

Table Demonstrating Volume Increases

APPENDIX A

	Q1-05/06	Q2-05/06	Q3-05/06	Q4-05/06	Q1-06/07	Q2-06/07	Q3-06/07	Q4-06/07	Q1-07/08	Q2-07/08	Q3-07/08	Q4-07/08	Q1-08/09	Q2-08/09	Q3-08/09	Q4-08/09	Q1-09/10	Q2-09/10	Q3-09/10	Q4-09/10
Call Centre (cc)																				
General	0	0	5884	18154	31689	32188	26918	31224	30995	34900	27980	31156	30933	21490	28611	28870	30935	30590	26907	
Council Tax	0	0	0	0	4489	12475	13125	17249	10708	13219	11909	11532	13342	8544	10766	12215	14828	12429	10444	
HB and CTB	0	0	0	0	1371	2733	3803	9683	6404	7136	6504	6585	6940	4694	7460	8333	9567	7645	8310	
Social Care	0	0	5473	8883	11213	10704	8830	9286	8869	9058	7427	7905	7548	5942	8175	7292	7551	7546	6601	
People 1st										12896	11398	18047	13689	9248	11652	11822	12731	12589	12349	
Voicemail															40	4322	6004	2970	3241	
Email	0	0	0	0	0	0	1232	2270	2499	4155	4205	6340	5511	3178	6121	7261	8247	5774	7245	
Totals	0	0	11357	27037	48762	58100	52676	67442	56976	64313	53820	57178	77963	53096	72825	80115	89863	79543	75097	0
front of house (foh)																				
Reception	0	0	6244	7950	7751	7670	7252	7190	7096	6659	5935	6787	6287	6045	6343	7075	7630	7959	8455	
General	0	0	6465	7436	6687	6068	5374	5720	5413	4989	4216	3841	3616	3564	3794	4607	5002	5431	5208	
Planning	0	0	778	31	44	34	39	127	118	219	273	222	406	360	381	589	625	469	566	
Housing Advice	0	0	185	731	264	5	5	573	693	747	666	636	551	463	335	541	1008	1161	1041	
Bus Passes	0	0	169	743	2244	552	511	752	1016	681	553	738	1507	904	702	1230	849	780	670	
Building Control	0	0	0	0	0	0	0	5	7	378	218	200	214	189	156	172	283	293	203	
Miscellaneous	0	0	0	246	345	270	334	305	297	420	509	287	600	458	465	504	657	783	468	
Age Concern	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Casual Caller	0	0	13	3	0	0	0	1	4	1	1	1	2	0	0	1	0	0	0	
Welfare Rights	0	0	0	0	752	1304	1110	267	189	144	125	102	100	69	66	31	22	59	51	
Taxi Licensing	0	0	0	0	49	2	0	4	5	143	37	165	71	34	176	182	44	56	34	
Blue Badge	0	0	0	0	3	2	43	479	344	384	285	293	318	348	338	321	224	511	491	
Totals	0	0	13856	17141	18139	15907	14668	15423	15182	14765	12818	13272	13672	12434	12756	15253	16344	17502	17187	0
CSC	0	0	25213	44178	66901	74007	67344	82865	72158	79078	66638	70450	91635	65530	85581	95368	106207	97045	92284	0

Q1-05/06 Q2-05/06 Q3-05/06 Q4-05/06 Q1-06/07 Q2-06/07 Q3-06/07 Q4-06/07 Q1-07/08 Q2-07/08 Q3-07/08 Q4-07/08 Q1-08/09 Q2-08/09 Q3-08/09 Q4-08/09 Q1-09/10 Q2-09/10 Q3-09/10 Q4-09/10

976724

239132

1215856

Comparison Of Q2 08/9 And Q2 09/10

APPENDIX B

	Q2 2008		Q2 2009		
Britwell	932		1354	+422	
Langley	101		825	+724	
Cippenham	463		836	+373	
MyCouncil	11983		15759	+3776	
Ave wait	52mins		19mins		
total visits	13479		18774	+5295	
	actual 08	target	actual 09	var 08/09	
General	2.43mins	1.5mins	3.01mins	+18secs	
CT	5.23mins	7mins	4.10mins	-1min 13se	- = improvement
HB	5.32mins	7mins	4.33mins	-59secs	- = improvement
social care	18secs	45secs	10secs	-8secs	- = improvement
calls taken	59097		51263	-7834	
Emails taken	4769		5678	+909	
Voicemails ta	0		2881	+2881	
total callcent	63866		59822	-4044	
Total custom	90824		97370	+6546	+ = increase in volume
Resolved live	80.10%		90.50%	+10.4%	+ = increase in performance

ORGANISATONAL INDICATORS												
Links to Key Priorities/ LAA themes	PI No.	Description of indicator	February 2010						Current Status against Target RAG	Comments on current position and corrective action if red Status	Operational Lead	
			2008/09 outturn (RAG status against 08/09 target where applicable)	2009/10 Target	Qtr 1 Outturn Apr-Jun 09	Qtr 2 Outturn Jul-Sep 09	Qtr 3 Outturn Oct-Dec 09	Qtr 4/ EOY Outturn Jan-Mar 10				
All	L13	Average queue time at My Council	50 mins	30mins	28 mins	19 mins	22mins		GREEN	GOOD TO BE LOW: Performance has been improved significantly from 50mins average waiting time at the end of financial year 08/09 to 22 minutes as at quarter 3 for this financial year, exceeding the target of 30 mins.	Zena Miller	
All	L14	Issues resolved Live at My Council	88%	80%	88%	89%	90%	-	GREEN	GOOD TO BE HIGH: performance is increasing and sits at 90% for quarter 3, exceeding target of 80%. Revised and updated FAQs on the Siebel system have resulted in an improved service to customers with more queries being resolved directly by the customer	Zena Miller	
All	L15	Average queue time for general enquiries (Call Centre - by phone)	2.48 mins	1.5mins	4.5 mins	3.3 mins	3.45mins	-	GREEN	Slight increase over previous quarter of of 15 seconds to 3.45 for the 3rd quarter of 2009/10, due in part to reduction in staff and holiday arrangements and reluctance of callers to leave voicemail messages.	Zena Miller	
All	L16	Average queue time for Council Tax enquiries (Call Centre - by phone)	5.27mins	7mins	6.7 mins	4.14 mins	5.16mins	-	GREEN	Third quarter shows a slight increase of just over one minute. Reluctance of callers to leave a voicemail message seems to have contributed to the increase. Target for year still likely to be met	Zena Miller	
All	L17	Average queue time for Benefits enquiries (Call Centre - by phone)	5.43mins	7mins	7 mins	4.38 mins	5.45mins	-	GREEN	Seasonal fluctuations and reluctance of callers to leave voicemail messages has contributed to the slight increase over the previous quarter.	Zena Miller	
All	L18	Average queue time for Social Care enquiries (Call Centre - by phone)	30 secs	45secs	28 secs	11 secs	12secs	-	GREEN	GOOD TO BE LOW: Exceeding target. Waiting time for these enquiries has increased marginally by 1 second over the previous quarter.	Zena Miller	
All	L19	Issues resolved Live by phone	82%	75%	78%	75%	77.00%	-	GREEN	GOOD TO BE HIGH: Now back on track and target for the year of 75% expected to be exceeded.	Zena Miller	

Service Requests By Each Location By Year

APPENDIX D

	2005/06*	2006/07	2007/08	2008/09	2009/10**
Landmark Place	125158	151418	198560	241278	269516
Cippenham	0	206	711	1779	2913
Langley	0	0	0	1382	3235
Britwell	106	2034	3626	4114	5001
	125264	153658	202897	248553	280665

* factored up as only open 2 Quarters

** factored up as only 3 Quarters available

Old One stop shop

- 36,000 customer visits per year
- Very limited coverage of council services
- Limited telephony, no emails, no call back service
- 24 staff
- = 1500 customer 'transactions' per staff member per year

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Borough Council

MyCouncil

- 250,000 calls per year (includes 2,000 a month that use our callback option)
- 60,000 visits per year
- 27,000 emails per year
- Equals 337,000 transactions per year
- All council services covered
- 55 staff (forecast in 2003 was for 120)
- = 6127 transactions per staff member, per year
- an increase of 4,627, or 308% per person!

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Quality vs Quantity

- The productivity increase from 1500 tasks to 6127 tasks, per person, per year, has not been at the expense of quality.
- 2005- 20% '1st time fix'
- 2008- 81% '1st time fix'
- 2009 - still improving
- AND in 2008 after 300 mystery shops, MyCouncil was recognised as one of the top 50 best performers in the UK

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Resolving things first time

- Now approx 85% of enquiries are resolved
- Customer Satisfaction continues to improve - 81%, up from 58% in 2004
- In numbers:-
- Of the average 337,000 'transaction's, 286,450 were resolved by the MyCouncil team without referral to other departments

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Areas for improvement

- Average Telephone waiting times currently:
- Council tax /Benefits = 5mins
- General = 6mins
- Social Care = 30 seconds (priority number)
- Improvements made:-
- Email = Same day - 99.9%
- Callback = Same day- 99.9%

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What are we doing to improve matters:

- Offering as much choice as we can
- Visit any of the 4 sites
- Make an appointment at any site to suit you
- Telephone
- Call back service (same day)
- Email (reply usually within 24hrs)
- Benefit and Council tax 'surgeries'

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Achievements 1

- Increase in customer satisfaction levels
 - External Independent Survey
- Increase in productivity
 - Transaction Data and reports
- Increase in 1st time fix (getting it right first time)
 - Customer satisfaction survey. Report produced
- Improved training and knowledge
 - Improved training programme
- More choices for customer eg different locations, phone, email, call back service, appointments, visits
- Improved linkage to 'back office' functions (Ctax, Benefits)



Projects 2009

- Quality policy - ISO9001
 - Application to be prepared
- CCA-Contact centre accreditation
 - Submission being prepared

This will ensure our services are of a high quality and have been independently certified.



Projects launched 2009

- Marketing Local Access Points
 - Whilst we have already increased some awareness of the local access points, we have commenced specific marketing programme where we target a different service to focus on, and promote that service at an alternative location.
- The current 'promotion' is being done in partnership with the Benefits team.



Further Improvements

- Queue position introduced in 2008
- Extended opening hours introduced 2007
- CRM assessed as level 3 Equality Assessment 2008
- Recruitment 'in advance' to help with vacancies
- Many staff are choosing to develop and specialise, filling vacancies across SBC



Projects launched 2009

- Continuously Improving Training and on going development
- Induction = "MyCouncil culture"
- 'graduation' pay for new recruits
- Skills map (support for staff development)
- Master classes (specialist areas of expertise)
- E-learning (development courses online)
- Additional qualifications (NVQ's)
- This ensures the staff are consistently trained to the highest standard, which in turn will result in the highest standard of service and advice being given.



Resource Allocation

- High Street location, whilst the most convenient for customers, is also the most expensive.
- Employing enough staff to respond to all calls immediately would cost over £1m more (45 more staff)
- Giving the customer the choice of where and how they contact us is the most cost effective option, and 81% of customers agree.



Services Accessed By Customers Via Mycouncil

APPENDIX F

Directorate	Business Area	Service	# of SRs	% of Total
Asst Chief	Call Turnaround - CSC	Call Turnaround	38,530	15.801%
Asst Chief	Communications	Events and whats on	46	0.019%
Asst Chief	Communications	News/press releases	91	0.037%
Asst Chief	Communications	Unknown Communications Service	378	0.155%
Asst Chief	Customer Service Centre	Blue badge - services for an institution	232	0.095%
Asst Chief	Customer Service Centre	Council tax information if moving out of Slough - FORM	29	0.012%
Asst Chief	Customer Service Centre	Customer Service Centre	522	0.214%
Asst Chief	Customer Service Centre	Disabled bus pass	196	0.080%
Asst Chief	Customer Service Centre	Disabled bus pass application - FORM	18	0.007%
Asst Chief	Customer Service Centre	Elderly bus pass	953	0.391%
Asst Chief	Customer Service Centre	Elderly bus pass application - FORM	100	0.041%
Asst Chief	Customer Service Centre	Renewal for Concessionary Travel Permit	4	0.002%
Asst Chief	Customer Service Centre	Unknown CSC Service	17,922	7.350%
Asst Chief	Economic Development &	Business advice	19	0.008%
Asst Chief	Economic Development &	Business grants	8	0.003%
Asst Chief	Economic Development &	Co-operative development	9	0.004%
Asst Chief	Economic Development &	Community economic development	61	0.025%
Asst Chief	Economic Development &	Economic intelligence	9	0.004%
Asst Chief	Economic Development &	Equal opportunities information	2	0.001%
Asst Chief	Economic Development &	Regeneration projects	6	0.002%
Asst Chief	Economic Development &	Unknown Economic Development & Equalities Service	25	0.010%
Asst Chief	Housing Benefits	Approved Application For A Pre-Tenancy Determination - FORM	18	0.007%
Asst Chief	Housing Benefits	Asylum Seeker support	8	0.003%
Asst Chief	Housing Benefits	Benefits and Advice: Change of Circumstances - FORM	426	0.175%
Asst Chief	Housing Benefits	Certificate of Earnings - FORM	41	0.017%
Asst Chief	Housing Benefits	Council Tax Benefit - Backdating	24	0.010%
Asst Chief	Housing Benefits	Council Tax Benefit - Current claim	725	0.297%
Asst Chief	Housing Benefits	Council Tax Benefit - intervention	6	0.002%
Asst Chief	Housing Benefits	Council Tax Benefit - Overpayments	29	0.012%
Asst Chief	Housing Benefits	Council Tax Benefit and Housing Benefit Claim - FORM	715	0.293%
Asst Chief	Housing Benefits	Housing and CTAX benefit - Change of Address - FORM	64	0.026%
Asst Chief	Housing Benefits	Housing benefit - appeals	431	0.177%
Asst Chief	Housing Benefits	Housing benefit - backdating claims	114	0.047%
Asst Chief	Housing Benefits	Housing Benefit - Change of Address	1,277	0.524%
Asst Chief	Housing Benefits	Housing benefit - current claim	2,283	0.936%
Asst Chief	Housing Benefits	Housing benefit - intervention	166	0.068%
Asst Chief	Housing Benefits	Housing benefit - new claim	26,781	10.983%
Asst Chief	Housing Benefits	Housing Benefit - Notification of Death	199	0.082%
Asst Chief	Housing Benefits	Housing benefit - overpayments	420	0.172%
Asst Chief	Housing Benefits	Landlord Rent Declaration - FORM	32	0.013%
Asst Chief	Housing Benefits	Payment Direct To Landlords - FORM	24	0.010%
Asst Chief	Housing Benefits	Self Employed Earnings General Information - LEAFLET	8	0.003%
Asst Chief	Housing Benefits	Unknown Housing Benefits Service	14,962	6.136%
Asst Chief	Information Technology	Internet service standards	2	0.001%
Asst Chief	Information Technology	Unknown Information Technology Service	198	0.081%
Asst Chief	Policy & Performance	Census information	9	0.004%
Asst Chief	Policy & Performance	Freedom of Information	102	0.042%
Asst Chief	Policy & Performance	Unknown Policy & Performance Service	52	0.021%
Asst Chief	Recovery (council tax)	Council Tax - Band reductions [incl. disability]	126	0.052%
Asst Chief	Recovery (council tax)	Council Tax Financial Circumstances Declaration - FORM	157	0.064%
Asst Chief	Recovery (council tax)	Unknown Council Tax Recovery Service	8,589	3.522%
Chief Executive	Corporate Complaints	Complaints, making a corporate complaint and complaints procedure	29	0.012%
Chief Executive	Corporate Complaints	Guide To Complaints - GUIDE	4	0.002%

Directorate	Business Area	Service	# of SRs	% of Total
Chief Executive	Corporate Complaints	Unknown Corporate Complaints Service	32	0.013%
Community &	Community Care Assessment	Advice for carers of adults	18	0.007%
Community &	Community Care Assessment	Care, scan, community alarm services	12	0.005%
Community &	Community Care Assessment	Direct payments	44	0.018%
Community &	Community Care Assessment	Financial assessment	23	0.009%
Community &	Community Care Assessment	Help leaving hospital	50	0.021%
Community &	Community Care Assessment	Keeping warm in winter service	8	0.003%
Community &	Community Care Assessment	Licence - nursing agencies	2	0.001%
Community &	Community Care Assessment	Missing or out of contact client	1	0.000%
Community &	Community Care Assessment	Nurses agencies registration	3	0.001%
Community &	Community Care Assessment	Occupational therapy	243	0.100%
Community &	Community Care Assessment	Parking permits (Blue badge)	5,251	2.153%
Community &	Community Care Assessment	Respite care advice for adults	10	0.004%
Community &	Community Care Assessment	Social care - out of hours work advice for carers of adults	826	0.339%
Community &	Community Care Assessment	Social Care client & carer - support groups and organisations for adults	258	0.106%
Community &	Community Care Assessment	Social Care Complaint	135	0.055%
Community &	Community Care Assessment	Support for adults with HIV or AIDS	1	0.000%
Community &	Community Care Assessment	Unknown Community Care Assessment Team Service	3,068	1.258%
Community &	Community Care Assessment	Welfare rights	306	0.125%
Community &	Community Team for People	Community care - employment training.	14	0.006%
Community &	Community Team for People	Interpreting and translating	2	0.001%
Community &	Community Team for People	Unknown Community Team for People with Learning Difficulties (CTPLD) Service	66	0.027%
Community &	Home Care	Equipment and adaptations to the home	288	0.118%
Community &	Home Care	Home assessment	1	0.000%
Community &	Home Care	Incontinence laundry service advice	5	0.002%
Community &	Home Care	Mobile meals (meals on wheels)	88	0.036%
Community &	Home Care	Unknown Home Care Service	149	0.061%
Community &	Housing Management	Accommodation For Young People - FORM	5	0.002%
Community &	Housing Management	Application For A Joint Tenancy - FORM	23	0.009%
Community &	Housing Management	Assisted Gardening Application - FORM	1	0.000%
Community &	Housing Management	Garden maintenance	66	0.027%
Community &	Housing Management	Home improvements - home repair assistance grant	13	0.005%
Community &	Housing Management	Home improvements - renovation grants	38	0.016%
Community &	Housing Management	Homelessness Advice and Housing Register Services In Slough - GUIDE	727	0.298%
Community &	Housing Management	Housing allocations	1,421	0.583%
Community &	Housing Management	Housing allocations - allocated council home	183	0.075%
Community &	Housing Management	Housing allocations - hard to let/easy access properties	7	0.003%
Community &	Housing Management	Housing Application Form - FORM	628	0.258%
Community &	Housing Management	Housing Application: Certificate Under Article 7 - FORM	9	0.004%
Community &	Housing Management	Housing association tenants	9	0.004%
Community &	Housing Management	Housing choices - FORM	12	0.005%
Community &	Housing Management	Housing For The Over 50s - FORM	10	0.004%
Community &	Housing Management	Housing In Slough Application and Booklet - FORM	16	0.007%
Community &	Housing Management	Housing needs - FORM	30	0.012%
Community &	Housing Management	Information About Housing Repairs Service - INFO	134	0.055%
Community &	Housing Management	Information To People Applying As Homeless - FORM	87	0.036%
Community &	Housing Management	Multi-agency Housing Needs Referral - FORM	5	0.002%
Community &	Housing Management	Mutual exchange display - FORM	129	0.053%
Community &	Housing Management	Priority Assessment For Housing Assistance- FORM	2	0.001%
Community &	Housing Management	REAP Resettlement Agency - INFORMATION	19	0.008%
Community &	Housing Management	Repairs - A Guide For Landlords And Tenants - GUIDE	29	0.012%
Community &	Housing Management	Request Information Held on CCTV - FORM	3	0.001%
Community &	Housing Management	Safety inspection - homes in multiple occupation	17	0.007%
Community &	Housing Management	Shared Ownership Homes - FORM	11	0.005%
Community &	Housing Strategy and	Housing: Advice, Allocation & Private Sector - Change of Address	923	0.379%

Directorate	Business Area	Service	# of SRs	% of Total
Community &	Housing Strategy and	Housing: Advice, Allocation & Private Sector - Notification of Death	203	0.083%
Community &	Housing Strategy and	Town centre management - CCTV	11	0.005%
Community &	Housing Strategy and	Unknown Housing Strategy and Development Service	82	0.034%
Community &	Intermediate Care Team - Day	Community / day centres	4	0.002%
Community &	Intermediate Care Team - Day	Residential Care for adults	17	0.007%
Community &	Intermediate Care Team - Day	Unknown Intermediate Care Team - Day Care Service	42	0.017%
Community &	Investigations (Council Tax)	Billing Collection and Recovery Sundry Debts/Misc Debts/Periodic Debts	99	0.041%
Community &	Investigations (Council Tax)	Council Tax Investigations - General information [incl. valuations, arrears, refunds]	34	0.014%
Community &	Investigations (Council Tax)	Unknown Investigations (Council Tax) Service	227	0.093%
Community &	Leisure Services	Accommodations	5	0.002%
Community &	Leisure Services	Activities For Older People	3	0.001%
Community &	Leisure Services	Hall /venue bookings	117	0.048%
Community &	Leisure Services	Hall /venue bookings - block booking application - FORM	4	0.002%
Community &	Leisure Services	Leisure - general information	27	0.011%
Community &	Leisure Services	Sports Employment	6	0.002%
Community &	Leisure Services	Sports grants	9	0.004%
Community &	Leisure Services	Tourism - information centres	2	0.001%
Community &	Leisure Services	Unknown Leisure Service	14	0.006%
Community &	Leisure Services	Young people's organised activities	1	0.000%
Community &	Lettings	Application for Council Garage - FORM	36	0.015%
Community &	Lettings	Council lettings - garages	282	0.116%
Community &	Lettings	Lettings	60	0.025%
Community &	Lettings	Mutual council home exchange	24	0.010%
Community &	Lettings	Unknown Lettings Service	37	0.015%
Community &	Libraries Arts & Info	Book purchase scheme	1	0.000%
Community &	Libraries Arts & Info	Commercial activities - art centres	4	0.002%
Community &	Libraries Arts & Info	General arts information (inc. location, events)	38	0.016%
Community &	Libraries Arts & Info	Information and advice	5	0.002%
Community &	Libraries Arts & Info	Libraries - archives	5	0.002%
Community &	Libraries Arts & Info	Libraries - children's library service	18	0.007%
Community &	Libraries Arts & Info	Libraries - Internet PC's	4	0.002%
Community &	Libraries Arts & Info	Libraries - loans - renewing/extending	1	0.000%
Community &	Libraries Arts & Info	Libraries - membership/joining	2	0.001%
Community &	Libraries Arts & Info	Libraries - mobile library	7	0.003%
Community &	Libraries Arts & Info	Libraries - overdue/late fines	2	0.001%
Community &	Libraries Arts & Info	Libraries - research service	3	0.001%
Community &	Libraries Arts & Info	Libraries - restricted/reserve collections	2	0.001%
Community &	Libraries Arts & Info	Libraries - sales [books etc]	1	0.000%
Community &	Libraries Arts & Info	Libraries facilitated [incl opening hours]	18	0.007%
Community &	Libraries Arts & Info	Museums and galleries - general	7	0.003%
Community &	Libraries Arts & Info	Museums and galleries - loans, donations and bequests	1	0.000%
Community &	Libraries Arts & Info	Project loans	3	0.001%
Community &	Libraries Arts & Info	SBC - Request For Information - FORM	1	0.000%
Community &	Libraries Arts & Info	Unknown Libraries Arts & Info Service	9	0.004%
Community &	Libraries Arts & Info	Voluntary organisations - funding	8	0.003%
Community &	Life Long Learning	Life Long Learning - Course Delivery	1	0.000%
Community &	Mental Health	Unknown Mental Health Service	49	0.020%
Community &	Parks	Conservation and urban design planning - allotments, enquiry	43	0.018%
Community &	Parks	Demonstrations and parades, enquiry	9	0.004%
Community &	Parks	Leisure - Grants and development funds	2	0.001%
Community &	Parks	Parks and open spaces - events	48	0.020%
Community &	Parks	Parks and open spaces - football pitches	10	0.004%
Community &	Parks	Parks and open spaces - general information	96	0.039%
Community &	Parks	Parks and open spaces - grazing	1	0.000%
Community &	Parks	Slough Tennis Centre - FORM	1	0.000%

Directorate	Business Area	Service	# of SRs	% of Total
Community &	Parks	Unknown Parks Service	67	0.027%
Community &	Private Sector Housing	Home improvements - disability facility grant for a private property	5	0.002%
Community &	Private Sector Housing	Home improvements - housing renovation grant for a private property	50	0.021%
Community &	Private Sector Housing	Unknown Private Sector Housing Service	848	0.348%
Community &	Tenants Participation	Homeless	1,007	0.413%
Community &	Tenants Participation	Homelessness	103	0.042%
Community &	Tenants Participation	Housing allocations - general information	2,154	0.883%
Community &	Tenants Participation	Housing allocations - registering for a council property	4,067	1.668%
Community &	Tenants Participation	Housing allocations - rehousing decision appeal	137	0.056%
Community &	Tenants Participation	Housing association - nomination to join the register	24	0.010%
Community &	Tenants Participation	Housing rents - Payment By Standing Order - FORM	9	0.004%
Community &	Tenants Participation	Unknown Tenants Participation Service	26	0.011%
Education &	Adult Education	Adult education - courses	60	0.025%
Education &	Adult Education	Unknown Adult Education Service	131	0.054%
Education &	Alternative Education	Educating your child at home	3	0.001%
Education &	Alternative Education	Educational support for looked after children	23	0.009%
Education &	Alternative Education	Inclusion - Teenage Pregnancy Education Services	4	0.002%
Education &	Alternative Education	Inclusion - Travellers/Gypsies, teaching advice	1	0.000%
Education &	Alternative Education	Unknown Alternative Education Service	112	0.046%
Education &	Assessment Team	Adopting	62	0.025%
Education &	Assessment Team	Application for free school meals	2	0.001%
Education &	Assessment Team	Child protection	9	0.004%
Education &	Assessment Team	Disabilities - services for looked after children	6	0.002%
Education &	Assessment Team	Educational awards and benefits - free school meals	3	0.001%
Education &	Assessment Team	Educational awards and benefits - home to school travel support	15	0.006%
Education &	Assessment Team	Educational awards and benefits - school clothing grants/vouchers	1	0.000%
Education &	Assessment Team	Fostering	73	0.030%
Education &	Assessment Team	Language and cultural support	1	0.000%
Education &	Assessment Team	Residential care for children	4	0.002%
Education &	Assessment Team	Respite care for children	3	0.001%
Education &	Assessment Team	Respite care, availability	7	0.003%
Education &	Assessment Team	Shared care for children	5	0.002%
Education &	Assessment Team	Social care - out of hours work advice for carers of children	529	0.217%
Education &	Assessment Team	Social Care client & carer - support groups and organisations, help for my child, disability	181	0.074%
Education &	Assessment Team	Special educational needs [SEN] - transport, student bus pass	88	0.036%
Education &	Assessment Team	Transport Application - Mainstream Schools New Students - FORM	14	0.006%
Education &	Assessment Team	Unknown Assessment Team Service	1,037	0.425%
Education &	Assessment Team	Young carers	3	0.001%
Education &	Early Years & Sure Start	Childcare arrangements - after and/or before school childcare	7	0.003%
Education &	Early Years & Sure Start	Childcare arrangements - School holiday schemes, school clubs	2	0.001%
Education &	Early Years & Sure Start	Childminding	35	0.014%
Education &	Early Years & Sure Start	Nursery school places	5	0.002%
Education &	Early Years & Sure Start	Private nurseries - nursery grants	40	0.016%
Education &	Early Years & Sure Start	School records for an individual pupil, early years	20	0.008%
Education &	Early Years & Sure Start	Services for childminders	10	0.004%
Education &	Early Years & Sure Start	Slough Sure Start Service - FORM	18	0.007%
Education &	Early Years & Sure Start	Unknown Early Years & Sure Start Service	31	0.013%
Education &	Education Advisory Service	0-19 Service Directory	1,433	0.588%
Education &	Education Advisory Service	Curriculum, school results, 6th form, information	328	0.135%
Education &	Education Advisory Service	Inclusion - Travellers/Gypsies, education policy, rules and regulations	8	0.003%
Education &	Education Advisory Service	Paid work or work experience and school aged pupils	3	0.001%
Education &	Education Advisory Service	Parents centres, help for my child, parent partnership	20	0.008%
Education &	Education Advisory Service	Performance/stage licences for school age children	4	0.002%
Education &	Education Advisory Service	Roads - school crossing patrols	3	0.001%
Education &	Education Advisory Service	School and LEA plans	4	0.002%

Directorate	Business Area	Service	# of SRs	% of Total
Education &	Education Advisory Service	School catering	3	0.001%
Education &	Education Advisory Service	School governors - general information	4	0.002%
Education &	Education Advisory Service	School governors - nomination - NOTES	1	0.000%
Education &	Education Advisory Service	School records for an individual pupil, child school circumstance	30	0.012%
Education &	Education Advisory Service	Schools - term, holiday and other closure dates	8	0.003%
Education &	Education Advisory Service	Schools- attainment/performance	1	0.000%
Education &	Education Advisory Service	Truancy	8	0.003%
Education &	Education Advisory Service	Unknown Education Advisory Service Service	501	0.205%
Education &	Education Welfare Service	Childcare arrangements - School holiday schemes, slough events	15	0.006%
Education &	Education Welfare Service	Curriculum, teaching positions, course funding	4	0.002%
Education &	Education Welfare Service	Higher education - student loan	62	0.025%
Education &	Education Welfare Service	Unknown Education Welfare Service	148	0.061%
Education &	School Admissions	Application For Appeals Against School Admissions - FORM	11	0.005%
Education &	School Admissions	Curriculum, application, admission	11	0.005%
Education &	School Admissions	Primary school places	10	0.004%
Education &	School Admissions	School - general information [locations/contacts]	113	0.046%
Education &	School Admissions	School records for an individual pupil	28	0.011%
Education &	School Admissions	Schools Admission Appeals Guide For Parents - GUIDE	8	0.003%
Education &	School Admissions	Secondary school places	18	0.007%
Education &	School Admissions	Unknown School Admissions Service	233	0.096%
Education &	Special Educational Needs	Guide - Supporting Children With Special Educational Needs - GUIDE	5	0.002%
Education &	Special Educational Needs	Parents centres, special educational needs, parent partnership	4	0.002%
Education &	Special Educational Needs	Psychology, psychiatry or social work services	139	0.057%
Education &	Special Educational Needs	Slough Educational Psychology Service Info - FORM	1	0.000%
Education &	Special Educational Needs	Special educational needs (SEN) - assessment	7	0.003%
Education &	Special Educational Needs	Special educational needs (SEN) - placement in mainstream schools	19	0.008%
Education &	Special Educational Needs	Special educational needs (SEN) - statement	30	0.012%
Education &	Special Educational Needs	Special educational needs [SEN] - transport, statement of special educational needs	14	0.006%
Education &	Special Educational Needs	Unknown Special Educational Needs Service	44	0.018%
Education &	Student Support Services	Educational awards and benefits - education maintenance award	14	0.006%
Education &	Student Support Services	Educational awards and benefits - school maintenance grant	2	0.001%
Education &	Student Support Services	Higher education - student awards	97	0.040%
Education &	Student Support Services	Unknown Student Support Service	330	0.135%
Education &	Youth Offending Team	Action plan orders	4	0.002%
Education &	Youth Offending Team	Court procedures	2	0.001%
Education &	Youth Offending Team	Final warning	4	0.002%
Education &	Youth Offending Team	Preventative services - youth offending	3	0.001%
Education &	Youth Offending Team	Probation orders - youth offending	2	0.001%
Education &	Youth Offending Team	Referral orders - youth offending	2	0.001%
Education &	Youth Offending Team	Student organisations - youth groups, clubs and activities	9	0.004%
Education &	Youth Offending Team	Supervision orders - youth offending	1	0.000%
Education &	Youth Offending Team	Unknown Youth Offending Team Service	6	0.002%
Education &	Youth Service	Unknown Youth Service	25	0.010%
Finance & Property	Council Tax Billing	Application for Council Tax Discount (single person) - FORM	510	0.209%
Finance & Property	Council Tax Billing	Application For Refund Of Overpaid Council Tax - FORM	64	0.026%
Finance & Property	Council Tax Billing	Council Tax - Annual Billing	5,761	2.363%
Finance & Property	Council Tax Billing	Council Tax - Change of Address	1,653	0.678%
Finance & Property	Council Tax Billing	Council Tax - Discount	302	0.124%
Finance & Property	Council Tax Billing	Council Tax - Exemptions	469	0.192%
Finance & Property	Council Tax Billing	Council Tax - General information [incl. valuations, arrears, refunds]	9,794	4.016%
Finance & Property	Council Tax Billing	Council Tax - Individual account enquiries [incl. new accounts]	531	0.218%
Finance & Property	Council Tax Billing	Council Tax - Notification of Death	231	0.095%
Finance & Property	Council Tax Billing	Council Tax Benefit - Appeals	188	0.077%
Finance & Property	Council Tax Billing	Council Tax Benefit - New claim	328	0.135%
Finance & Property	Council Tax Billing	Council Tax Liability - FORM	694	0.285%

Directorate	Business Area	Service	# of SRs	% of Total
Finance & Property	Council Tax Billing	Council Tax Payment by Direct Debit - FORM	825	0.338%
Finance & Property	Council Tax Billing	Council Tax Refund - FORM	93	0.038%
Finance & Property	Council Tax Billing	Council Tax: Application For A Reduction (Disability) - FORM	21	0.009%
Finance & Property	Council Tax Billing	Council Tax: Application For Discount for Patients - FORM	151	0.062%
Finance & Property	Council Tax Billing	Council Tax: Application For Discount for Students - FORM	74	0.030%
Finance & Property	Council Tax Billing	Council Tax: Application For Discount, Persons In Detention - FORM	5	0.002%
Finance & Property	Council Tax Billing	Council Tax: Change Of Address/Liability - FORM	646	0.265%
Finance & Property	Council Tax Billing	Moving out of Slough - FORM	42	0.017%
Finance & Property	Council Tax Billing	Unknown Council Tax Billing Service	11,789	4.835%
Finance & Property	Insurance & Risk	Claim for Local Authority Insured properties - FORM	2	0.001%
Finance & Property	Insurance & Risk	Housing - insurance claims against the council	46	0.019%
Finance & Property	Insurance & Risk	Insurance - owners of Leasehold flats - Buildings insurance	31	0.013%
Finance & Property	Insurance & Risk	Unknown Insurance & Risk Service	44	0.018%
Finance & Property	Valuation	Application for Business Rates Relief - FORM	5	0.002%
Finance & Property	Valuation	Application for Business Rates Relief under Section 47 - FORM	6	0.002%
Finance & Property	Valuation	Application for Small Business Rates Relief - FORM	10	0.004%
Finance & Property	Valuation	Business Rates - General information [INCL. valuation, arrears, refund]	181	0.074%
Finance & Property	Valuation	Business Rates - Individual account enquiries [incl. new accounts]	57	0.023%
Finance & Property	Valuation	Business Rates - Reductions [relief]	5	0.002%
Finance & Property	Valuation	Business Rates, New Occupier - FORM	6	0.002%
Finance & Property	Valuation	Council owned land and premises	55	0.023%
Finance & Property	Valuation	Land and property - availability lists	9	0.004%
Finance & Property	Valuation	Payment of Invoices	130	0.053%
Finance & Property	Valuation	Unknown Valuation Service	64	0.026%
Finance & Property	Valuation	Valuations	24	0.010%
Green & Built	Building Control	Building control	83	0.034%
Green & Built	Building Control	Dangerous structures and public safety	8	0.003%
Green & Built	Building Control	Demolitions - control and advice	4	0.002%
Green & Built	Building Control	Licence - scaffolding and hoarding	2	0.001%
Green & Built	Building Control	Scaffold license application - FORM	2	0.001%
Green & Built	Building Control	Unknown Building Control Service	162	0.066%
Green & Built	Commercial Services (Food &	Advice to consumers	3	0.001%
Green & Built	Commercial Services (Food &	Animal health and welfare	2	0.001%
Green & Built	Commercial Services (Food &	Animal welfare	9	0.004%
Green & Built	Commercial Services (Food &	Environmental Health - risk assessment	25	0.010%
Green & Built	Commercial Services (Food &	Fair trading	7	0.003%
Green & Built	Commercial Services (Food &	Food business - food safety - infectious diseases	2	0.001%
Green & Built	Commercial Services (Food &	Food business - food safety inspections	8	0.003%
Green & Built	Commercial Services (Food &	Food business - food safety regulations	32	0.013%
Green & Built	Commercial Services (Food &	Hazard Analysis Information - FORM	1	0.000%
Green & Built	Commercial Services (Food &	Health & Safety - training courses	10	0.004%
Green & Built	Commercial Services (Food &	Health and safety - fireworks	18	0.007%
Green & Built	Commercial Services (Food &	Health and safety - home safety	2	0.001%
Green & Built	Commercial Services (Food &	Health and safety - syringes	2	0.001%
Green & Built	Commercial Services (Food &	Health and safety at work - regulation and inspection	8	0.003%
Green & Built	Commercial Services (Food &	Licence - amusement [with prizes]	5	0.002%
Green & Built	Commercial Services (Food &	Licence - boarding animals	15	0.006%
Green & Built	Commercial Services (Food &	Licence - deal in game	3	0.001%
Green & Built	Commercial Services (Food &	Licence - dog breeding	4	0.002%
Green & Built	Commercial Services (Food &	Licence - exotic, dangerous or wild animals	6	0.002%
Green & Built	Commercial Services (Food &	Licence - food business	39	0.016%
Green & Built	Commercial Services (Food &	Licence - gaming machines	7	0.003%
Green & Built	Commercial Services (Food &	Licence - late hours catering	1	0.000%
Green & Built	Commercial Services (Food &	Licence - lottery	2	0.001%
Green & Built	Commercial Services (Food &	Licence - non medicinal poisons	2	0.001%

Directorate	Business Area	Service	# of SRs	% of Total
Green & Built	Commercial Services (Food &	Licence - pet shop	6	0.002%
Green & Built	Commercial Services (Food &	Licence - public entertainment	45	0.018%
Green & Built	Commercial Services (Food &	Licence - sex establishment	7	0.003%
Green & Built	Commercial Services (Food &	Licences - Caravan Site, caravan conditions	4	0.002%
Green & Built	Commercial Services (Food &	Sex establishment license application - FORM	3	0.001%
Green & Built	Commercial Services (Food &	Street trading - licence	52	0.021%
Green & Built	Commercial Services (Food &	Trading standards - advice to businesses	94	0.039%
Green & Built	Commercial Services (Food &	Trading standards - product safety	15	0.006%
Green & Built	Commercial Services (Food &	Trading standards - retail	32	0.013%
Green & Built	Commercial Services (Food &	Trading standards - weights and measures	2	0.001%
Green & Built	Commercial Services (Food &	Unknown Commercial Services (Food & Safety and Trading Standards)	30	0.012%
Green & Built	Community Safety	Anti-Social Behaviour: Complainant Diary Sheet - FORM	154	0.063%
Green & Built	Community Safety	Council housing - nuisance/threatening behaviour	17	0.007%
Green & Built	Community Safety	Housing - community safety	50	0.021%
Green & Built	Community Safety	Unknown Community Safety Service	38	0.016%
Green & Built	Environmental Services	Abandoned Vehicles	323	0.132%
Green & Built	Environmental Services	Butchers' Shop Licensing - INFORMATION	10	0.004%
Green & Built	Environmental Services	Cleaning - graffiti	10	0.004%
Green & Built	Environmental Services	Cleaning - street litter and sweeping, drug related items, bus station, car park, leaf and	163	0.067%
Green & Built	Environmental Services	Commercial waste - clinical waste disposal	12	0.005%
Green & Built	Environmental Services	Commercial waste - collection	100	0.041%
Green & Built	Environmental Services	Commercial waste - disposal sites	50	0.021%
Green & Built	Environmental Services	Commercial waste - special trade collections	2	0.001%
Green & Built	Environmental Services	Commercial waste - spillage	8	0.003%
Green & Built	Environmental Services	Commercial waste - trade bins	35	0.014%
Green & Built	Environmental Services	Council refuse bags - non collection	172	0.071%
Green & Built	Environmental Services	Food business - health promotion	15	0.006%
Green & Built	Environmental Services	Grass cutting	33	0.014%
Green & Built	Environmental Services	Hazardous waste collection	5	0.002%
Green & Built	Environmental Services	Health and Safety at work - advice and training	164	0.067%
Green & Built	Environmental Services	Health and safety at work - investigation	7	0.003%
Green & Built	Environmental Services	Household waste - assisted collections	12	0.005%
Green & Built	Environmental Services	Household waste - collection	662	0.271%
Green & Built	Environmental Services	Household waste - disposal sites	40	0.016%
Green & Built	Environmental Services	Household waste - domestic bins	309	0.127%
Green & Built	Environmental Services	Household waste - garden waste	303	0.124%
Green & Built	Environmental Services	Household waste - missed collection	48	0.020%
Green & Built	Environmental Services	Household waste - missing domestic bin	33	0.014%
Green & Built	Environmental Services	Household waste - special collections for large items	136	0.056%
Green & Built	Environmental Services	Keep Slough Green and Tidy - LEAFLET	7	0.003%
Green & Built	Environmental Services	Public conveniences	4	0.002%
Green & Built	Environmental Services	Recycling	111	0.046%
Green & Built	Environmental Services	Recycling - collection sites	34	0.014%
Green & Built	Environmental Services	Recycling - composters	10	0.004%
Green & Built	Environmental Services	Recycling in Slough - INFORMATION	18	0.007%
Green & Built	Environmental Services	Recycling, general information	110	0.045%
Green & Built	Environmental Services	Street litter bins	70	0.029%
Green & Built	Environmental Services	Unknown Environmental Services	2,025	0.830%
Green & Built	Environmental Services	Vandalism	5	0.002%
Green & Built	Environmental Services	Verges	8	0.003%
Green & Built	Highways	Abnormal loads	3	0.001%
Green & Built	Highways	Commercial waste - skip permits	10	0.004%
Green & Built	Highways	Licence - building materials	3	0.001%
Green & Built	Highways	Licences - Street Café	5	0.002%
Green & Built	Highways	Lighting - council communal flats	6	0.002%

Directorate	Business Area	Service	# of SRs	% of Total
Green & Built	Highways	Lighting - street lights	697	0.286%
Green & Built	Highways	Obstructive pavements	6	0.002%
Green & Built	Highways	Pavements - dangerous paving	5	0.002%
Green & Built	Highways	Paving stone - theft	1	0.000%
Green & Built	Highways	Public rights of way - enforcement	10	0.004%
Green & Built	Highways	Public rights of way - general	4	0.002%
Green & Built	Highways	Road signage - street name plates	2	0.001%
Green & Built	Highways	Roads and highways - access requests, dropped kerb	118	0.048%
Green & Built	Highways	Roads and highways - bridge strengthening	3	0.001%
Green & Built	Highways	Roads and highways - canals	18	0.007%
Green & Built	Highways	Roads and highways - closures and diversions	11	0.005%
Green & Built	Highways	Roads and highways - flooding [drains and gullies]	143	0.059%
Green & Built	Highways	Roads and Highways - maintenance programme structural surveys	54	0.022%
Green & Built	Highways	Roads and highways - obstructions	51	0.021%
Green & Built	Highways	Roads and highways - works	131	0.054%
Green & Built	Highways	Roads, highways and pavements - gritting	38	0.016%
Green & Built	Highways	Roads, highways and pavements - illuminated bollards and signs	27	0.011%
Green & Built	Highways	Roads, highways and pavements - personal injury	4	0.002%
Green & Built	Highways	Roads, highways and pavements - potholes	43	0.018%
Green & Built	Highways	Roads, highways and pavements - snow clearance	4	0.002%
Green & Built	Highways	Roads, highways and pavements - speed cameras, manhole covers, trees on roads	22	0.009%
Green & Built	Highways	Roads, highways and pavements - street furniture	24	0.010%
Green & Built	Highways	Roads, highways and pavements - walls	11	0.005%
Green & Built	Highways	Statutory register - street naming and numbering	4	0.002%
Green & Built	Highways	Unknown Highways Service	958	0.393%
Green & Built	Neighbourhood Services	Animals - stray	6	0.002%
Green & Built	Neighbourhood Services	Cleaning - animal fouling	30	0.012%
Green & Built	Neighbourhood Services	Cleaning - dead animals	12	0.005%
Green & Built	Neighbourhood Services	Cleaning - road spillages	1	0.000%
Green & Built	Neighbourhood Services	Dog warden service	57	0.023%
Green & Built	Neighbourhood Services	Environmental health training	27	0.011%
Green & Built	Neighbourhood Services	Environmental services - out of hours emergencies	48	0.020%
Green & Built	Neighbourhood Services	Flytipping	92	0.038%
Green & Built	Neighbourhood Services	Markets - cleaning	2	0.001%
Green & Built	Neighbourhood Services	Neighbourhood Services services - coroners	1	0.000%
Green & Built	Neighbourhood Services	Neighbourhood Wardens - Here to Listen And Help - LEAFLET	8	0.003%
Green & Built	Neighbourhood Services	Pest control	73	0.030%
Green & Built	Neighbourhood Services	Pollution control - air	1	0.000%
Green & Built	Neighbourhood Services	Pollution control - asbestos	20	0.008%
Green & Built	Neighbourhood Services	Pollution control - noise	25	0.010%
Green & Built	Neighbourhood Services	Pollution control - penalty notice	1	0.000%
Green & Built	Neighbourhood Services	Street trading - illegal	3	0.001%
Green & Built	Neighbourhood Services	Unknown Neighbourhood Services	13	0.005%
Green & Built	Planning	Archaeological consultancy	1	0.000%
Green & Built	Planning	Cleaning - flyposting	1	0.000%
Green & Built	Planning	Conservation and urban design planning - allotments	4	0.002%
Green & Built	Planning	Conservation and urban design planning - conservation advice	12	0.005%
Green & Built	Planning	Conservation and urban design planning - tree management	124	0.051%
Green & Built	Planning	Conservation and urban design planning - tree preservation orders	14	0.006%
Green & Built	Planning	Development control - general information	476	0.195%
Green & Built	Planning	Ecological/geological services	1	0.000%
Green & Built	Planning	Land use - proposals	2	0.001%
Green & Built	Planning	Planning / residential	776	0.318%
Green & Built	Planning	Planning Application - FORM	18	0.007%
Green & Built	Planning	Planning application enquiry - FORM	6	0.002%

Directorate	Business Area	Service	# of SRs	% of Total
Green & Built	Planning	Planning business	39	0.016%
Green & Built	Planning	Planning policies - environmental issues (agenda 21)	22	0.009%
Green & Built	Planning	Safer Slough Business Plan - INFORMATION	2	0.001%
Green & Built	Planning	Statutory register - listed buildings	1	0.000%
Green & Built	Planning	The Sanctuary Project - Slough - INFO	2	0.001%
Green & Built	Planning	Unknown Planning Service	388	0.159%
Green & Built	Registrations (Births,	Bereavement	2	0.001%
Green & Built	Registrations (Births,	Birth - re-registering	3	0.001%
Green & Built	Registrations (Births,	Birth - registering	68	0.028%
Green & Built	Registrations (Births,	Births historical searches	4	0.002%
Green & Built	Registrations (Births,	Burial	3	0.001%
Green & Built	Registrations (Births,	Burial/grave details	3	0.001%
Green & Built	Registrations (Births,	Cremation	7	0.003%
Green & Built	Registrations (Births,	Death - registering	39	0.016%
Green & Built	Registrations (Births,	Deaths historical searches	4	0.002%
Green & Built	Registrations (Births,	Independent funerals	2	0.001%
Green & Built	Registrations (Births,	Marriage - arrangement and ceremony	66	0.027%
Green & Built	Registrations (Births,	Ordering a memorial	1	0.000%
Green & Built	Registrations (Births,	Repatriation of a deceased body abroad	2	0.001%
Green & Built	Registrations (Births,	Repatriation of a deceased body from abroad to England or Wales	2	0.001%
Green & Built	Registrations (Births,	Slough Crem Paving Stone Application - FORM	1	0.000%
Green & Built	Registrations (Births,	Slough Crematorium Bench Plaque Application - FORM	2	0.001%
Green & Built	Registrations (Births,	Slough Crematorium Wall Plaque Application - FORM	3	0.001%
Green & Built	Registrations (Births,	Stillbirth - registering	1	0.000%
Green & Built	Registrations (Births,	Unknown Registrations (Births, Marriages, Deaths) Service	88	0.036%
Green & Built	Traffic & Transportation	Application For Residents Parking Permit - FORM	10	0.004%
Green & Built	Traffic & Transportation	Car parks - council	188	0.077%
Green & Built	Traffic & Transportation	Car parks - private	5	0.002%
Green & Built	Traffic & Transportation	Licence - voluntary mini-cab licensing scheme	186	0.076%
Green & Built	Traffic & Transportation	On street parking enforcement - parking fines	1,928	0.791%
Green & Built	Traffic & Transportation	On street parking enforcement - wheel clamps - car removal	23	0.009%
Green & Built	Traffic & Transportation	Parking - pavements	40	0.016%
Green & Built	Traffic & Transportation	Parking permits	120	0.049%
Green & Built	Traffic & Transportation	Parking zones	236	0.097%
Green & Built	Traffic & Transportation	Planning policies - transport policy	35	0.014%
Green & Built	Traffic & Transportation	Road markings - cycle lane lines and cycle route lines	3	0.001%
Green & Built	Traffic & Transportation	Road markings - yellow lines	7	0.003%
Green & Built	Traffic & Transportation	Road markings and signage - red routes	1	0.000%
Green & Built	Traffic & Transportation	Road markings and signage - speed humps	3	0.001%
Green & Built	Traffic & Transportation	Road safety - cycling and walking to school	7	0.003%
Green & Built	Traffic & Transportation	Road safety - cycling proficiency	5	0.002%
Green & Built	Traffic & Transportation	Road safety - dangerous road junctions	5	0.002%
Green & Built	Traffic & Transportation	Road safety - speed checks	8	0.003%
Green & Built	Traffic & Transportation	Road safety - traffic schemes, implemented	9	0.004%
Green & Built	Traffic & Transportation	Road safety - traffic schemes, transport schemes	21	0.009%
Green & Built	Traffic & Transportation	Road signage - cycle lanes and routes	3	0.001%
Green & Built	Traffic & Transportation	Road signage - new roads, signs on new roads	17	0.007%
Green & Built	Traffic & Transportation	Roads and highway - weight limits	7	0.003%
Green & Built	Traffic & Transportation	Roads and highways - enforcement	31	0.013%
Green & Built	Traffic & Transportation	Roads and highways - pedestrian crossings	11	0.005%
Green & Built	Traffic & Transportation	Roads and highways - speed limits	5	0.002%
Green & Built	Traffic & Transportation	Roads and highways - traffic lights	53	0.022%
Green & Built	Traffic & Transportation	Unknown Traffic & Transportation Service	131	0.054%
Human Resources	Human Resources	Unknown Human Resources Service	870	0.357%
Law & Corporate	Democratic Services	Application to Vote By Post - FORM	3	0.001%

Directorate	Business Area	Service	# of SRs	% of Total
Law & Corporate	Democratic Services	Citizenship ceremonies	33	0.014%
Law & Corporate	Democratic Services	Citizenship Ceremony Questionnaire	1	0.000%
Law & Corporate	Democratic Services	Councillors - general information	40	0.016%
Law & Corporate	Democratic Services	Councillors declaration of interest	1	0.000%
Law & Corporate	Democratic Services	Councillors services and advice	8	0.003%
Law & Corporate	Democratic Services	Data Protection Act	5	0.002%
Law & Corporate	Democratic Services	Elected members - minutes, agendas and reports	12	0.005%
Law & Corporate	Democratic Services	Elections - electoral nominations	18	0.007%
Law & Corporate	Democratic Services	Elections - electoral register	317	0.130%
Law & Corporate	Democratic Services	Elections - electoral register - application - FORM	14	0.006%
Law & Corporate	Democratic Services	Elections - electoral register - FORM	19	0.008%
Law & Corporate	Democratic Services	Elections - proxy votes	5	0.002%
Law & Corporate	Democratic Services	Electoral Register - Change of Address	887	0.364%
Law & Corporate	Democratic Services	Electoral Register - Notification of Death	177	0.073%
Law & Corporate	Democratic Services	Legal aid	18	0.007%
Law & Corporate	Democratic Services	List of wards - LEAFLET	1	0.000%
Law & Corporate	Democratic Services	Mayoral invitations	8	0.003%
Law & Corporate	Democratic Services	Power of attorney	1	0.000%
Law & Corporate	Democratic Services	Slough Borough Council Members - LIST	1	0.000%
Law & Corporate	Democratic Services	Unknown Democratic Services	41	0.017%
Law & Corporate	Legal Services	Administration of Mortgage File	7	0.003%
Law & Corporate	Legal Services	Approved suppliers	8	0.003%
Law & Corporate	Legal Services	Local land charges - personal search	13	0.005%
Law & Corporate	Legal Services	Procurement policy	39	0.016%
Law & Corporate	Legal Services	Property - searches	8	0.003%
Law & Corporate	Legal Services	Unknown Legal Services	128	0.052%
Non Council	Non Council Business Area	Land & Property Gazetteer	1	0.000%
Non Council	Non Council Business Area	Non Council Service	76	0.031%
People 1st Slough	Assets And Contracts	Housing repairs - council property	451	0.185%
People 1st Slough	Finance And Support	Direct Debit Instruction - Rent Accounts - FORM	103	0.042%
People 1st Slough	Finance And Support	Home ownership service - deeds	8	0.003%
People 1st Slough	Finance And Support	Home ownership service - right to buy	64	0.026%
People 1st Slough	Finance And Support	Household Content Insurance Summary of Cover - FORM	47	0.019%
People 1st Slough	Finance And Support	Housing rents	2,580	1.058%
People 1st Slough	Finance And Support	Your Right To Buy Your Home - FORM	58	0.024%
People 1st Slough	Neighbourhood Housing	CCTV procedure for the release of evidence	19	0.008%
People 1st Slough	Neighbourhood Housing	Council housing - current garage arrears	116	0.048%
People 1st Slough	Neighbourhood Housing	Council housing - current tenancy arrears	479	0.196%
People 1st Slough	Neighbourhood Housing	Council housing - evictions	38	0.016%
People 1st Slough	Neighbourhood Housing	Council housing - late tenancy arrears - rents	23	0.009%
People 1st Slough	Neighbourhood Housing	Council housing - tenancy issues	56	0.023%
People 1st Slough	Neighbourhood Housing	Council tenants	52	0.021%
People 1st Slough	Neighbourhood Housing	Estate/Housing Management (People 1st) - Change of Address	887	0.364%
People 1st Slough	Neighbourhood Housing	Estate/Housing Management (People 1st) - Notification of Death	188	0.077%
People 1st Slough	Neighbourhood Housing	Estates management	14,845	6.088%
People 1st Slough	Neighbourhood Housing	Existing council tenancy	177	0.073%
People 1st Slough	Neighbourhood Housing	Intention To Terminate Tenancy Of Premises - FORM	11	0.005%
People 1st Slough	Neighbourhood Housing	Sheltered and supported housing	84	0.034%
People 1st Slough	Neighbourhood Housing	Unknown Housing Management Service	1,162	0.477%
Unknown	Unknown Business Area	Unknown Service	21,376	8.766%
Grand Total			243,845	