

## Appendix 4: Measures of Success

Key measures of success are indicated in blue

Best Value Domain	Workstreams	Success measure	Source	2023/24	2024/25	2025/26 target	2026/27 target (TBC)	Benchmark	Benchmark source	Current Corporate KPI?
Continuous improvement	Vision and Evidence Based Decision-making & Target Operating Model	I am satisfied or fairly satisfied with place (resident)	Residents Survey	50%	N/A	Higher than 50%		76%	LGA National Benchmark	Y
		Percentage of complaints escalated from stage 1 to stage 2	Annual Complaints Report	9%	10%		Below 10%			Y
		I am very or fairly satisfied with the way Slough Borough Council runs things (resident)	Residents Survey	30%	N/A		35%	60%		N (to review)

Leadership	Vision and Evidence based decision making Target Operating Model	I understand our vision and plans for the future (staff, residents, partners, businesses)	Staff Survey To scope for residents, partners and businesses	N/A	70.57% (staff)	73% (staff)	75% (staff)			N
		I have trust and confidence in my senior leadership team (staff)	Staff Survey	N/A	62.25%	65%	70%			N
		Overall vision score (staff)	Staff Survey	N/A	61%		65%	70.63% (survey benchmark)		N
		I understand the reason for decisions that the Council has to take (staff, residents, partners, businesses)	To scope - new measure	N/A	N/A	New question	New question			N

		The Council is actively helping make Slough a better place for those who live and work there.	To scope - new measure- Also LGA Peer Review							
		I have confidence in SBC senior officers (members)	Member Survey Also LGA Peer Review	10%	20%					N
Culture	A High Performing Workforce and Culture & Target Operating Model & Communications, Partnerships and Engagement	Staff survey: Response rate	Staff Survey	46%	53%	58%		Benchmark		N
		Staff survey: I am proud to work for this organisation	Staff Survey	N/A	69.25%	Above 70%				Y

		I would recommend Slough Borough Council as a great place to work	Staff Survey		59.57%					Y
		Overall engagement score	Staff Survey		64.60%			83.46% (survey benchmark)		N
		I trust Slough Borough Council a great deal or a fair amount (resident)	Resident survey	25%				59% (LGA national benchmark)		Y
		This is a Council that understands and is connected to its community.	To scope - new measure Also LGA Peer Review							
Use of resources	Culture and Workforce Financial Improvement	Staff turnover rate	Workforce data	18.50%	15.60%					N
		Appraisal take up	Workforce data	64%	79%	Above 70%				N

	Risk Maturity Digital Data and Technology	Council tax in year collection	Corporate performance reports	94.60%				96.20%	National Unitary	Y
		I strongly agree or tend to agree that the Slough Borough Council provides value for money (residents)	Residents survey	21%			30%	46%	LGA benchmark	N
Governance	Political Leadership and Governance	There is a healthy culture and good ways of working overall between members and officers (members)	Members Survey Also LGA Peer Review	38%	40%					N
Partnership and Community Engagement	Communications, Partnerships and Engagement & Target Operating Model Governance	The public are able to have their say and influence decisions made by Councillors	Members Survey	40%	43%					N

		Slough Borough Council acts on their concerns to a great deal or a fair amount (residents)	Residents survey	28%			35%	52%		N
		The Council leadership (Members and senior officers) are confident engaging with the community.	To scope - new measure Also LGA Peer Review							N
		I am confident to invest in Slough as a business	To scope - new measure							

		Slough Borough Council keeps me very or fairly well informed about the services and benefits they provide (residents)	Residents survey	38%				67%		N (to review)
Service delivery	Political Leadership and Governance Vision and Evidence Based Decision-making Target Operating Model	Percentage of new EHC plans issued within 20 weeks including exceptions	Corporate performance reports	20.2% 39				49.1% 45.3% 59.5%	National South East CIPFA NN	Y
		Child development: percentage of children achieving a good level of development at 2 to 2.5 years old	Corporate performance reports	76.6% 1375				89.4% 79.8%	National South East	Y

		This is a Council that is taking action to promote health and wellbeing.	To scope - new measure							
		Proportion of children obese including severely obese at Year 6	Corporate performance reports	25.70%				22.1% 19.2%	National South East	Y
		Rate per 10,000 of Children Looked After (CLA)	Corporate performance reports	45				70 56 56.3	National South East Statistical Neighbour	Y
		The percentage of carers who receive self directed support	Corporate performance reports	100%				89.3% 98.9%	National South East	Y
		Quality of life metric - adult social care user survey.	Annual return	TBC	TBC	TBC	TBC			N (to review)



		Number of homeless cases prevented	Corporate performance reports	119						Y
		Percentage of tenants who responded satisfied with the overall service provided by Slough Borough Council Housing	Corporate performance reports (annual tenants survey)	45.90%				70%		Y
		Percentage of SBC emergency housing repairs completed within agreed timescale	Corporate performance reports	100%						Y
		Confidence from businesses in Council commercial services	To scope - new measure							

		Percentage of household waste sent for reuse, recycling or composting	Corporate performance reports	25.10%				41.7% 41.7% 45.4%	National South East CIPFA NN	Y
Customer Access	Target operating Model & Communications, Partnerships and Engagement	Develop new metric about access from Target Operating Work								N (to review)
		Percentage of customer service calls answered	Corporate performance reports	67.90%			80%			Y