bateson	Ben Smith
12.07	Support a library for Sunningdale	Ascot & The Sunnings	A new library in Sunningdale open by April 2018.	Three potential sites identified. Consultation with Parishes to be held to determine the preferred option.	31/10/2016	GREEN	Operations & Customer Services	Cllr Bateson	Mark Taylor
13.01	Keep finding good practice and implementing it	Council Transformation	Five examples of best practice from elsewhere, implemented in RBWM.	Proposals for delivering differently in childrens services, adult social care and operations based on best practice from elsewhere.	30/09/2016	GREEN	Corporate & Community Services	Cllr Dudley	Alison Alexander
13.04	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. Shared Legal Services (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. 	Delivery of on line coaching facility for senior leadership team, to support them with the change programme. To be launched from September 16 and continuing until December 2016.	16/12/2016	GREEN	Adult, Children & Health Services	Cllr Targowska	Terry Baldwin
13.05	Introduce a proper feedback "tell us once" Customer Relationship Management system so chasing progress is a thing of the past	Council Transformation	By April 2018 a CRM system will be implemented and customers will be able to: A) Set up a Digital Account and 'do business with the Royal Borough online as services are digitally transformed'. B) Receive notifications of progress so they do not need to chase progress. C) Have access to their contact history with the Council. D) Opt in for notification about various service information.	Further processes will be developed, tested and deployed so that residents can access more services by the digital channel A) Corporate Complaints process B) Call back forms for services that Customer Services and Libraries are unable to resolve C) Bulky Waste and booking collections D) The reporting of Environmental and Street Scene issues	31/10/2016	GREEN	Operations & Customer Services	Cllr Hill	Jacqui Hurd
13.06	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) The delivery of customer services training will have commenced with the timetable of course dates available B) Five further services will be live via digital channel - Bulky Waste, Call back forms, Complaints, Environmental Service reporting and Facilities Management C) A quarterly satisfaction survey will be undertaken by the Customer Services and Libraries units to understand the feedback D) Internal focus - implementing staff service action plan. E) Maintain the first time resolution rate over 80% F) Analysis on a service-by-service basis will be completed and action plans drawn up with service leads with a view to reducing avoidable contact by 10% by April 16 which should support greater customer satisfaction - 30 April 2016. (COMMENCED BUT NOT FINALISED)	30/11/2016	GREEN	Operations & Customer Services	Cllr Hill	Jacqui Hurd
13.07	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.	At the end of Q3 2016/17, we will analyse how customers are contacting RBWM for services that are available in the digital offering. The Website Homepage will be re-designed and implemented and 30% of the content pages will be reviewed. The telephony requirements will have been fully scoped and options developed for a decision by Council. A review of the Eton Wick face to face Pilot will be undertaken to analyse the success of delivering of first tranche of customer services from within libraries. The Delivering Differently Project in Operations & Customer Services is proposing to review delivery of our Libraries and Customer Services functions, which will be considered by Cabinet in November 2016.	31/12/2016	GREEN	Operations & Customer Services	Cllr Hill	Jacqui Hurd

Ref	Manifesto Commitments	Theme	Expected Outcome	Current Significant Next Action (SNA)	Date of SNA	Current Status	Directorate	Lead Member	Lead Officer
13.08	Use libraries and other community facilities e.g. Parish offices and children's centres to enable greater access to council functions	Council Transformation	By April 2018, customers will be able to use a public building local to where they live to access a wider range of council services face to face and digitally.	The Delivering Differently project in Operations and Customer Services is proposing to review the delivery of Libraries and Customer Services functions. This will be considered by Cabinet in November 2016.	30/11/2016	GREEN	Operations & Customer Services	Cllr S Rayner	Mark Taylor, Jacqui Hurd
13.09	Use benchmarking to compare our services with others	Council Transformation	Ensure that (Integrated Performance Monitoring Reports) IPMR Indicators are benchmarked against primarily similar authorities.	The council's performance management framework is undergoing a comprehensive review and benchmarking more national and statistical neighbour performance wherever possible in the Q2 2016/17 report (November Cabinet) is a key priority for the revised framework.	24/11/2016	GREEN	Corporate & Community Services	Cllr Dudley	Alison Alexander
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.	A list of priority sites is being compiled for the next phase of the Wifi rollout (Corporate) which will provide greater Wi-Fi Servers at RBWM locations including public libraries. A Project is underway to install public Wi-Fi within the Town Centres and parks and other open spaces could be explored.	31/01/2017	GREEN	Operations & Customer Services	Cllr Hill	David Wright
05.03	Reward and recognise teachers for going the extra mile through a local scheme	Education & Children's Services	Develop a local reward scheme for teachers in collaboration with Head Teachers that recognises the work of those teachers who going the extra mile.	Develop Pay Policy guidance for consultation in autumn 2016 which sets LA expectation that schools will use their policy to reward excellence in teaching. LA will develop case studies of those high achievers and use resident communications to promote the success of these teachers and learning support assistants.	14/10/2016	RED	Adult, Children & Health Services	Cllr Airey	Kevin McDaniel
05.04	Start a service for volunteers to add value to local schools at all levels	Education & Children's Services	Increased use of volunteers in schools to support a range of school activities, in line with individual school plans.	Further promotion to the schools required in September 2016.	30/09/2016	RED	Adult, Children & Health Services	Cllr Airey	Kevin McDaniel
05.11	Work with schools to close any attainment gaps for poor pupils	Education & Children's Services	Raise the attainment and reduce the gap of those children from lower demographic groups. Improve the performance of children on Free School Meals (FSM) to enable them to achieve on a par with their Non Free School Meal (Non FSM) peers from within RBWM.	Dedicated resource to focus on undertaking audit of published plans; "gap analysis" of vulnerable schools as part of core school improvement offer and restarting the all schools network.	28/10/2016	RED	Adult, Children & Health Services	Cllr Evans	Kevin McDaniel