

Date Published: 11 November 2014



OVERVIEW AND SCRUTINY COMMISSION

20 NOVEMBER 2014

SUPPLEMENTARY PAPERS

9. **QUARTERLY SERVICE REPORTS (QSR) 2014/15**

Page No

1 - 58

To consider the latest trends, priorities and pressures in terms of departmental performance as reported in the QSRs for the second quarter of 2014/15 (July to September relating to:

- Chief Executive's Office
- Corporate Services Department

Please bring the previously circulated Quarterly Service Reports to the meeting. Copies are available on request and attached to this agenda if viewed online.

The Chairman has asked that any questions arising from the reports should be referred to either the Assistant Chief Executive or Director of Corporate Services in advance and only raised in the meeting if you consider the issue requires wider discussion.

This page is intentionally left blank



QUARTERLY SERVICE REPORT

CORPORATE SERVICES

Q2 2014 -15
July - September 2014

Portfolio holders:
Councillor Iain McCracken
Councillor Alan Ward

Director:
Alison Sanders

Contents

Section 1: Director's Commentary	3
Section 2: Department Indicator Performance	8
Section 3: Complaints	11
Section 4: People	12
Section 5: Progress Against Medium Term Objectives and Key Actions	14
Section 6: Money	15
Section 7: Forward Look	16
Annex A: Progress against key actions	19
Annex B: Financial Information	29

Section 1: Director's Commentary

The Corporate Services teams have made a good start to the second quarter of this financial year with completion of some key projects and good progress on other major projects.

General Highlights for the quarter include:

Work to support Town Centre redevelopment

Commenced drafting of revised Section 106 Agreement for Enid Wood House. Continuing Legal advice in connection with Town Centre re-development.

Progress on the Office Accommodation Strategy continues on target. The key actions which are underway include:

- Contractors started work to Easthampstead House on schedule in July to enable the Council to further co locate services together.
- Redesign of the vacated Registrars offices on the fourth floor to provide a better sized office for the Minority Groups and a large publicly accessible meeting room.
- Consolidation of Electoral and Democratic Services in one office on the first floor.
- Provision of a business continuity area and meeting room in the Easthampstead House Annex (Formerly the Print Room).
- Other minor works to the building include the replacement of damaged windows to the fifth floor, lifts upgraded and repair to the paintwork on the ground floor entrance of the building.
- The surplus office furniture being held in the Commercial Centre has been re-allocated to schools within the Borough. An email was sent to all bursars and take up on this offer has been high.

Work with the community

The redevelopment of Great Hollands Community Centre and Library has been completed this quarter, a new IT suite is available for community use in the library and an additional newly refurbished room is available for hire in the centre. The Library is also working with volunteers to see if it can extend its opening hours.

The European Integration Fund 'Stronger Voices' project for non-European residents in Bracknell Forest has got off to a good start with the project on track to achieve its interim targets in December 2014. These include participants in Health training and English for speakers of other languages (ESOL).

The Aiming High budget consultation, led by CYPL supported by Corporate Services, has been accredited by The Consultation Institute as passing their compliance assessment process, meaning it has met the highest standards in consultation best practice. It has also been highly praised by parents and carers of the children concerned as a good consultation.

Customer Service

Work on our new Customer Relationship Management System (CRM) has been intense over the last quarter. The challenge has been to get the system up and running for the new contracts commencing in October for landscaping services and street cleansing. The team have done a fantastic job and have delivered a fully

operational system for these services working closely with the service areas. Customers can now log their own service enquiries for these service areas and track progress through a self-service portal. Customers can also log enquiries through the usual methods and again if they have a self-service account, can track enquiry progress. The contractors can access the system to pick up these requests. 150 residents have already registered for the self-service portal.

The new queuing system at Time Square is operational with customers now having the opportunity to self-serve a ticket from a touch screen kiosk in main reception. Customers can also obtain a ticket at the main reception if required, however, emphasis is on promoting self-service and speeding up this initial part of the customers visit.

An updated customer services satisfaction survey is now available on line covering all the main communication channels – telephony, reception (face to face), email and web. The link to the survey is emailed to a sample of customers who have interacted with the Council through one of these communication channels.

Single Person Discount (SPD) review exercise is under way and has been successful so far with approximately £70,000 of SPD removed already.

Asset Management

Vail Williams have been appointed to carry out a property review of operational assets. The outcome is expected in the Autumn.

A two acre area of land was purchased from Bracknell & Wokingham College providing sufficient parking to enable a sixth form block to be built within the current grounds of Garth Hill College.

Performance Highlights

Finance

The Council's financial statements were approved by the Governance and Audit Committee on 24 September 2014. The external auditor gave an unqualified audit opinion and value for money conclusion.

Human Resources

The Children's Social Worker Microsite is now posted on-line and constitutes a significant move forward in providing an innovative platform for recruitment activity in this key area; there is also a root and branch review being conducted into the structure and working practices of Children's Social Care.

The health check programme goes from strength to strength with over 250 employees benefitting from the Public Health funded project.

There has been a 96.7% return on appraisals and the council wide training programme is currently being prepared.

Legal Services

17 successful prosecutions undertaken (10 x non-school attendance, 6 benefit fraud cases, 1 x overloaded vehicles).

Democratic & Registration Services

A stock and security review of the Registration Service was undertaken by the General Register Office in August. Areas of good practice were identified and the highest security rating was achieved.

The Mayor's Civic Service was successfully delivered on 27 July at the Church of St Michael and St Mary Magdalene. A number of dignitaries attended including the High Sheriff, the two Freeman of the Borough and a representative from the Royal Military Academy. There were in excess of 100 people at the Service, drawn from a wide range of community and volunteer groups across the Borough.

Other significant Projects

Democratic & Registration Services

The new legislation in respect of Individual Electoral Registration (IER) commenced in June which significantly changes how electoral registration is administered. It is now clear that the changes will have a significant impact on the cost of the canvass, which was previously in the region of £44k. The IER canvass will cost in the region of £85k. This increase has been funded by the Cabinet Office this year. There will be some additional funding for next year's canvass but this has not yet been announced. There will be a significant pressure on the electoral registration budget in future years if the Cabinet Office funding is reduced or discontinued.

Electoral Services is working closely with the Cabinet Office on two different projects:

- Review of the process for transferring electoral data to those entitled to have it.
- Feasibility of using the Electoral Register as part of a data set for confirming nationality.

A key role has been undertaken in supporting the arrangements for the Careers' Event.

The annual tranche of primary school appeals was completed in July. 30 individual appeals were heard by five Independent Admission Appeals Panels throughout June and July.

Finance

Detailed preparations for the 2015/16 budget are underway.

Financial advice and support has been provided for a number of significant capital projects including the Blue Mountain Learning Village, the school places programme and the Town Centre Redevelopment.

Midland Software are the preferred supplier for the new HR/Payroll System – an implementation project plan is being prepared.

ICT

CMT agreed implementation of a new BlackBerry solution; work has begun and scheduled to be completed by the end of the year.

Work continues on rolling out the new Windows 7/Office 2010 laptops and desktops with completion scheduled for the end of the year. Currently approximately 30% of the estate has been upgraded.

Work continues to carry out major capital projects including:

- Desktop and laptop upgrades
- Server upgrades, software and hardware
- Remote site phone system replacement
- Installation of high speed link between Time Sq and Easthampstead House
- Begun work on major telecommunications procurement

Legal Services

- Very heavily engaged in drafting Section 106 Agreement and other legal work in connection with proposed development of Berkeley Homes at Warfield .
- Continuing legal support provided in connection with proposed adoption of CIL.
- Legal support for development at Blue Mountain Golf Course provided in connection with proposed Property Agreement.
- Legal advice provided in connection with proposed youth hub and proposed residential development at Cooper's Hill.
- Legal advice provided in connection with possible Local Housing Company.
- Acquisition and lease for expansion of Garth Hill College completed.
- Two SEN cases won resulting in significant savings.
- On-going guidance provided in connection with recent Supreme Court ruling on Deprivation of Liberty Orders.
- Continuing legal advice on implementation of Care Act 2014.

Property Services

Following the successful reorganisation of the Facilities Service there is now a new structure in place and two new members of the team.

A lease has been completed Warfield Parish Council to use the Youth Centre at Whitegrove.

A new Transport and Support Manager was appointed in July taking over responsibility for delivering transport provision and managing the Central Post & Support Services Team. He will also manage and coordinate all office moves.

With Continental taking over Landscape as part of the Public Realm Contract all surplus vehicles, plant and equipment has been identified. Re-allocation, where possible, is ongoing.

Procurement process for new fuel card contract has started.

Construction & Maintenance

There were 5 capital projects questionnaires returned 1st July to 30th September 2014. Of the 5 returned, the average ratings were:

- 2 project Excellent (40%)
- 3 project Good (60%)
- 0 projects Satisfactory (0%)
- 0 projects Poor (0%)

Corporate Planned Maintenance Work 45.1% completed at 30 September 2014.

From 1 July to 30 September 2014 there were 23 maintenance projects completed. Of the 23 projects completed:

17 (74%) projects were completed on time and on budget.

19 (83%) projects were completed within budget.

19 (83%) projects were completed on time.

Areas where performance has been more difficult are:

The response rate of the Customer Services Contact Centre, whilst improved over the last quarter, is still below target. The team continue to face the challenge of 2 staff on maternity leave but have now filled vacant posts and have 2 staff now training. The main problems on the Centre are at the start of each day when call volumes are higher.

The percentage of citizens using the Tell Us Once Service is below target. There were 63 Registrations of which 6 were inquests. 4 Customers had already spoken to the DWP before attending the registration appointment, 2 wanted to use the telephone service, 3 customers did not want to use the service at all.

Areas where risk is closely monitored:

The Corporate Services risk register was reviewed at DMT on 28 August. The only key change was to reduce the likelihood of the information security risk.

Limited Assurance Internal Audit Reports

No final internal audit reports were issued with a limited assurance opinion during quarter 2 of 2014/15.

Section 2: Department Indicator Performance

Ref	Short Description	Previous Figure Q1 2014/15	Current Figure Q2 2014/15	Current Target	Current Status	Comparison with same period in previous year
Corporate Property - Quarterly						
L059	Percentage of post sent second class (Quarterly)	87.00%	97.00%	96.00%		
L076	Planned maintenance spend (Quarterly)	38.10%	77.10%	30.00%		
L229	Number of clients with learning difficulties using the R-bus (Quarterly)	68	72	20		
Customer Services - Quarterly						
L051	Percentage of current year's Council tax collected in year (Quarterly)	29.27%	57.09%	57.20%		
L053	Percentage of current year's Business Rates collected in year (Quarterly)	31.10%	57.14%	55.70%		
L194	Percentage of calls answered within 20 seconds (Quarterly)	53.50%	65.00%	80.00%		
L221	Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly)	67.60%	86.00%	75.00%		
Democratic and Registration Services - Quarterly						
L057	Percentage of agendas published 5 clear days prior to a meeting (Quarterly)	100.00%	100.00%	100.00%		
L058	Percentage of minutes published within 5 clear days of a meeting (Quarterly)	87.00%	92.00%	70.00%		
L182	Percentage of citizens using the Tell Us Once service offered by Registrars (Quarterly)	81.00%	82.00%	90.00%		
Finance - Quarterly						
BV8	Percentage of invoices paid within 30 days (Quarterly)	92.3%	91.6%	95.0%		
L064	Debt outstanding as percentage of gross debt (Quarterly)	5.00%	6.00%	8.00%		
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	0.49%	0.50%	0.50%		
ICT - Quarterly						
L079	Resolution of reported ICT incidents (Quarterly)	91%	92%	95%		
L082	ICT service availability - percentage of time service is available for use (Quarterly)	98.70%	98.80%	99.00%		
L220	Number of ICT Helpdesk Calls (Quarterly)	6,138	5,980			New Indicator
Legal Services - Quarterly						
L084	Number of section 106s completed (Quarterly)	5	9			
L085	Amount of money recovered in debt collection (Quarterly)	28,036.52	42,112.64			
L086.1	Number of Freedom of Information requests received (Quarterly)	280	297			
L086.2	Percentage of Freedom of Information requests dispatched (where 50% or more of the request was refused as the information is already publically available (Quarterly)	8%	9%			

Ref	Short Description	Previous Figure Q1 2014/15	Current Figure Q2 2014/15	Current Target	Current Status	Comparison with same period in previous year
L086.3	Percentage of Freedom of Information requests dispatched which were refused because the time limit would be exceeded (Quarterly)	2%	3%			
L088	Number of leases completed (Quarterly)	21	21			

Note: Key indicators are identified by shading

Traffic Lights		Comparison with same period in previous year	
Compares current performance to target		Identifies direction of travel compared to same point in previous quarter	
	Achieved target or within 5% of target		Performance has improved
	Between 5% and 10% away from target		Performance sustained
	More than 10% away from target		Performance has declined

The following are annual indicators that are not being reported this quarter:

Ind Ref	Short Description
NI001	Percentage of people who believe people from different backgrounds get on well together in their local area (Biennially (every two years – 2014 Q4)
NI004	Percentage of people who feel they can influence decisions in their locality (Biennially (every two years – 2014 Q4)
NI006	Participation in regular volunteering (Biennially) (every two years – 2014 Q4)
NI023	Perceptions that people in the area don't treat one another with respect and consideration (Biennially) (every two years – 2014 Q4)
BV156	Percentage of buildings open to the public which are suitable for and accessible to disabled people (Annually – Q4)
L075	Number of commercial property voids (Annually – Q4)
L222	An annual staff satisfaction survey for town centre buildings to be undertaken on Facilities support and service (Annually – Q4)
L052	Cumulative percentage of Council Tax collected for the previous year at 31 March (Annually – Q4)
L054	Cumulative percentage of business rates collected for the previous year at 31 March (Annually – Q4)
L060	Percentage response to the annual canvass (Annually – Q3)
L066	Top five percent earners - women (Annually – Q4)
L067	Top five percent earners - minority ethnic communities (Annually – Q4)
L068	Top five percent earners - with disability (Annually – Q4)
L070	Percentage of employees with a disability (Annually – Q4)
L071	Percentage of black and ethnic minority employees (Annually – Q4)
L072	Gender pay gap (Annually – Q4)
L073	Average number of off the job training days per employee (Annually – Q4)
L074	Average amount spent on training per employee (Annually – Q4)
L130	Percentage staff voluntary turnover (Annually – Q4)
L131	Percentage of staff leaving within one year of starting (Annually – Q4)
L174	Average number of working days lost to sickness per employee (Annually – Q4)
L078	ICT User satisfaction - service user survey (Bi-annually) (Annually – Q3)
L080	ICT Project management - 5 metrics (Annually – Q4)
L087	Percentage of time recorded as chargeable time (Annually – Q4)

Section 3: Complaints

Corporate Complaints received

The number of complaints received in this quarter – 5.

The number of complaints received from quarter 1 to quarter 2 (*year to date*) – 8

Stage	New complaints activity in quarter 2	Complaints activity year to date	Outcome of total complaints activity year to date
New Stage 2	5	6	2 upheld, 1 partially upheld, 3 not upheld, 0 ongoing
New Stage 3	0	2	0 upheld, 1 partially upheld, 1 not upheld, 0 ongoing
New Stage 4	0	0	0 upheld, 0 partially upheld, 0 not upheld, 0 ongoing
Local Government Ombudsman	0	0	0 upheld, 0 partially upheld, 0 not upheld, 0 ongoing

Nature of complaints/ Actions taken/ Lessons learnt:

Five new stage 2 complaints:

A complaint was received from a customer regarding the time taken when he visited our Time Square Offices to obtain a form for permission to work on a tree under a restrictive covenant. The customer visited on one of the busiest days, a Monday, and at the time the ticket printer was unavailable on the main reception so the customer was directed to the self-service kiosk. He then had a further short wait in the customer service area. The form required is available on the web site and the customer was advised of this and the new CRM project which will enable more self-service in future. Complaint partially upheld.

A complaint was received regarding response time to an email as the customer did not believe that a response had been issued. It was found that a response was provided within the standard 10 working days. Complaint was not upheld.

A complaint was received regarding incorrect bank account details provided on the reverse of the annual Council Tax bill. Apology letter issued. Complaint was upheld.

A complaint was received from a customer who purchased a marriage certificate which Royal Mail subsequently failed to deliver. The complainant was unhappy that he had not been given the option to have the certificate sent by recorded delivery. Information on the website has been clarified and the web forms are being updated to allow for recorded delivery to be selected at the point of payment. Complaint not upheld.

A complaint was received from a customer about the Council's secure email system. Complaint not upheld.

Section 4: People

Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Directorate	3	3	0	3	0	0
Community Engagement	5	2	3	4.32	0.37	6.89
Customer Services	42	31	11	38.23	1	2.33
Democratic & Registration Services	19	9	10	16	2	9.52
Finance	36	27	9	33.77	2	5.26
Human Resources	18	15	3	17.03	0	0
ICT	39	35	4	37.35	1	2.50
Legal	13	8	5	11.24	0	0
Property Services	39	25	14	33.98	1	2.50
Department Totals	214	155	59	194.92	7.37	3.33

Staff Turnover

For the quarter ending	30 September 2014	2.83
For the last four quarters	1 Oct 2013 – 30 Sep 2014	7.34

Total voluntary turnover for BFC, 2013/14: 12.64%

Average UK voluntary turnover 2012: 10.6%

Average Public Sector voluntary turnover 2012: 8.1%

(Source: XPerHR Staff Turnover Rates and Cost Survey 2013)

Comments:

Voluntary Turnover for this quarter has increased with 6 leavers within Corporate Services leaving voluntarily. This has also meant the annual figure has also increased but still stands well below the average for the Authority.

Recruitment is underway for the vacancies within Community Engagement and Finance Services. One of the vacancies within Democratic is because of an internal secondment which is being covered by staff within the office.

Staff Sickness

Section	Total staff	Number of days sickness	Quarter 2 average per employee	2014/15 annual average per employee
Directorate	3	1	0.33	1.67
Community Engagement	5	1	0.2	1.4
Customer Services	42	45.5	1.08	4.79
Democratic Services	19	2.5	0.13	0.37
Finance	36	3.5	0.1	1.31
Human Resources	18	6	0.33	1.17
ICT	39	31	0.79	3.21
Legal	13	11	0.85	1.69
Property Services	39	42	1.08	3.31
Department Totals (Q2)	214	142.5	0.67	
Projected Totals (14/15)				2.64

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 13/14	5.50 days
All local government employers 2012	9.0 days
All South East Employers 2012	8.7 days

(Source: Chartered Institute of Personnel and Development Absence Management survey 2013)

Comments:

[20 working days or more is classed as Long Term Sick.

Sickness for this quarter stands at 142.5 days. This is very similar to last quarter when the figure was 138.5; there have been no days attributable to long term sick this quarter.

The annual average absence figure for Corporate Services for the year stands at 2.64 which is lower than the actual for last year for the Authority and also very slightly lower than last year's figure for Corporate Services. Corporate Services once again compares favourably with absence levels throughout the whole authority.

Section 5: Progress against Medium Term Objectives and Key Actions

Progress has been monitored against the sub-actions, supporting the Key actions contained in the Corporate Services Service Plan for 2014 - 2015. This contains 56 actions to be completed in support of 8 Medium Term Objectives. Annex A provides detailed information on progress against each of these key actions.

Overall 3 actions were completed at the end of Quarter 2 () , while 51 actions are on schedule () and 2 causing concern ( and ) .

The 2 actions that are causing concern:

Ref	Action		Progress
4.1.4	Deliver a redesigned Youth website, with improved access to on-line information and advice for young people		The new Youth Service website is now live and in the 'beta' testing phase. Feedback to date has been very positive, and we expect to be able to sign the project off in the next quarter.
11.8.12	Implement Facilities Management Category Strategy		A number of contracts and suppliers are being reviewed with the view to making economies of scales savings. Work to create a local framework of suppliers is on-going.

Section 6: Money

Revenue Budget

The original cash budget for the department was £14.102m. Net transfers of £0.292m have been made bringing the current approved cash budget to £14.394m. A detailed analysis of these budget changes in this quarter is available in Annex B.

The forecast outturn for the department is £0.081m under the current approved cash budget. A detailed analysis of the new variances this quarter is available in Annex B

The department has identified the following as budgets that can pose a risk to the Council's overall financial position, principally because they are vulnerable to significant changes in demand for a service. The current position with regard to each of these is as follows:

Service Area	Budget £000	Forecast Outturn £000	Comments
Commercial Property	(1,703)	(1,820)	There is a risk that increased voids and void periods could result in a loss of income. However, in 2014/15, due to additional income from the Peel Centre the income budget has been exceeded.
Print Services	(57)	(57)	As other departments look to cut expenditure, printing income will be affected and income target not achieved.

Although these budgets pose a risk to the Council, careful management has ensured that there is little adverse impact forecast at this point.

Capital Budget

The total approved capital budget for the year is £6,473m.

Expenditure to date is £1,906m representing 30% of the budget. The Department anticipates 98% of the total approved budget to be spent by the end of the financial year. A detailed list of schemes together with their approved budget and forecast spend is available in Annex B.

Section 7: Forward Look

Town Centre & Civic Accommodation

- Continue to work with principal developer to deliver town centre regeneration through providing financial, legal and property advice.
- Continue negotiations with third party site owners in the town centre.
- Process advance payment settlements for compulsory purchased interests.
- Continue to work with Comer Homes to monitor demolition and delivery of new Winchester House.
- New Enid Wood House Section 106 likely to be completed.
- Work continues to Easthampstead House with the creation of a large open plan office on first floor.
- Move of Construction and Maintenance (C&M) team to Easthampstead House.
- Relocation of C&M main contractors to Easthampstead House.
- Rationalisation of the office space in the Commercial Centre to provide better fit for the Landscape and Highway teams and contractors.
- Decorations and repairs to the Council Chamber and Function Room.

Community Engagement & Equalities

- Conduct the 2014 Residents Survey.
- Develop an action plan to move to the Excellent Level of the Equality Framework.
- Develop the ownership and management arrangements for the new Community Hubs in the strategic housing areas.
- Take on the ownership of and open The Parks Community Centre/Sports Pavilion.
- Launch the new Civilian/Military Partnership.
- Prepare the Council's Equality Information Reports for publication.
- Manage the new European Integration Fund 'Stronger Voices' project to support the integration of migrant communities and achieve its December 2014 targets.

Customer Services

- Over the next quarter we will be extending the new CRM to other service areas: Highways, the Tree Service and Waste and Recycling. We will be capturing our learning and using this to make further improvements.
- We will also be planning for the next tranche of services due to be added to the system in the New Year.
- The conclusion of the SPD review will reveal the final cancellation rate, further discount reviews to be carried out across all remaining discounts types to identify additional income that could be generated through identification of false claims or those no longer eligible.
- Also Chip and Pin to go live during Quarter 3.

Democratic & Registration Services

- Deliver a number of activities for Local Democracy Week 13-19 October. The theme this year is Participatory Democracy: Sharing, Proposing, and Deciding.
- Work with Children, Young People and Learning to deliver National Takeover Day on 21 November which will involve members of the Youth Council shadowing senior officers and Councillors.
- Work with ICT to complete the upgrade to Windows 7 for Councillors.
- Provide effective support to the Careers Event.
- Implement the conversion of civil partnerships to marriage from 10 December and manage the likely increase in the number of appointments during the first year when the process is free.

- Undertake the Individual Electoral Registration canvass between 3 and 14 October.
- Publish the revised Register of Electors by 1 December, incorporating any changes to polling districts/polling places agreed by Council in November
- Commence the 2015 Elections Programme.

Corporate Property

- Options for development of Coopers Hill for a new youth hub to be considered with planning officers over the next three months.
- Progress options for identifying sites for school accommodation.
- Complete legal agreements for the sale of East Lodge, subject to planning permission.
- Progress the sale of Binfield Nursery site. Completion should be after planning is granted which is scheduled for Committee in October.
- Land terms have been agreed, in principle, with Luffs on the proposals for Blue Mountain Golf Centre.
- Progress feasibility of options for Harmanswater Library and Community Centre.
- Progress discussions with Bracknell Forest Homes on agreements for access routes and services affecting BFC land.
- To complete the disposal of Adastron House to Thames Valley Housing Association.
- To exchange contracts for the sale of Downside to Thames Valley Housing Association.
- To consider recommendations made by Vail Williams in the property review.
- Vehicle, equipment and plant found to be surplus from Landscape Services will be sold off at auction. Estimated income of £10 - £12 K
- The Council will be taking on an electric vehicle to be used as a Pool car. This will be part of Phase 2 of Low Emissions Vehicle (ULEV) programme . This is a programme part funded by The Office for Low Emission Vehicles (OLEV) and DFT.
- Procurement process for Council refreshments contract will begin.

ICT Services

- Completion of migration of applications to the new version of Citrix.
- Upgrade to Windows 7 and Office 2010 for desktop and Citrix to be completed by the end of the year
- Email on the move solution implementation scheduled to complete by the end of the year
- Begin work on replacement of remote site phone systems
- Upgrade to Helpdesk system to be completed

Legal Services

- Completion of Section 106 for major development at Warfield development anticipated.
- Legal support to be provided for CIL examination in public.
- Continuing extensive legal work to be undertaken in connection with Blue Mountain Golf Course re-development.
- Legal advice to be provided in connection with proposed conversion of St Margaret Clitherow primary school to an Academy.
- Section 106 for TRL development to be drafted and completed.
- Legal advice for new SEN regime required.
- McDonalds licensing appeal due to be heard in Magistrates' Court in November.

Finance

- The main focus during the quarter will be on the development of detailed budget proposals for 2015/16. These will be published for consultation following the meeting of the Executive on 16 December.
- The autumn statement and provisional local government finance settlement will be announced in December. A detailed analysis of the impact of both will be completed as a matter of urgency to ensure any impact on the Council's budget plans can be managed.
- Work on the replacement of the Council's HR and Payroll system will continue. Following the award of contract the initial focus will be on the development of a detailed project and resourcing plan, together with the provision of training for the members of the project team. The anticipated go live date is September 2015.
- Financial and procurement advice and support will continue to be provided for a range of significant capital projects including the Blue Mountain Learning Village, the school places programme and the Town Centre Redevelopment.
- Tenders will be invited for the Council's banking contract and for casualty insurance cover. The existing contracts expire on 31 March 2015.
- A new Head of Procurement will be recruited during the quarter, following the retirement of the previous post holder in July.

Human Resources

- Implementation of the new HR/Payroll System is a high priority for this quarter, the rest of the financial year and the first 2 quarters of 2015/16.
- A revised appraisal scheme integrating the outputs of the Good to Great workstreams will be developed and publicised during the quarter.
- The staffing implications arising from the annual Balancing the Budget exercise will be addressed during the period.
- The Eighth Pay and Workforce Strategy will be drawn up, a key part of which will be the forward look of HR priorities for the next 3 years.
- There may be continued industrial action by Unison in support of its national pay claim although the risk of disruption to the Council's services remains very low.
- The Annual Update of the Councils Pay Policy Statement will be considered during the quarter which will incorporate changes to the Transparency Regulations and the first review of the Bracknell Forest Supplement.
- There will be a considerable amount of work required supporting the future Leisure Services plans.

Annex A: Progress on Key Actions

MTO 1: Re-generate Bracknell Town Centre				
Sub-Action	Due Date	Owner	Status	Comments
1.3 Deliver the framework which enables regeneration of Bracknell Town Centre.				
1.3.4 Manage property transactions in accordance with the Development Agreement and in support of town centre regeneration	31/03/2015	CS		Property continue to support licenses and transactions to enable the redevelopment of the town centre as the development agreement nears an unconditional stage.
1.9 Implement an Accommodation Strategy to rationalise the number of buildings used by the Council.				
1.9.1 Implement the Office Accommodation Strategy to rationalise the number of buildings used by the Council	30/01/2015	CS		Progress on the rationalisation programme continues on target. Corporate Services Construction and Maintenance Team will vacate the Commercial Centre Building C by early December allowing Building C to be occupied by key staff working in partnership with the main Public Domain contractors for Landscape and Highways. Discussions are ongoing with the Landlords regarding the lease on Ocean House.
1.9.14 Rationalise space in Easthampstead House (and former print room) to provide accommodation for ICT and Construction & Maintenance and Minority Groups	30/11/2014	CS		Work on 4th floor was completed at the beginning of August and the area was handed over as scheduled. It is laid out to a large meeting room available for public and internal meetings. The office for the Minority Groups is in the same area. Democratic Services moved out of their office in August into the Annex (former print room) while the strip out of their area progressed. In early September they returned and were joined by Electoral Services Team. Learning and Development and Health and Safety decanted to the Annex until the end of November. Construction is progressing on target to convert the remainder of the first floor to an open plan space.

Sub-Action	Due Date	Owner	Status	Comments
1.9.2 Implement ICT work plan to support new ways of working and Accommodation Strategy	30/06/2014	CS		Updated ICT work plan/business plan for the coming year has been agreed and an update to the IT Strategy agreed by the Executive Member. Work relating to Easthampstead House and the upgrading of the infrastructure to Windows 7/Office 2010 is underway and scheduled to complete by the end of the year. This includes upgrading the technology supporting email on the move.
1.9.3 Establish Time Square as the primary town centre reception service area by moving customer-facing staff (Customer Services, Revenue Services and Registrars) currently in Easthampstead House to the ground floor of Time Square north. Support the move of the initial contact for Housing & Benefits to the ground floor south of Time Square	30/06/2014	CS		Work is progressing on the queue management process, with improvements made to the Registrars' process. Further development work is required to provide the management information required to improve resource planning.
1.9.4 Relocate ECC, CYPL, CS and ASCHH to final positions in Time Square	31/05/2014	CS		All moves related to the office refurbishment in Time Square were carried out over the final two weekends in May. All departments now occupy their final position including the staff from Ocean House. Action is now complete.
1.9.8 Surrender the leases for Ocean House and Amber House	31/03/2015	CS		Negotiations are ongoing for an early surrender but termination has been served on both Ocean House and Amber House.
1.9.9 Implement flexible and mobile working principles across all town centre offices	31/12/2014	CS		Work in Easthampstead House to create an open plan office on 1st Floor will continue the drive to reduce desk ratios. L&D and H&S will reduce their available shared desks by 20%. Since the need for business continuity shared desks is reducing as the accommodation work comes to an end there will be 50% less from 8 to 4 ELearning materials are being updated in light of the business changes related to the accommodation changes

MTO 2: Protect communities by strong planning policies				
Sub-Action	Due Date	Owner	Status	Comments
2.5 Take strong enforcement action against those that do not comply with planning law.				
2.5.2 Provide effective Legal support for planning enforcement including issuing of enforcement notices	31/03/2015	CS		Legal Advice has continued to be provided expeditiously
MTO 4: Support our younger residents to maximise their potential				
Sub-Action	Due Date	Owner	Status	Comments
4.1 Provide accessible, safe and practical early intervention and support services for vulnerable children and young people in the Borough.				
4.1.4 Deliver a redesigned Youth website, with improved access to on-line information and advice for young people	30/06/2014	CS		The new Youth Service website is now live and in the 'beta' testing phase. Feedback to date has been very positive, and we expect to be able to sign the project off in the next quarter.
4.3 Increase opportunities for young people in our youth clubs and community based schemes.				
4.3.3 Implement phase three of the Modernisation of the Youth Service Programme by providing support to property changes required.	31/03/2015	CS		The leases for North Ascot Youth Centre and Whitegrove Youth Centre have now been completed.
4.3.5 Work with Thames Valley Housing to develop proposals for the Coopers Hill site to facilitate the provision of a new youth hub.	31/03/2015	CS		Detailed plans are being discussed between the parties. Planning and negotiation are continuing.
MTO 5: Work with schools and partners to educate and develop our children, young people and adults as lifelong learners				
Sub-Action	Due Date	Owner	Status	Comments
5.10 Encourage all residents to continue as learners, both in relation to future employment and recreation				
5.10.3 Co-ordinate a partnership approach to delivering opportunities a 'digital inclusion' programme, facilitating access to IT and the internet for the digitally excluded, in particular older people.	31/03/2015	CS		Work with partners continues to deliver access to digital inclusion opportunities. Additional courses and sessions are being provided at the Open Learning Centre. Staff attended the Ascot Retirement Fair to promote digital inclusion to people approaching retirement.

Sub-Action	Due Date	Owner	Status	Comments
5.11 Ensure systems in place for effective pupil and school place planning.				
5.11.2 Support CYPL in finding suitable sites for school extensions and new schools and supporting procurement activity around these	31/03/2015	CS		Property Services continue to advise and support CYPL in the delivery of school places throughout the Borough.
5.11.4 Provide advice and support in relation to the Blue Mountain site for the provision of a 9 form entry secondary school, a 2 form entry primary school and a nursery provision	30/09/2014	CS		A report is being considered by the Executive in October regarding land transaction being negotiated to support the delivery of the education village.
MTO 6: Support Opportunities for Health and Wellbeing				
Sub-Action	Due Date	Owner	Status	Comments
6.2 Support the Health and Well Being Board to bring together all those involved in delivering health and social care in the Borough.				
6.2.2 Develop clarity in the respective roles of partners within the Health and Well Being Board	31/03/2015	CS		The Board held a workshop in September to consider its future role, membership and the way its meetings are run. Democratic Services will continue to support the Board and ensure that, as it evolves, it continues to run in accordance with the constitution and procedures.
6.7 Recognise the value libraries play in our communities.				
6.7.1 Develop and implement the Good to Great programme theme of community empowerment.	31/03/2015	CS		Good progress. A workshop with the Senior Leadership Group was run this quarter and a survey for BFC volunteers has been developed.
6.7.4 Carry out feasibility assessments for options for the community centre and library at Harmans Water	30/06/2014	CS		An option for the conversion of the Community Centre to residential with a Community Library below is being evaluated.
6.8 Support health and wellbeing through Public Health.				
6.8.11 Deliver JSNA website, providing access for all service providers to needs identified in the borough	30/04/2014	CS		The JSNA website was delivered on time, and has been very well received by users.
6.8.12 Deliver website for Public Health Bracknell, providing access to information about public health services in the borough	31/03/2015	CS		Further discussions are underway to clarify the requirements for websites for Public Health. In addition, additional staffing resource has been allocated to the Digital Services team and work has begun to recruit to two new posts.

Sub-Action	Due Date	Owner	Status	Comments
6.8.9 Promote healthy living by implementing employee health checks	01/04/2015	CS		NHS health checks are usually available at a GP surgery but the Council has developed a programme which allows them to be carried out at work for those aged between 40 and 74 who are not already being treated for a long term health condition. The checks are carried out in work time at a number of Council work places including a small number of schools. As the result of a publicity drive in this quarter the delivery of the programme was boosted and it is now anticipated that in addition to the 150 staff who have taken advantage of the service. A further 100 staff will have health checks over the next two quarters.
MTO 7: Support our older and vulnerable residents				
Sub-Action	Due Date	Owner	Status	Comments
7.5 Improve the range of specialist accommodation for older people which will enable more people to be supported outside residential and nursing care.				
7.5.3 Completion of the sale of Binfield Nursery site for residential use including Older Persons Accommodation	30/06/2014	CS		Contracts have been exchanged for the sale, conditional on planning, which is being considered by the planning committee in October.
MTO 10: Encourage the provision of a range of appropriate housing				
Sub-Action	Due Date	Owner	Status	Comments
10.1 Ensure a supply of affordable homes.				
10.1.10 Arrange the disposal of Downside for affordable housing	31/08/2014	CS		Contracts have been exchanged. Completion is conditional on planning permission.
10.1.14 Work with partners to identify a suitable location to enable the relocation of the Bridgewell Centre	31/03/2015	CS		Negotiations are progressing with Bracknell Forest Homes.
10.1.8 Complete work with Thames Valley Housing Authority on development of affordable homes on the Adastron/ Byways site	30/06/2014	CS		Contracts have been exchanged. Completion is conditional on planning permission.
10.2 Support people who wish to buy their own home.				
10.2.1 Purchase properties for let to Housing clients	31/03/2015	CS		Three properties have now been purchased and the search for additional houses is continuing.

MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money

Sub-Action	Due Date	Owner	Status	Comments
11.1 ensure services use resources efficiently and ICT and other technologies to drive down costs.				
11.1.1 Expand the electronic distribution of agendas and meeting papers	31/03/2015	CS		Some technical issues in relation to accessing private papers via android devices using the Modern.Gov app have been resolved although a few remain outstanding. There has been little interest so far in using personal tablets to receive agenda papers, therefore agenda printing costs continue to be high.
11.1.2 Complete a programme of property reviews to ensure Council buildings are fully utilised, dealing with vacant accommodation as appropriate, taking into account market conditions and other possible Council uses, to secure disposals	31/07/2014	CS		Vail Williams are submitting their final report in October with recommendations.
11.1.3 Work in partnership with West Berkshire Council for the procurement of a shared contract for heating and ventilation	30/04/2014	CS		The procurement process is complete and contracts in place.
11.1.4 Further develop Frontline Property Management System to enable other Council services to access and update their property data	31/03/2015	CS		A project team has been set up to develop the frontline property management system and progress during 2015/16.
11.1.5 Implement regional Public Service Network through the Unicorn contract in conjunction with other local authorities in Berkshire and Surrey	31/03/2015	CS		Work continues this quarter to specify requirements for new telecommunications contracts beginning in summer 2015. Unicorn continues to be pursued as the purchase vehicle of choice.
11.1.7 Implement efficient business processes in tandem with a replacement Payroll and HR system	31/08/2015	CS		The contract for a replacement Payroll and HR system has been awarded. Initial meetings with the successful contractor have been arranged and training for the project team organised. A detailed project and resourcing plan is being developed. The anticipated go live date is September 2015.

Sub-Action	Due Date	Owner	Status	Comments
11.2 ensure staff and elected members have the opportunities to acquire the skills and knowledge they need.				
11.2.1 Review the Member Development Strategy and deliver a comprehensive Member Development Programme	31/03/2015	CS		Five conferences were attended by seven councillors; two member development sessions were attended by 42 councillors and one further session was arranged to be held during the next quarter.
11.2.2 Achieve re-accreditation for the Charter+ award for Member development	31/01/2015	CS		Evidence continues to be collated for the submission deadline in December.
11.2.3 Ensure the new Learning & Management system is in place and functioning efficiently, deliver the agreed corporate training plan with priority given to key areas such as management development information security and safeguarding	31/03/2015	CS		Implementation of LMS is going according to plan with the self service module pilots no completed in two areas of Corporate Services and the results being assessed. As it is now the end of the Appraisal cycle and Personal Development Plans (PDPs) received from all departments; the construction of the Corporate Training Programme for 2014/15 is now in hand.
11.2.4 Implement the Pay and Workforce Strategy Action Plan relating to organisational, leadership and skill development, recruitment and retention, pay and rewards	31/03/2015	CS		The 2013/14 Action Plan is being implemented in accordance with the agreed timetable. A revised Pay & Workforce Strategy is now in draft form and due to be considered by Corporate Management Team and the Employment committee in Q3.
11.2.7 Develop and implement the Good to Great programme theme of Managing Performance	31/03/2015	CS		The group of volunteers has been very engaged with the process of developing a new approach to performance management by the Council. Their work programme has included the following elements: - reviewing the current staff appraisal scheme from a performance perspective - constructing a Performance Management Toolkit - piloting a revised approach to 121 discussions between an employee and their manager. Progress has been very good in all those areas. Going forward, a communications plan to roll out the new, digitised appraisal scheme which incorporates all the guidelines produced by the Good to Great team is now in place. Management briefings start in Quarter 3.

Sub-Action	Due Date	Owner	Status	Comments
11.2.8 Develop and implement the Good to Great programme theme of Developing and Releasing Talent	31/03/2015	CS		As with the Managing Performance group progress has been good in this area. The work programme covers 4 areas: - also reviewing the appraisal scheme but from a personal development perspective - constructing a secondment policy - personal development planning for employees - extending the existing mentoring scheme. See Comment in 11.2.7 on the roll out programme and management briefings.
11.3 publish information about the Council to promote openness and cost-effectiveness and accountability.				
11.3.1 Implement the Data Transparency Best Value Guidance by continuing the development and expanding the open data website to improve the accessibility of information to the public	30/09/2014	CS		New information continues to be published in response to frequently asked FOI requests. Percentage of requests referred to publicly available information increased by 1% from previous quarter. Additional information being published in accordance with the Transparency Code 2014.
11.3.2 Implement the Data Transparency Best Value Guidance by continuing the development and expanding the open data website to improve the accessibility of information to the public	31/03/2015	CS		Further data continues to be added to the Open Data website as it is identified as appropriate, to reduce the need for fulfilling Freedom of Information requests. A review of the content of the site will be carried out later this year.
11.4 ensure residents have fair access to the services they need.				
11.4.1 Undertake a number of activities throughout the year to raise public awareness of the democratic process	31/03/2015	CS		Promoted Individual Electoral Registration (IER) through the use of posters, social media, local newspapers and the website. Introduced the dispatch of IER postcards to new residents and attended citizenship ceremonies to promote registration. Preparations are underway for Local Democracy Week 13-19 October and National Takeover Day on 21 November.
11.4.2 Undertake a review of polling districts and polling places	31/01/2015	CS		The Electoral Review Steering Group met in September to undertake the review and formulate recommendations for consideration by the Executive on 21 October and Council on 26 November.
11.4.3 Deliver the European Election for Bracknell Forest Borough	23/06/2014	CS		The European Parliamentary Election was delivered successfully.

Sub-Action	Due Date	Owner	Status	Comments
11.4.4 Implement the Cabinet Office programme for the transition to Individual Electoral Registration	31/03/2015	CS		81% of entries on the Electoral Register were matched against Department for Work & Pensions data and a further 9% were matched against locally held data. 79k letters confirming registration were sent to residents in July. Preparations are underway for the IER canvass in October.
11.4.5 Deliver the Equality Scheme 2012-16 action plan and monitor its implementation	31/03/2015	CS		On track
11.4.6 Deliver the Equality Framework peer review action plan.	31/03/2015	CS		On track
11.5 develop appropriate and cost effective ways of accessing council services				
11.5.1 Redevelop public website using open source technology	31/03/2015	CS		Work continues to plan the redevelopment of the main website in the Drupal content management system. A review of staffing structures in Customer Services has resulted in the allocation of additional resource to the Digital Services Team, to support this major project.
11.5.2 Implement new CRM system to enable customers to have a single online account	31/03/2015	CS		Customer journey mapping and system development for the first phase of services, including landscaping and street cleansing, has been completed. Processes have been tested and signed off by the services, and the project is on target to go live on 1 October, as planned.
11.7 work with partners and engage with local communities in shaping services.				
11.7.1 Work with Wokingham Borough Council to deliver a successful shared bulk print service which provides for both councils' needs	31/03/2015	CS		The Bulk Print Service is reviewed and monitored monthly by the ICT Services Manager at BFC and the Digital Solutions Manager at WBC with a number of improvements being actioned. Quarterly Board meetings between BFC and WBC are also held where operational status is reported and strategic decisions are discussed.
11.7.13 Facilitate the delivery and opening of The Parks community centre and sports pavilion and the redevelopment of Great Hollands Community Centre	31/03/2015	CS		The Great Hollands Community Centre redevelopment has been completed. The Parks Community Centre nears completion and should be opened in Q3.

Sub-Action	Due Date	Owner	Status	Comments
11.7.2 Implement the partnership Community Engagement Strategy 2013-16	31/03/2015	CS		On track
11.7.3 Improve the transparency and quality of consultation and engagement activity through training and implementation of consultation software	31/03/2015	CS		On track. Three Consultation Institute courses were delivered to staff across the Council on social media, focus groups and the law of consultation.
11.8 implement a programme of economies to reduce expenditure				
11.8.1 Redesign services using a 'digital first' approach to encourage channel shift to more cost effective channels, where appropriate	31/03/2015	CS		The first services to be developed in the new CRM system have been designed on a self-service, mobile first basis, to ensure they provide a good experience for customers using a mobile device. An iterative approach is being used for the development, and service improvements are being identified through the testing phase, which will be implemented in a future iteration.
11.8.12 Implement Facilities Management Category Strategy	31/03/2015	CS		A number of contracts and suppliers are being reviewed with the view to making economies of scales savings. Work to create a local framework of suppliers is ongoing.
11.8.2 Update the Medium Term Financial Strategy to include changes to the local government finance regime, strategic policy changes and lead on the development of the Council's annual budget	31/03/2015	CS		Commitment Budget report presented to the Executive in July. This sets out the Council's medium term financial strategy and is the starting point for the 2015/16 budget process. Detailed budget proposals for 2015/16 are being developed ahead of the formal consultation process which starts in December.
11.8.3 Develop departmental proposals to help the Council produce balanced budget in 2015/16	31/03/2015	CS		Detailed proposals being finalised.

Annex B: Financial Information

29

	Original Cash Budget	Virements & Budget		Current Approved Cash Budget	Spend to Date %	Projected Outturn	Department's Over/(Under) Spend	Variance This Quarter	
	2014/2015	C/Fwds	NOTE						NOTE
	£000	£000		£000	%	£000	£000	£000	
<u>Director of Corporate Services</u>									
Director of Corporate Services	217	0	A	217	56	217	0	0	
Community Engagement & Equalities	185	5	A	190	4	190	0	0	
	402	5		407	60	407	0	0	
Head of Democratic & Registration Services									
Committee Services	355	-1	A	354	37	354	0	0	
Member and Mayoral services	934	8	A	942	37	942	0	0	
Registration of Births, Deaths & Marriages	-28	26	A	-2	2,150	-2	0	0	
Registration of Electors / Elections	184	3	A	187	1	187	0	0	
	1,445	36		1,481	30	1,481	0	0	
Chief Officer: Customer Services									
Local Tax Collection incl Cashiers	382	38	A	420	20	420	0	0	
Customer Services	984	-11	A,F	973	42	973	0	0	
	1,366	27		1,393	35	1,393	0	0	
Borough Solicitor									
Legal	613	0		613	38	613	0	0	

Chief Officer: Human Resources									
Human Resources	493	12	A	505	37	505	0	0	
Unified Training Unit	419	6	A	425	30	425	0	0	
Health & Safety	56	0		56	11	56	0	0	
	968	18		986	33	986	0	0	
Borough Treasurer									
Finance	1,926	0	A,E	1,926	35	1,926	0	0	
Insurance	325	0		325	-18	325	0	0	
	2,251	0		2,251	28	2,251	0	0	
Chief Officer: Property Services									
Property Services	282	74	A,E	356	44	356	0	0	
Industrial & Commercial Properties	-1,699	-4	G	-1,703	62	-1,820	-117	-117	1,2
Construction & Maintenance	448	0	A	448	41	448	0	0	
Operations Unit	3,841	166	A,B,E,G	4,007	44	3,995	-12	-12	4,5
	2,872	236		3,108	33	2,979	-129	-129	
Chief Officer: Information Services									
ICT Services	2,346	-52	A	2,294	50	2,342	48	48	3
Chief Executive's Office									
Chief Executive	344	15		356	44	356	0	0	
Chief Executive's Office	787	38	A,D	825	33	825	0	0	
Town Centre Redevelopment	53	0		53	-126	53	0	0	
Voluntary Sector Grants	163	0		163	52	163	0	0	

NI136 - Grant Contributions to Shopmobility & CAB	219	0		219	50	219	0	0
Community Safety	273	-31	A,C	242	22	242	0	0
	1,839	22		1,861	34	1,861	0	0
TOTAL CS AND CX OFFICE	14,102	292		14,394	35	14,313	-81	-81
Memorandum item								
Devolved Staffing Budget - CS and CX	9,061	51	E	9,112	45	9,112	0	0
Non Cash Budgets								
Capital Charges	1,740	0		1,740		1,740	0	0
IAS19 Adjs	909	0		909		909	0	0
Recharges	-8,713	0		-8,713		-8,713	0	0
	-6,064	0		-6,064		-6,064	0	0

CORPORATE SERVICES / CX OFFICE QSR 2 - JUNE TO AUGUST 2014

Note	Total £'000	Explanation
206 Virements reported in QSR1 Period		
A	22	Pension Fund Contributions As a result of the actuarial valuation of the Pension Fund an increase of £0.019m to employer's contributions is required. In addition a number of additional pay elements are now pensionable under the new LGPS. The impact of this on Corporate Services is £0.020m Finally an adjustment of -£0.018m is required to reflect the reduction in current service cost from 13% to 12.8%. A total virement of £0.021m from Non-Departmental budgets is to be made.
B	80	Operations Unit As a result of a reduction in staffing levels following the Facilities review redundancy payments totalling £0.080m have been made, a virement has been requested from the Structural Changes Reserve.
C	-32	Community Safety Transfer of £0.032m from the Domestic Abuse budget to Adult Social Care Health Support for the Berkshire Women's Aid contract in 2014/15.
D	34	Chief Executive's Office A staffing review within the Chief Executive's Office resulted in a payment of £0.034m. A virement has been requested from the Structural Changes reserve.
E	0	Corporate Services DSB In order to balance the Corporate Services DSB staffing budgets, contributions of £0.049m have been made from the following non-DSB budgets, which have identified under spends, to the Corporate Services DSB budgets: Finance £0.008m, Property Services £0.018m, Operations Unit £0.023m
F	-13	Customer Services Customer Services have vired £0.013m to ASCHH for Digital Inclusion from the mainstreamed Public Health funding.
G	-5	Energy Budgets The gas and electricity budgets have been recalculated following the receipt of the Energy Managers projected volumes and price increases from the 1st April. This has resulted in budget reductions of £0.004m for the Civic Buildings and £0.001m for Industrial and Commercial Properties.
	86	Total Virements in QSR2 Period
	292	Total Variances Reported To Date

CORPORATE SERVICES / CX OFFICE QSR 2 – JUNE TO AUGUST 2014
Variations

Note	Total £'000	Explanation
	0	Variations reported in QSR1 Period
1	18	Industrial & Commercial Properties As more of the Commercial Centre is used for internal storage the income target becomes unattainable. The anticipated under achievement of income is £0.018m and this will be considered as part of the 2015/16 budget proposals.
2	-135	Industrial & Commercial Properties As more of the Commercial Centre is used for internal storage the income target becomes unattainable. The anticipated under achievement of income is £0.018m and this will be considered as part of the 2015/16 budget proposals.
3	48	ICT In order to support the W7/Office 2010 rollout, the PSN return and the completion of the office moves it has been necessary to employ 4 desktop resources for the first four months of the year at an additional cost of £0.048m. Contingency funding is requested to cover this overspend.
4	11	Operations Unit The new Landscaping Contract results in a loss of income to the Operations Unit for various vehicle charges. The full year effect has been reflected in the 2015/16 budget proposals.
5	-23	Operations Unit Rebates of -£0.046m have been received for Easthampstead House (£0.020m) and the Commercial Centre (£0.026m) Business Rates, the resulting under spend has been reduced by £0.023m to reflect a contribution to the Departmental DSB budget.
	-81	Variations reported in QSR2 Period
	-81	Total Variations Reported To Date

Corporate Services & Chief Executive's Office Capital Monitoring as at 31 August 2014												
Cost	Project Description	2013/2014	2014	Approved	Cash	Expenditure	Current	2014/15	Carry Forward	(Under / Over)	Target for	Current status of the project
Centre		brought forward	/2015 Budget	Budget	Budget	to date	Commitment	Cash			Completion	Notes
			Budget		2014/15			Budget	2015	Spend		
								unspent/ uncommitted	/2016			
					(1)	(2)	(3)	(1)-(2+3)				
				(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)		
Prior Year Funded Schemes												
Prior Year Funded Schemes - Corporate Services & Chief Executive's												
YM248	The Parks Community Centre/Sports Pavilion	200.8	0.0	200.8	200.8	0.0	0.0	200.8	0.0	0.0	March 2015	The budget includes a virement of £0.025m from ECC towards the multi use games area.
YM259	North Ascot Community Centre	16.3	0.0	16.3	16.3	0.2	9.5	6.6	0.0	0.0	March 2015	The final plans have been approved by the Planning Department and the works have started
YM291	CRM – Reporting Enhancements	25.0	0.0	25.0	25.0	0.0	0.0	25.0	0.0	0.0	March 2015	Reporting requirements for the new CRM system are currently being developed, and will be discussed with departments over the next two months. This will include the ability to report on avoidable contact and channel shift-able services, to inform future service redesign.
YM293	Property & Asset Management System	36.5	0.0	36.5	36.5	0.0	4.3	32.2	0.0	0.0	March 2015	Development work generally has been hampered by time constraints but is also now being considered in the context of the Koru review. When that is complete our further requirements will be detailed and work commissioned to carry it out. We expect this to be completed by the end of the financial year.
YM306	Council Chamber Audio & Visual Replacement	2.2	0.0	2.2	2.2	0	0.4	1.8	0.0	0.0	October 2014	Additional work will be required after the replacement of the windows which are scheduled to be completed by October

YM312	On-Line Booking Systems	20.0	0.0	20.0	20.0	9.8	0.0	10.2	0.0	0.0	March 2015	A consultant has provided an assessment of the requirements in the council, and an evaluation of possible solutions. This is currently being analysed by Digital Services and Customer Services staff, and a further capital bid is likely to follow this year, or next, to enable implementation of appropriate solutions.
YM313	ICT Helpdesk Software Replacement	15.0	0.0	15.0	15.0	0.0	15.0	0.0	0.0	0.0	March 2015	Upgrade scheduled for August 2014, awaiting invoices.
YM315	Customer Relationship Management System (Invest To Save)	86.2	0.0	86.2	86.2	31.9	35.0	19.3	0.0	0.0	December 2014	Contracts have been signed, and a contract for the new system, begins 1 July 2014. Initial training has been arranged for the core project team and the implementation project scope and approach has been determined. The initial phase of process redesign and form/workflow creation is underway.
Total of Prior Year Funded Schemes - Corporate Services & Chief Executive's		402.0	0.0	402.0	402.0	41.9	64.2	295.9	0.0	0.0		
Prior Year Funded Schemes - Council Wide												
YM215	Replacement Revenue & Benefits System	55.3	0.0	55.3	55.3	21.7	0.0	33.6	0.0	0.0	March 2015	The new CRM may facilitate easier integration with the Revenues system, thereby making the implementation of the e-revenues model unnecessary, although some capital would be required to fund the integration. Work will begin on this aspect in the late summer/autumn. Work is underway to identify a suitable product, subject to integration with Northgate, to implement on-line applications.
YM239	Replacement Network Circuits (Invest to Save)	23.2	0.0	23.2	23.2	0.0	0.0	23.2	0.0	0.0	March 2015	Required for speeding up at remote sites. Delayed due to PSN. Some funds required for extension of wireless links and potential Bridgewell expansion. Work continues to replace these
YM247	Market Street Properties	471.8	0.0	471.8	471.8	0.0	0.0	471.8	0.0	0.0	March 2015	Budget required to meet outstanding CPO claims in addition to the provision of £0.150m. The outstanding CPO claims and adequacy of the provision are reviewed as part of the final accounts process.

YM250	Backup System Replacement	37.4	0.0	37.4	37.4	0.0	0.0	37.4	0.0	0.0	March 2015	Need for consultancy to assist in set-up of backup schedule and DR recovery. To be revisited following completion of SAN. SAN data currently replicating and knowledge being gained to determine appropriate backup regime.
YM252	IPT Migration Project (Invest To Save)	55.6	0.0	55.6	55.6	0.0	0.3	55.3	0.0	0.0	March 2015	Required for extension to IP Call Manager. Additional test hardware required. Call Manager planned for October 2014
YM294	Vasco Token System Replacement	7.8	0.0	7.8	7.8	0.0	0.0	7.8	0.0	-6.8	March 2015	To determine what costs involved moving to AD. Approximately £0.001m required.
YM296	Times Square Data Cabling	5.0	0.0	5.0	5.0	10.1	1.7	-6.9	0.0	6.9	March 2015	Complete - budget overspend will be met from other project underspends
YM003	ICT Infrastructure Development/Network Refresh	39.7	0.0	39.7	39.7	25.5	7.9	6.3	0.0	0.0	March 2015	Core switches installed. Ongoing replacement of redundant kit taking place. Proxy servers and UPS to be done.
YM214	Electronic Documents Records Management System	161.9	0.0	161.9	161.9	30.7	28.6	102.7	0.0	0.0	March 2015	Revised schedule being planned and revisiting file plans
YM253	Time Square Accommodation	558.3	0.0	558.3	459.2	385.3	73.9	0.0	99.1	0.0	June 2015	All the works have been completed as programmed. Final account prepared and agreed. Project now in defects until June 2015
YM298	Power Generator	186.0	0.0	186.0	186.0	182.6	0.0	3.4	0.0	-3.4	Project complete	Project complete
YM304	Great Hollands Community Centre & Library	257.0	0.0	257.0	257.0	103.6	149.0	4.4	0.0	0.0	September 2014	All works completed as programmed on the 18th July. Draft final account has been prepared and currently being reviewed by the Contractor. All minor snagging works to be completed by end of September.
YM308	Phone System Replacement - Remote Sites	48.0	0.0	48.0	48.0	0.0	0.0	48.0	0.0	0.0	March 2015	A number of remote sites during 2013-14 had phone systems transferred to CISCO solution. First site Cemetery and crematorium complete. Others to follow
YM309	Storage Area Networks	88.0	0.0	88.0	88.0	7.1	73.3	7.6	0.0	0.0	March 2015	SAN installed and currently monitoring performance and resilience. Some invoices outstanding and some final consultancy required.
YM310	Easthampstead House Car Park	4.0	0.0	4.0	4.0	1.8	0.0	2.2	0.0	-2.2	July 2014	Works have been completed, fees claimed in July 2014.
YM311	Phone System Replacement - Libraries	25.0	0.0	25.0	25.0	1.8	0.0	23.2	0.0	0.0	March 2015	To be done throughout 2014-15, work being planned.
YM318	Time Square Meeting Rooms - Display Screens	1.0	0.0	1.0	1.0	0.5	0.5	0.0	0.0	0.0	June 2014	Complete
Total of Prior Year Funded Schemes - Council Wide		2025.0	0.0	2025.0	1,925.9	770.8	335.2	819.9	99.1	-5.5		

Total Prior Year Funded Schemes												
		2,427.0	0.0	2,427.0	2,327.9	812.7	399.4	1,115.8	99.1	-5.5		
Percentages						35%	17%	48%	4%	0%		
Current Year Programme												
Current Year Programme - Corporate Services & Chief Executive's												
YM243	Community Centres - S106	152.2	0.0	152.2	152.2	0.0	0.0	152.2	0.0	0.0	Rolling programme	Total S106 funding anticipated for the scheme.
YM329	Replacement HR & Payroll System	0.0	250.0	250.0	250.0	0.0	0.0	250.0	0.0	0.0	August 2015	Contract awarded to MidlandTrent on 9 September 2014
Total of Current Year Programme - Corporate Services & Chief Executive's		152.2	250.0	402.2	402.2	0.0	0.0	402.1	0.0	0.0		
Current Year Programme - Council Wide												
YM002	Access Improvement Programme	155.4	100.0	255.4	255.4	78.6	69.4	107.4	0.0	0.0	Rolling programme	Work is ongoing at Bracknell Leisure Centre to meet BVPI requirements. Design work is beginning on improvements to two libraries and access audits of the two large car parks have been commissioned.
YM165	Server and Server Component Refresh	34.1	55.0	89.1	89.1	9.8	13.4	65.8	0.0	0.0	March 2015	Servers being refreshed alongside install of new systems end of life which will continue throughout 2014-15.
YM180	ICT Maint Prog – Photocopiers	31.4	40.0	71.4	71.4	35.2	29.5	6.7	0.0	0.0	March 2015	Konica printers now being purchased and will replace RICOH printers following EOL.
YM181	Capitalisation of Revenue (Budgets Only)	0.0	400.0	400.0	400.0	0.0	400.0	0.0	0.0	0.0	March 2015	Monies transferred as part of the final accounts process.
YM244	Improvements and Capitalised Repairs – Council Wide – Planned Maintenance	347.9	1,500.0	1,847.9	1,847.9	671.7	539.0	637.2	0.0	0.0	Rolling programme	Works on this year's programme are underway . To date 36% of the budget has been spent with a further 29% committed.
YM297	Superfast – Broadband Match Funding	29.1	80.0	109.1	109.1	60.9	48.2	0.0	0.0	0.0	March 2015	Capital funding for a market procurement using the Broadband Delivery UK procurement framework to buy a broadband infrastructure improvement solution across the Thames Valley.
YM307	CITRIX Licensing	78.0	45.0	123.0	123.0	0.0	37.9	85.1	0.0	0.0	March 2015	Pratial extra licenses ordered
YM317	Easthampstead House Accommodation	0.0	100.0	100.0	100.0	13.9	86.1	0.0	0.0	0.0	October 2014	Work has begun to floor 4 of Easthampstead House to remodel the area vacated by the Registrars. The finished suite will include 2 large meeting rooms one of which is to house the Minority Group and the other to provide a large public/staff meeting room.

YM319	All Services Hub	0.0	48.0	48.0	48.0	48.4	0.5	-0.8	0.0	0.8	March 2015	The project has agreed a new cutover date with Ofsted and OpenObjects of the 26th August. Currently the project is on target to deliver the statutory requirements on the 1st September. The project is currently overspent by £350 in order to facilitate a data transfer from the previous supplier. The project is investigating the potential requirement to supply training to user groups, which will incur a training per day cost. At this stage it is not known how much is needed.
YM320	Network Refresh	0.0	107.0	107.0	107.0	0.2	0.0	106.8	0.0	0.0	March 2015	Wireless controller and EOL kit to be replaced. To commence
YM321	SQL Server Licences	0.0	44.0	44.0	44.0	0.0	0.0	44.0	0.0	0.0	March 2015	To replace SQL 2005. Test servers to true up
YM322	Oracle 11 Upgrade	0.0	70.0	70.0	70.0	0.0	0.0	70.0	0.0	0.0	March 2015	Required upgrade during year to Oracle v11
YM323	Time Square - Easthampstead House Network Link	0.0	30.0	30.0	30.0	0.0	0.0	30.0	0.0	0.0	October 2014	Additional data centre traffic between these two sites requires a separate link to ensure that there is no impact on the current data and voice traffic and provides dedicated bandwidth to enable SAN replication and the free movement of virtual servers between the two sites. Will be required later in year when Call Manager installed and upgraded.
YM324	IPS Firewall	0.0	30.0	30.0	30.0	0.0	0.0	30.0	0.0	0.0	March 2015	For internal firewall improvements - planning to commence shortly.
YM325	Computer Estate Refresh	97.9	161.0	258.9	258.9	174.6	20.3	64.0	0.0	0.0	March 2015	Essentially for W7/Office 2010 during year. Issues with server being rolled out. Rollout commenced and due from completion by 2015. Budget also needs to accommodate replacement kit as required.
YM326	DNS-DHCP-IPAM System	0.0	20.0	20.0	20.0	0.0	0.0	20.0	0.0	0.0	March 2015	To install resilient system. Not yet started.
YM327	Wireless Expansion	0.0	20.0	20.0	20.0	0.0	0.0	20.0	0.0	0.0	March 2015	To be done at appropriate locations as required throughout the year.
YM328	Network Management Software	0.0	20.0	20.0	20.0	0.0	0.0	20.0	0.0	0.0	March 2015	Software to be procured to improve internal monitoring and reporting.

Total Current Year Programme - Council Wide	773.7	2,870.0	3,643.7	3,643.7	1,093.9	1,244.2	1,306.2	0.0	0.0
Total Current Year Programme	925.9	3,120.0	4,045.9	4,045.9	1,093.9	1,244.2	1,708.3	0.0	0.0

Percentages 27% 39% 42% 0% 0%

Total - Council Wide	2,848.8	2,820.0	5,668.8	5,569.6	1,864.1	1,579.4	2,126.1	99.1	-4.7
Total - Corporate Services & Chief Executives	554.1	250.0	804.1	804.1	41.9	64.2	698.0	0.0	0.0
Total Capital Programme	3,402.9	3,070.0	6,472.9	6,373.8	1,906.0	1,643.6	2,824.2	99.1	-4.7

Percentages 30% 26% 44% 2% 0%

This page is intentionally left blank

QUARTERLY SERVICE REPORT

CHIEF EXECUTIVE'S OFFICE

Q2 2014 -15
July - September 2014

Portfolio holders:
Councillor Paul Bettison, Leader of the Council

Assistant Chief Executive:
Victor Nicholls

Contents

Section 1: Director's Commentary	3
Section 2: Department Indicator Performance	5
Section 3: Complaints	7
Section 4: People	8
Section 5: Progress Against Medium Term Objectives and Key Actions	9
Section 6: Money	9
Section 7: Forward Look	10
Annex A: Progress against Service Plan actions	12

Section 1: Director's Commentary

Work continues to bring forward the regeneration of the town centre. The Ring has been partially closed and there are on-going Highways works changing the road layout in preparation for the new Northern Retail Quarter. Utilities work continues in the town centre.

In July the market moved out from the ground floor of Winchester House and is now an outdoor market located in High Street East. Cotswold Markets Ltd (formerly known as Grenchurch) continues to manage the market on our behalf. With the market moving, it is now possible for Winchester House to be demolished.

The regeneration team continues to work closely with BRP.

The Business and Enterprise Service (BES) work plan was endorsed by the Executive at the end of September. This is a significant development and provides the funding for the key economic development projects. The key projects coming on stream are the business contact programme, the local business partnership scheme, Elevate Bracknell Forest, major infrastructure survey and an inward investment strategy.

The new business relationship co-ordinator has been in post since the beginning of September and is making good progress bringing the Elevate Bracknell Forest partners together, creating the IAG (Information Advice and Guidance) Hub and the local web site. The programme will enable young people to gain a more co-ordinated approach to support and work opportunities with local business. The plan is to launch the programme in the first quarter of 2015.

The provision of crime data from Thames Valley Police following their migration to a new data base is still proving problematical but is slowly improving. The Community Safety Partnership is still functioning effectively and at the end of Q2 all recorded crime has been reduced by 11% compared to the same period last year.

There are currently 2 new members in the Community Safety Team with a third new member due to start in November who will take the lead on domestic abuse and e-safety. CADIS is now up to speed again following the training of a new member of staff.

The 2014-17 Community Safety Partnership plan has been published. This has 12 priorities which includes burglary dwelling, robbery, vehicle crime and violent crime as well as broader themes of domestic abuse, internet related crime and youth crime prevention. At the end of Q2 only burglary dwelling has risen and this follows substantial reductions last year and still one of the lowest burglary levels in the Thames Valley. However the detection rate for burglary in Bracknell Forest is one of the highest. The Joint Tasking meeting of the CSP is currently working towards a plan to reduce these numbers.

Local initiatives to reduce the harm caused by domestic abuse are currently being evaluated by Cambridge University. Early indications are that the evaluation is very favourable to the innovative work being piloted in Bracknell Forest. A full evaluation is expected in Q3.

The most recent domestic homicide review into the death of Aleksandrs Vasijevs on 20 September 2013 is currently drawing to a conclusion and a report will be sent to the Chair of the Community Safety Partnership in Q3

Four new wireless CCTV cameras are now operational within Bracknell town centre and are being operated by Bracknell Regeneration Partnership under an agreement with BFC

Planning has continued for the Bracknell Forest Careers Event on 9th October with Beaufort Park secured as the venue.

The delivery of the work programme for Overview & Scrutiny in 2014-15 is on track.

The biennial survey of Members indicated that 58% thought O&S was effective in holding decision makers to account, and in contributing to policy development. 84% of responses indicated satisfaction with the support given by O&S officers.

The Local Government Ombudsman has released the 2013-14 complaints statistics for all councils, showing that the number of complaints they received against the Council was lower than the average for all other councils. Bracknell Forest was the only council in Berkshire not to have had any complaints upheld by the Ombudsman.

Work continues to support major projects across the council, including ramping up planning for economic development communications, the careers fair and the staff and resident surveys. The publicity generated by the forthcoming demolition of Winchester House is particularly noteworthy with over 25,000 social media users following our story. The rollout of the new resident parking scheme has also secured excellent coverage in local print media.

Strategically, the Head of Communications and Marketing is working with the Head of Customer Service to secure a more effective and integrated solution to social media and customer service whilst also focussing on re-stabilising the team following staffing issues and a change of account management roles.

Section 2: Department Indicator Performance

Ind Ref	Short Description	Previous Figure Q1 2014/15	Current Figure Q2 2014/15	Current Target	Current Status	Comparison with same period in previous year
Communications and Marketing - Quarterly						
L167	Number of media enquiries received (Quarterly)	58	73	N/A	N/A	
L168	Number of news releases issued in the quarter (Quarterly)	49	56	50		
L169	Increase in number of Facebook and Twitter followers (Quarterly)	581	495	250		
Community Safety - Quarterly						
CSP1.01	Prevent a rise in the number of incidents of Burglary Dwelling (Quarterly)	59	103	76		
CSP11.01	Reduce the number of reported incidents of Nuisance ASB as per CADIS (Quarterly)	991		1,988		
CSP2.01	Reduce the number of reported criminal offences committed by the Domestic Abuse Service Co-ordination (DASC) cohorts (Quarterly)	N/A	N/A	32.4	N/A	N/A
CSP2.02	Reduce the number of Children on Child Protection Plans where DA is a factor and the perpetrator has participated in the DAPS programme (Quarterly)	8	N/A	8	N/A	N/A
CSP7.01	Reduce the number of reported incidents of theft from motor vehicle (Quarterly)	69	69	99		
CSP7.02	Reduce the number of reported incidents of theft of motor vehicle (Quarterly)	19	15	28		
L185	Reduce all crime (Quarterly)	1,131	2258	2,439		
Overview and Scrutiny - Quarterly						
L116	Percentage of high level complaints dealt with in accordance with corporate standards (Quarterly)	88%	91%	93%		
L132	Cumulative number of local government ombudsman complaints requiring a local settlement (Quarterly)	0	0	2		
Performance and Partnerships - Quarterly						
L115	Performance reports produced to corporate timetable (Quarterly)	100%	100%	100%		

Ind Ref	Short Description	Previous figure 2011/12	Current Figure 2014/15	Current Target	Current Status	Comparison with same period in previous year
Overview and Scrutiny – Annual						
L165	Percentage of O&S Members satisfied with Overview & Scrutiny officer support (Biennial)	96.00%	84.00%	80.00%		

Traffic Lights

Compares current performance to target



On, above or within 5% of target



Between 5% and 10% of target



More than 10% from target

Comparison with same period in previous year

Identifies direction of travel compared to same point in previous year



Performance has improved



Performance sustained



Performance has declined

The following are annual indicators that are not being reported this quarter:

Ind Ref	Short Description
L170	Percentage of staff who feel; generally, the council keeps them well informed (Biennial)
L171	Percentage of respondents who give an overall rating of good or excellent to Town & Country (Annually)

Section 3: Complaints

Corporate Complaints received

The number of complaints received in this quarter – 0.

The number of complaints received from quarter 1 to quarter 2 (*year to date*) – 0

Stage	New complaints activity in quarter 2	Complaints activity year to date	Outcome of total complaints activity year to date
New Stage 2	0	0	-
New Stage 3	0	0	-
New Stage 4	0	0	-
Local Government Ombudsman	0	0	-

Nature of complaints/ Actions taken/ Lessons learnt:

The Chief Executive's Office received no stages 2-4 or Ombudsman complaints in quarter 2. For other council departments, the Office investigated three stage 4 complaints and co-ordinated the action on one complaint to the Local Government Ombudsman (LGO).

Section 4: People

Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Chief Executive	2	2	0	2	0	0
Chief Executive's Office	25	22	3	23.81	3	10.71
Department Totals	27	24	3	25.81	23	10.00

Staff Turnover

For the quarter ending	30 Sept 2014	10.71%
For the last four quarters	1 Oct 2013 – 30 Sept 2014	29.63%

Total voluntary turnover for BFC, 2013/14: 12.64%
 Average UK voluntary turnover 2012: 10.6%
 Average Public Sector voluntary turnover 2012: 8.1%
 (Source: XPerHR Staff Turnover Rates and Cost Survey 2013)

Staff Sickness

Section	Total staff	Number of days sickness	Quarter 2 average per employee	2014/15 annual average per employee
Chief Executive	2	0	0	0
Chief Executive's Office	25	32	1.44	11.76
Department Totals (Q2)	27	32	1.33	
Totals (14/15)				10.89

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 13/14	5.50 days
All local government employers 2012	9.0 days
All South East Employers 2012	8.7 days

(Source: Chartered Institute of Personnel and Development Absence Management survey 2013)

N.B. 20 working days or more is classed as Long Term Sick.

Comments: The full number of days sickness has decreased to 36 this quarter from 111 last quarter.

There were 23 days lost due to long term sickness. The employee concerned has now left the Authority. The full projected annual average per employee for the Department currently stands at 10.89 days per employee. The projected annual average per employee for the department excluding Long Term Sick currently stands at 1.33 days per employee.

Section 5: Progress against Medium Term Objectives and Key Actions

Progress has been monitored against the sub-actions, supporting the Key Actions contained in the Chief Executive's Office Service Plan for 2014 – 2015. This contains 32 actions to be completed in support of 4 Medium Term Objectives. Annex A provides detailed information on progress against each of these key actions.

Overall 2 actions have been completed at the end of Quarter 2 () , while 29 actions are on schedule () and 1 is causing concern ( and ) .

The 1 action causing concern is:

Ref	Action		Progress
11.2.9	Develop and implement the Good to Great programme theme of Communications and Cross-Department working		Work is on going to revitalise the group, an email has been sent out from the CXO asking for new volunteers.

Section 6: Money

Quarterly financial information relating to the Chief Executive's Office is presented in the Corporate Services Quarterly Service Reports

Section 7: Forward Look

Regeneration

- Utilities and Highways works continuing.
- Working with BRP to promote regeneration.

Business and Enterprise Service

- The new ESDP sub-group will meet in October and lead the borough's approach to inward investment and re-investment.
- A major business event organised by the council (in conjunction with the local Chamber and FSB) targeted at SME's is taking place in October together with receiving two Chinese delegations.
- The move of the European headquarters of Honda Motor of Japan to the Reflex building at the end of November. Shoretel have successfully moved to the inspired building.

Community Safety

- New member of staff to join Community Safety Team in November to be the lead on domestic abuse and e-safety. Some training and access to systems (TVP and BFC) will be required
- DHR report into death of Aleksandrs Vasiljevs expected to be completed. It will have to be approved by the CSP and sent to the Home Office Violent Crime Unit for review
- 'Naked Truth' workshops to address issues of access to on-line pornography to be delivered in schools through Q2 and Q3
- Work is continuing to further develop the ANPR capacity with RBWM
- Further liaison between the Community Safety Team, TVP and BRH to ensure the safety and security of Bracknell town centre during regeneration.
- Work with media to publicise the six month crime figures showing another reduction in crime
- The review our approach to anti-social behaviour following the implementation of the Police and Anti-Social Behaviour Act 2014 in October 2014
- Develop existing and new programs of work to reduce the harm caused by domestic abuse and on-line safety with the benefit and experience of a new member of staff joining the team in Q3

Performance and Partnerships

- Completing quarter 2 performance updates and reporting
- Completion of the Partnership's review of governance
- Production of the Partnership's new Community Strategy
- Delivery of the Careers Event on 9th October
- Delivery of a Bracknell Forest Partnership Event on 27th November

Overview and Scrutiny

- Progressing the delivery of the 2014/15 work programme for Overview and Scrutiny, principally through supporting the programme of Commission and Panel meetings, and progressing the reviews being carried out by Overview and Scrutiny working groups.
- Continuing to ensure that complaints against the Council at stage 4 and through the Local Government Ombudsman are responded to fairly and promptly.

- Submission to the Executive of the annual report on complaints received against the Council.

Communications and Marketing

- High level communications needs are emerging for Coral Reef refurbishment, Coral Reef island highways improvements, the Leisure Centre island highway improvements and Blue Mountain.
- The vacant Communications & Social Media Officer post is being advertised and options are to be explored for a maternity cover role in early 2015.

Annex A: Progress on Key Actions

MTO 1: Re-generate Bracknell Town Centre				
Sub-Action	Due Date	Owner	Status	Comments
1.2 Regenerate Charles Square				
1.2.1 Implement the Compulsory Purchase Order	31/03/2015	CXO		All notices served. CPO expired in June.
1.3 Deliver the framework which enables regeneration of Bracknell Town Centre.				
1.3.1 Produce and implement a strategy for Market Square and the existing market	31/03/2015	CXO		New Market launched
1.3.3 Work with BRP to monitor and implement demolition and construction programme for town centre regeneration	31/03/2015	CXO		Ongoing
1.4 Attract new retailers and leisure operators to underpin the regeneration of the Broadway based northern retail quarter and the creation of an '18 hour' economy.				
1.4.1 Co-ordinate the work of the Town Centre Partnership	31/03/2015	CXO		Ongoing
1.4.2 Provide support to development partners and other occupiers where required to attract new retailers to the regenerated town centre	31/03/2015	CXO		Ongoing
1.4.3 Work with BRP to agree a strategic brief for the Northern Retail Quarter East	31/03/2015	CXO		Ongoing
1.6 Maintain pressure on landowners to rebuild or refurbish unattractive buildings in the town centre				
1.6.1 Maintain pressure on landowners to rebuild or refurbish unattractive buildings in the town centre	31/03/2015	CXO		Winchester House due to be demolished in Autumn 2014. Enid Wood house currently being modernised. Completion due early 2015. Planning permission granted for Eagle House redevelopment.
1.7 Promote residential development in the town centre, where viable, to take pressure off of our countryside to deliver housing.				
1.7.1 Coordinate proposals for residential development in Bracknell Town Centre including at Stanley Walk/Jubilee Gardens	31/03/2015	CXO		Ongoing discussions with stakeholders.
1.8 Deliver high quality public realm and public spaces.				

1.8.4 Co-ordinate future public realm and town centre management	31/03/2015	CXO		Ongoing
1.9 Implement an Accommodation Strategy to rationalise the number of buildings used by the Council.				
1.9.13 Implement flexible and mobile working principles across all town centre offices	31/03/2015	CXO		Ongoing
MTO 8: Work with the police and other partners to ensure Bracknell Forest remains a safe place				
Sub-Action	Due Date	Owner	Status	Comments
8.1 Continue to seek to reduce overall crime levels, focusing particularly on burglary, domestic abuse, Internet related crime, non-rape sexual offences, personal robbery, vehicle crime, violent crime and anti-social behaviour.				
8.1.1 Implement the Community Safety Plan priorities, to tackle burglary, domestic abuse, internet related crime, non-rape sexual offences, personal robbery, vehicle crime, violent crime and anti-social behaviour	31/03/2015	CXO		At the end of Q2 the total number of reports of all crime had reduced by over 10%. There continues to be a rise in the number of dwelling burglaries but the total number compares well to the rest of the TVP area and the outcome rate is one of the highest in Thames Valley. Numbers of robberies, vehicle crime and violent crime continue to fall.
8.1.2 Continue to seek to reduce overall levels through targeted action with prolific offenders	31/03/2015	CXO		The BFC Community Safety team includes a member of staff who works with prolific offenders to reduce their offending and subsequent harm to the community. This work has made a major contribution to the 10% reduction in overall crime in Q2. The offender manager also works with perpetrators of domestic abuse and some referrals under the Prevent / Channel Process. All known prolific offenders are being targeted.
8.1.3 Work with partners to ensure crime and disorder is considered as part of the town centre regeneration plans	31/03/2015	CXO		CCTV system in Bracknell town centre now incorporates BFC cameras which are monitored through the Princess Square control room. Bracknell Businesses Against Crime (BBAC) are consulting over changing patterns of crime within the town centre. BFC Community Safety Manager is a member of the Regeneration Operation Group and the CCTV group.

8.2 Reduce the incidence of anti-social behaviour.				
8.2.1 Implement a co-ordinated programme of action to address anti-social behaviour	31/03/2015	CXO		The CSP Anti-social Behaviour Working Group meets monthly to consider all ASB issues which merit a partnership approach. Most of these cases are currently neighbour disputes. Repeat cases and cases with vulnerable victims take priority. At the end of Q2 all ASB as recorded by CADIS has fallen by 10%
8.3 Press for more visible policing.				
8.3.1 Work through the Joint Tasking process with the Police to ensure visible policing in the borough	31/03/2015	CXO		Community Safety Manager is a regular attendee at the police Daily Management Meetings and the monthly Joint Tasking meeting to make recommendations where appropriate. The CSM also has regular meetings with the Local Police Area Commander and his deputy. Regular meetings with local policing team by Community Safety Manager to influence local patrol patterns.
8.4 Work with the police and crime commissioner to maximise the benefits to residents of the borough.				
8.4.1 Work with a newly elected police and crime commissioner to maximise the benefits to residents of the borough, in particular by ensuring timely communication with the new commissioner	31/03/2015	CXO		Regular communication has been held with the PCCs office over the implementation of the Police & ASB Act 2014. Community Trigger for ASB reviews agreed by the CSP at its meeting in September. Quarterly performance reports submitted to PCC.
MTO 9: Sustain the economic prosperity of the Borough				
Sub-Action	Due Date	Owner	Status	Comments
9.1 Contribute to the work of the Thames Valley Berkshire Local Enterprise Partnership, including the promotion of inward investment and support for existing firms				
9.1.1 Promote superfast broadband through the implementation of the Berkshire Broadband plan	31/03/2015	CXO		This project is progressing well, the match funding from BDUK has come through and when the programme is complete during the latter part of 2015 more than 96% of the borough will benefit from superfast broadband.
9.2 support the work of the Economic and Skills Partnership to sustain the local economy, in particular by co-ordinating the implementation of the Bracknell Forest Local Economic Development Strategy.				

9.2.1 Sustain the borough's economic prosperity through co-ordination of the Bracknell Forest Economic and Skills Development Partnership	31/03/2015	CXO		New Promotion sub group being formed. A new "knowledge networking" sub group is being put together and led by Sharp.
9.2.13 Co-ordinate the Bracknell Forest Careers Event	31/03/2015	CXO		Venue secured and planning underway. All schools are due to attend and over 80 businesses.
9.2.14 Implement the 'hub and spoke' proposals in the City Deal project plan, working with other Berkshire authorities and the Local Enterprise Partnership	31/03/2015	CXO		The City Deal programme ("Elevate Bracknell Forest") is working toward official launch in q1 2015. . The Business Relationship Co-ordinator has been in post some six weeks and is making considerable progress on all fronts, in particular partnership working with the local providers, the pan-Berkshire working group, the IAG Hub and the EBF Elevate Me web site.
9.2.15 Work with the Thames Valley Berkshire Local Enterprise Partnership, in particular to deliver the Strategic Economic Plan implementation plan	31/03/2015	CXO		Continue to work with TVB LEP and other authorities in Berkshire to deliver the SEP. Currently focussing upon the four strands of the SEP, in particular the International strand dealing with Inward Investment and Trade and a number of workshops have been held over the past few weeks to increase collaboration. Also contributing towards the meet the buyer event scheduled for October 2015 focussing upon opportunities for higher growth small companies to meet with buyers from local large businesses.
9.2.2 Promote economic prosperity through the establishment of a dedicated resource to support business and enterprise	31/03/2015	CXO		On-going
9.2.3 Promote inward investment through the implementation of an inward investment strategy	31/03/2015	CXO		TDiscussions are currently underway with Thames Valley Chamber of Commerce to establish new links with UKTI and TVCC
9.2.4 Review the Local Economic Strategy	31/03/2015	CXO		Ongoing
9.2.5 Support small and medium sized enterprises through the provision of advice and guidance	31/03/2015	CXO		Ongoing. Small business event scheduled for 22 October.
9.2.6 Develop a programme of engaging with local businesses and eliminating barriers to success	31/03/2015	CXO		The Business Contact Programme (BCP) is currently being rolled out with 12 directors and chief officers (targeting 30 strategically important businesses between now and the summer of 2015

9.2.7 Promote commercial links to China, and other emerging economies, in particular through the implementation of a programme of engagement and events	31/03/2015	CXO		Two delegations from China planned in October. From Hunan Province and city of Tianjin.
9.2.8 Promote Bracknell Forest as a premier business location through the development of a new brand identity	31/03/2015	CXO		Ongoing
MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money				
Sub-Action	Due Date	Owner	Status	Comments
11.2 ensure staff and elected members have the opportunities to acquire the skills and knowledge they need.				
11.2.9 Develop and implement the Good to Great programme theme of Communications and Cross-Department working	31/03/2015	CXO		Work is on-going to revitalise the group, an email has been sent out from the CXO asking for new volunteers.
11.7 work with partners and engage with local communities in shaping services.				
11.7.7 Continue to support the voluntary sector through the provision of core grants, to develop it's capacity	31/03/2015	CXO		Q2 monitoring meetings booked. The process for awarding the 2015/16 grants will commence in Q3.
11.7.8 Lead the review and work with partners to update the Sustainable Community Strategy	31/03/2015	CXO		Good progress, however due to change to the approach to the strategy, agreed by the BFP Board, it is now likely to be completed and published in Q4.
11.8 implement a programme of economies to reduce expenditure				
11.8.5 Develop proposals to help the Council produce a balanced budget in 2015/16	31/03/2015	CXO		Ongoing

This page is intentionally left blank