

Appendix E: Five Year Plan Outcome updates as at 30/06/2016

5 YEAR PLAN OUTCOME:	Outcome 1: Slough will be the premier location in the south east for businesses of all sizes to locate, start, grow and stay		OUTCOME LEAD:	Tracy Luck	
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of this report
Current period	GREEN	GREEN	AMBER	GREEN	01/07/2016
<i>Previous month</i>	GREEN	GREEN	AMBER	GREEN	03/06/2016
Project start date:	April 2015		Anticipated Project end date:	April 2020	
Key outcome plan deliverables:					
<ol style="list-style-type: none"> 1. Establish a business inward investment and retention function. 2. Ensure a fit for business transport infrastructure. 3. Enable partners to support residents to develop skills to meet local employers' needs. 4. Develop planning policies which will deliver more high value business properties to meet modern needs. 5. Agree a coordinated plan to maximise the benefits of Cross Rail and Western Rail Access to Heathrow. 6. Develop a more mutually beneficial relationship with Heathrow Airport. 7. Ensure that gateways to the town, prominent places and green spaces are clean and well-maintained. 					
Key activities completed / milestones <i>achieved</i> in this period:					
<p>1.1 Establish a business inward investment and retention function</p> <ul style="list-style-type: none"> • Meeting with UKTI's new Head of ICT for China and Chinese businesses. • Confirmed 5 businesses taking space in Slough – totalling over 100,000 sq ft (Build a Bear, SUR, Travis Perkins, Zenium, Mycom Osi). • Message from the Chief Executive sent to all local businesses reflecting on the EU Referendum. <p>1.2 Ensure a fit for business transport infrastructure</p> <ul style="list-style-type: none"> • 3 Major schemes now out to OJEU tender (total value £18m). • LED PQQ out to OJEU. • Submitted 8 LEP bids and attended 2 workshops. • MRT support from SEGRO. <p>1.3 Enable partners to support residents to develop skills to meet local employers' needs</p> <ul style="list-style-type: none"> • Adult Learning were inspected by OFSTED between Tuesday 21st and Thursday 23rd June, report to be published within two weeks by when the outcomes can be shared. They recognised the good partnership work enabling skills development of local residents. They also recognised the curriculum met the needs of local employers and was well informed by local labour market intelligence. <p>1.4 Develop planning policies which will deliver more high value business properties to meet modern needs</p> <ul style="list-style-type: none"> • Carried out public consultation exercise on all of the sites, including new employment sites, which were submitted in response to the "Call for Sites". • Published for consultation an Economic Development Needs Assessment which identifies how much additional land we may need for business uses over the next 20 years. <p>1.5 Agree a coordinated plan to maximise the benefits of Cross Rail and Western Rail Link to Heathrow</p> <ul style="list-style-type: none"> • Support provided for revised business case for WRLtH (consultation due in Autumn). • Burnham Station proposals ready for member approval. <p>1.6 Develop a more mutually beneficial relationship with Heathrow Airport</p> <ul style="list-style-type: none"> • The sharing of documentation related to environmental strategies, waste management, energy, 					

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carbon and air quality. There is a view to potentially merging some of these strategies to support a vision of enhanced environmental protection and conservation in the region.

1.7 Ensure that gateways to the town, prominent places and green spaces are clean and well-maintained

- A five phase collaboration for the design, build and management of an Energy from Waste Facility, Materials Recycling Facility and resources facility has begun and Slough Borough Council have completed their aspect of phase 1 which is to identify and outline their primary objective.
- A deep clean of the High Street has been undertaken and it has had some significant results which have been promoted and advertised to members.
- The new cleaning specifications have been compiled and are heavily focussed on improved and enhanced standard in the borough gateways, transport hubs and the central business district. This will have a significant enhanced standard of cleaning in the key areas for business around the borough. The migration to focusing on primary and secondary transport routes will also assist in providing clear and clean passage throughout the borough for all businesses.

Key activities / milestones *scheduled* for *next* period:

1.1 Establish a business inward investment and retention function

- Meeting with ATEN (Chinese owned business) along with UKTI.
- Conducting internal meetings to discuss a joined up approach to SBC presence at the Heathrow Business Summit.

1.2 Ensure a fit for business transport infrastructure

- Commission business cases for SWiFT and Stoke Road Regeneration.

1.3 Enable partners to support residents to develop skills to meet local employers' needs

- Nothing to report.

1.4 Develop planning policies which will deliver more high value business properties to meet modern needs

- Hold a Member Workshop which will seek to agree a new "Vision" for Slough which will take account of the need for further economic development.

1.5 Agree a coordinated plan to maximise the benefits of Cross Rail and Western Rail Link to Heathrow

- Revised Business case due from Network Rail.
- Potential Experimental Order for Burnham in end of July.

1.6 Develop a more mutually beneficial relationship with Heathrow Airport

- Conducting internal meetings to discuss a joined up approach to SBC presence at the Heathrow Business Summit.

1.7 Ensure that gateways to the town, prominent places and green spaces are clean and well-maintained

- The new cleaning specifications have been compiled and are heavily focussed on improved and enhanced standard in the borough gateways, transport hubs and the central business district. This will have a significant enhanced standard of cleaning in the key areas for business around the borough. The migration to focusing on primary and secondary transport routes will also assist in providing clear and clean passage throughout the borough for all businesses.

Key issues of risk / obstacles to progress:

(the main headings from the more detailed Risk Register for this 5YP outcome)

Red / Amber / Green

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5 YEAR PLAN OUTCOME 2: There will be more homes in the borough, with quality improving across all tenures to support our ambition for Slough			OUTCOME LEAD	Neil Aves	
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of this report
Current period	No 5YP update received				
<i>Previous month</i>	GREEN	AMBER	AMBER	AMBER	31/05/2016
Project start date:	April 2015		Anticipated Project end date:	April 2020	
Key actions					
<ul style="list-style-type: none"> ▪ Higher quality private <u>rented</u> sector housing will be a valued housing option and will reduce long term health problems. ▪ Make best use of existing <u>public sector</u> housing stock to meet housing need. ▪ Utilise land and resources in and outside of our direct control to develop new homes across all tenures to meet local need. ▪ Make better use of land including <u>and existing housing within the borough including</u> using opportunities for new high quality, family and high density residential developments. ▪ Prevent homelessness where possible through early intervention and using a range of housing options. ▪ <u>The Council will actively promotes new garden suburb in an area to the north of Slough.</u> ▪ 					
Key activities completed / milestones <i>achieved</i> in this period:					
▪					
Key activities / milestones <i>scheduled</i> for next period:					
▪					
Key issues of risk / obstacles to progress:					
(the main headings from the more detailed Risk Register for this project)				Red / Amber / Green	

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5 YEAR PLAN OUTCOME:	Outcome 3: The centre of Slough will be vibrant, providing business, living, and cultural opportunities		OUTCOME LEAD:	Joe Carter	
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of this report
Current period	GREEN	AMBER	AMBER	GREEN	01/07/2016
<i>Previous month</i>	GREEN	GREEN	AMBER	GREEN	01/05/2016
Project start date:	April 2015		Anticipated Project end date:	April 2020	
Key outcome plan deliverables:					
<ul style="list-style-type: none"> • Create a VISION for the Centre of the Town. • Define and establish the Centre of the Town as a destination. • Develop gap sites to stimulate the local economy by introducing a mix of residential, retail and office space. • Understand through consultation and intelligence, the current and future needs and expectations of the High Street. • Cultivate a vibrant town centre. • Expand the evening economy. • Deliver a One Public Estate Strategy. • Ensure the Curve continues to be operationally successful. • Make 'Slough the place of innovation'. 					
Key activities completed / milestones <i>achieved</i> in this period:					
<ul style="list-style-type: none"> • Secured funding for public toilets in the town centre. • Windsor Rd development approved by planning. • Bids submitted for Smart City and International Innovation and Technology Centre. • Town centre visitor satisfaction survey – 206 survey completed as of 29/6/16. Deadline 30/6/16. • Surveyed residents at Crime Reduction and Environment Day 18/6/16. • Ongoing marketing and promotion of town centre activities through Facebook community page and Twitter account. • Marketing and promotion of town centre activities – Update given at Slough Chamber Council meeting 9/6/16 and networked at the First Tuesday Club at the Green Park Conference Centre. • Working with partner organisations to design a summer events programme including street markets. • Developing an African themed market with Africa@ Pop Up company. • Developing effective ways of working with internal teams – The Curve, Food & Safety, Asset and Neighbourhood Environment Services. • Exploring a possible community toilet scheme in the centre of Slough. • Second edition of Slough Means Business News Digest published. 					
Key activities / milestones <i>scheduled</i> for next period:					
<ul style="list-style-type: none"> • Work with Criterion Capital to develop the Town Centre Partnership. • Work with partner organisations to deliver a summer events programme. • Participate to The Curve Group to help deliver the opening events and activities. • Design a training workshop for town centre food businesses to explore evening economy in Slough town Centre to meet the needs of businesses/residents. • Organise a Meet Your Town Centre Manager lunchtime information session to agree communication protocols for town centre manager and town centre stakeholders – internal teams (environment, waste management, highways & transport, parking, neighbourhood services etc.). • Town centre visitor satisfaction survey – findings and analysis published. • Town Centre Partnership meeting planned for 28 July 2016. • Third edition of Slough Means Business News Digest published. 					
Key issues of risk / obstacles to progress:					
(the main headings from the more detailed Risk Register for this 5YP outcome)					Red / Amber / Green
Resource allocation					AMBER
Budget identification					AMBER

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5 YEAR PLAN: OUTCOME 4 Slough will be one of the safest places in the Thames Valley			OUTCOME LEAD	Roger Parkin	
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of this report
Current period	GREEN	AMBER	AMBER/GREEN	AMBER/GREEN	08/07/2016
<i>Previous month</i>	GREEN	AMBER	AMBER/GREEN	AMBER/GREEN	01/06/2016
Project start date:	April 2015		Anticipated Project end date:	April 2020	
Key outcome plan deliverables:					
<p>Lead, influence, and agree with partners delivery of key actions/activities and milestones to focus SBC resources upon supporting the identified priorities and emerging issues of concern for Slough. To keep in mind the interdependencies of SAFE with other 5YP outcomes</p> <p>Key deliverables will be the those arising from the:</p> <ul style="list-style-type: none"> • Safer Slough Partnership priorities based upon the SSP Risk Matrix. • ASB Implementation Outcomes. • Community Cohesion Strategy. • Preventing Violent Extremism Action Plan. <p>Governance and reporting to where possible reflect existing partnership mechanisms e.g. SSP.</p>					
Key activities completed / milestones <i>achieved</i> in this period:					
<ul style="list-style-type: none"> • New CSE leaflets and business cards distributed to all licensed premises through Pub Watch, and all taxi and private hire drivers. • Joint taxi operation with RBWM, Police and VOSA conducted on 13th June. In total 31 vehicles checked. • WRAP training programme recommenced – mandatory for front line staff. 30 staff trained in 2 sessions. • Community Cohesion messages sent out (Jo Cox Vigil, Orlando shootings, Somme commemorations etc.). • Women’s Forum Newsletter and future event planning. • Prevent & Channel information now on external SBC website. • Completed a review of crime in Parks and open spaces in Slough. • Produced a Slough Myths & Fact sheet on crime 2015/16 for the Youth Parliament. • Held a SSP meeting and agreed the priorities. • Thames Valley Police and Crime Panel agreed to hold an event on Cyber-crime in the autumn. • HBV article for communications to publish for HBV Memorial Day on 14th July. • Start of joint development with Family Information Services (Part of the Children’s Trust) with a view to develop joint website advice to Slough services users. • CCTV - 151 incidents dealt with, 76 ASB calls received, 34 Arrests made with the assistance of CCTV and 70 DVD Evidence Packs created for Thames Valley Police. • 7 Burglary incidents reported to CCTV and assistance given to TVP. • 2 x MiniCam redeployables gone live in the Borough assisting TVP & Slough Borough Council. 					
Key activities / milestones <i>scheduled</i> for next period:					

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- Members of the CSE Splinter group with TVP to commence new program of visiting premises and distributing new CSE leaflets and business cards.
- Organising safeguarding training for all drivers and operators to cover all forms of safeguarding including CSE.
- 2 WRAP sessions scheduled for July.
- Personal Safety session with local women's groups planned. Date TBC.
- Prevent Contact Officer (national launch) taking place on 13th July in partnership with TVP & SECTU.
- Commissioned to produce a report on FGM in Slough for the LSCB sub group.
- Compile an ASB report on Mary Morgan Court for Housing.
- The new CSE coordinator starts.
- Attending the final Alcohol Pathway project meeting.
- Planning with Inspiring Families facilitators to take assessed victims and perpetrators from the programme and refer on to the CMHT Family Therapy project to track outcomes and continued risk assessment.
- Community Safety DA role to input into the quality of the Adult Social Care's domestic abuse training that will be published on learning pool.
- Introduction of HD CCTV in The Curve, now all operational with fantastic image quality. 5 intruders were arrested when discovered using CCTV in the grounds and having entered the Curve building.
- Britwell (Pentland Road) site making progress to clear contaminated land. Baylis Park awaiting agreement to lay our own CCTV power circuits as those in place are too old.
- Britwell Lattice Mast project making progress with legal agreement for site.

Key issues of risk / obstacles to progress:

(the main headings from the more detailed Risk Register for this project)

Red / Amber / Green

Permanent CS Partnership manager in post.	Green
Procurement of DA services to cover transition with contract arrangements and new provision from April 2016. Contract in place from 1st April 2016 with DASH.	Green
Vacancies in Neighbourhood Services and capacity to deliver.	Amber
Staff attendance at WRAP training session; need to maintain momentum.	Amber
Prevent Co-ordinator in place 1 st September.	Green
CSE Co-ordinator post in place and based in Slough Children's Trust.	Green

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5 YEAR PLAN OUTCOME:	No 5: Children and young people in Slough will be healthy, resilient and have positive life chances		OUTCOME LEAD:	Krutika Pau	
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of this report
Current period					06/07/2016
<i>Previous month</i>					05/04/2016
Project start date:	April 2015		Anticipated Project end date:	April 2020	
Key outcome plan deliverables:					
<ul style="list-style-type: none"> • Enable children and young people to lead emotionally and physically healthy lives. • Enable children to live safe, independent & responsible lives. • Enable children and young people to enjoy life & learning, to feel confident about futures and aspire to achieve full potential. 					
Key activities completed / milestones <i>achieved</i> in this period:					
<ul style="list-style-type: none"> • Key stage 3 RONI (Risk of NEET Indicator) data produced, analysed and shared with schools as part of our earlier identification and prevention work. • 'Why do I bother' pilot delivered with Langley Academy – building aspirations for those at risk of becoming NEET. • Sexual health, alcohol and drug awareness work being delivered in partnership with Turning Point • Slough Youth Awards launched. • Launch of parent guide for mental health YouTube vimeos and twitter feeds to challenge the stigma of mental health. • Smile month completed – as reported in Grapevine. • Additional programmes commissioned for Let's Get Going the physical activity and healthy eating programme for schools. • Junior Get Active Programme currently running – 12 sessions a week targeted at 5-13 year olds. • Get Active Programme currently running – 30 sessions a week targeting 14+ age group. 					
Key activities / milestones <i>scheduled</i> for next period:					
<ul style="list-style-type: none"> • Planning to deliver a joint programme for young care leavers. • Planning to commission an oral health programme including a dental health survey of three year olds. • Planning life skills programme for LAC / Leaving Care Young people jointly with SCST. • Discussions with Children's Trust re involving LAC / LC young people in sport & physical activity. • Pilot with Slough Schools Sports Network re targeting academic years 6, 7 & 8 – weight management programme which includes physical activity, healthy eating & nutrition. • Skills sharing intergenerational work. 					
Key issues of risk / obstacles to progress:					
(the main headings from the more detailed Risk Register for this 5YP outcome)					Red / Amber / Green

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5 YEAR PLAN OUTCOME:	6. More people will take responsibility and manage their own health, care and support needs		OUTCOME LEAD:	Alan Sinclair	
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of this report
Current period	AMBER	AMBER	AMBER	AMBER	06/07/2016
<i>Previous month</i>	AMBER	AMBER	AMBER	AMBER	03/05/2016
Project start date:	May 2015		Anticipated Project end date:	April 2020	
Key outcome plan deliverables:					
<ul style="list-style-type: none"> • Increase adult participation (16+) in sports and activities. • Increase the number of vulnerable adults who benefit from a preventative approach/service. • Increase the number of people benefiting from reablement/intermediate care services. • More vulnerable adults supported at home. • Increase the number of people supported by the voluntary and community sector to live independently at home. • Increase the number of people managing their care and support needs via a direct payment. • Reducing the demand on health and social care services. • Reducing the average spend per person in receipt of support from the council. • Increasing the percentage of adult social care users who have as much social contact as they would like. • Increase the percentage of stated outcomes achieved as part of safeguarding. • Increase the proportion of people who feel 'safe' as a result of the safeguarding procedure. 					
Key activities completed / milestones <i>achieved</i> in this period:					
<ul style="list-style-type: none"> • National Diabetes Prevention Programme under the banner of Healthier You commenced. • Multiagency workshop run to test the Berkshire pandemic flu plan. • Planning and testing of major incident plan. • Smoking cessation target met. • Health checks results for 2015-16 improved in last quarter. • SEND needs assessment prepared. • Work on Learning Disability (LD) internal services options. • Start of new Advocacy in Slough service. • Delivery of 15/16 savings and preparation for 16/17 savings. • Better Care Fund (BCF) plan for 16/17 approved. • Learning Disability Transforming Care plan approved by NHS England. • Development of Frimley Sustainability and transformation plan (STP). Latest plan submitted 30th June. • ASC budget and performance workshop held. • Carers week 6-12th June. • Sport and physical activity commissioning workshop. 					
Key activities / milestones <i>scheduled</i> for next period:					
<ul style="list-style-type: none"> • Integrated cardiac prevention service specification to be tendered. • Savings plans in place for ASC and being monitored for 16/17. • Work on systems and digital options for delivery of Care Act social care reforms. • LD provider service changes completed. • LD day services options being developed. Report to cabinet July. • ASC redesign and consultation. • Prevention plan development. • ASC workforce strategy development. • BCF plan 16/17 NHS England assurance and pooled budget agreed. 					

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<ul style="list-style-type: none"> • Drug and Alcohol Action services redesign and options for new accommodation. • Sustainability and transformation plan (STP) actions agreed. 	
Key issues of risk / obstacles to progress:	
<small>(the main headings from the more detailed Risk Register for this 5YP outcome)</small>	Red / Amber / Green
1. Timescale for delivery of all actions not achieved. Monitoring of delivery of actions through outcome 6 steering group and ASC programme board – and corrective actions taken or escalation of risk/issues to transformation board/CMT.	Amber
2. Ability to deliver the revenue savings. Monitoring through ASC DMT and corrective action or escalation taken.	Amber
3. Impact on key performance targets. Monitoring through ASC DMT and corrective action or escalation taken.	Amber
4. Key prevention services do not reduce the number of people requiring support or reducing level of needs for care support. Development of a new prevention strategy and return on investment key part of this strategy.	Amber
5. More people request support than anticipated for new responsibilities under the care act – demand for services outstrips available funding. Monitoring of this via ASC DMT and ASC Programme board – corrective actions taken or escalation of risk/issues to transformation board/CMT.	Amber
6. Management of lots of change at same time – capacity and change fatigue. Monitoring of this via ASC DMT and ASC Programme board – corrective actions taken or escalation of risk/issues to transformation board/CMT.	Amber
7. Management information and data. New PID and performance framework being developed - Monitoring of this via ASC DMT and ASC Programme board – corrective actions taken or escalation of risk/issues to transformation board/CMT.	Amber

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5 YEAR PLAN OUTCOME: 7 – Maximising our use of assets and income			OUTCOME LEAD	Joseph Holmes	
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of this report
Current period	GREEN	GREEN	AMBER	GREEN	01/07/2016
<i>Previous month</i>	GREEN	GREEN	AMBER	GREEN	20/05/2016
Project start date:	April 2015		Anticipated Project end date:	April 2020	
Key outcome plan deliverables:					
<ul style="list-style-type: none"> • Increase the collection rates of Council Tax and Business Rates. • Maximise the use of its capital resources to increase revenue savings & make the capital strategy affordable. • Remove subsidies where appropriate and revenue from fees and charges will be maximised. • Maximise income from investment properties. • Use new approaches to revenue and asset maximisation through the Subsidiary Housing Company (SHC) and Slough Urban Renewal (SUR). • Rationalise the operational property estate, through disposals and shared use. • Maximise savings from procurement, commissioning and contract management. • Ensure a revolutionised approach to household waste collection is in place. 					
Key activities completed / milestones <i>achieved</i> in this period:					
<ul style="list-style-type: none"> • Local Authority Property Purchase launched in June 2016. • Council Tax Collection outturn at 96.5% (target 96.6%). • Business Rates draft collection outturn at 97.1% (target 96.7%). • First sales on the Milestone development at Ledgers Road. • Further strategic asset purchases proposed for regeneration and investment returns purposes. 					
Key activities / milestones <i>scheduled</i> for next period:					
<ul style="list-style-type: none"> • Receipt of the first applications to the LAPP scheme. • First asset sales in 2016-17. • Environmental Services contract have OJEU notice launched with specific strategic priority to reduce costs. 					
Key issues of risk / obstacles to progress:					
<small>(the main headings from the more detailed Risk Register for this project)</small>				Red / Amber / Green	
Maximising the use of capital resources - Ability to deliver the capital programme in line with expectations of spend.				A	
Maximising savings from procurement / commissioning – Ensuring that the strategic commissioning cycle is embedded across the organisation / complied with to deliver best value.				A	
Ensuring sufficient support to administer the LAPP scheme – demand is unknown at present (Risk mitigated in part by limiting the scheme to 10 to begin with).				A	

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5 YEAR PLAN OUTCOME:	No 8: The council will be a leading digital transformation organisation		OUTCOME LEAD:	Roger Parkin	
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of this report
Current period	GREEN	GREEN	AMBER	GREEN	01/07/2016
<i>Previous month</i>	AMBER	RED	AMBER	AMBER	01/06/2016
Project start date:	April 2015		Anticipated Project end date:	April 2020	
Key outcome plan deliverables:					
<p>Develop and deliver a programme of activity to support the council's overall transformation programme including:</p> <ul style="list-style-type: none"> • Using our data to improve our understanding of our customers and residents. • Helping customers to access services and information digitally. • Communicating with our customers, residents and staff using digital technology and social media. • Making our processes more efficient. • Ensuring we have the right technology to facilitate our ambitions. • Ensuring our staff can work effectively anywhere. • Providing our staff with the skills to respond to digital changes. • Sparking innovation with the aim of becoming a smart city. 					
Key activities completed / milestones <i>achieved</i> in this period:					
<p>1. PROGRAMME INITIATION and MANAGEMENT</p> <ul style="list-style-type: none"> • Digital vision updated and digital roadmap further refined. • Benefit tracking schedule created and populated with first draft detailed benefit map (for the Mobile and Flexible programme). • Programme plan (schedule) refreshed. • Potential academic partner (Henley Business School) identified. • Continued to raise awareness of digital opportunities and the digital transformation programme. • JD for Business Analyst evaluated at level 7. • Met Cllr. Sharif to learn of his priorities and discuss progress and plans. • Continued to identify innovative partners with leading solutions and/or ambitions to support the transformation programme. <p>2. DIGITAL CITY</p> <ul style="list-style-type: none"> • Engaged with Planning Policy and agreed to incorporate the Digital Vision and Guiding Principles into the Local Plan. • Agreed to provide an innovative new telecoms provider (Angie) with relevant publicly available information to enable them to quickly deploy a city-wide Wi-Fi infrastructure and service across Slough. • Committed to Assisted Living (intelligent care and urban living) research project to be run with Henley Business School. • Continued discussions with The Business Café (local SME digital capability development). • (See further details in the attached Digital City update). <p>3. DIGITALLY SAVVY</p> <ul style="list-style-type: none"> • Hosted a Social Media training event for Managers which identified our already significant social media capability and revealed how Managers can use their capability to engage their social 					

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networks to raise the profile of Slough.

4. OBSESSED WITH THE CUSTOMER

- Submitted an initial, draft PID to the Transformation Board.
- Submitted a JD for Head of Customer to the Transformation Board.

5. CURIOUS and INNOVATIVE

- Identified two potential CRM solutions.
- Began to explore data warehousing, management and insight options including innovative approaches and research projects with organisations such as Ordnance Survey, CACI (Acorn) and Henley Business School.

6. DIGITAL and EMPOWERING

- Developed an initial customer-centric digital model for SBC and enriched the information provided to the key contract procurement programmes currently under way.
- Identified two potential Customer Account solutions.
- Continued to work with Housing on the RMI contract re-provision, including attended RM&I Bidders day to answer questions about our digital ambitions.
- Continued to work with Environmental Services (running the Customer Services Framework work stream) on their contract re-provision.
- Began to work with Housing Services on the Housing Services transformation.
- Continued to work with Planning on the Digital Planning Project – completed phase 1, customer engagement, finalising strategic plan and waiting for business analyst to be recruited to complete plan. Stuart Hogg has been assigned as project manager and will produce PID.
- Agreed to kick off the Digital Registrar Service Project.
- Continued to work with Library Services on their 'returning in-house' project.

7. MOBILE and FLEXIBLE

- Developed a detailed vision for the programme.

Key activities / milestones **scheduled** for **next** period:

1. PROGRAMME INITIATION and MANAGEMENT

- Refresh Communications Plan and begin wider stakeholder engagement programme.
- Recruit Business Analyst and set them to work on the Digital Planning project followed by customer process mapping.
- Start partnership with Henley Business School.

2. DIGITAL CITY

- Become one of the first three UK cities to begin rollout of an innovative new city-wide Wi-Fi network and service.

3. DIGITALLY SAVVY

- Articulate the capability development strategy.

4. OBSESSED WITH THE CUSTOMER

- Complete the Customer PID.

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5. CURIOUS and INNOVATIVE

- Do initial assessment of two potential CRM tools.
- Explore opportunities from the use of Acorn (for which we currently hold a license) and begin raising awareness of insight tools.

6. DIGITAL and EMPOWERING

- Do initial assessment of two Customer Account tools.
- Do initial assessment of innovative Information Hub (website) solution.
- Continue to develop PIDs and business cases for projects.

7. MOBILE and FLEXIBLE

- Present first draft of the business case to the Digital Transformation Board on 4th July.

Key issues of risk / obstacles to progress:

(the main headings from the more detailed Risk Register for this 5YP outcome)

Red / Amber / Green

- Capital investment requirements higher than present budget allocation
- Lack of in house capacity to deliver transformation

Red

Amber