Corporate Performance Scorecard 2025/26

Outcome	Key Performance Indicator	Good to be	Frequency	Previous update	Previous Performance		Performance direction of travel	Latest update	Latest Performance		Target	Mitigating actions	CLT Lead	Comparison
	Percentage of new EHC plans issued within 20 weeks including exceptions	High	Monthly	Dec-25	G	47.6% (20)	↓	Mar-26	A	44.4% (16)	>=national average	Plans are in place to appoint an interim Head of SEND with a strong track record in driving improvements in quality and timeliness. Stabilise and strengthen staffing capacity within statutory teams to ensure manageable caseloads. Provide additional targeted support for children and young people (CYP) with SEND who do not have an EHC plan to help manage and reduce future demand. Address key service bottlenecks and operational barriers through a cross-functional improvement group. Implement a demand management action plan to respond to rising caseloads and service pressures. Improve data quality and case tracking through continued Capita One system cleansing and enhancements.	Executive Director of Children's Services	2024 Rank 146/153 Slough 7.4% (23) National 45.9% South East 37.9% SN average 58.2%
	Percentage of eligible 2 year old children benefitting from funded early education	High	Termly	2024/25 autumn term	G	64.2% (333)	↑	2025/26 autumn term	G	70.5% (320)	>=60%	Early years providers check both Working Families and Bright Future entitlements to ensure all eligible children are accurately identified and recorded. The entitlements team contacts all Department of Work and Pensions (DWP) identified families not yet in a setting to explain the offer and encourage take up. Families who need help completing applications receive direct support via phone or at Family Hubs reducing barriers to accessing the funding. Learning packs, learn & play sessions, and face to face conversations at hubs help families understand the benefits and complete applications on-site if they wish. The team helps families find appropriate early years places and supports transitions including tailored support for SEND where needed. Health visitors, JCP, Early Help and Social Care continue to promote the entitlement to ensure consistent referrals. Children identified during health visitor reviews are encouraged to access terrific twos groups as a pathway into taking up the funded entitlement.	Executive Director of Children's Services	2024/25 Rank 149/153 Slough 47.2% (246) National 65.2% South East 62.8% SN average 58.8%
	Child development: percentage of children achieving a good level of development in all five domains at 2 to 2.5 years old	High	Quarterly	Q3 2025-26	G	90.4% (376)	↓	Q4 2025-26	G	85.5% (371)	>= national average	Targeted improvement work continues to support uptake of the 2–2.5 year developmental reviews including increasing appointment availability, offering flexible sessions and using accessible community venues to reduce barriers for families. This is helping to sustain high levels of engagement and ensure more children are seen at the appropriate stage. The 0–19 service continues to embed its delivery model including enabling early years practitioners to deliver universal reviews and strengthening links with Best Start Family Hubs. An enhanced pathway is also being introduced including a targeted 3-year check for children not meeting expected development at 2–2.5 years, ensuring earlier intervention and improved outcomes in line with the ambition for children to achieve a good level of development by age five.	Executive Director of Public Health, Public Protection, Engagement & Communities	2024/25 Slough 80.3% (1,497) National 81.4% South East 81.3%

Corporate Performance Scorecard 2025/26

Outcome	Key Performance Indicator	Good to be	Frequency	Previous update	Previous Performance		Performance direction of travel	Latest update	Latest Performance		Target	Mitigating actions	CLT Lead	Comparison
Priority 1 A borough for children and young people to thrive	Proportion of children obese including severely obese at Year 6	Low	Annual	2023/24	R	25.7% (605)	→←	2024/25	R	25.4% (585)	<= national average	Slough Public Health and HCRG (0–19 service provider) continue to collaborate to improve the quality of NCMP data collection, ensuring robust analysis and interpretation. As part of Slough's Whole System Approach to Healthy Weight, the CYP System Action Group has progressed several initiatives including co-producing culturally appropriate healthy and nutritious meal guidance for Holiday, Activity and Food (HAF), scoping joint work with Raising Nutrition, forming a Baby Friendly Initiative working group and developing School Health Profiles to support Healthy School Awards. Medium-term plans include capturing best practices across stakeholders and mapping existing health and nutrition resources for residents. Additionally, the HENRY programme, an evidence-based initiative supporting healthy family lifestyles, is being embedded borough-wide with Early Years and HCRG aligning efforts to ensure it complements the Best Start for Life strategy.	Executive Director of Public Health, Public Protection, Engagement & Communities	2024/25 Slough 25.4% (585) National 22.2% South East 19.2%
	Percentage of 16-17 year olds not in education, employment and training (NEET) or whose activity is not known	Low	Monthly	Feb-25	R	7.7% (394)	↑	Feb-26	R	6.5% (339)	<=national average	Targeted face-to-face Information, Advice and Guidance (IAG) sessions continue to be delivered across community venues, prioritising in-person engagement to support young people into education, employment or training. Delivery locations are regularly reviewed to focus on areas of highest need. Proactive contact is maintained with all 16–17-year-olds to confirm participation status with tailored interventions in place for those without confirmed education, employment or training destinations. However, service capacity remains constrained operating at 1.5 FTE which is significantly lower than comparable authorities. Cabinet has recognised the need for additional resourcing and a further business case for an additional NEET worker has been submitted. Approval is pending with current capacity limitations continuing to impact the pace and scale of improvement	Executive Director of Children's Services	2024/25 Rank 146/153 Slough 9.5% (482) National 5.6% South East 7.0% SN average 3.7%
	Percentage of care leavers in education, employment or training	High	Monthly	Dec-25	A	49.6% (61)	↑	Mar-26	A	51.9% (67)	>=52%	Although the number of care leavers has increased, targeted support continues to be strengthened through close operational input from the 18 plus service. The Virtual School is working collaboratively with the Thrive Teams to provide tailored information, advice and guidance, helping young adults develop career aspirations, build confidence and prepare effectively for education, employment or training opportunities. This joint approach has contributed to a significant improvement in EET outcomes over the past year and while performance dipped in December 2025, the number of care leavers in EET (67) remains higher than during the same period last year (64).	Executive Director of Children's Services	2024/25 Rank 77/152 Slough 54.0% National 54.0% South East 52.0% SN average 58.0%
	Rate per 10,000 of Children Looked After (CLA)	Low	Monthly	Dec-25	Mon	42.6 (199)	↓	Mar-26	Mon	44.3 (207)	Metric monitored for trends	Work continues to closely monitor the increase in Children Looked After (CLA), with regular oversight through CLT particularly where rises are linked to the National Transfer Scheme or an increase in Unaccompanied Asylum Seeking Children (UASC). All children who have been subject to Child Protection plans for over nine months are reviewed to ensure decisions are timely and do not drift into unnecessary care entry. The service is strengthening its edge of care approach especially for young people aged 13–17 who represent a significant proportion of new care entrants. Activity continues to ensure children can safely remain with their families wherever possible supported by targeted intervention and earlier help. Work also continues to manage anticipated increases in UASC numbers as Slough remains below its National Transfer Scheme quota. Despite recent rises the CLA rate remains below statistical neighbour averages and ongoing monitoring will ensure trends are identified early and responded to promptly.	Executive Director of Children's Services	2024/25 Slough 37.0 National 67.0 South East 55.0 SN average 46.2

Corporate Performance Scorecard 2025/26

Outcome	Key Performance Indicator	Good to be	Frequency	Previous update	Previous Performance		Performance direction of travel	Latest update	Latest Performance		Target	Mitigating actions	CLT Lead	Comparison
Priority 2 A town where residents can live healthier, safer and more independent lives	The percentage of carers who receive self-directed support [ASCOF 3D1b]	High	Annual	2023	G	100.0%	↓	2024	G	97.8%	>=national average	The Council consistently delivers high numbers of direct payments to carers, reflecting a firm commitment to personalisation and empowerment. This approach enables carers to take control of their support arrangements, increasing both uptake and satisfaction. Slough's performance remains above the national average, demonstrating effective delivery of personalised care and strong support for carers.	Executive Director of Adults Services	2024 ASCOF Rank 114/153 SN Group 14/16 Slough 97.8% National 89.7% South East 99.8%
	Percentage of clients accessing long term support in the community at the end of the year [LTS001B)	High	Annual	2024	G	54.7%	→←	2025	G	54.5%	>=national average	Performance remains strong and above national and regional averages. Teams continue to apply the 'Home First' approach, with a focus on strengths-based practice, early intervention and maximising reablement. Audit work is ensuring consistency across teams, and commissioning activity is reviewing community capacity to support sustained independence at home.	Executive Director of Adults Services	2025 Rank 62/153 Slough 54.5% National 48.7% South East 43.5%
	Percentage of eligible adults managing their care via a direct payment [ASCOF 3D2a]	High	Quarterly	Q3 2025-26	G	30.8% (427)	↓	Q4 2025-26	G	29.5% (410)	2025/26 >=national average	Performance remains strong and above national and regional averages supported by regular DLT oversight and ongoing benchmarking through SE ADASS. Current activity is focused on strengthening the local Personal Assistant market, improving access to direct payments and ensuring residents are supported to make informed choices and retain greater control over their care arrangements.	Executive Director of Adults Services	2025/26 Q4 SE ADASS group Rank 2/19 29.5% 2025 ASCOF Rank 18/153 SN Group 2/19 Slough 33.8% National 24.5% South East 23.7%
	Percentage of safeguarding referrals that meet section 42	High	Quarterly	Q3 2025-26	R	16.0% (26)	↑	Q4 2025-26	R	23.6% (34)	2025/26 >=national average	Performance remains below target and reflects ongoing variation in the application of Section 42 thresholds across referral pathways. Strengthened governance arrangements and enhanced quality assurance activity including targeted audits and practice reviews are in place to support more consistent decision-making. Oversight from the Head of Service continues through regular review of safeguarding decisions and assurance of threshold application. In addition, focused multi-agency engagement is underway to improve shared understanding of Section 42 criteria and promote proportionate referrals, helping to ensure safeguarding activity is appropriately targeted at those most at risk.	Executive Director of Adults Services	2024/25 Slough 31.3% (155) National 28.9% South East 32.3%
	Percentage of total eligible population aged 40-74 received an NHS Health Check in the quarter	High	Quarterly	Q2 2025/26	G	3.9% (1.7k)	↓	Q3 2025/26	G	2.7% (1.2k)	>=national average	Targeted engagement with GP practices continues focusing on those with lower uptake to improve consistency in delivery and access. Practice meetings and tailored data packs are being used to better understand variation, identify barriers and support improvement in uptake and outcomes. Preparation for the rollout of the Ardens Manager dashboard in 2026/27 will strengthen performance monitoring and quality assurance. Data-led approaches also continue to support delivery of community-based NHS Health Checks through the Integrated Health & Wellbeing Service, improving access for underserved groups and helping to reduce health inequalities.	Executive Director of Public Health, Public Protection, Engagement & Communities	2025/26 Q3 Slough 2.7% (1,200) National 1.8% South East 1.7%

Corporate Performance Scorecard 2025/26

Outcome	Key Performance Indicator	Good to be	Frequency	Previous update	Previous Performance		Performance direction of travel	Latest update	Latest Performance		Target	Mitigating actions	CLT Lead	Comparison
	Smoking prevalence in adults (18+) - self reported smokers in the Annual Population Survey (APS)	Low	Annual	2023	A	7.8%	↑	2024	G	6.8%	<=national average	The recent Stoptober campaign has included various activities ranging from out-of-home advertising (bus stops and bus-side adverts), multilingual radio stop smoking adverts (English, Punjabi, and Hindi) and community outreach delivered by the local stop smoking service. Coinciding with Stoptober, the Breathe Easy Workshop, a collaborative event aimed at tackling smoking across the Borough was convened in October. The initiative brought together public health professionals, community leaders, stakeholders and residents to explore innovative community-led approaches to tobacco control. The insights gathered from this workshop will further the action plan for the Slough Tobacco Control Network, which brings together partners across health, community and voluntary sectors to coordinate efforts in reducing tobacco harm and to aid in the development of Slough's Smokefree 2030 vision. Slough is now a fully committed and active member of the newly formed Southeast Smokefree Alliance and is working collaboratively to reduce smoking and share best practices across the region	Executive Director of Public Health, Public Protection, Engagement & Communities	2024 Slough 6.8% National 10.4% South East 9.4%
	Average re-let time in days for HRA standard voids [BVPI 212]	Low	Monthly	Dec-25	R	42 days (13)	↓	Mar-26	R	178 days (26)	<=35 days	Continued taskforce oversight is in place with escalation of nomination verification delays as a critical blocker, alongside a sustained focus on early pre-void notification and early offers (where appropriate) to minimise downtime and reduce avoidable delays. Capital works batching for V2/V3 voids is being implemented to improve contractor planning and delivery and increase efficiency across more complex cases. This is supported by targeted management of long-running voids to prevent ongoing distortion of average re-let times and stabilise performance.	Chief Executive	Slough 2023/24 252 days (131) 2024/25 194 days (263) 2025/26 83 days (183)
	Number of homeless cases prevented	High	Monthly	Dec-25	G	37	→←	Mar-26	G	36	>=12	There are ongoing risks linked to seasonal demand, pressures in the private rented sector and staffing capacity. Mitigation focuses on keeping a strong forward prevention pipeline with clear oversight of households most at risk. Teams are carrying out timely follow up and escalation, alongside continued landlord engagement and incentive work to protect and grow private rented sector supply. The backlog team will keep progressing older cases to reduce delays, supported by weekly performance reviews and proportionate quality checks to ensure prevention decisions are made on time.	Chief Executive	Slough 2022/23 122 avg 10.2 2023/24 119 avg 9.9 2024/25 171 avg 14.3 2025/26 258 avg 21.5
	Tenant satisfaction survey: Percentage of tenants who responded satisfied with the overall service provided by Slough Borough Council Housing [TPO1]	High	Annual	2024/25	R	45.1%	↑	2025/25	R	53.0%	>= national average	Following an inspection by the Regulator of Social Housing resulting in a C3 judgement, a comprehensive service improvement plan has been implemented. Heads of Service meet regularly with the regulator to monitor progress. New staff have been recruited into the resident involvement team to support delivery of the resident involvement strategy and strengthen tenant engagement. A complaints task force has been established. Housing leads meet regularly to review cases, improve response times and embed learning across services. The rollout of the Slough NEC housing system is enabling more efficient handling of tenant and leaseholder queries. Transition from Osborne to Cardo Group has contributed to improved satisfaction in repairs and maintenance services.	Chief Executive	2025/26 Slough 53.0% National 71.8%

Corporate Performance Scorecard 2025/26

Outcome	Key Performance Indicator	Good to be	Frequency	Previous update	Previous Performance		Performance direction of travel	Latest update	Latest Performance		Target	Mitigating actions	CLT Lead	Comparison
Priority 3 A cleaner, healthier and more prosperous Slough	Percentage of SBC emergency housing repairs completed within agreed timescale	High	Monthly	Dec-25	G	100% (708)	↓	Mar-26	R	86.8% (243)	100%	Senior management continues to monitor service pressures closely with Cardo increasing resources and improving repair planning to maintain strong emergency repair performance and stabilise responsive repair timeliness during periods of higher seasonal demand. Monthly performance reviews remain in place to track delivery and ensure continued progress. Improvements in complaint handling are being strengthened through updated processes, clearer resident communications and revised templates, while ongoing training and weekly case reminders support more timely responses and reduce escalation. The Housing Complaints Task Force continues to oversee learning from upheld cases to address issues around communication and quality of work. Cardo is continuing to refine processes and stabilise systems to improve voids turnaround times with performance monitored weekly to ensure sustained progress. The Decent Homes Programme remains on track, with regular programme meetings in place to ensure delivery against milestones and smooth transition into next year's planned programme.	Chief Executive	Slough 2024/25 99.7% (5.2k) 2025/26 99.1% (5.6k)
	Percentage of decisions made on major planning applications within 13 weeks or timescale agreed with applicant	High	Quarterly	Q2 2025/26	G	100% (3)	→←	Q3 2025/26	G	100% (4)	>=65%	Service performance remains strong for major applications consistently exceeding national and regional averages. Non-major application performance below national and relational averages due to staffing pressures from a recruitment freeze and resources. Key mitigations include early case reviews, timely site visits, reduced reliance on time extensions and weekly performance monitoring. Officers receive support through regular panel and major case meetings. Interim staffing support is in place and recruitment planning is underway.	Executive Director of Regeneration, Environment & Planning	2025/26 Q3 Major Slough 100% (4) National 91.4% South East 91.2% Non-major Slough 69.2% (90) National 91.0% South East 89.9%
	Percentage of household waste sent for reuse, recycling, or composting	High	Monthly	Mar-25	R	19.4%	↑	Mar-26	R	26.5%	>=40%	Continue targeted engagement led by Sustainability Officers focusing on supporting the food waste rollout and increasing resident participation across newly introduced areas. Deliver education and behaviour change activity through direct engagement with residents to encourage correct food waste use. Support the phased expansion of the food waste service to increase capture rates and help reduce residual waste tonnages across the borough. Continue monitoring recycling performance trends and adapt engagement activity to areas where participation remains lower. Progress waste minimisation and reuse-focused engagement activity where appropriate to support longer-term behaviour change.	Executive Director of Regeneration, Environment & Planning	2024/25 Slough 27.4% National: 42.0% South East: 45.7% CIPFA NN: 36.4%
	Business rates arrears reduction (%) (adjusted to exclude changes in rateable value)	Low	Monthly	Year to date Dec-25	G	Adjusted 26.42% reduction (£2.896m) No adjustment 39.73% increase (£4.354m)	↓	Year to date Mar-26	G	Adjusted 24.11% reduction (£2.642m) No adjustment 10.27% increase (£1.126m)	End of year 12% (£1.315m) reduction to £9.645m	We continue to take firm action to recover outstanding business rates. Where Liability Orders have been secured through the Magistrates' Court cases are passed to Enforcement Agents for collection. This remains a key part of our recovery strategy to ensure businesses meet their financial obligations. To strengthen this approach we are also initiating bankruptcy and liquidation proceedings against businesses that have persistently failed to pay. These escalated actions target long-term non-payment and reinforce the importance of compliance.	Chief Operating Officer	Mar-26 Adjusted 24.11% reduction (£2.642m) No adjustment 10.27% increase (£1.126m)

Corporate Performance Scorecard 2025/26

Outcome	Key Performance Indicator	Good to be	Frequency	Previous update	Previous Performance		Performance direction of travel	Latest update	Latest Performance		Target	Mitigating actions	CLT Lead	Comparison
	Council tax arrears reduction (%)	Low	Monthly	Year to date Dec-25	G	9.77% reduction (£2.452m)	↑	Year to date Dec-25	G	13.68% reduction (£3.434m)	End of year 12% (£3.011m) reduction to £22.080m	We are actively pursuing the recovery of unpaid council tax. To strengthen recovery, three enforcement measures have been introduced: Charging Orders on properties with persistent arrears where the resident is the legal owner, bankruptcy proceedings for significant and continued non-payment, and applications to the Magistrates' Court for committal to prison in cases of wilful refusal or culpable neglect. Each case is reviewed before action is taken and the preferred approach is to agree payment plans. Enforcement action is therefore used as a last resort. We are also assessing the propensity to pay across all outstanding accounts to prioritise cases most likely to result in successful recovery. External providers may be used to pursue accounts with a lower likelihood of collection. These actions support a fair and consistent approach to collection.	Chief Operating Officer	Mar-26 13.68% reduction (£3.434m)
	Percentage of supplier invoices paid within 30 days	High	Monthly	Dec-25	A	79.8% (3.5k)	↑	Mar-26	G	80.9% (4.3k)	>=80%	We continue to work closely with services to ensure purchase orders are raised before services are delivered. Suppliers have been advised that invoices without a valid purchase order will be returned. In addition, suppliers have been instructed to send invoices directly to the Accounts Payable team to reduce delays and improve payment performance.	Chief Operating Officer	2025/26 77.5% (44.7k)
	Measurement of financial resilience		Monthly					New metric	Dev			This metric is in development	Chief Operating Officer	
	Members survey: I have confidence in Slough Borough Council senior officers	High	Annual	2024	Mon	65.5%	↓	2025	Mon	42.8%	2026 >=50%	A Members' Survey is planned for late summer 2026. In light of feedback from Members, consideration will be given to the appropriateness of the survey as a KPI, alongside a shift towards more regular and direct opportunities for engagement on the Member–Officer relationship. Alongside this, monthly Group Leaders' meetings continue to support collaborative working and open dialogue, while the Member Development Working Group is well established and meeting quarterly. These arrangements are helping to strengthen ongoing engagement and provide more consistent opportunities for feedback and improvement.	Chief Operating Officer	Slough 2023 45.0% 2024 65.5% 2025 42.8%
	Members survey: There is a healthy culture and good ways of working overall between Members and officers	High	Annual	2024	Mon	53.3%	↓	2025	Mon	33.3%	2026 >=50%		Chief Operating Officer	Slough 2023 47.6% 2024 53.3% 2025 33.3%
	Interim staffing costs (£)	Low	Quarterly	Q3 2025-26	Mon	£6.443m	↑	Q4 2025-26	Mon	£5.629m	Metric monitored for trends	HR Business Partners are working with services to reduce reliance on interim staffing through strengthened workforce planning and tighter cost control. Interim recruitment is managed through HR expenditure control panels, with all requests required to demonstrate a clear business need and criticality and subject to review by the Corporate Leadership Team through a formal business case process. To further support this approach, HR is working with services to develop clearer organisational structures, providing greater oversight of roles and resourcing and enabling more informed workforce decisions. Planned service restructures will create further opportunities to better align staffing to service needs and reduce dependency on interim roles. In addition, agency placements are being converted onto the council payroll where appropriate, reducing agency fees and improving overall cost efficiency.	Chief Operating Officer	Slough Mar-24 £6,276m Mar-25 £6,152m Mar-26 £5.629m

Corporate Performance Scorecard 2025/26

Outcome	Key Performance Indicator	Good to be	Frequency	Previous update	Previous Performance		Performance direction of travel	Latest update	Latest Performance		Target	Mitigating actions	CLT Lead	Comparison
Corporate Health	Percentage of staff equalities data recorded on Agresso	High	Quarterly	Dec-25	Mon	58.7%	→←	Mar-26	Mon	58.6%	Metric monitored for trends	Efforts are focused on improving the completeness and quality of equality data recorded on Agresso. Staff are encouraged to fully complete declaration fields through clearer and more consistent messaging at key points in the employee lifecycle including recruitment induction and leadership development programmes. The introduction of a data sharing consent question at application stage enables equality data to be transferred to Agresso where individuals opt in supporting improved completion rates over time. Work is also ongoing to address gaps in partially completed records particularly in relation to ethnicity data alongside efforts to improve awareness of how equality data is used and its importance in supporting transparency compliance and evidence based decision making.	Chief Operating Officer	Slough Mar-24 68.6% Mar-25 58.4% Mar-26 58.6%
	Staff turnover rate	Low	Quarterly	Rolling year to Dec-25	Mon	Staff turnover rate 9.8% Staff resignation rate 8.0%	↓	Rolling year to Mar-26	Mon	Staff turnover rate 10.8% Staff resignation rate 8.6%	Metric monitored for trends	HR Business Partners are working with services to address key retention pressure points and strengthen overall employee experience. This includes targeted support to reduce early attrition through enhanced onboarding and structured check ins, alongside reinforcing the use of the Pathways framework and regular career conversations to support progression and reduce mid career turnover. To further strengthen this approach, exit interviews continue to be prioritised to improve understanding of turnover drivers, particularly in relation to organisational culture and career development. Insights are being used to inform wider work on inclusivity and engagement. Turnover is also being closely monitored in areas undergoing service restructure to manage risks to workforce capacity and critical skills.	Chief Operating Officer	Civil Service Staff turnover rate Staff resignation rate () 2022 8.9% (4.8%) 2023 8.9% (5.1%) 2024 7.5% (4.2%) 2025 7.1% (3.6%)
	Number of working days lost due to sickness absence per FTE employee	Low	Quarterly	Rolling year to Dec-25	Mon	9.4	→←	Rolling year to Mar-26	Mon	9.4	Metric monitored for trends	HR Business Partners and the Employee Relations Case Team are working proactively with services to ensure sickness absence is managed consistently and effectively across the organisation. This includes providing targeted support to managers, maintaining regular contact on cases and reinforcing timely follow ups to support consistent case progression and application of policy. To further strengthen this approach the Sickness Absence Policy has been revised to improve clarity and reduce unnecessary bureaucracy making it more accessible for both managers and staff. In parallel, the wellbeing offer has been enhanced through the introduction of a new Occupational Health provider and updated Employee Assistance Programme providing faster access to advice and a more responsive service. These changes are intended to support earlier intervention, strengthen case management and help reduce the number of working days lost due to sickness over time.	Chief Operating Officer	Civil Service 2022 7.9 2023 8.3 2024 7.8 2025 8.2
	Staff survey: I would recommend Slough Borough Council as a great place to work	High	Annual					2024	R	59.6%	2025 >=65%	The Our People Poll 2024 ran between October and November 2024 to gather staff feedback and help shape the future of the Council and Slough Children First (SCF). The poll achieved a 53% overall response rate with higher participation from Council staff (57%) compared to SCF staff (39%). Overall, engagement was stronger than in previous years. The results were triangulated with insights from the LGA EDI peer review to inform directorate-level action plans and support a commitment from CLT to drive positive change. Progress is being monitored through the Culture and Workforce Programme with updates shared via the Our People Forum, SBC communications, Talkabout sessions and directorate meetings. Over the past 12 months, the HR team has also run two mini polls to track progress in the lowest scoring areas from the main survey. While participation has been around 40% results indicate that most areas have yet to improve with the exception of collaborative working. A full staff survey launched in April 2026 will provide a more comprehensive picture of progress.	Chief Operating Officer	2024 Combined 59.6% SBC 58.1% SCF 67.9%
	Staff survey: I am proud to work for Slough Borough Council	High	Annual					2024	A	69.6%	2025 >=75%		Chief Operating Officer	2024 Combined 69.6% SBC 68.6% SCF 75.4%

Corporate Performance Scorecard 2025/26

Outcome	Key Performance Indicator	Good to be	Frequency	Previous update	Previous Performance		Performance direction of travel	Latest update	Latest Performance		Target	Mitigating actions	CLT Lead	Comparison
	Percentage of customer service calls answered	High	Monthly	Mar-25	A	75.2% (5.3k)	↓	Mar-26	R	69.8% (4.5k)	>=80%	Delivered targeted training across adult social care, council tax, housing and school admissions to improve first-contact resolution and reduce delays. Launched a proof of concept at the Britwell Hub in January to test new service delivery approaches. Supported Civica 360 user acceptance testing and transition to the cloud to improve efficiency and reduce system disruption. Cross-skilled staff to improve resilience and manage peak demand and complex enquiries. Maintained support for council tax recovery to reduce backlogs and improve response times. Increased capacity for school admissions during peak periods. Supported revenues and benefits annual billing and year-end activities. Managed workforce capacity including leave management and preparation for annual appraisals.	Executive Director of Public Health, Public Protection, Engagement & Communities	Slough 2022/23 69.9% 2023/24 67.9% 2024/25 83.2% 2025/26 71.6%
	Percentage of customer facing enquiry box emails responded to within 5 working days	High	Monthly	Dec-25	G	100% (784)	→←	Mar-26	A	99.2% (949)	100%		Executive Director of Public Health, Public Protection, Engagement & Communities	Slough Mar-25 100% (880) Mar-26 99.2% (949)
	Percentage of complaints escalated from stage 1 to stage 2	Low	Monthly	Dec-25	Mon	21.6% (19)	↓	Mar-26	Mon	23.2% (29)	Metric monitored for trends	Actions are in place to improve the quality of Stage 1 responses and reduce the proportion of complaints escalating to Stage 2. All complaints and related casework are now recorded in Intelex providing a single source of truth and improving consistency, transparency and oversight. The council continues to aligns its approach with the Housing Ombudsman and LGSCO Complaint Handling Codes supported by complaint handling training, new policies and additional capacity through recruitment. Governance and oversight have been strengthened through regular monitoring and reporting including weekly tracking of overdue cases and structured updates to senior leadership and Members. This is supporting improved accountability and case management with a continued focus on reducing Stage 2 response times, improving timeliness and embedding a more consistent high-quality approach to complaint handling.	Executive Director of Public Health, Public Protection, Engagement & Communities	Slough 2022/23 9% (78) 2023/24 10% (74) 2024/25 17% (141) 2025/26 24% (289)
	Resident survey: Percentage of Slough respondents said they were very or fairly satisfied with 'the way Slough Borough Council runs things'	High	Annual	2023	R	30%	↑	2025	A	48%	>= national average	To support resident survey metrics and build on recent improvements the council will implement several key mitigations. These include clearly communicating the change in survey methodology to ensure accurate interpretation of results and developing targeted action plans for areas still performing below national averages. The increase in trust in SBC despite a national decline will be leveraged to reinforce the effectiveness of recent engagement efforts. Central to future progress will be the rollout of the newly agreed Resident Engagement Framework which aims to bring greater coherence and clarity to how the council interacts with residents.	Executive Director of Public Health, Public Protection, Engagement & Communities	2025 Slough 48% National 56%
	Resident survey: Percentage of Slough respondents said that they trust Slough Council a great deal or a fair amount.	High	Annual	2023	R	25%	↑	2025	A	49%	>= national average		Executive Director of Public Health, Public Protection, Engagement & Communities	2025 Slough 49% National 50%