

Date Published: 06 December 2016



## COUNCIL

30 0000 2016

### SUPPLEMENTARY PAPERS

**TO: ALL MEMBERS OF THE COUNCIL**

The following presentations and papers were available at the meeting.

Timothy Wheadon  
Chief Executive

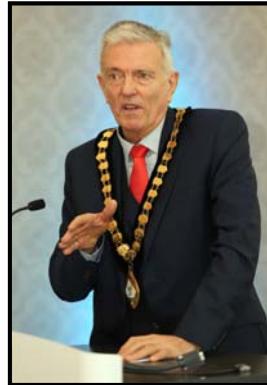
	<b>Page No</b>
<b>5. MAYOR'S ANNOUNCEMENTS</b>	3 - 22
Including presentations from Martin Taylor from Redwood Technologies, and Rose Dalton from Relay for Life.	
<b>6. EXECUTIVE REPORT</b>	23 - 28
To receive the Leader's report on the work of the Executive since the Council meeting held on 14 September 2016.	
Council is asked to resolve a recommendation in respect of:	
<ul style="list-style-type: none"><li>• <b>Regulatory Services – Joint Services Proposal as outlined in Appendix A of the Executive report (paragraph 5.3.4)</b></li><li>• <b>The Commercial Property Investment Strategy as outlined in Appendix B of the Executive report (paragraph 5.4.3)</b></li></ul>	
<b>7. GOVERNANCE AND AUDIT RECOMMENDATIONS</b>	29 - 30
To endorse the recommendations made by the Governance and Audit Committee.	
<b>9. MEMBERSHIP OF COMMITTEES AND OUTSIDE APPOINTMENTS</b>	31 - 32
To fill vacancies on a number of committees and note the appointments made by the Leader.	

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**Council**  
**30 November 2016**



**Mayor's Business Forum  
18 November 2016**






*Burns Supper*

*Friday 10th February*

7.00pm arrival  
 Struups County House Hotel  
 Maidens Green  
 Bracknell  
 RG42 6SD






Includes:

- Piper
- 3 course dinner & half a bottle of wine each

£45 per person  
 £70 as a couple

For more information or for tickets:  
[fundraising@sebastiansactiontrust.org](mailto:fundraising@sebastiansactiontrust.org)  
 01344 622500

## Schools visited for Local Democracy

- Owlsmoor Primary School
- College Town Junior School
- Brakenhale School – visited twice
- Birch Hill Primary School



## Schools visited for Local Democracy

- Cranbourne Primary school
- Pines Primary School
- Fox Hill Primary School
- Crowthorne C of E Primary – visited twice



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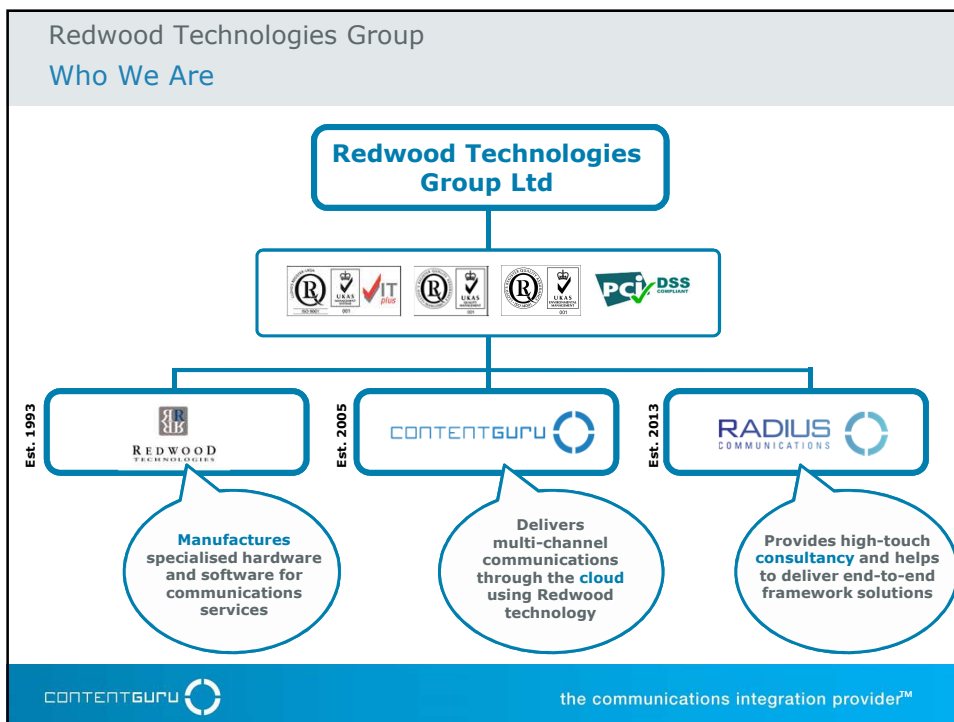


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→ **Bracknell Forest Council**  
Council Chamber, Easthampstead House

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### Our Marketplace Cloud Customer Engagement Hubs Overview

- Primary interfaces between organisations and public
- Customer expectations are rapidly evolving – as is technology



- Customer Engagement Hubs service multiple communication channels
- Customer contacts are automated or digitalised-human driven.

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### Content Guru Industry Recognition



**THE QUEEN'S AWARDS FOR ENTERPRISE: INNOVATION 2016**

**2015 UK IT INDUSTRY AWARDS WINNER**

**2016 UK IT INDUSTRY AWARDS WINNER**

**CIO UNIFIED COMMUNICATIONS SOLUTION PROVIDERS 2015**

**CIO CONTACT CENTER TECHNOLOGY SOLUTION PROVIDERS - 2016**


**comms national awards WINNER 2016 Best SME Telephony System**

BE A CUT ABOVE

Figure 1. Magic Quadrant for Contact Center as a Service, Western Europe



Source: Gartner (October 2016)

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Example Local Authority Users

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Content Guru  
Other Sectors

Customers include hundreds of the world's largest organisations:

**CSPS**

**FINANCIAL SERVICES**

**ONLINE & RETAIL**


**PUBLIC SECTOR**

**TRAVEL**

**UTILITIES**

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Content Guru  
How We Do It




Europe's largest **Communications Integration™** platform, providing:

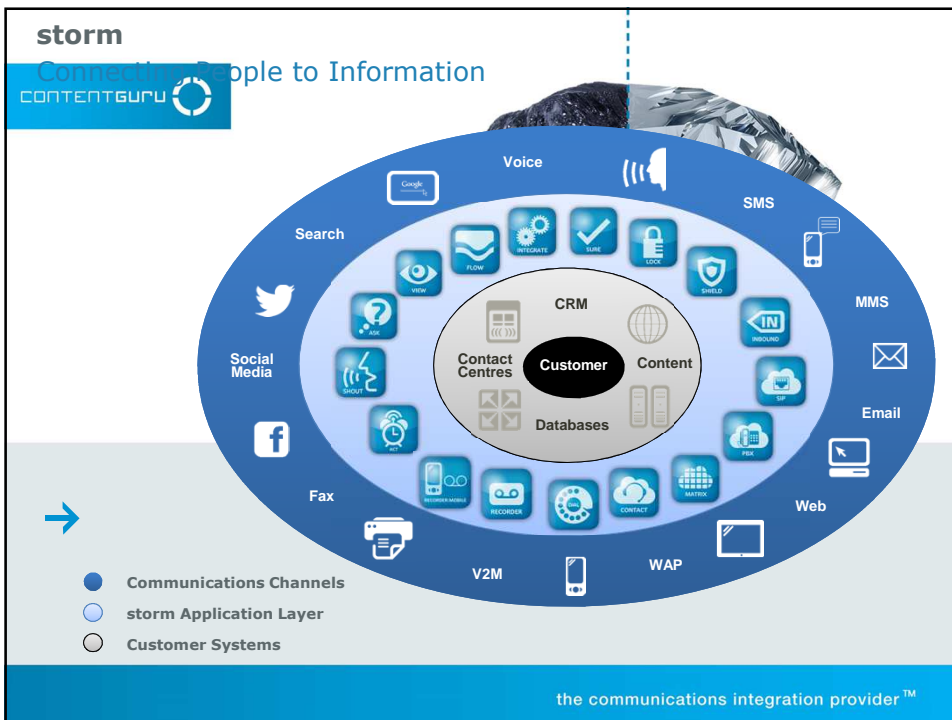
- **Fully-integrated multi-channel** communication micro services

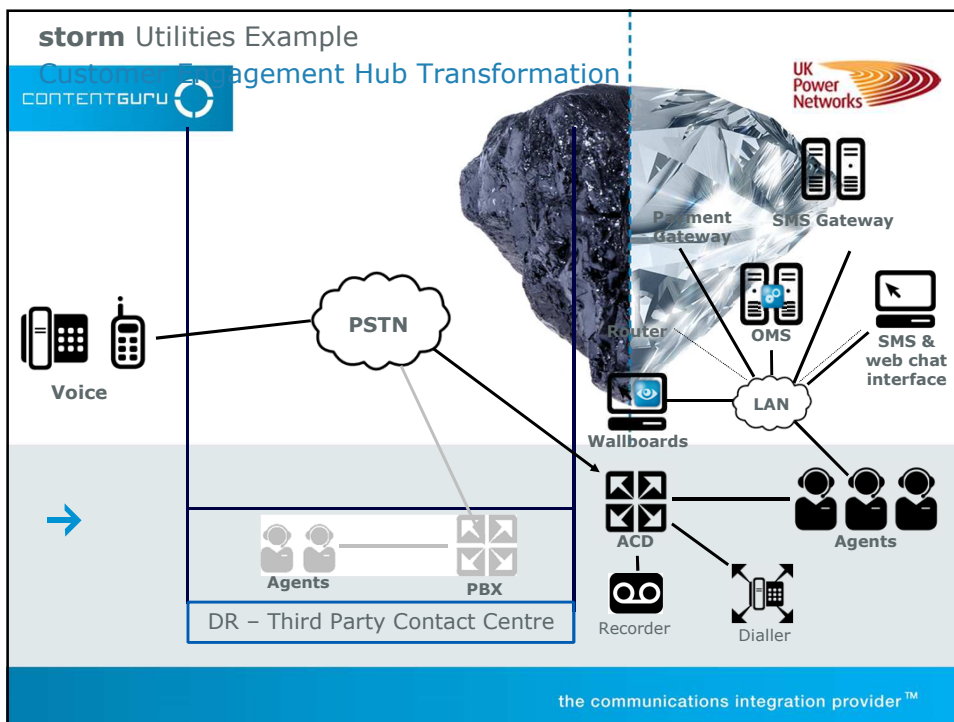
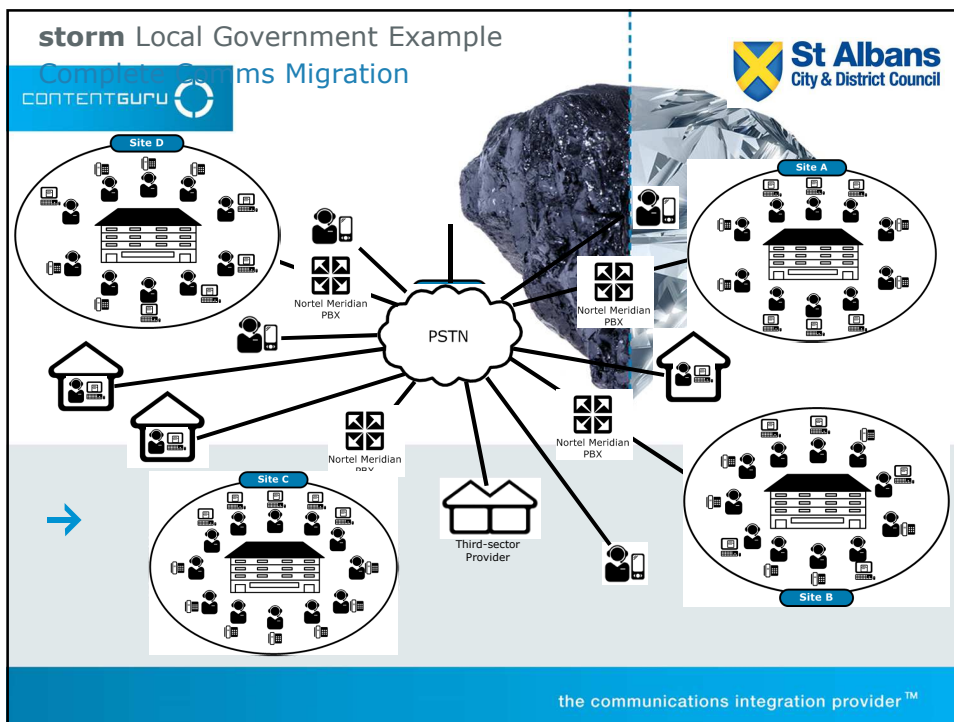


**Wherever, whenever, on whichever** device

- **Powerful integration tools** for information systems
- **Massive scalability** across every channel of interaction.



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**storm** Utilities Example  
UK Power Networks  
CONTENTGURU



- **Largest** electricity distributor in the UK, with **8m+** customer homes & business

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**SHIELD** **INTEGRATE** **SHOUT**

- Instant customisation for [incident response](#)
- Bespoke integration and proactive notifications
- Access to information via voice, SMS, web and chat

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**93%** • Automation of enquiries at critical peak times

**50%** • Reduction in repeat callers due to multi-channel

**>50%** • Of the UK & Ireland's electricity enquiries now go through **storm** due to EDF / UKPN trailblazer.

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Communications Integration for the Health & Social Care Hub  
NHS London PRM

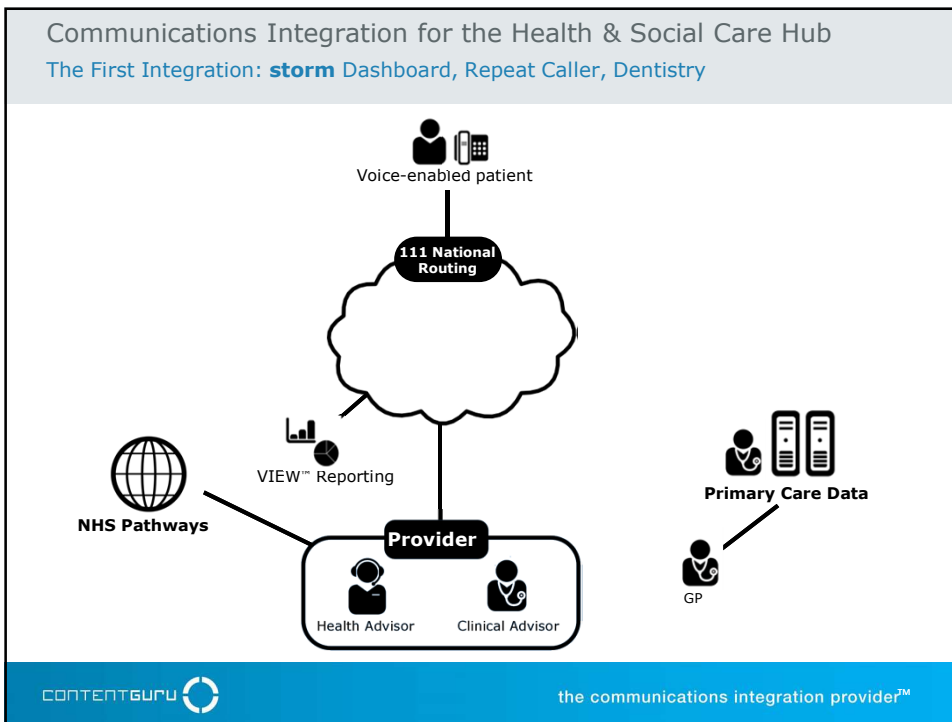
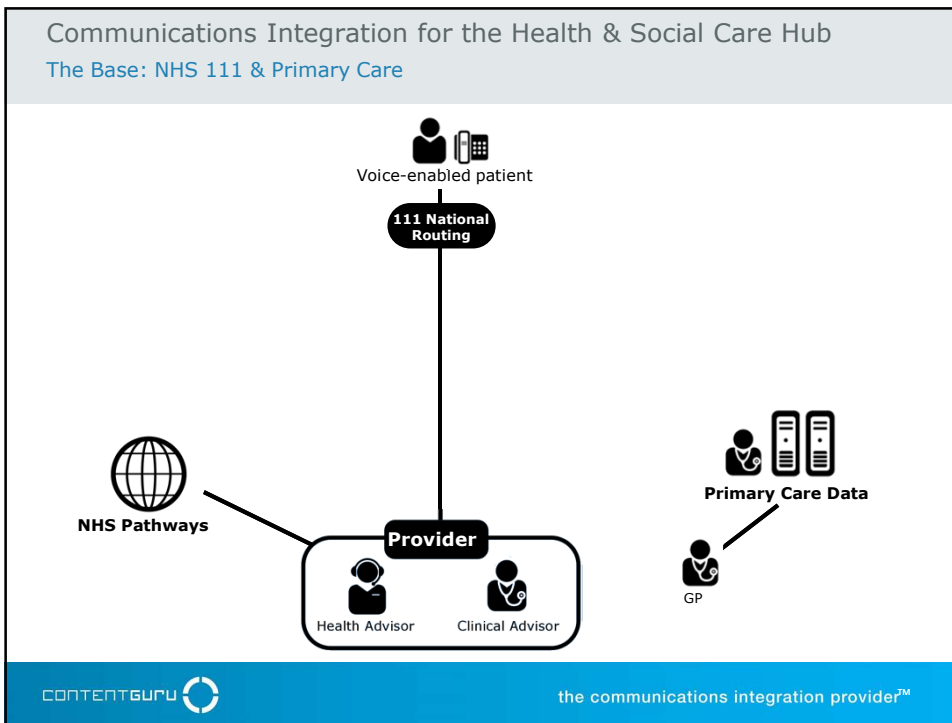


**when it's less  
urgent than 999**

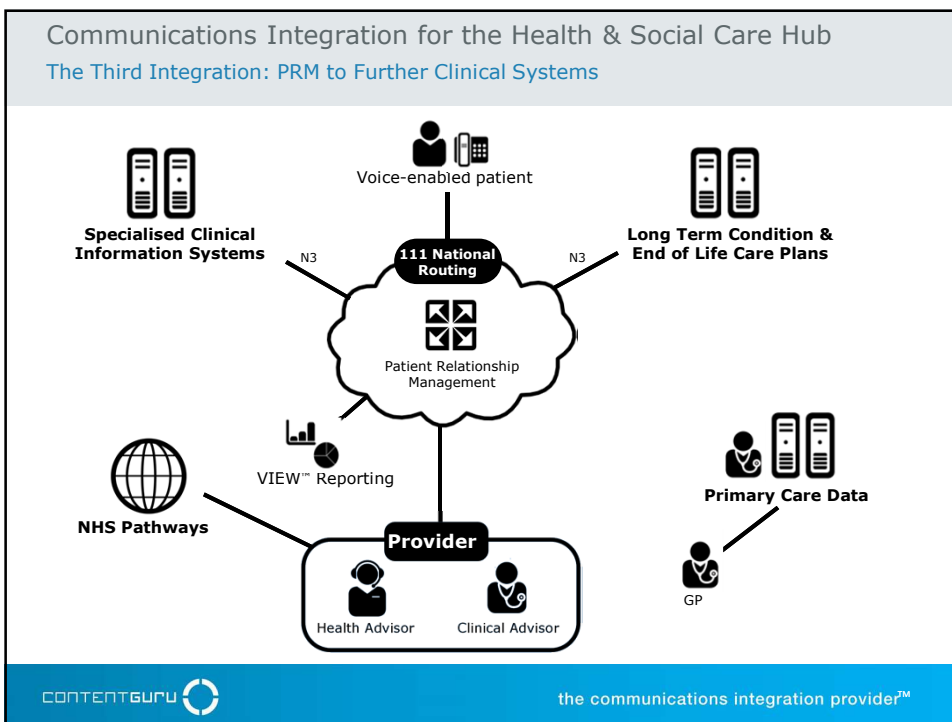
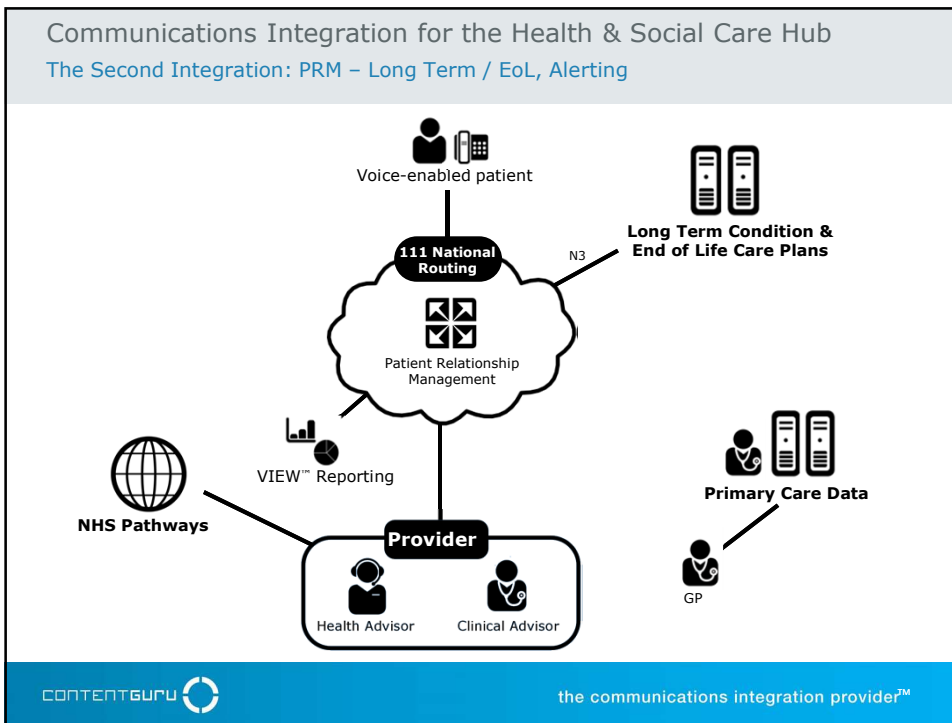
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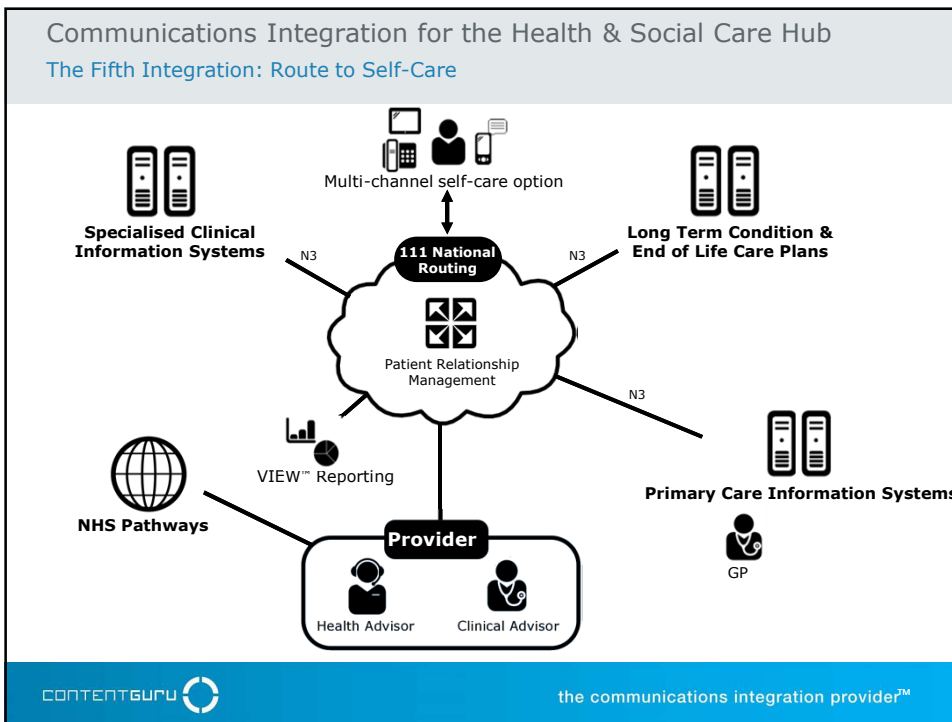
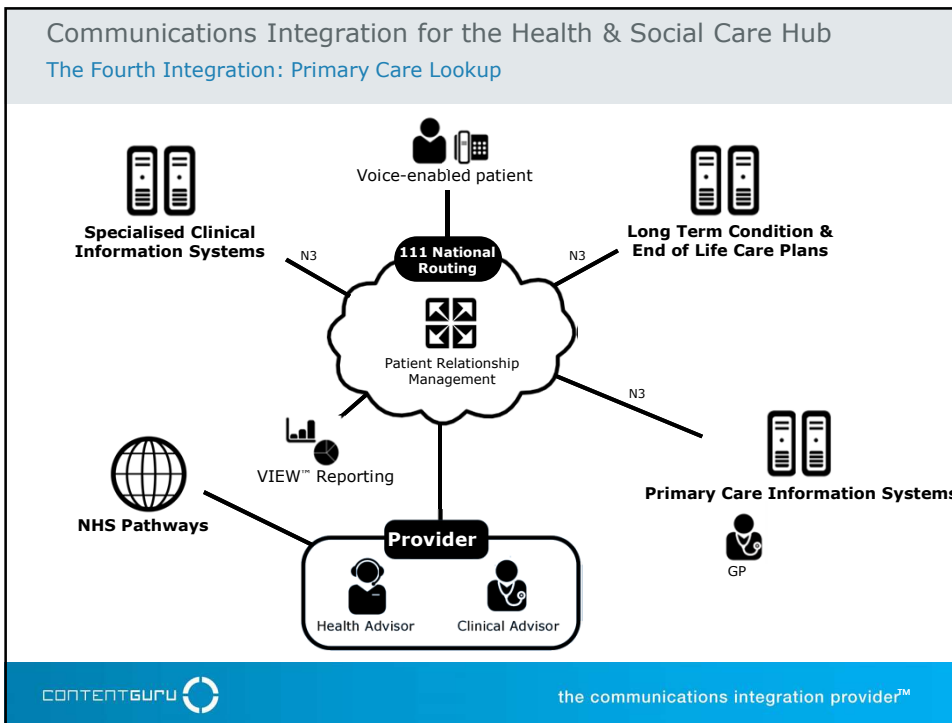
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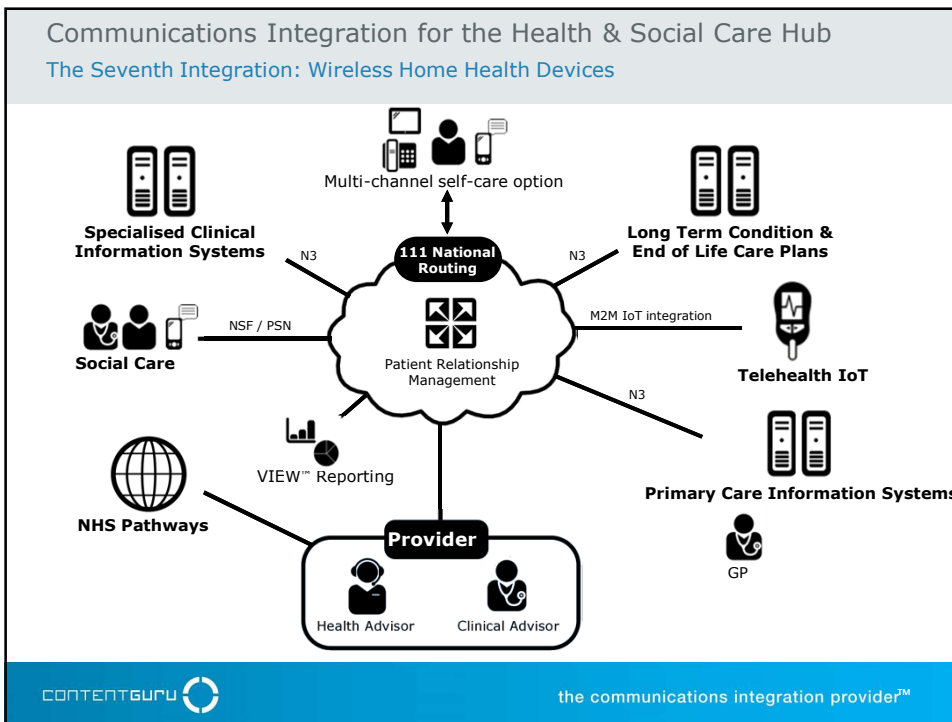
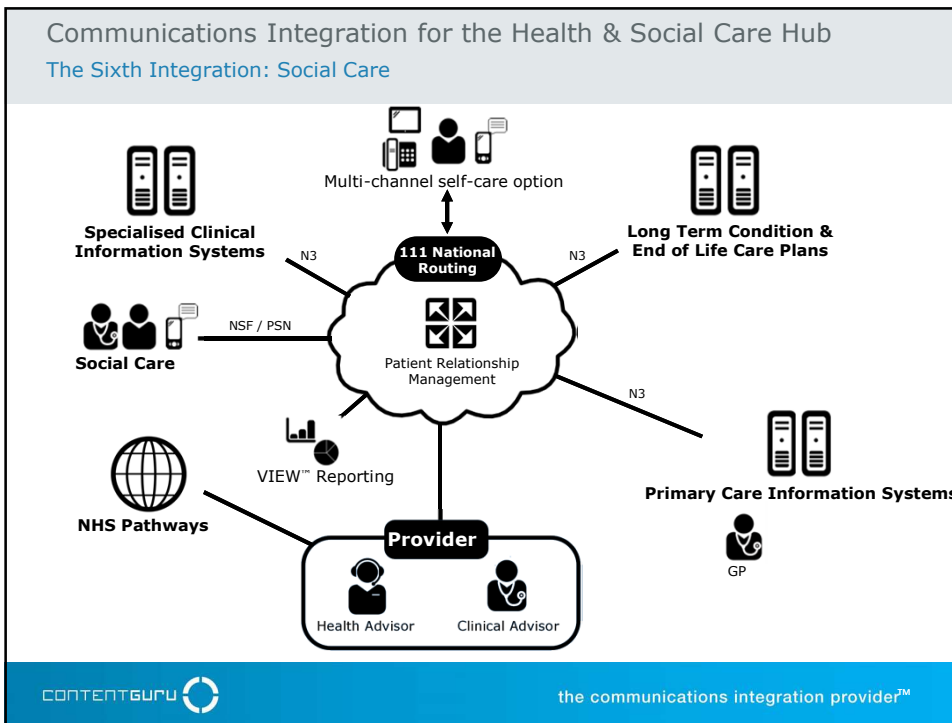


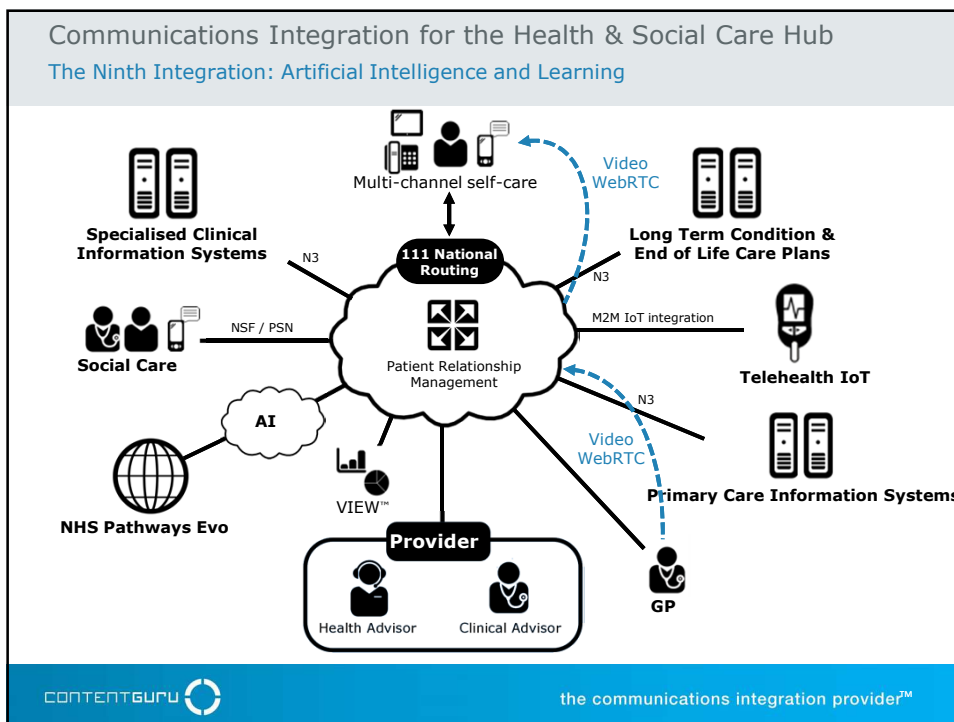
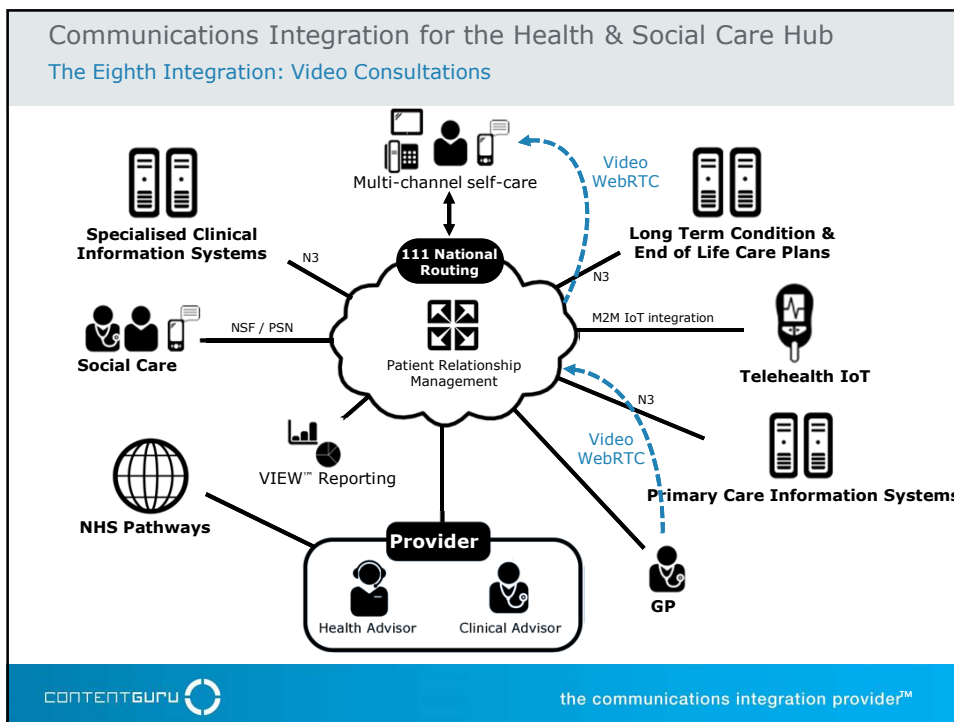












Redwood Technologies Group  
Key Takeaways





World-class **cloud** communications

Worldwide **HQ** Bracknell

Health & Social Care **Leader**

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Thank You  
Questions

→

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## Executive Report 30 November 2016

Councillor Paul Bettison OBE  
Leader of the Council



### Two Meetings

- 27 September
- 15 November

Plus extensive budget/transformation preparations

- New senior officers
  - Nikki Edwards, Director, Children, Young People and Learning
  - Stuart McKellar, Borough Treasurer



## Transformation and Finance

### Regulatory Services

- creation of joint service with Wokingham and West Berkshire
- Joint Committee; 2 Members per Council
- provides long term resilience and savings
- **Recommended to Council**

### Commercial Property Investment Strategy

- investment strategy agreed
- **Recommended to Council**



## Children, Young People & Learning

### Priority Schools Building Programme 2

- 5 year Government funded programme 2016 – 2021
- major rebuild/refurbishment projects based upon need
- bids submitted January 2015
- Brakenhale and Edgbarrow bids successful
- Bracknell Forest Council to deliver Edgbarrow project
- Education Funding Agency (EFA) to deliver Brakenhale





## Adult Social Care, Health & Housing

### Housing Strategy

- Agreed as basis for consultation including:
  - looking at Council role in intervening in market
  - Downshire Homes Limited role
  - National Landlord Association led review of private rented sector
  - engaging with pension funds etc to develop private renting opportunities
  - establishing a Bracknell Forest Extra Care & Retirement Village Developers Forum



## Adult Social Care, Health & Housing

### Housing Allocation Policy

#### Significant changes to allocation policy:

- residency requirement increased to 4 years
  - those currently with 3 year residency exempted
- offers of private rented housing to discharge homeless duty
- special arrangements for families with children taken into care
- maximum of 3 lettings per annum under “right to move”



## Adult Social Care, Health & Housing

### Local Council Tax Reduction Scheme

- new scheme agreed for working age households
- discount to be focused on income levels
- maximises Incentive to Work



## Culture

### South Hill Park Trust Governance

- nomination rights to South Hill Park Trust removed to allow greater flexibility in attracting appropriate skills
- closely linked to progress with Arts Transformation Review

### Community access at Edgbarrow and Sandhurst Sports Centres

- direct management by schools from April 2017
- follows comprehensive consultation
- majority support for 'no change' but minimal support for resulting price increases



## Planning & Transport

### Residents' Parking Scheme

- two year trial introduced around town centre in 2015
- consultation on extending scheme on self funding basis
- many areas showed majority against paying for scheme
- solution recognises local preferences so proposals redrawn to focus on areas where residents support scheme
- will need to be kept under review post Lexicon opening



## Environment

### Minerals & Waste Local Development Scheme

- Joint Minerals & Waste Plan to be developed with Wokingham, Reading and Windsor & Maidenhead
- important protection against unwanted extraction etc
- Hampshire Services appointed to undertake work
- new Local Development Scheme (LDS) recognises new timetable



THANK YOU

*Paul*

[paul.bettison@bracknell-forest.gov.uk](mailto:paul.bettison@bracknell-forest.gov.uk)





**Council 30 November 2016**

**Agenda Item 7**

**Governance and Audit Recommendations**

**Revised Recommendation**

In place of the recommendation printed at 2.5 the Council is asked to:

- 2.5 Delegate to the Borough Solicitor the authority to make appropriate amendments to the constitution so as to give effect to its decisions in respect of recommendations 2.1, 2.2, 2.3 and 2.4 above.**

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**Council 30 November 2016**

**Agenda Item 9**

## **Membership of Committees and Outside Appointments**

### **Revised Recommendations**

**The Council is asked:**

- 2.1 to appoint Councillor Leake to the membership vacancy on the Governance & Audit Committee.**
- 2.2 to appoint to the substitute member vacancies on the following committees:**
  - **Overview and Scrutiny Commission – Councillor Peacey**
  - **Appeals Committee – Councillor Peacey**
  - **Edgbarrow & Sandhurst Sports Centre Management Committee – Councillor D Birch**
  - **Electoral Review Steering Group – Councillor Brossard**
- 2.3 to note the Leader's actions as set out in paragraphs 5.7 and 5.8 of the agenda report and as set out below.**
  - The Leader has appointed Councillor Brossard to the Finance Portfolio Review Group and Councillor Kennedy to both the Environment and the Care Portfolio Review Groups.
  - The Leader has appointed Councillor Virgo to a working group established by the Berkshire Records Office to review storage and accommodation.
  - The Leader has appointed Councillor Kennedy to the Standards Framework Working Group.

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