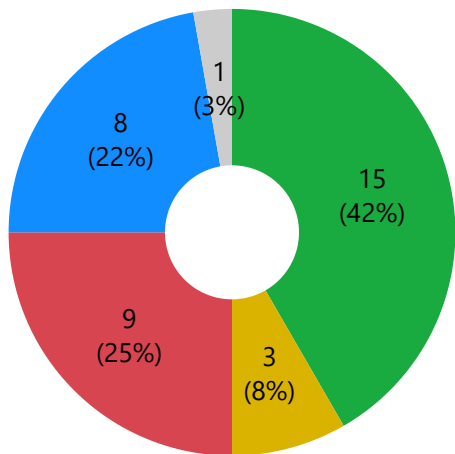


[Click to view scorecard](#)

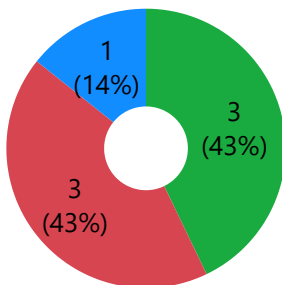
Performance summary: as at end of Sept-2025

Performance summary



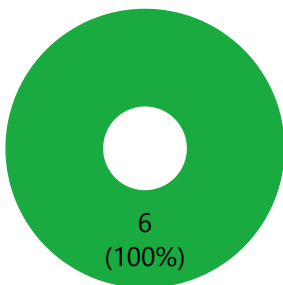
● Total Green ● Total Amber ● Total Red ● Total Monitor t... ● Total KPI in ...

Priority 1



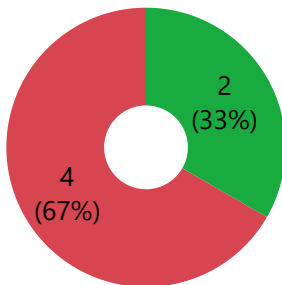
● P1 Green ● P1 Amber ● P1 Red ● P1 Monitor trends ● P1 KPI in develop...

Priority 2



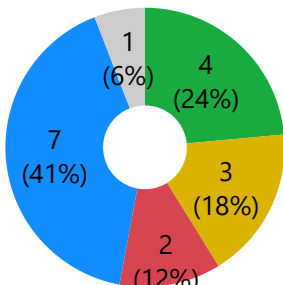
● P2 Green ● P2 Amber ● P2 Red ● P2 Monitor trends ● P2 KPI in develop...

Priority 3



● P3 Green ● P3 Amber ● P3 Red ● P3 Monitor trends ● P3 KPI in develop...

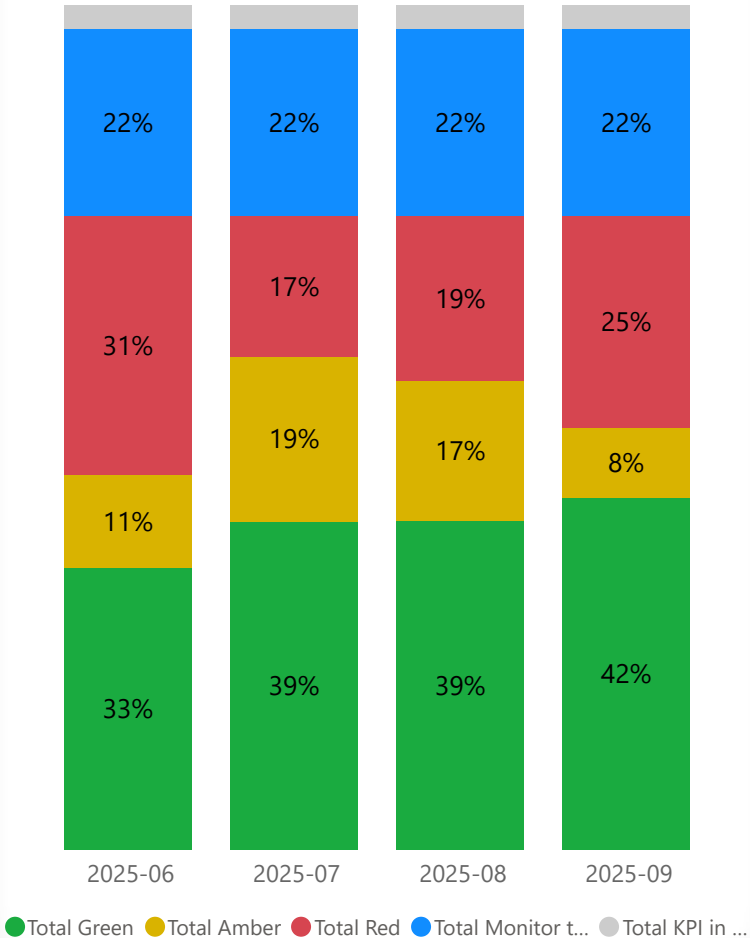
Corporate Health



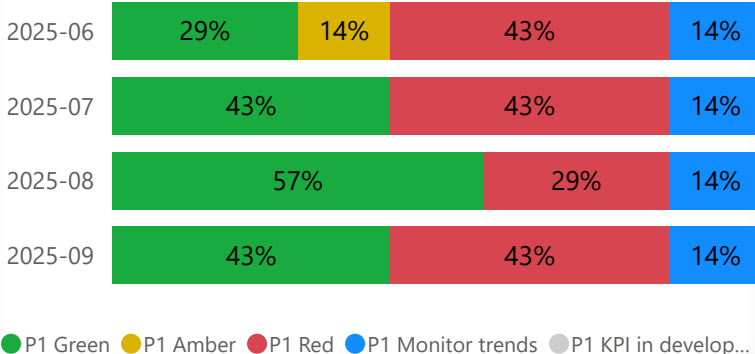
● CH Green ● CH Amber ● CH Red ● CH Monitor trends ● CH KPI in devel...

Progress

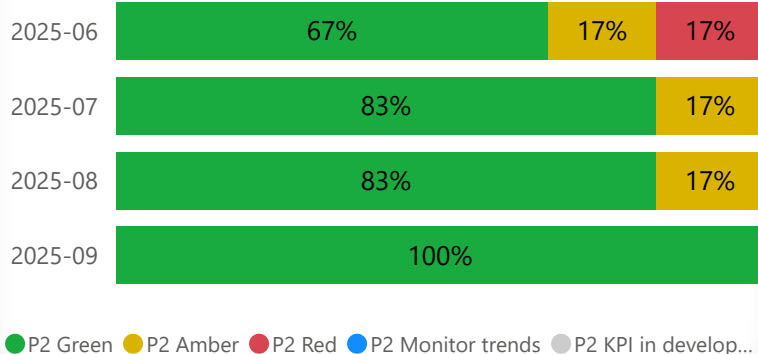
Performance trend summary



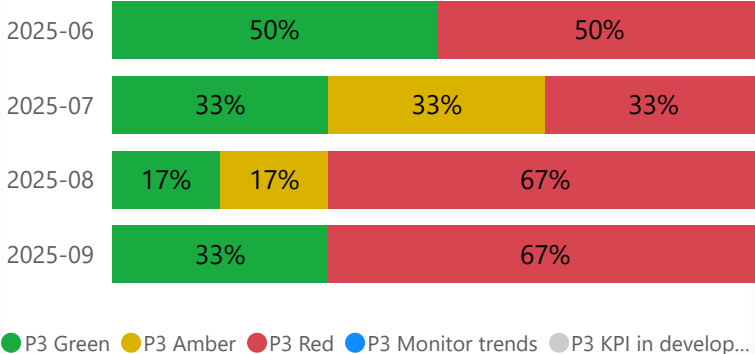
Priority 1



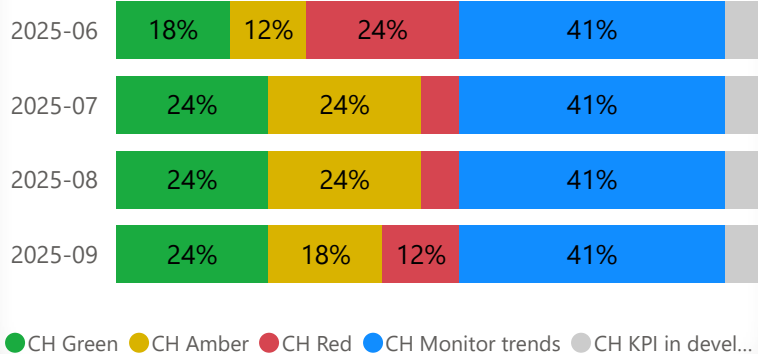
Priority 2



Priority 3

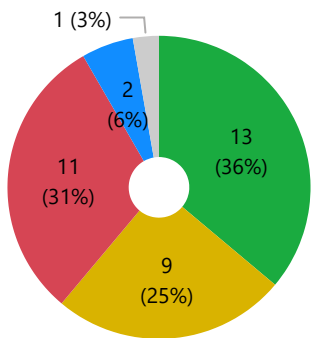


Corporate Health



Direction of travel: performance compared to previous month or similar period from last year

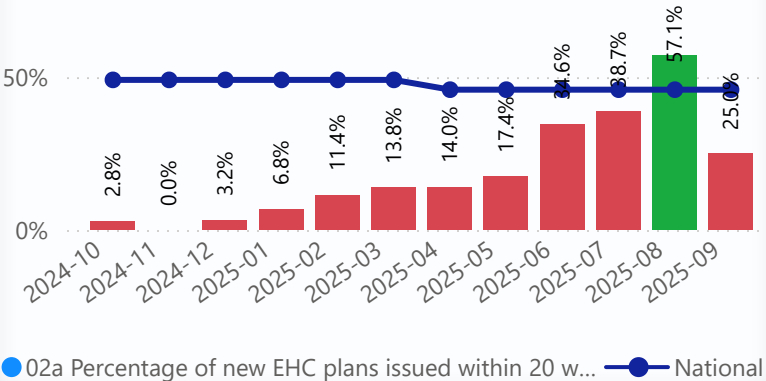
Performance direction of travel



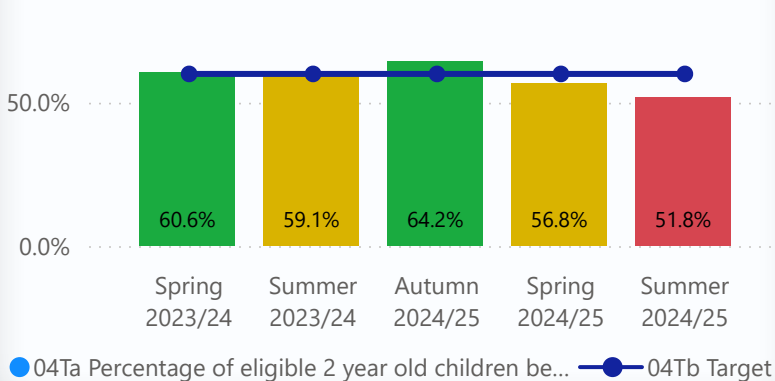
Improved Same Declined No trends new KPI being developed

Priority 1: A borough for children and young people to thrive

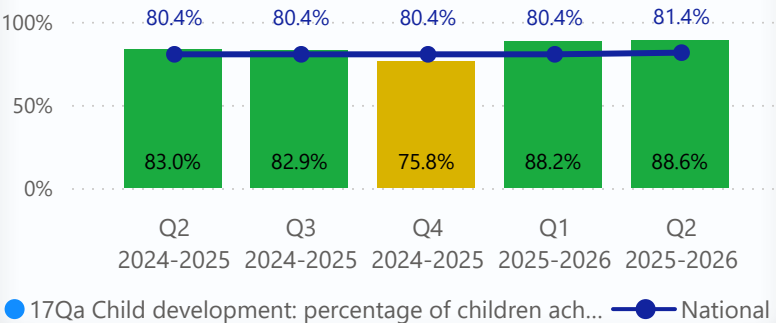
Percentage of new EHC plans issued within 20 weeks including exceptions



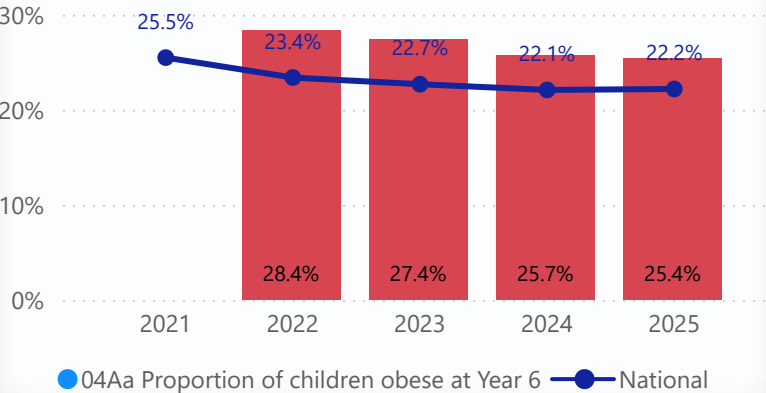
Percentage of eligible 2 year old children benefitting from funded early education



Child development: percentage of children achieving a good level of development in all five domains at 2 to 2.5 years old

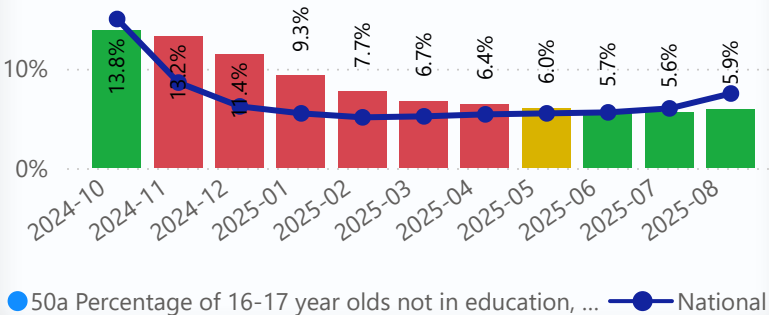


Proportion of children obese or severely obese in Year 6

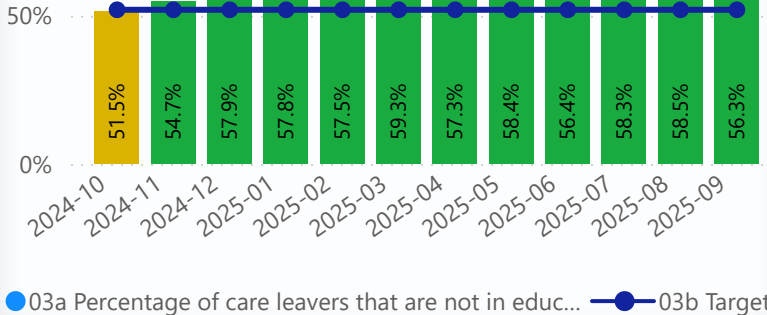


Priority 1: A borough for children and young people to thrive

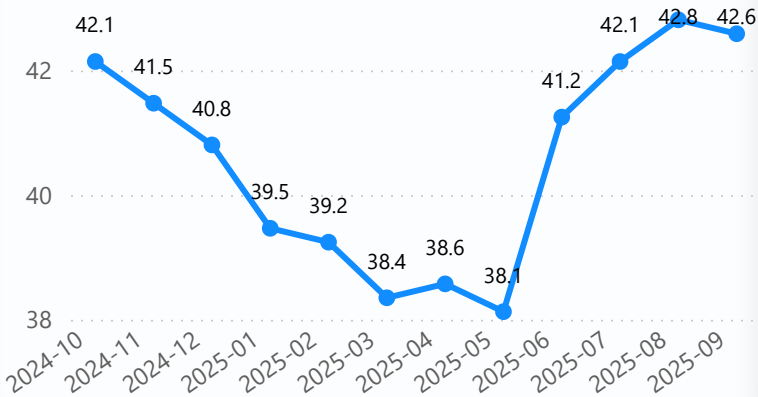
Percentage of 16-17 year olds not in education, employment and training (NEET) or whose activity is not known



Percentage of care leavers in education, employment or training

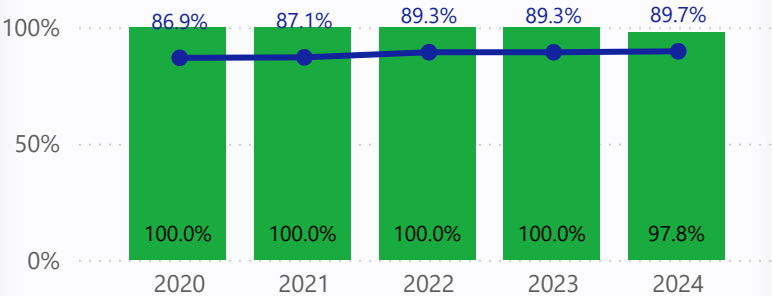


Rate per 10,000 of Children Looked After (CLA)



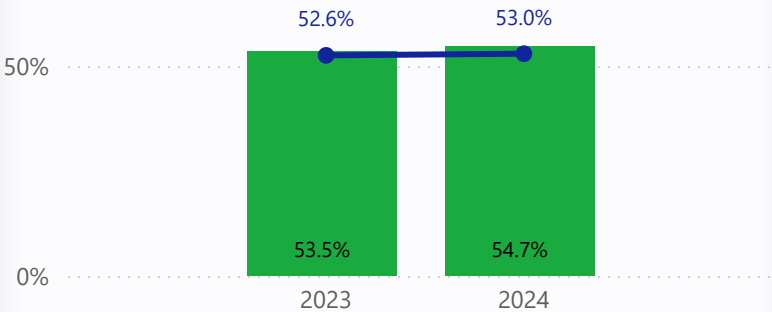
Priority 2: A town where residents can live healthier, safer and more independent lives

Percentage of carers who receive self-directed support [ASCOF 3D1b]



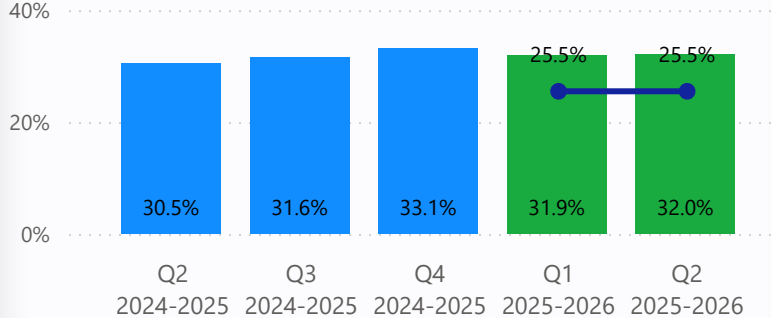
09Aa The percentage of carers who receive self-direc... National

Percentage of clients accessing long term support in the community at the end of the year [LTS001B]



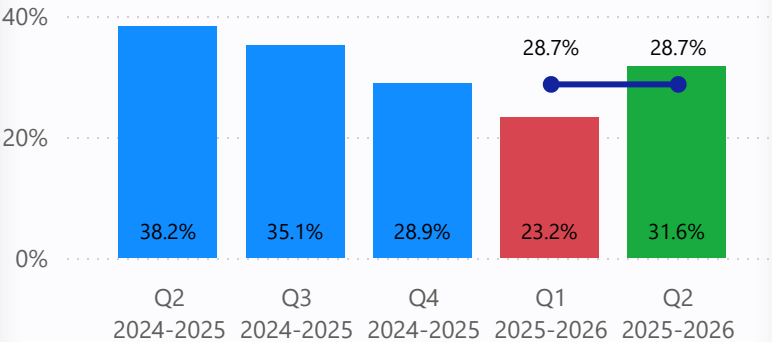
18Aa Percentage of clients accessing long term supp... National

Percentage of eligible adults managing their care via a direct payment [ASCOF 3D1b]



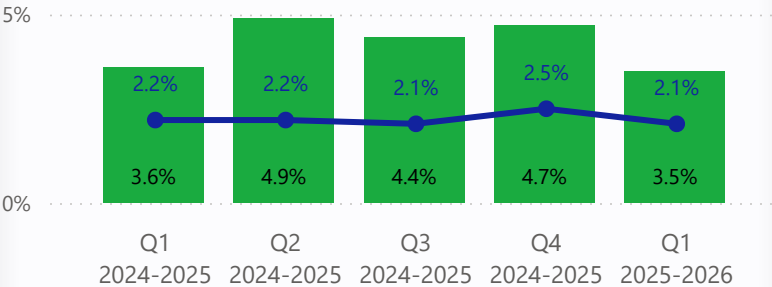
16Qa Percentage of eligible adults managing their ca... National

Percentage of safeguarding referrals that meet section 42



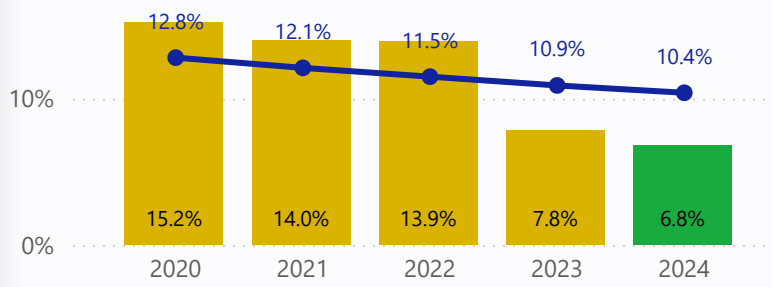
13Qa Percentage of safeguarding referrals that meet... National

Percentage of total eligible population aged 40-74 received an NHS Health Check in the quarter



18Qa Percentage of total eligible population aged 40... National

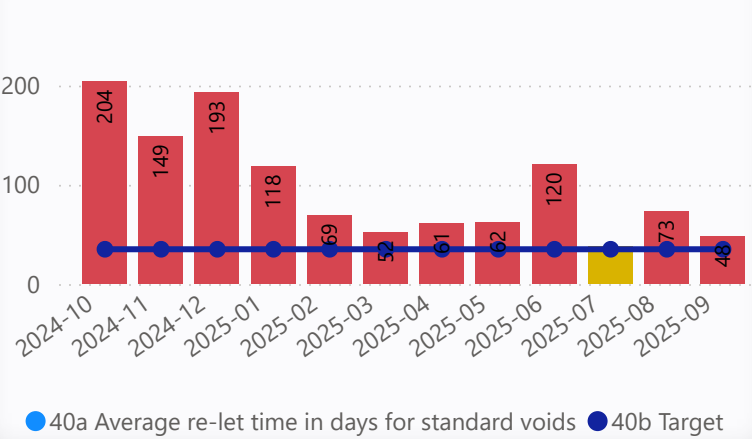
Smoking prevalence in adults (18+) - self-reported smokers in the Annual Population Survey (APS)



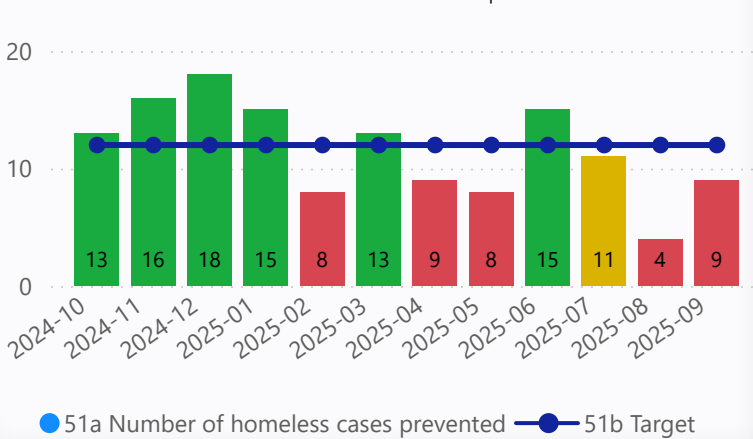
10Aa Smoking prevalence in adults (18+) - self repor... National

Priority 3: A cleaner, healthier and more prosperous Slough

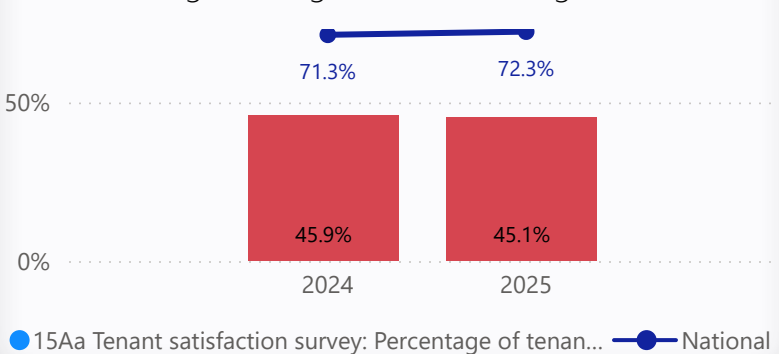
Average re-let time in days for standard voids [BVPI 212]



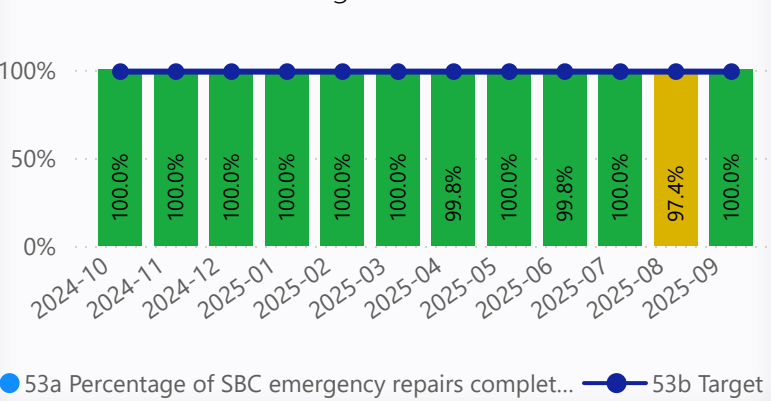
Number of homeless cases prevented



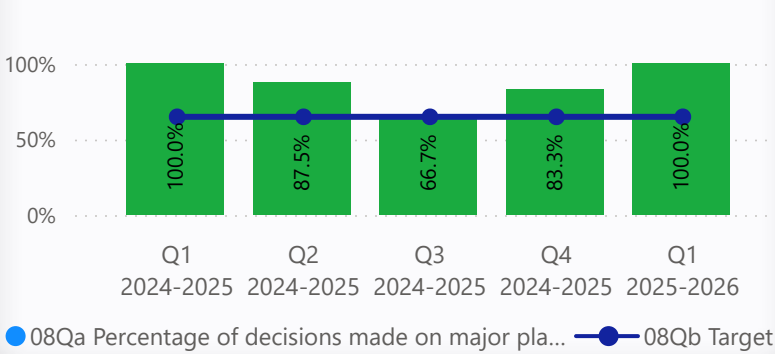
Tenant satisfaction survey: percentage of tenants who responded satisfied with the overall service provided by Slough Borough Council Housing [TP01]



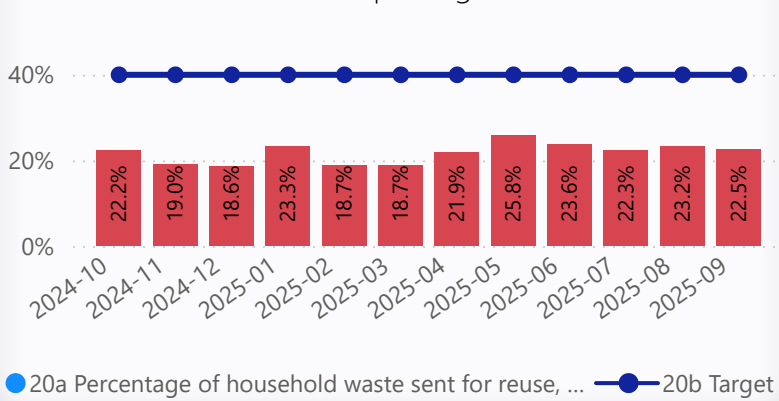
Percentage of SBC emergency housing repairs completed within agreed timescale



Percentage of decisions made on major planning applications within 13 weeks or timescale agreed with applicant

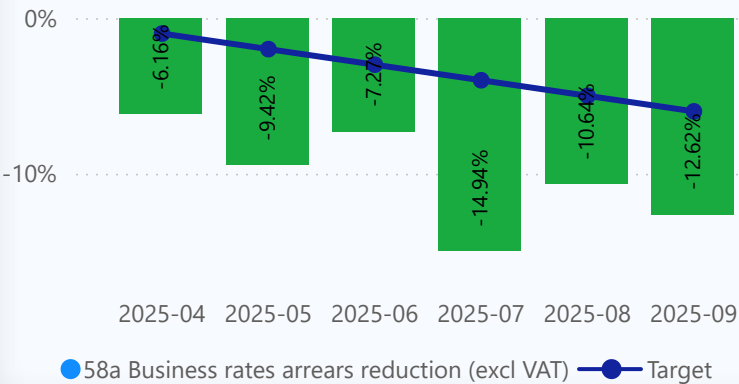


Percentage of household waste sent for reuse, recycling or composting

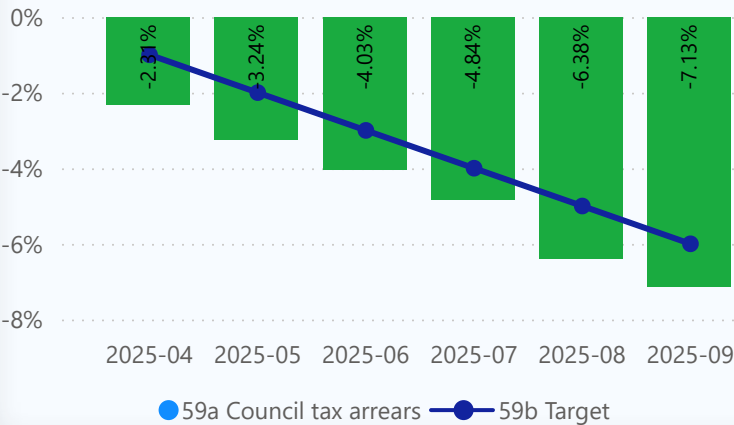


Corporate Health

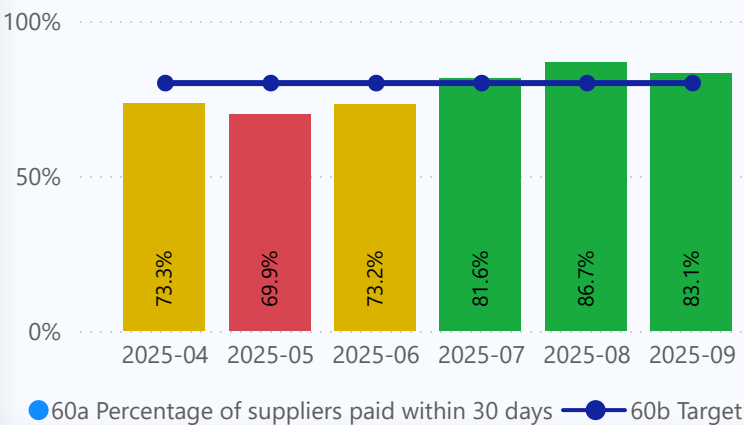
Year to date business rates arrears reduction (%) (adjusted to exclude changes in rateable value)



Year to date council tax arrears reduction (%)



Percentage of supplier invoices paid within 30 days

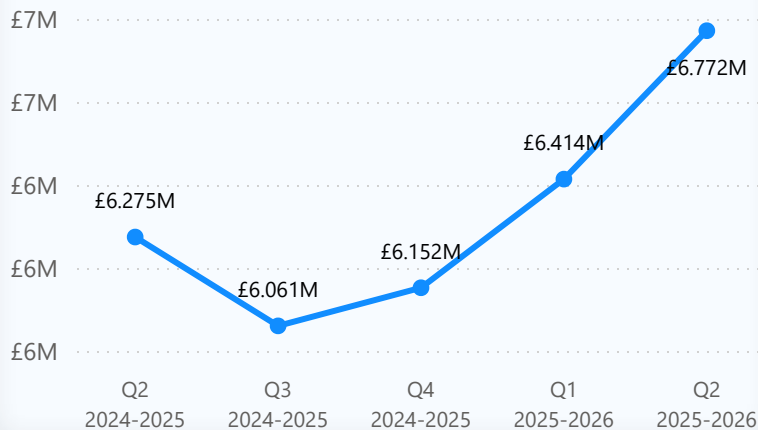


Measurement of financial resilience

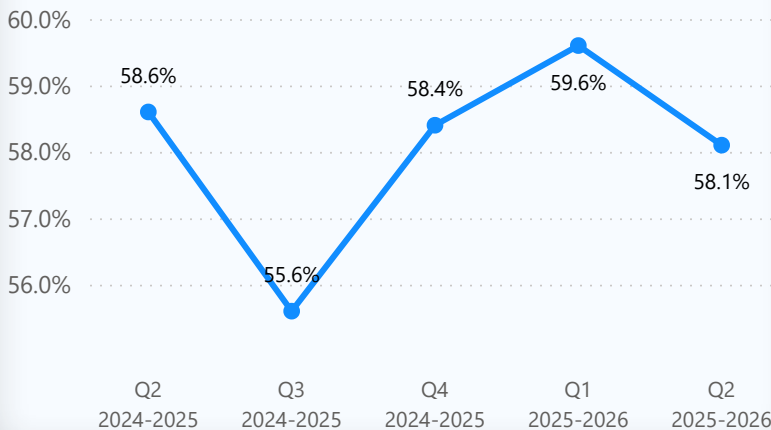


Corporate Health

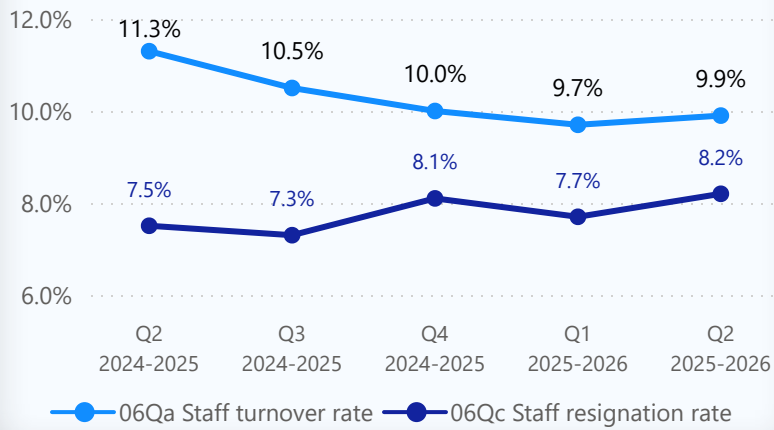
Interim staffing costs (£)



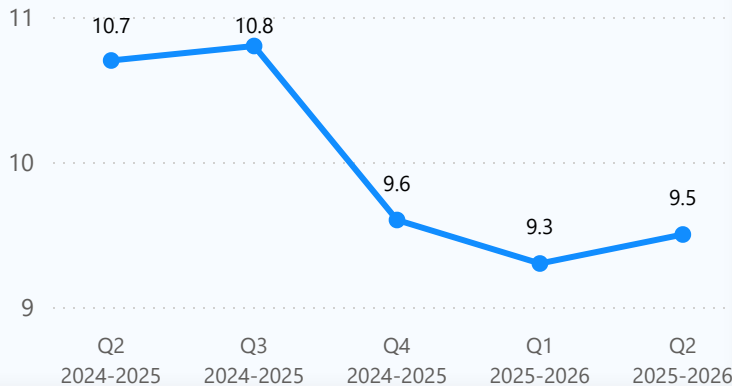
Percentage of staff equalities data recorded on Agresso



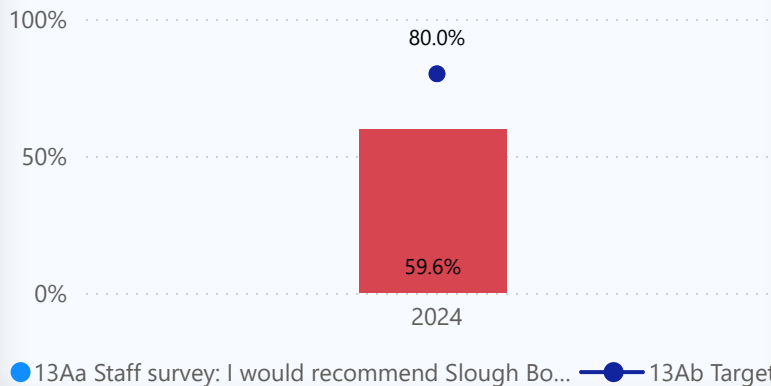
Staff turnover rate (rolling 12 months)



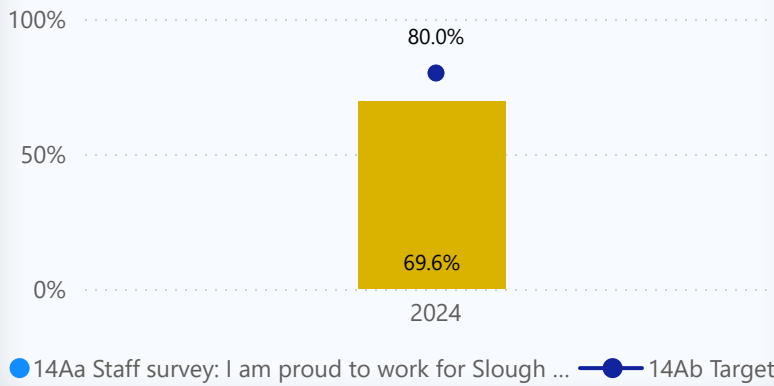
Number of working days lost due to sickness absence per FTE employee (rolling 12 months)



Staff survey: I would recommend Slough Borough Council as a great place to work

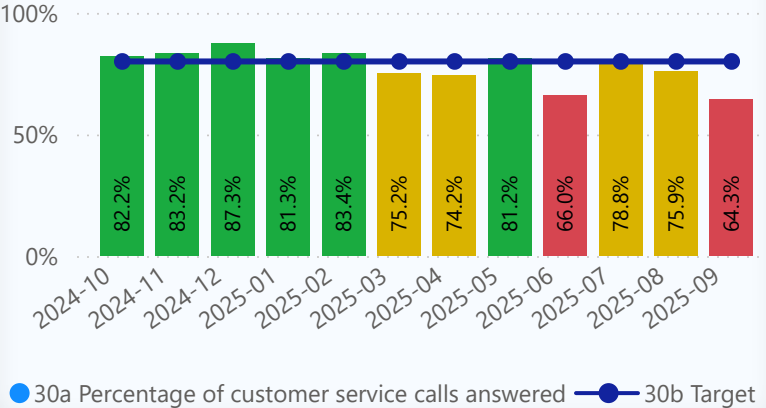


Staff survey: I am proud to work for Slough Borough Council

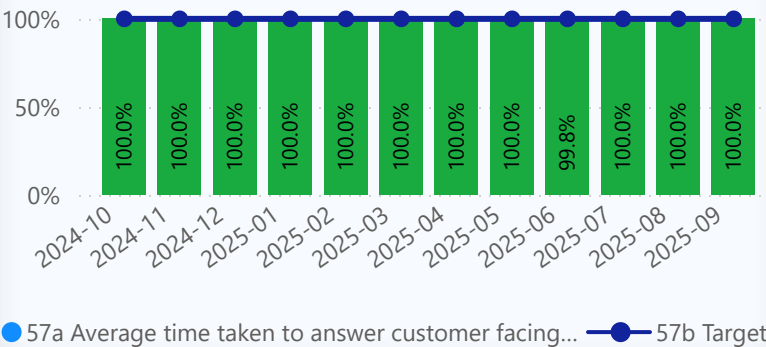


Corporate Health

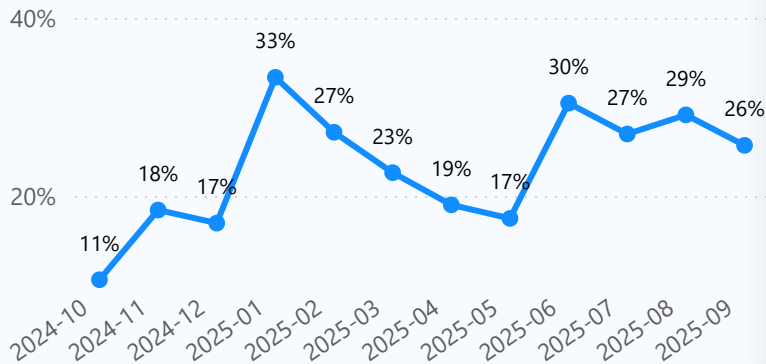
Percentage of customer service calls answered



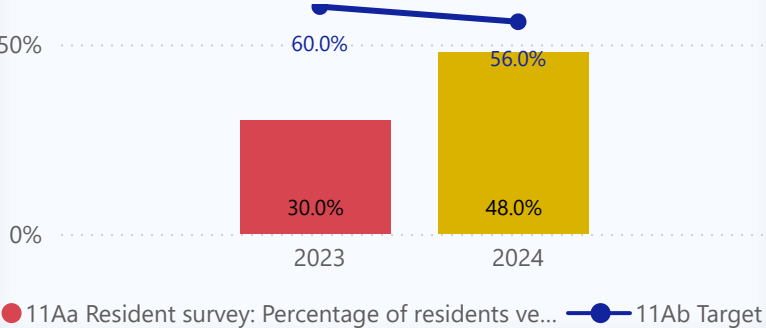
Percentage of customer facing enquiry box emails responded to within 5 working days



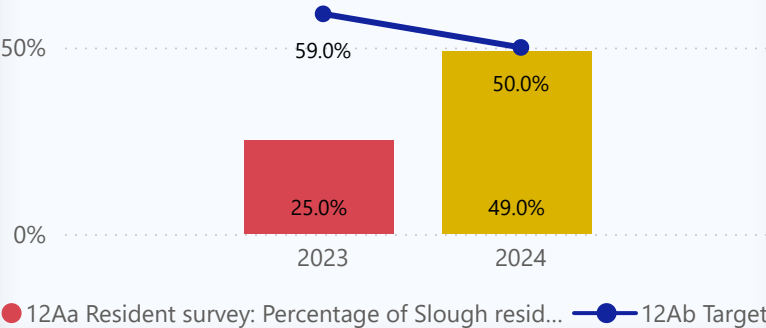
Percentage of complaints escalated from stage 1 to stage 2



Resident survey: Percentage of Slough respondents said they were very or fairly satisfied with 'the way Slough Borough Council runs things'

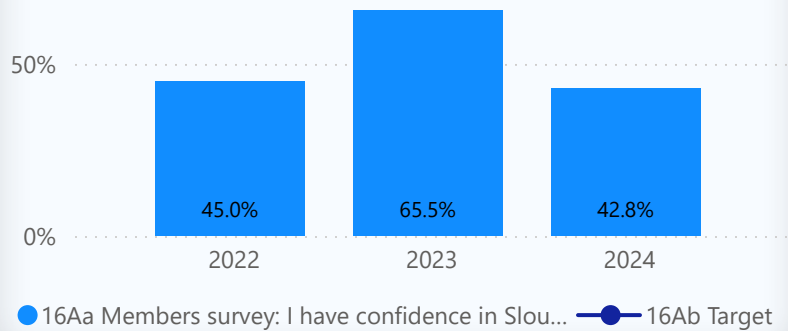


Resident survey: Percentage of Slough respondents said that they trust Slough Council a great deal or a fair amount

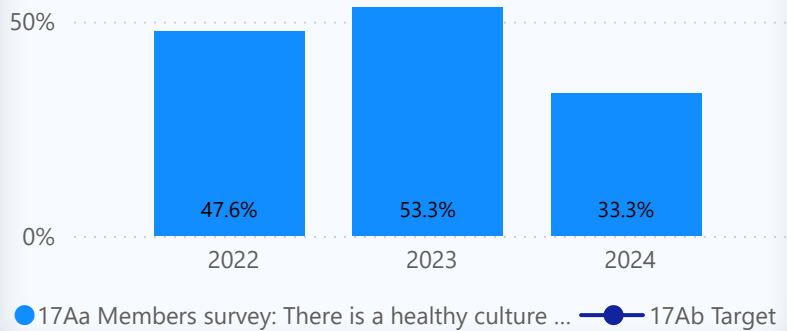


Corporate Health

Members survey: I have confidence in Slough Borough Council senior officers



Members survey: There is a healthy culture and good ways of working overall between Members and officers



Performance Indicator Key

Metric updates this month:

For indicators where the updates are released in the later in the month, these will be reported in the following months report i.e., October figures reported in the November report.

Performance against target:

Where possible the latest monthly performance is compared with an assigned target or a benchmark. Indicators are colour-coded as follows:

RAG status	Description
Green	Performance is in line with or above in-year target or benchmark
Amber	Performance has not been met but is within 10% (unless otherwise stated) of in-year target or benchmark
Red	Performance has not been met and is more than 10% (unless otherwise stated) off in-year target or benchmark
Blue	Metric in place to monitor trends
Grey	Metric is being developed

Performance indicators are RAG rated as amber if performance is within 10% and red if more than 10% off in-year target or benchmark except for:

- Collection rates for council tax and business rates: these are RAG rated as amber if performance is within 0.5% and red if more than 0.5% off in-year target.
- Total number of homeless households placed in temporary accommodation at the end of the month: RAG rated as amber if performance is within 5% and red if more than 5% off in-year target.
- Children's social care indicators: these are as per agreed with Slough Children's First.

Performance direction of travel:

The *direction* of the arrows shows if performance has improved, declined, or been maintained relative to the previous month, quarter, or year.

- ↑ performance improved.
- ↔ performance remained the same.
- ↓ performance declined.

For example, for overall NEET rate indicator where good performance is low:

- A decline in the NEET rate would have an upwards arrow ↑ as performance has improved in the right direction.
- An increase in the NEET rate would have a downwards arrow ↓ as performance has declined.