



NOTICE OF MEETING

Environment, Culture and Communities Overview & Scrutiny Panel
Tuesday 23 June 2009, 7.30 pm
Council Chamber, Fourth Floor, Easthampstead House, Bracknell

To: Environment, Culture and Communities Overview & Scrutiny Panel

Councillors Mrs Barnard, Beadsley, Finch, Finnie, Mrs Fleming, Leake, Mrs McCracken McLean and Simonds

cc: Substitute Members of the Panel

Councillors Mrs Angell, Mrs Beadsley, Brossard, Harrison, Mrs Shillcock, Thompson and Turrell

ALISON SANDERS
Director of Corporate Services

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Environment, Culture and Communities Overview & Scrutiny Panel

Tuesday 23 June 2009, 7.30 pm

**Council Chamber, Fourth Floor, Easthampstead House,
Bracknell**

AGENDA

Page No

1. Election of Chairman

2. Appointment of Vice-Chairman

3. Apologies for Absence/Substitute Members

To receive apologies for absence and to note the attendance of any substitute members.

4. Minutes and Matters Arising

To approve as a correct record the minutes of the meeting of the Environment, Culture and Communities Overview and Scrutiny Panel held on 16 March 2009.

1 - 6

5. Declarations of Interest and Party Whip

Members are asked to declare any personal or prejudicial interest and the nature of that interest, including the existence and nature of the party whip, in respect of any matter to be considered at this meeting.

6. Urgent Items of Business

Any other items which, pursuant to Section 100B(4)(b) of the Local Government Act 1972, the Chairman decides are urgent.

PERFORMANCE MONITORING

7. Performance Monitoring Report

To consider the latest trends, priorities and pressures in terms of departmental performance as reported in the Performance Monitoring Report for the fourth quarter of 2008/09 relating to the Environment, Culture and Communities Department.

7 - 88

Please bring the previously circulated Performance Monitoring Report to the meeting. Copies are available on request and attached to this agenda if viewed online.

OVERVIEW AND POLICY DEVELOPMENT

8. Section 106 Procedure

To receive an update in respect of Section 106 Procedures.

89 - 94

9. **Housing Strategy Review**
To note the letters resulting from a review of the Council's Housing Strategy carried out by a Working Group of this Panel sent to the Director of Environment Culture and Communities on 13 May 2009 and 29 May 2009. 95 - 106
10. **A Clean Sweep - Working Group Update**
To note the update report from the Cleaner Borough Group and the progress made on the implementation of the Environmental Amenity Action Plan. 107 - 124
11. **Housing Benefit and Council Tax Benefit Improvement Plan**
To note the previously agreed report of the review of the Implementation of the Housing and Council Tax Benefit Improvement Plan undertaken by a working group of this Panel. 125 - 166
12. **Working Group Updates**
To note the report providing an update on the Panel's Working Groups. 167 - 168
13. **Overview and Scrutiny Quarterly Progress Report**
To note the quarterly progress report of the Assistant Chief Executive. 169 - 178
14. **Work Programme for the 2009/10 Municipal Year**
To consider the indicative work programme for the Environment, Culture and Communities Overview and Scrutiny Panel for 2009/10. 179 - 186

HOLDING THE EXECUTIVE TO ACCOUNT

15. **Executive Forward Plan**
To consider forthcoming items on the Executive Forward Plan relating to environment, culture and communities. 187 - 190

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ENVIRONMENT, CULTURE AND COMMUNITIES OVERVIEW & SCRUTINY PANEL

16 MARCH 2009

7.35 - 9.40 PM



Present:

Councillors Brunel-Walker (Chairman), Finnie (Vice-Chairman), Beadsley, Burrows, Finch, Mrs Fleming, Leake, Mrs McCracken, McLean and Mrs Ryder

Executive Members:

Councillors Mrs Ballin, Mrs Hayes and McCracken

Apologies for absence were received from:

Councillors Browne

Also Present:

Richard Beaumont, Head of Overview and Scrutiny

Andrea Carr, Policy Officer (Scrutiny)

Mark Devon, Chief Officer: Leisure and Culture

Lynne Dick, Community arts Development Officer

Jane Eaton, Chief Officer: Performance and Resources

Simon Hendey, Chief Officer: Housing

Steve Loudoun, Chief Officer: Environment and Public Protection

Vincent Paliczka, Director of Environment, Culture and Communities

Kirsten Shepherd, Communications Officer

Katharine Simpson, Democratic Services Officer

39. Minutes and Matters Arising

RESOLVED that the minutes of the Environment, Culture and Communities Overview and Scrutiny Panel held on 18 December 2008 be approved as a correct record, and signed by the Chairman.

40. Declarations of Interest and Party Whip

Councillor Mrs McCracken declared a personal interest as the spouse of the Executive Member for Leisure, Corporate Services and Public Protection.

There were no other declarations of interest made at the meeting nor indications that Members would be participating whilst under the party whip.

41. Urgent Items of Business

There were no urgent items of business.

42. Performance Monitoring Report

The Director of Environment, Culture and Communities gave a presentation in respect of departmental performance with reference to the Performance Monitoring Report (PMR) for the 3rd quarter of 2008/09. The presentation outlined the Department's finances as at January 2009, highlighted variances on revenue and identified capital projects that would be carried forward. Staffing issues, key highlights and a forward look were also included.

The Panel noted that the six week Transport Research Laboratory (TRL) Planning Inquiry had placed significant demands on officer and financial resources. It was confirmed that the Council would not be able to claim costs if the appeal was won. The RAF Staff College Planning Inquiry had been much shorter and had not required the same level of legal expertise as the TRL inquiry and consequently had taken up fewer resources. Other major revenue variances included concessionary fares and highways maintenance. The latter was mainly due to increased and successful salting of the Borough's roads during the spell of bad winter weather.

The Panel was advised that the Department's staff turn over rate as at December 2008 was 21.72%. This was considered to be higher than would normally be expected and the situation was being managed through the use of agency staff in key posts and active recruitment. Sickness rates averaged two days per fulltime employee and were lower than the previous year.

Key highlights for the Department included: a reduction in the number of people housed in bed and breakfast accommodation, the implementation of two new home ownership schemes, the appointment of a new Chief Officer: Planning and Transport who would take up the post in May, the production of a draft Parks and Open Space Strategy, the introduction of mixed dry recycling in the blue bins. The impact of current financial environment was starting to be felt particularly at Easthampstead Park Conference Centre, where bookings were down, and at Downshire Golf Course and work to manage the drop in income was taking place. Looking forward, the Panel was advised that the Local Authority Carbon Management Plan would be launched on 31 March 2009.

Arising from Members' questions and comments the following points were noted:

- The new fast tracked planning appeals process meant that officers had only five or six months to prepare for a planning inquiry. Under the previous system officers had eighteen months to prepare.
- There had been a mixed response to the mixing of dry recyclable waste and the Department was working with contractors to identify those areas where recyclables were still being separated so that targeted advertising could occur.
- The news that there had been a 15% increase in the number of new library members during the period April to December 2008 when compared to the same period in 2007 was encouraging
- The principal reasons for the drop in the Council's overall Comprehensive Performance Assessment rating from 4 to 3 stars was the introduction of a 'harder test' for corporate services inspections, failure to increase the culture rating and the use of a complicated formula to calculate the final overall score
- The percentages of residents visiting libraries and museums related to residents using any libraries or museums and not just those in Bracknell Forest
- Following an audit in February, Forestcare had received accreditation from the Telecare Services Association.

- Clarification was sought over staffing levels by section as the information provided could be misconstrued. It was requested that this information be made clearer in future PMRs. The current number of vacant posts in the Housing Section was 10, of which two posts in the Benefits Section were deliberately held vacant to cover offsite processing work. The vacancy rate in the Leisure and Culture Section was less than 10% and the 43 vacant posts were those where the work was typically low paid and subject to unsociable hours and recruitment had always been problematic although an increase in applications was now being experienced.
- Test purchases of cigarettes, alcohol and knives with underage children where carried out with children whose appearance accurately reflected their age. Although the sample had been small the results were considered to be typical. Each case was judged on its merits with due regard to the nature of the offence and enforcement policy. A range of actions were available including formal discussions with the retailer, warning letters, restorative justice and prosecution of the retailer and or the person who sold the items.
- The 50 new members of the Leisure Saver Scheme were part of a continuing upward trend and not as a result of the economic climate.
- The state of the outdoor sports pitches at Priory Fields was a continuing concern and a timetable for pitch improvements would be circulated to the Panel.
- Input on the Green Spaces Strategy had been received from town and parish councils and relevant organisations including the Environment Agency. The Strategy was not expected to go through a formal public consultation process. A revised implementation date for the Strategy would be circulated to the Panel.
- There were currently only seven households accommodated in bed and breakfast accommodation.
- Improvement work to the Railway Station forecourt would be carried out in a phased approach to enable the taxi rank to remain open for the duration of the work; consequently it would take longer than if the taxi rank had been closed. Copies of the plans would be circulated to the Panel.
- A member enquired as to whether information concerning the Harvest Ride Speed Management Scheme was being routinely provided to the local Parish Council. Officers undertook to provide an answer.

The Panel requested that their thanks be passed to all staff who were involved in keeping the roads open and traffic moving during the inclement weather in February.

43. **Briefing on Section 106 Arrangements**

The Panel received a briefing on the Section 106 process; a planning tool used to regulate the impact of development and the main instrument for requiring contributions from developers that would be used for infrastructure developments for the benefit of local residents. Section 106 agreements were legal documents and the Council's expectations for infrastructure provision within major and large scale developments. Methods of seeking impact mitigation payments from small scale developments were detailed in Core Strategy Policy CS6.

Any monies received from Section 106 agreements were normally spent within the boundaries of the parish in which the development occurred. Details of the schemes proposed under Section 106 funding arrangements were sent to the relevant town or parish council for comment. Details of where, and how, Section 106 funding was spent were regularly sent to parish and town council clerks.

A procedure note suggesting that an additional step giving the Planning and Transportation Section an opportunity to provide input be incorporated into the pre-

decision consultation process had been drafted. The Panel noted that at present the Implementation (Spatial Policy) Team in the Planning and Transport Section were able to consult Executive Members in respect of the use of Section 106 contributions. It was agreed that the draft procedure note would be brought to the Panel's next meeting for comment.

The Panel expressed concern about the lack of opportunity for ward members to provide input into the Section 106 process. It was agreed that the matter would be discussed with the relevant Executive Portfolio Holder.

The Panel noted the report.

44. Bracknell Forest Community Arts Strategy 2009-2013

The Panel was invited to consider, and comment on the draft Community Arts Strategy. The Strategy had been developed by a steering group whose membership had included two members of the Panel. The Panel's comments would be taken into account by the relevant Executive member when he formally approved the Strategy in April 2009. The Strategy provided a five year vision setting out how the Council would support arts in the borough and how the arts could contribute to the Council's priorities.

Arising from the members' questions and comments the following points were noted:

- The Strategy was intended to provide details of the Council's aims and objectives and included an action plan describing how these would be achieved. Consequently it did not include details of all the activities taking place in the borough.
- The addition to the strategy of an appendix providing a list of the known voluntary arts groups in the borough was sought by the Panel. The appendix would include details of the locations that each group operated in and the type of activities that each group ran.
- South Hill Park had been referenced a number of times due to the size of grant it received from the Council and the volume of arts activity taking place there.
- Resource implications were included in the Strategy's action plan and these would be revised as the Strategy developed
- The Strategy provided an opportunity to expand and help facilitate the range of arts opportunities available.
- The Strategy provided an excellent example of partnership working in the borough.

The Executive Member for Leisure, Corporate Services and Public Protection thanked the Panel for their constructive comments.

45. Approach to Overview and Scrutiny of Bracknell Forest Partnership

The Panel considered a report detailing the proposed approach to overview and scrutiny of the Bracknell Forest Partnership. The Overview and Scrutiny Commission together with the Health and Social Care and Learning Overview and Scrutiny Panels were also being invited to endorse the proposed approach in the interests of uniformity.

The suggested approach served to implement the recommendations contained in the Overview and Scrutiny Report on the Local Area Agreement in 2008. Whilst the Council held the statutory lead for overview and scrutiny of partnerships, representatives of partner organisations would be involved in the process to ensure that the goodwill and co-operation of partners was secured and for the process to benefit from the wider sharing and application of knowledge and different perspectives. Members acknowledged that overview and scrutiny of the Bracknell Forest partnership represented a significant and challenging workload.

The Panel endorsed the proposed approach to Overview and Scrutiny of the Bracknell Forest Partnership as set out in Annex 1 of the report.

46. **'Waste Not Want Not'**

Councillor Brunel-Walker, Lead Member for the Waste and Recycling Service Review Working Group, presented the Working Group's final report.

The main focus of the review had been to undertake a strategic examination of waste collection, recycling and waste disposal including a review of the progress of the re3 waste contract and the success of the first year of operation of the Alternate Bin Collection scheme. The review had been a considerable undertaking and the support and input into the review given by town and parish councils had been invaluable.

Thanks were expressed to all officers involved in assisting the review and in particular to Janet Dowlman, the Council's Waste and Recycling Manager, for her support and knowledge.

Arising from Members' questions and comments the following points were noted:

- The Council aspired to be among the top twenty highest performing local authorities in the country with regard to waste and recycling and composting of waste.
- The amount of dry waste recycled by the Borough placed the Council amongst the highest performing local authorities in the country. However, the level of composting was much lower and work was being undertaken to increase this.
- The data supplied by the Waste and Recycling Team clearly illustrated the progress that had been made by the Council in the area of recycling since 2001.
- The recycling of Tetrapaks had been taken up with the Waste and Resources Action Programme and the Department for Environment, Food and Rural Affairs (DEFRA) and the Executive Member for the Environment would be pursuing the matter.
- As members of the community, supermarkets had a responsibility for the volume of packaging that they produced and had a duty to work with local authorities to reduce the amount of waste they generated.
- More detailed data was available from the Overview and Scrutiny Team on request.
- The Director of Environment, Culture and Communities and the Executive Member for the Environment would be meeting with schools' representatives to discuss how awareness about waste and recycling could be raised through the school curriculum
- It was requested that members publicise the mixing of recyclables in blue bins through individual newsletters.

- With reference to Recommendation 5.9, the panel was advised that its intention was not to commit to any course of action but to be mindful of Local Government Association and DEFRA waste reduction campaigns.

The Panel endorsed the Working Group's report and commended it to the Overview and Scrutiny Commission for adoption and its formal submission to the relevant Executive Member for comment

47. Update on Working Groups

The Panel received a report providing an update on the Panel's Working Groups.

Housing and Council Tax Benefits Working Group

The Working Group were examining the new benchmarking and assessment processes for Benefits Services and the implications this would have for Bracknell Forest. It was expected that an interim report would be brought to the next meeting of the Panel.

The Panel noted the report.

48. Overview and Scrutiny Quarterly Progress Report

The Panel considered a report outlining the activities of all the Council's Overview and Scrutiny Panels and the Commission and summarising significant national developments in overview and scrutiny and seeking agreement to the Panel's indicative work programme for 2009/10.

The Panel were informed that since the implications that the Police and Justice Act 2006 and the Local Government and Public Involvement in Health Act would have on overview and scrutiny of partnerships were being examined.

The Panel:

- Noted the overview and scrutiny activity over the period November 2008 to January 2009.
- Noted the national legislative developments in overview and scrutiny set out in section 3 of the report.
- Endorsed the draft indicative work programme for the panel for the 2009/10 municipal year.

49. Executive Forward Plan

The Panel noted the items on the Executive Forward Plan relating to the Environment, Culture and Communities Department.

Item I011069: Bracknell Forest Streetscene Supplementary Planning Document

It was requested that details of the Local Development Framework's revised timetable be circulated to members.

CHAIRMAN



Performance Monitoring Report

for

Environment, Culture & Communities

Fourth Quarter 2008/09
January-March 2009

Portfolio holders:

Councillor Mrs Mary Ballin

Councillor Dale Birch

Councillor Mrs Dorothy Hayes

Councillor Iain McCracken

Councillor Alan Kendall

Director: Vincent Paliczka

Section One: Executive Summary

Activity across the Department to protect and enhance the environment is particularly prominent in the quarter and is an excellent example of how a Corporate objective can really be “owned” by everyone. The amount of waste we now send to landfill compared with the pre-ABC era saved the Council and Tax payer £380k in landfill tax – this is in line with the savings identified as part of the business proposal. The Visual Environment Upgrade Team continues to improve local environments through many small scale schemes and this is appreciated by residents. The Countryside Team have completed many site improvement works and importantly, engaged with our residents who provided over 654 volunteer hours in this quarter alone – equivalent to about 1.5 FTE's on an annual basis. The Climate Change Partnership of the LSP was formed and our Carbon Management Plan was submitted to the Carbon Trust on 3rd March. This PMR contains many more examples of the Department taking real steps to improve our environment for the benefit of residents.

The quarter also saw some consistently bad weather which stretched our resources to the full and thanks must be extended to our highways contractor, Ringway and our waste collection contractor, Sita for ensuring our main roads remained driveable and for continuing to provide the bin collection service under difficult circumstances. This required their workforces to be flexible and in the case of Ringway, to work throughout the night.

The impact of the current economic climate can be seen across several services. Development Management describe applications falling by 14% resulting in a 3% loss of income being received. The performance of the Leisure sites is both positive and negative with operations such as Easthampstead park seeing a downturn in businesses undertaking training and the Downshire Golf Course seeing a downturn in trade also. The increase of workload in the benefits section is staggeringly high and the team is to be congratulated for continuing to provide an excellent service. In all those services that are being affected by the economic climate, management continually review what resources are required to maintain efficient service provision.

On final area to draw members attention to is Housing. In recent months, the Executive has agreed several new policies relating to Housing and it is pleasing to note the positive impact on our residents that is already evident. There was a 60% reduction in the number of households in Bed & Breakfast. Our housing support has meant that over the year we have prevented 212 households becoming homeless. It is clear from these figures that not only are we putting our policies into practice but also that their impact is significant.

This has been a challenging year for what was a new Department, contributing to all the Council's Corporate objectives and primarily responsible for the practical delivery of many. I would like to take the opportunity to thank all our staff for the delivery of services for our residents and Members for their direction and support during the year.

Section Two: Progress against Service Plan

Annex C provides details of performance against relevant National Indicators this quarter, where data is available. It is anticipated that increasing amounts of useable data will become available in future quarters as the new indicator set becomes established in practice. This will enable future performance monitoring reports to include better analysis of historical trends and progress towards performance targets.

The Environment, Culture & Communities Service Plan for 2008/09 contains 70 detailed actions to be completed in support of the ten Medium-Term Objectives. Annex C also provides information on progress against each of these detailed actions; overall 65 actions were achieved by year-end (✓), while 5 were not completed by their target date (✗). The 5 actions that are causing concern (✗) are:

Ref	Action	Progress
1.3.2	Prepare feasibility study to set out cost parameters and options for "park and ride" scheme.	Study now expected for completion by end of second quarter 2009/10.
3.2.1	Complete Development Management Development Plan Document (DMDPD) – Housing and Commercial Policies – “Preferred Options” Stage.	Preparation of the DPD has been delayed as a result of the amended Governing Regulations, pending the imminent publication of the South East Plan and staff resources. This will be considered in the revised LDS.
7.6.5	Complete microfiche project to provide the public with access to historic planning documents.	Project timetable slipped, revised target for capture of date and of June 2009. Impact of major Planning Appeals is a significant factor in the delay.
10.1.2	Integrate S106 negotiation/monitoring with development management/monitoring.	Timetable slipped, roll out target revised to end of June 2009. Impact of major Planning Appeals is a significant factor in the delay.
10.1.3	Deliver housing in numbers and quality as required by Government to increase the Council Tax base.	SHLAA evidence being prepared; continued market downturn likely to affect housing completion.

Annex C also provides an update on the operational risks identified in the Service Plan.

Section Three: Resources

HR

See Annex A for detailed information.

Revenue Budget Monitoring

The Committee's revenue budget for the year 2008/09 was set at £28,745,000. This is shown in more detail at Appendix C Table 1, and also highlights the changes to the revenue budget in the period 1 January to 28 February, which together with the changes previously reported of £5,013,000 increases the overall budget to £33,758,000. A summary of these changes are shown below.

	£000
Street Cleansing/Highway Maintenance – Part of the Environment Improvements budget was transferred to Street Cleansing to carry out cleaning of subways and works outside Bracknell Library.	0
TOTAL	0

A fuller explanation of these changes is given in Appendix C Table 1.

Performance Against Approved Budget

There have been variances totaling -£231,000 in this period, a description of which is shown below:

	£000
Community Arts & Cultural Services – The LPSA budget has not been spent due to staff sickness, a request is to be made to carry this sum forward.	-25
Easthampstead Park Conference Centre – Income has continued to decline, also as a result of the bad weather in February a number of customers cancelled their events.	105
Downshire Golf Course – Due to the bad weather in February the course was closed for 10 days, resulting in a loss of income.	19
Libraries – As a result of successful rating appeals on eight of the Libraries a refund on business backdated to 2005 has been received (£44,000). Income across all activities has continued to decline, it is estimated there will be a shortfall of £15,000.	-29
Highways/Bridge Maintenance – Due to the nature of the weather this winter the number of salting runs required has increased and the damaged caused to the road surfaces by the weather has resulted in the need for greater repairs. The Mill Lane barrier project has exceeded original estimates due to the increase in steel prices.	82
On/Off Street Parking – A major company in the town applied for 70 season tickets in the Charles Square car park for the month of March, resulting in additional income.	-5

Cemetery & Crematorium – Volumes across the whole range of fees has been greater this financial year compared to last year, resulting in additional income.	-90
Environmental Health – The Environment Protection team has not been fully staffed and have therefore been unable to carry out the additional work on contaminated land (£10,000). The income target for HMOs is not going to be achieved this financial year £5,000.	-5
Trading Services – The budget allocated to the mobile working project will not now all be spent this financial year due to unresolved issues, a request is to be made to carry this sum forward.	-64
Coroners Service – This is a joint arrangement administered by RBW&M, the latest estimate is that costs will be lower than budget for.	-10
Concessionary Fares – Payments this year have been based on the new formula system, based on the information received from the bus companies there will be a saving against the budget.	-230
Development Control – Further costs relating to the planning enquiries at the RAF & TRL sites have been received, which makes the total costs to date £407,000. Income from planning fees fell significantly in December and January, it is estimated that there will now be a shortfall of £15,000.	151
Planning Policy – The Joint Planning Unit has been unable to carry out additional work planned for this year and therefore a saving will be made (£20,000). Work planned on the Local Development Framework (LDF) has slipped by 3-6 months and therefore there will be an estimated under spend of (£110,000), a request is to be made to carry this sum forward.	-130
TOTAL	-231

Capital Budget Monitoring

The Committee's capital budget for the year was set at £5,551,000. This included £2,672,000 of externally funded schemes, this has been reduced to £2,139,000 since £533,000 funding from the Department for Transport relating to the Mill Lane Footbridge scheme is included in the carry forward figure. A carry forward from 2007/2008 of £2,246,500 together with further transfers from Social Care & Learning, Invest to Save schemes at Bracknell Leisure Centre and the capital element of the Housing & Planning Delivery Grant, gives an available spend of £8,492,400. However, schemes approved totaling £318,400 will not commence until 2009/10, therefore the total budgeted capital spend for 2008/09 is £8,174,000.

The capital monitoring statement including performance against budget is shown in Appendix C Table 2.

	Total Budget	Cash Budget	Cash Budget Revised	Expenditure to date	Total Commitments	Amount left to spend	Estimated Total Funding Required for the Year	Cash Budget	(Under)/Over Spend
	For 2008/09 £'000s	2008/09 £'000s	2008/09 £'000s	£'000s	For 2008/09 £'000s	£'000s	£'000s	2009/10 £'000s	£'000s
Planning & Transport	2,077.9	2,077.9	1,924.7	1,328.8	621.6	127.5	1,924.7	153.2	0.0
Environment & Public Protection	3,011.2	3,011.2	2,971.2	2,031.7	289.7	689.8	2,979.6	40.0	8.4
Leisure & Culture	2,533.8	2,533.8	1,495.6	1,241.4	88.0	1,204.4	1,501.7	1,038.2	6.1
Housing	227.3	227.3	78.0	34.5	-	192.8	78.0	149.3	-
Performance & Resources	323.8	323.8	180.8	113.9	64.4	145.5	180.8	143.0	-
Total	8,174.0	8,174.0	6,650.3	4,750.3	1,063.7	2,360.0	6,664.8	1,523.7	14.5
Percentages				58.1%	13.0%	28.9%		18.6%	

Complaints received

Stage	No. rec'd Q4	Nature of complaints (bulleted list)	Action taken and lessons learned (bulleted list)
New Stage 2		<ol style="list-style-type: none"> 1. Leisure & Culture -Complaint about use limitations of computers in public library after initial hour has lapsed. 2. Planning - Delay in request for pre-application advice 	<ol style="list-style-type: none"> 1. Introduction of new policy around waiting/queuing for terminals to be introduced. 2. Telephone and written responses made. Management have reviewed and changed control system to prevent reoccurrence.
New Stage 3		Nil	
New Stage 4		Nil	
Ombudsman		Nil	

Explanation of new complaint stages

Stage 1: Informal notification to, and attempt at resolution with, the team providing the service in question.

Stage 2: More formal contact (in writing or by phone) with the manager or chief officer responsible for the service.

Attempted resolution is by investigation and written response to the complainant.

Stage 3: Formal written complaint to the relevant director. Attempted resolution involves investigation by the director or appointee and written response to the complainant.

Stage 4: Formal written complaint to the Chief Executive, who decides whether the complaint has been dealt with appropriately at each of the previous stages. If not, a review panel consisting of two independent persons and a Council Member is convened, at which the complainant may be present. The panel makes recommendations to the Chief Executive on whether to uphold the complaint and what remedial action should be taken.

Local Government Ombudsman: If the complainant remains unsatisfied at the end of Stage 4, s/he may contact the Local Government Ombudsman, who will review the case and form a judgment as to whether the complaint should be upheld.

Internal audit assurances

(Where internal audit carried out with limited or no assurance)

Service area	Issues with limited or no assurance and remedial action to be taken
Pest and Dog Control	This audit received a limited assurance due to some inconsistency in the way income is recorded. Audit testing of pest control income identified that not all income is consistently recorded on the computer system and is not always checked to receipts issued to provide a clear management trail that all income due is actually collected and checked. Audit also found the time taken to deposit income collected to Cashiers ranged from 3 to 22 days up to a value exceeding £700. Management agreed to put in place processes to ensure all income is consistently recorded, checked to receipt details, held securely prior to banking and banked regularly. More reconciliations of income to the service computer systems will also be carried out.

EIA's Published: Amen Corner Area Action Plan

Section Four: Forward Look

ENVIRONMENT & PUBLIC PROTECTION

Car Park Management

Work to renew the car park management contract is continuing and interviews have been set up with some of the major suppliers of car park services as part of the research as to the type and scope of any the future contract that is awarded. In the last period quotes were sought in relation to a structural assessment of the Council's Town Centre multi-storey car parks in the High Street and Charles Square to enable informed planned maintenance to be carried out in the future. The assessment is underway.

Cemetery & Crematorium

The new manager has taken up her appointment. Work will also start on preparing for the commissioning of new cremators in 2010/11.

Emergency Planning and Business Continuity

In the coming months more effort is being made in relation to training. Several new work streams have also been identified for the coming year including Parish emergency planning and working with specific groups to promote the concept of community resilience e.g. specific schools projects. Work will also be undertaken to update the Corporate Business Continuity Plan. Central to this will be the creation of a more simplified methodology.

The results of the Place Survey (September 2008) indicate that Bracknell Forest is comparable with the other Berkshire Unitaries (approx 15% awareness). Over the summer months a joint Berkshire incentive to promote community resilience will be made in time for the Place Survey 2009. In addition and arising from the Pitt review the Council has to take on more responsibilities in relation to flood risk management. As part of the first stage of this work-stream we have to develop new partnerships and collect a raft of information to help inform the production of a flood management plan. An officer flood risk management group has been established with representation from all relevant service areas.

Environmental Health

The Council undertakes air quality monitoring and we are awaiting the analysis of the results of maintaining the Borough's air quality over the last 12 months to enable us to predict the levels of pollution for the next three years. The information will result in an updated Air Quality Strategy that will be considered by the Licensing and Safety Committee in due course.

Quotes were obtained from specialist companies to commission a survey of the local housing stock. The Building Research Establishment is to carry out a bespoke predictive housing stock modelling survey for the Council in the next quarter. The results will inform our housing strategy which is scheduled to be adopted in 2009.

The outturn report for 2008-2009 and the draft Health and Safety Law Enforcement Plan 2009-2010 is to be reported to the Licensing and Safety Committee on 2 July 2009. In

addition the outturn report for 2008-2009 and the draft Food Law Enforcement Plan 2009-2010 is to be reported to the Executive Member for Leisure, Corporate Services and Public Protection on 7 July for a decision prior to its adoption for the year ahead.

The Council has responsibility for the investigation of potentially contaminated land sites at various locations in the Borough which have been contaminated by various industrial activities in the past. Over 620 sites have been targeted in 2009-2010 to determine if they pose a risk to the environment. The process will involve desk top investigations and site walkovers of the highest risk sites in order to assess whether or not any further investigation is warranted.

The Crime and Disorder Partnership lists fly tipping/dumped rubbish as one of the top six antisocial behaviours in the Borough. Whilst not a major problem compared to other Council areas The Cleaner Borough Group was set up and a key task has been to co-ordinated action and effect a downward trend in the incidents of fly tipping/dumped rubbish. From the initial analysis it is anticipated that there will be a fall of between 10-12% reported to the Antisocial Behaviour Conference on the 19 May 2009. The reduction has been brought about by a range of measures including increased surveillance, improved signage and better media coverage. That activity has been underpinned by increased enforcement activity. There are currently two cases waiting to be heard in the Magistrate's Court for fly tipping at one of the Councils recycling sites and another in relation to a joint operation with the Police in October 2008 to tackle a gang of people who put up fly posters around the Borough advertising cash for cars. The first case of fly tipping seen on the Council's mobile CCTV camera has been referred to legal services. It is anticipated that there will be a steady flow of other similar cases that are referred to legal services in the next period.

Highways Asset Management

The annual capital and revenue works programme is due to commence. The works are targeted to the areas of greatest need reflecting the actual condition of the asset. With the winter conditions this year being as they were we have had to be more reserved in our expectations. The damage done is proving to require more extensive work than is usual.

Work to update and improve the highway asset inventory should commence. The Council made a successful bid to the Department for Trade for a grant to help with the cost of the required work. In addition the work to procure new (bridges) consultancy and highway condition assessment arrangements will be progressed and an OJEU notice is scheduled to be posted in May.

Licensing

There has been much discussion with the trade and in the media about the need for having a limiting policy in respect of hackney carriage licences. To effect such a policy the council has to commission an unmet demand survey. This is a matter to be considered by the Licensing and Safety Committee at its meeting of the 23 April. If agreed the cost would be borne by the trade and paid for from their licence fee. Further multi-agency operations are planned to look at targeted areas of the taxis trade. The intention is to look to identify any unlicensed work and check the safety of the vehicles used. The legitimate trade welcome such intervention.

Work is also planned to provide information and assistance to help voluntary organisations run safe and successful events within the Borough through the Safety Advisory Group.

Operational Support

The prime purpose of the team is to provide operational support between Customer Services and the officers. The more effective they are then the more productive the officers can be. The intention is in the next quarter to continue with the cross training programme so that we have adequate cover at all levels at all key times. To enable this investment continues in training. Data cleansing will also form part of the next quarter's targets. The move of Landscape into the division will create new operational support challenges and maximising the opportunities without compromising the successes to date will be the priority in the coming quarter.

Street Cleansing

A service level agreement has been drawn up for the public conveniences, servicing of which is funded by Bracknell Town Council and Crowthorne Parish Council. Arrangements are being made to assess how the Capital funding and £80k allocated for refurbishment of the toilets will be best spent.

Work is going on in partnership with Bracknell Regeneration Partnership and Town Centre Managers to improve the appearance of the Town Centre and all damaged litter bins will be removed. Some dual purpose recycling/litter bins will be installed in three places in the town and in front of the station.

It is hoped that College students will work in partnership with the Council to help design posters to promote the reduction of litter, chewing gum and cigarette debris.

Trading Standards

In light of the current economic conditions Trading Standards will focus its efforts over the coming year upon assisting local businesses, improve compliance and its level of service to customers. With our partner organisations we will be releasing locally and nationally improved and more accessible information and advice on the full range of trading standards legislation. We will also increase our work on promoting awareness and membership of the "Buy with Confidence" trader approved schemes which recognises excellent local businesses and assists residents, particularly the most vulnerable within our community, in selecting businesses which provide value for money and excellent customer care.

We will be continuing our work in relation to the sale of age-restricted products by working with businesses to improve compliance. We will continue to test the market by the use of child volunteers to measure compliance. This will help us measure our progress in changing attitude and culture within businesses to these responsibilities.

Officers will also work with officers from Thames Valley Police and Environmental Health to target those rogue traders who rip off residents on poor quality home improvements and then look to dispose of the waste illegally.

Waste and Recycling

More foil recycling bins are being installed around the Borough in April. Due to the high demand we will also see additional Tetrapak bins at Sainsbury and Albert Road. All card banks will be removed from all sites by the end of April but a card bay is still available at Longshot Lane. Card is now collected kerbside so the need for these banks could no longer be justified as previously reported.

As part of the ongoing refurbishment programme the recycling sites at Quelm Park, Great Hollands, Birch Hill and Albert Road site are being attended to. Real Nappy Week events are being held at the end of April at three children's centres. The Longshot Lane redeveloped Household Waste Recycling Centre is due to fully re open in June. Another Green Cone sales event will be held on 23 May at Bracknell Leisure Centre. Finally, The "Big Day Out" event will take place at Bracknell Festival on 27 June and the Recycling team are sponsoring a Recycled Fashion Show and organising a Recycled Garden at the event.

HOUSING

Housing strategy

The draft housing strategy consultation programme will be concluded during the quarter.

The results from the competition with registered social landlords to purchase existing properties were disappointing. During the quarter it is intended to bring forward proposals for the Council to purchase existing properties to replace its leased property portfolio for homeless households.

A meeting of the private rented sector forum will be held in the quarter. The meeting will provide an opportunity to discuss the benefit service as well as the opportunity to extend the choice based letting service to cover the private rented sector.

A tender will be let for a handy van service. The Council was successful in receiving £ 50,000 from the Communities and local Government Department to help fund a handy van service to provide minor repairs to vulnerable households in Bracknell Forest.

Homelessness

The number of households in temporary accommodation continues to fall as a consequence of the bed and breakfast reduction plan. It is hoped that by the end of the quarter there will have been an average of 5 households in bed and breakfast accommodation.

The change in policy to provide rent in advance and deposit loans has meant that the Council has been able to help many more homeless households in to a new home in the private rented sector. This has led to a commensurate increase in the level of homelessness prevention that the Council has promoted. As a consequence of this, the Council can look to wind down its portfolio of leased accommodation. It is intended to serve notice on three leased properties during the quarter so that we will hand the properties back to the owners at the end of the second quarter. If homeless demand increases it will be the Council's intention to look into directly procuring the properties in the future rather than leasing them.

Supporting people

The review of services provided to people with learning disabilities will be completed in this quarter. This will be reported to the Supporting People commissioning body to inform the tendering strategy for that service area.

Home ownership

The first family to apply for a cash incentive grant has received grant confirmation from the Council and it is hoped that they will become the first purchase with a cash incentive grant during the quarter.

We will also be promoting the Council's home loan scheme with RSL's promoting shared ownership sales in the town centre.

Choice based letting

Consultation will be taking place with housing applicants and the wider community on the draft allocation policy during the quarter. This will include a meeting with Bracknell Forest tenants and leaseholder's panel as well as newsletters and focus groups.

The new housing register and choice based letting system will be developed during the quarter with the system being bespoke written to reflect the Bracknell Forest policies.

Benefits

The benefit improvement plan will be implemented during the quarter. By the end of June we will have undertaken a mystery shopping exercise on the benefit service in collaboration with another Berkshire authority. We will have reviewed the standard benefit letters and provided explanations of the contents on the Council website. We will have begun the benchmarking exercise with a neighbouring high performing Council. We will purchase the Mosaic database to better target the benefit service to potential customers. The customer satisfaction survey will be distributed. A review programme for households with high levels of capital will be developed to ensure customers are receiving the correct benefit.

By the end of the quarter a new improvement plan will be established for the financial year.

A restructure of the benefit service will be implemented by the end of the quarter. This is part funded by additional administration grant that the Council has been awarded to reflect the increased caseload and also by using the funding of current vacant posts.

Forest care

The Forest care service will take on a contract to provide telephone answering for out of hour's stray dog services in the quarter . This contract will provide a net income for the service.

LEISURE & CULTURE

Leisure

Work to progress the new BFC Free Swimming project will continue. The project provides free access during normal public opening times to Bracknell Leisure Centre swimming pools for residents who are under 16 and 60+ and over.

Coral Reef, Downshire Golf Complex and The Look Out will move into the busiest half year periods.

Work to implement a number of smaller scale facility improvement schemes will commence.

Preparation to the annual half marathon event will enter their final stages.

Climate Change Action Plan

A progress report on the Council's Climate Change Action Plan will be submitted to members during the first quarter of 2009.

LA Carbon Management Programme

The draft Carbon Management Plan, developed under the LA Carbon Management Programme, will be submitted for Council approval in the first quarter of 2009.

Community Arts Development

Thinking out of the Box - David Powell Associates has now consulted with artists and creatives across Berkshire and is planning to hold a workshop for key motivators in the creative and economic sector in May to test out funding models. A final presentation is due in July 2009.

Art and Community Cohesion - A number of projects will be happening in 2009/10 which involves bringing together people of different backgrounds to celebrate within their neighbourhoods. This takes a lot of planning and discussion involving different partners and some of these projects are listed here:

- Arts Space: A partnership project with Extended Services to celebrate the arts in Great Hollands, Hanworth and Birch Hill, including a cultural diversity arts event
- Crowthorne Carnival – training for communities and for artists
- Age to Age – projects in Harmans Water and in Crowthorne (autumn 2009), in partnership with Extended Services and Services for people with long term conditions
- Northern Parishes Arts Week – lantern procession workshops and event
- Trail Blazers – a visual arts project with young people from Rain Forest walk
- People's Museum – a visual arts and heritage project to be piloted in Sandhurst and elsewhere in Bracknell

Heritage Officer - Agostina Hawkins has now gone on maternity leave and in the interim, Fiona Handley will be the Temporary Heritage Officer from April 2009

Heritage Open Days – 10th to 13th September - Registration forms have been coming in from different venues and sites across Bracknell Forest and an article was included in Town and Country to invite newcomers to this event. This event was hugely popular last year and involved many volunteers in helping to make the various events happen.

Broadmoor Exhibition - The Record Office is interested in the possibility of bringing an element of exhibition to Bracknell Forest, which will be explored further

Forth Coming Events -

- Arts Space - 20th to 28th June 2009
- Age to Age – Harmans Water - May to July 2009
- Creative Network – Arts Organisations - June/July 2009
- Heritage Open Days - 10th to 13th September 2009
- Age to Age – Crowthorne - September – November 2009
- Northern Parishes Arts Week - 24th October to 1st November 2009

Libraries

Utilising the additional £50,000 funding made available by BFC, work will commence to ensure the additional new book stock is made available to our customers. New small scale improvement works will also be finalised. Work to put in place a new 'house style' for the library service will continue. Work with our Corporate Communications team will be progressed to try and further promote the library service.

Grounds Maintenance

The coming period as always will be very challenging for the team as the peak of our workload approaches. Upcoming events include Britain In Bloom judging (July) and supporting events such as Big Day Out.

Tree Service

Principal objectives include the employment of a Tree Officer to fill a vacant post and to assist in the progress of routine safety surveys of Leisure-sites and Schools and to incorporate the continuation of the 'Baseline Tree Survey' and TPO Review process into routine work for the Tree Team.

Parks and Countryside

Green Flag

Green Flag judging will be taking place in June at Pope's Meadow, Westmorland Park, Lily Hill Park and Sandhurst Memorial Park/Shepherd Meadows (a joint application with Sandhurst Town Council). A series of improvements are now being carried out at these sites, including scrub management and a renewal of site furniture and signage.

Scott's Hill and Berrybank

The improvement projects will be completed by the end of June. Opening events are being planned to celebrate and acknowledge the hard-work invested by local community groups and residents.

Parks Photo Competition

The Parks Photo competition will be launched in June for the second year running following last year's success. The winning images have again been allocated exhibition space in the community gallery at South Hill Park and will be on show from February 2010. Images will also continue to be used to promote the borough's open spaces in the new set of Parks & Countryside leaflets and on the Council's website.

Urban Woodlands Project

£50,000 from developer contributions has been allocated to upgrade 'Backland' sites, the green spaces to the rear of housing development. The Parks & Countryside Service will be improving access and increasing signage. Work in the woodlands will improve their long term landscape and wildlife value and increase their attractiveness as a resource for local residents to spend their leisure time. Target sites include woodlands at Wentworth Way, Winkfield; Osmans Close, Winkfield; Frog Copse, Bracknell; Napier Close, Crowthorne; and School Hill, Sandhurst.

Play Builder

The Parks & Countryside Service is providing support and guidance to Early Years Childcare and Play in delivering significant new and improved play provision within the borough. Funding has been provided by central government as part of wider work to improve physical activity and social interaction for children.

PERFORMANCE & RESOURCES

Business Systems

A new IT system used to manage the Supporting People service will go live this quarter and work will begin on upgrading the IT system used by Land Charges to meet the changes in charging regulations that went live on 1st April.

A review of mobile devices used by the highway inspectors will begin to determine future requirements as the existing supplier has moved to a new technical solution using web services.

The web team will begin work identifying online forms used across the department and determining whether they need recreating when the new online forms product goes live in 09/10.

It is hoped the Corporate GIS test system will be installed during the quarter so testing of the new GIS software can begin. A questionnaire will be sent out to non-GIS and GIS users asking for feedback on GIS requirements and the functionality in the GIS Live browsers used by officers to look at GIS data.

Human Resources

Following recent leavers in Environment, Culture and Communities, we will support Chief Officers to review the optimal structures for their services.

Safeguarding training for Leisure staff will be delivered in conjunction with UK Sports.

The second training session will be delivered for Investigation Officers enabling the department to be more efficient in case work.

Work will be undertaken within the department to ensure processes are in place in all sections in relation to employee rights to work in the UK.

Work will be undertaken with the new Chief Officer: Planning and Transportation to help him build the division and successfully deliver services.

Finance

In addition to the day to day duties the main task in the quarter is the closure of the 2008/09 accounts for completion within the department by the middle of May. Support by the finance team will commence on the letting of a number of contracts and on the implementation of new software packages within the housing division.

PLANNING AND TRANSPORT

Building Control

The team will be re-organised again to provide cover to the whole of Bracknell following the temporary departure of one team member on sick leave.

In terms of income, it is hoped that there will be a slight upturn in the construction industry over the coming quarter. It would appear that there was a slight upturn in the

number of applications submitted towards the end of March so it is hoped this trend will continue.

Land Charges

The above mentioned Regulations mean that the new charging and budget scheme needs to be implemented with effect from 6 April 09. It is anticipated that there will be a smooth transition into the new way of working for Land Charges.

Development Management

Key tasks in the coming months are:

- Continuation of work to ensure the completion by the end of June of the electronic capture of planning micro-fiches.
- Extension of new procedures for S106 agreements
- Establishing a service user panel and other initiatives to ensure greater customer focus within the service.
- Capture electronically the last outstanding planning documents (former Berkshire County records and Enforcement records), this work was delayed due to IT issues in the last quarter.
- To move towards a proactive approach in dealing with breaches of planning regulations.
- Continued involvement in the CLG Development Management Project.
- Work closely with the Planning Policy Section in the formulation of planning policy documents.

On the development front the Bracknell Town Centre remains the key priority for the service but the activity continues to be centred on proposals for a number of 3rd party sites. During the coming quarter it is likely the Secretary of State will announce her decision on the TRL appeal heard at a public inquiry in Nov/Dec 2008.

Spatial Policy

The appointment of the new Chief Officer: Planning and Transport is now likely to affect the work programme and priorities for the Section in the first quarter of 2009/10 rather than the fourth quarter of the 2008/09. A review of the Local Development Scheme (LDS) governing the three year Local Development Framework work programme is dependent on the imminent publication of the South East Plan which is likely to vary housing figures and include an employment allocation.

Preparation of the Development Management Development Plan Document (DPD) has been deferred pending consideration of a partial review of the Core Strategy and how best to progress Site Allocations. The preparation of the Amen Corner Area Action Plan will continue as a priority. Work will recommence on the North Whitegrove and Quelm Park Area Action Plan when a Lead Officer and cover have been appointed. The Minerals and Waste Core Strategy DPD has been submitted and will be examined in June 2009.

The Streetscene and Character Areas Supplementary Planning Documents (SPDs) are being prepared for consultation purposes. Preparation of a revised Limiting the impact of Development SPD is dependent on Government pronouncements on Community Infrastructure Levy. Section 106 negotiations will continue and although they could

reduce, as they are unlikely to be immune from the economic downturn, activity may increase if developers seek to renegotiate Agreements entered into previously.

The review of the Thames Basin Heaths Special Protection Area Avoidance and Mitigation Strategy will be completed. The consultants for the Great Hollands neighbourhood centre master plan will finalise their report. The new Conservation area in Crowthorne will be confirmed. A programme of work for the Berkshire Strategic Transport Board and Forum has been prepared, which reflects the sub-region's transport infrastructure requirements, and will be implemented.

Transport Management Section

Traffic and Safety Group

Casualty Reduction:-

- In order to sustain the good progress being made on casualty reduction, in-depth accident analysis work has been carried out on the latest available data, which has identified 6 Road Safety schemes. Subject to funding, the preliminary design work on these schemes will begin in preparation for future construction.
- The local safety scheme at the junction of A332 Windsor Road junction with Lovell Lane will be completed:

Other Traffic Management Schemes:-

- Preliminary design work will be started on a scheme of Speed Limit Gateways
- An officer assessment and recommendation will be completed on the report from external consultants on the possible signalisation of the Maidens Green Crossroads.
- An officer assessment and recommendation will be completed on the report from external consultants on the assessment of speed limits on 'B' Classified Roads

Traffic Regulation Orders (TRO):-

- The latest on-street parking restriction TRO will be formally advertised and any objections received assessed.

The Following Education, Training & Publicity activities will take place:-

- Inaugural Inter-School Road Safety Quiz - aimed at year 5 pupils.
- Development of Pedestrian Training Workbook for years 3/4 pupils/parents.
- Cycle training courses - support, monitoring and examinations
- Promotion of RSETP to all school Governors.
- Creation and distribution of 3 Road Safety information parent packs: New Intake pupils / 7plus pupils / 11plus pupils.
- Continued delivery of RSETP to all education establishments.
- Continued roadside Driver Education/Enforcement in partnership with TVSRP.
- Continued delivery of RSETP to business community.

Transport Implementation Group

Public Transport

- Construction will begin on the Bracknell Railway Station Forecourt Improvements scheme
- South West Trains are to begin work on improvements to the booking hall with new automatic doors and toilet facilities
- The bus station will be repainted
- Results of the bus satisfaction surveys will be shared with bus operators

- The new 152 (Bracknell-Binfield-Wokingham) service will start, replacing the 53A (Bracknell-Binfield-Maidenhead) service. The 53 (Bracknell, Warfield-Maidenhead) services continue unchanged. Some early and late Bracknell-Binfield-Maidenhead services will be retained. Buses will now be serving Temple Way and Newport Drive for the first time.
- Assessment of potential for 'Kick Start' bus schemes within Borough to be completed, and consideration of submission of bid/s made in collaboration with bus operators if feasible
- Punctuality Improvement Partnership with First will be ready for signature..

Travel Choice:

- A campaign to encourage more considerate car use outside schools is being launched in April
- Walk to School week will be celebrated during the week of May 18th
- Bike Week to be promoted in June; a new cycle leaflet has been commissioned, cycle route suggestions linking green spaces are being devised, events and competitions will be organised, a roadshow will be held in the town centre on Saturday 20th June.

Transport Model:

- Work will begin on two corridor studies, the A322 and the A329, investigating possible improvements.

Reading Transport Innovation Fund Bid:

- Officers will continue to attend the group set up by Reading BC and involving South Oxfordshire, West Berks and Wokingham to promote integrated transport initiatives within the sphere of influence of the regional centre of Reading.

Engineering Projects and Adoptions Group

Construction is due to start on a number of schemes in the first quarter of 2009/10, including:-

- The London Road dual carriageway extension from Coppid Beech Roundabout to John Nike Way and the signalisation of the junction of London Road and John Nike Way
- Safe Routes to School improvements at a number of high priority schools including Ascot Heath
- Bracknell Railway Station forecourt improvements
- S278 works in Western Rd/Easthampstead Road as part of the 2 Orchards development

Annex A: Staffing information

Staffing Levels

	Staff in Post	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Directorate	10	9	1	9.68	1	9.09%
Environment & Public Protection	64	55	9	60.61	5	7.25%
Housing	60	53	7	57.95	8	11.76%
Leisure & Culture	423	213	210	309.84	45	9.62%
Performance & Resources	32	27	5	29.96	5	13.51%
Planning & Transportation	82	68	14	76.62	9	9.89%
Department Totals	671	425	246	544.66	72	9.81%

Overall the vacancies have decreased by 5 compared to the last quarter. Decreases have been in Housing and Environment & Public Protection.

This quarter, we successfully filled a number of hard to recruit posts including Development Officer, Senior Building Control Surveyor, Highways inspector and Trainee Technical Engineer, as well as a number of administration posts, a Ranger and a Sales Advisor.

Staff Turnover

For the quarter ending	31 March 2009	3.17%
For the year ending	31 March 2009	15.09%

Total turnover for BFC, 2007/08: 14.1% excluding schools and BFH
 Total turnover for local authorities in nationally 2006/07: 13.7%
 (Source: Chartered Institute of Personnel and Development survey 2007)

The annual figure is still not a true reflection of the department due to the restructure from 1 April 2008.

There were 22 leavers in this quarter, a decrease of 4 on the last quarter. 11 resigned, 3 were dismissed, 4 retired, 1 came to the end of their fixed term contract, 2 didn't pass their probationary period and 1 died in service.

Sickness Absence

Staff Sickness (1 January - 31 March 2009)

Section	Total staff FTE	Quarter 4 Number of days sickness	Quarter 4 average days per employee (FTE)	2008/09 average days per employee (FTE)
Directorate	9.68	6	0.62	5.37
Environment & Public Protection	60.61	223	3.68	9.27
Housing	57.95	120	2.07	8.35
Leisure & Culture	309.84	768.5	2.48	9.66
Performance & Resources	29.96	48.5	1.62	4.02
Planning & Transportation	76.62	60	0.78	4.99
Department Totals (Q4)	544.66	1,226	2.29	
Department Totals (08/09)		4,582		8.26

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Borough Council 07/08	5.5 days
All sectors employers in South East 2006/07 (Source: Chartered Institute of Personnel and Development survey 2007)	7.8 days
BVPI figure 07/08	7.52 days per FTE

The above figure of 1,226 days includes 16 employees with long term sickness, which totals 570 days for the quarter. This accounts for 46% of all absence in this quarter. This included:

10 employees in Leisure and Culture - 371 days
 1 employee in Housing - 65 days
 4 employees in Environment & Public Protection - 107 days
 1 employee in Performance & Resources – 27 days

Of these employees, 4 are now back at work, and 1 is due back in April, 1 has died, 1 has left the Council through resignation. Of the 7 remaining, their cases are being managed through occupational health and performance improvement procedures.

The total number of sickness days this quarter has decreased by 210 days compared to the last quarter. This decrease is most noticeable in Leisure and Culture where sickness has decreased by 154.5 days and Planning & Transportation where sickness has decreased by 81 days. There have been significant increases in Environment & Public Protection, which are mainly attributable to the amount of long-term sick during this period.

The average sickness days per employee has increased this quarter, particularly in Environment & Public Protection (an increase of 1.80 per person) and Performance

and Resources (an increase of 0.97 per employee). These increases were both caused by long term sickness cases.

It is not possible to directly compare figures with the same quarter for last year due to the reorganisation in April 2008, however, when looking at the projected annual average number of days sickness per employee, the figures have decreased from 8.51 days to 8.26 days per employee.

Annex B: Financial information

	Net Original Budget	Virements & Budget C/fwds	Current Approved Budget	% Spend to Date	Departments Projected Outturn	Variance Over/(Under) Spend	Variance This Period
2008/2009	£000	£000	£000		£000	£000	£000
Director of Environment, Culture & Communities							
Director and Support	176	-4	172	94.8	172	0	
Training, Marketing, Research & Development	27	18	45	53.3	45	0	
	203	14	217		217	0	0
Chief Officer Leisure & Culture							
Archives	129	0	129	77.5	129	0	
South Hill Park	536	4	540	78.5	540	0	
Community Arts & Cultural Services	110	13	123	67.5	98	-25	-25 a
Community Centres	89	3	92	90.2	92	0	
Parks, Open Spaces & Countryside	2,244	-96	2,148	85.5	2,129	-19	
Environmental Initiatives	149	33	182	70.3	182	0	
Landscape Holding Account	-48	-70	-118	194.1	-103	15	
Sports Development & Community Recreation	112	10	122	32.8	122	0	
The Look Out	202	-7	195	46.2	195	0	
Edgbarrow / Sandhurst Sports Centres	210	-6	204	119.6	204	0	
Bracknell Leisure Centre / Coral Reef	960	-23	937	39.9	937	0	
Harmanswater Swimming Pool	23	-5	18	83.3	18	0	
Easthampstead Park Conference Centre	-294	127	-167	-29.9	33	200	105 b
Horseshoelake Water Sports	33	-7	26	50.0	26	0	
Downshire Golf Complex	-155	-34	-189	108.5	-100	89	19 c
Libraries	0	1,804	1,804	92.0	1,798	-6	-29 d
	4,300	1,746	6,046		6,300	254	70
Chief Officer Environment & Public Protection							
Waste Management	6,368	-22	6,346	74.3	6,156	-190	
Street Cleaning	1,062	60	1,122	83.7	1,151	29	
Closed Circuit Television	103	0	103	86.4	103	0	
Highway Maintenance (Including Street Lighting)	4,411	-228	4,183	82.0	4,359	176	82 e
On/Off Street Parking	-638	-11	-649	130.5	-693	-44	-5 f
Easthampstead Park Cemetery and Crematorium	-459	-1	-460	117.4	-550	-90	-90 g
Environmental Health (Including Pest and Dog Control)	900	-120	780	91.0	775	-5	-5 h
Trading Standards (Including Licensing)	413	71	484	60.3	375	-109	-64 i
Emergency Planning	106	2	108	84.3	108	0	
Bracknell Market	4	-4	0	0.0	0	0	
Other	125	67	192	66.1	195	3	-10 j
	12,395	-186	12,209		11,979	-230	-92
Chief Officer Planning & Transport							
Transport Policy, Planning and Strategy	628	45	673	50.1	673	0	
Traffic Management and Road Safety	746	14	760	85.1	760	0	
Public Transport Subsidy including Concessionary Fares	1,446	225	1,671	71.2	1,441	-230	-230 k
Building Control	9	-22	-13	76.9	-13	0	
Development Control	492	-45	447	21.0	531	84	151 l
Planning Policy (Including Local Transport Plan)	811	157	968	63.1	838	-130	-130 m
Local Land Charges	-231	0	-231	31.6	-81	150	
Other	144	-27	117	82.1	117	0	
	4,045	347	4,392		4,266	-126	-209
Chief Officer Housing							
Housing Options	0	394	394	93.9	394	0	
Strategy & Enabling	0	378	378	79.4	378	0	
Housing Management Services	0	-35	-35	168.6	-35	0	
Forestcare	0	132	132	118.9	132	0	
Supporting People	0	161	161	-531.1	161	0	
Housing Benefits	0	424	424	-629.5	424	0	
General Grants, Bequests & Donations	0	17	17	41.2	17	0	
Other	0	30	30	36.7	30	0	
	0	1,501	1,501		1,501	0	0
Chief Officer Performance & Resources							
Departmental Management	528	60	588	96.4	588	0	
Departmental Support Services	886	291	1,177	93.5	1,177	0	
Departmental Personnel Running Expenses	85	3	88	79.5	88	0	
Departmental Office Services Running Expenses	178	16	194	75.3	194	0	
Departmental IT Running Expenses	224	1	225	80.4	225	0	
Smartcard	0	29	29	275.9	129	100	
	1,901	400	2,301		2,401	100	0
Total Cash Budgets	22,844	3,822	26,666		26,664	-2	-231
Non Cash Budgets							
FRS17	485	74	559		559		
Corporate / Departmental Recharges	2,525	810	3,335		3,335		
Capital Charges	2,891	307	3,198		3,198		
	5,901	1,191	7,092		7,092		
TOTAL ENVIRONMENT & LEISURE SERVICES	28,745	5,013	33,758		33,756	-2	-231

Virements, Budget Carry Forwards

Note	Total	Explanation
	£'000	
	5,013	Virements Previously Reported
i	0	Street Cleansing / Highway Maintenance £40,000 of the Environmental Improvements budget is to be transferred from Highways to Street Cleansing, since £33,000 was used for the cleaning of the subways and £7,000 was used for the removal of planters and to make good the area outside Bracknell Library.
	5,013	

Budget Variances

Note	Reported variance	Explanation
	£'000	
	229	Variances Previously Reported
a	-25	Community Arts & Cultural Services - Due to long term sickness within the Arts and Cultural section and the unsuccessful appointment of a community cohesion officer there will be an underspend against the LPSA2 Community Cohesion budget, a carry forward is to be requested for £25,000 to enable the work to be carried out in 2009/10.
b	85	Easthampstead Park Conference Centre - Income has continued to decline in December and January and the current level of bookings for February and March are lower than that projected for in this financial year. The net estimated shortfall for the year is now £180,000 compared to the £95,000 previously reported.
b	20	Easthampstead Park Conference Centre - Due to the bad weather in early February there were a number of courses and events that were cancelled since the people attending could not travel to the venue. A number of these events have been re-booked but some of these are not now taking place until the new financial year. As a result there was a net loss of income of £20,000.
c	19	Downshire Golf Complex - Due to the bad weather in early February the course was closed for 10 days which has resulted in a net loss of income of £19,000.
d	15	Libraries - Income across all types of activities has continued to decline in this financial year, it is now estimated that there will be a shortfall of £15,000.
d	-44	Libraries - As a result of successful appeals against the rateable values of eight of the libraries a refund back dated to 2005 has now been received totalling £45,692.54. The fees involved in obtaining these reductions were £1,343.61 making a net saving of £44,348.93.
e	50	Highway Maintenance - The highway maintenance revenue budgets are under severe pressure this year and are predicted to be overspent by the end of March 2009. The winter season has so far required many more salting runs than in previous years. In addition the typical freeze/thaw cycle has damaged many road surfaces leading to increasing need for emergency repairs. The Mill Lane barrier replacement project has exceed the original estimate by approximately £100k as a result of the steel prices obtaining at the time our contractors made their purchases of raw materials, changes to national design codes of practice enforcing higher and inevitably more expensive standards and extension of the original scheme to reinforce existing barriers. Given the 'reactive' nature of much of the maintenance work at this time of year, actual end-of-year outcomes are difficult to predict. The level of overspend could be as high as £50k.

Continued.....

Budget Variances

Note	Reported variance	Explanation
	£'000	
e	32	Highway Maintenance - Highway Maintenance budget pressures continue at an unprecedented level. During the week beginning 2nd February 2009 the winter service operation was severely tested. We carried out 14 primary route salting runs during this week alone as well as mobilising all RIS's resources to hand salt and clear selected roads and footpaths in response to local conditions. It is estimated this weeks activities alone cost at a minimum in the region of £32,000 hence the budget pressure declared. This winter so far we have salted the primary route network on 61 occasions, in 2006/7 in the same period we salted on 23 occasions and in 2007/8 on 27 occasions. The severe weather has in turn lead to a significant deterioration in the condition of the network. The extended freeze/thaw action has damaged surface layers requiring large numbers of urgent temporary repairs to maintain an acceptable level of safety. The numbers of public liability claims we receive has risen in line with the numbers of potholes we repair.
f	-5	On/Off Street Parking - A major company in the town has applied for 70 annual season tickets for the Charles Square Multi-Storey car park commencing from March, this will generate an additional £5,000 in this financial year.
g	-30	Cemetery & Crematorium - Volumes across the whole range of fees and charges within the cemetery and crematorium are slightly higher in the period April to December than in the corresponding period last financial year.
g	-60	Cemetery & Crematorium - Volumes across the whole range of fees and charges within the cemetery and crematorium are higher in the period April to January than in the corresponding period last financial year. In January 2009 alone the income was £30,000 greater than January 2008 this was mainly generated from Cremations. Early indications for February 2009 are that the number of cremations is approx 30 greater than February 2008, this equates to additional income of approx £15,000.
h	-10	Environmental Health - The Environmental Protection team has not been fully staffed for a large part of this financial year and as a result of this they have been unable to carry out the work on Contaminated land as predicted, a budget pressure of £10,000 had been approved for 2008/09 .
h	5	Environmental Health - The income target of £5000 for HMSO Licensing is not going to be achieved in 2008/9 this is due to the fact that the licences for HMSO are not annual licences they are for the period of 5 years and these licences were last taken out in 2007/8.
i	-64	Trading Services - There was a budget allocated for a mobile working scheme which although some of the software has been loaded there are a number of unresolved issues outstanding and therefore the scheme has not yet been completed. A request is to be made to carry this money forward.
j	-10	Coroners Service - This is a joint arrangement payment to Royal Borough of Windsor and Maidenhead and the latest projection is for there to be a saving of £10,000 on this arrangement.
k	-230	Concessionary Fares - Payments this year have been based on the new formula system and as previously reported in emerging issues the early indications were that an economy would be achieved. Information from the first 9 months usage of the scheme is now available and although negotiations with the bus companies have still not been resolved it is estimated that the economy will be £230,000.
l	136	Development Control - The costs to date in respect of the planning appeals at the Staff College site have now reached £112,000 and further costs will be incurred in 2009/10 since the appeal is reconvening on 6th April. There is also a further invoice for Highway advice on the TRL appeal of £12,000 to be paid. The total costs of the two appeals in 2008/09 is therefore now £407,000, an increase from the £271,000 previously reported.
l	15	Development Control - Income from planning fees in December and January was significantly lower than in the same period last year and less than had been projected. There will now be a shortfall in income of £15,000 against that budgeted for.
m	-20	Joint Planning Unit - There was a pressure approved in the current financial year for work to be carried on Minerals & Waste, as part of the Joint Arrangement, to be included in the Local Development Framework. This work will not now be carried out this year and it is considered that the budget included for the next two years will now be sufficient to carry out this work.
m	-110	Local Development Framework (LDF) - The programme of works to be completed in this financial year has slipped by 3-6 months, there will therefore now be an estimated underspend of £110,000. This work still needs to be carried out and therefore a request to carry these monies forward into 2009/10 will be made.
	-2	Total

Annex C: Corporate strategic risks owned by Director of Environment, Culture & Communities

[Please include here the Word table(s) 'Progress on Strategic Risk Action Plan' for your Director and/or Chief Officers developed by Sally Hendrick. The "progress on further action" and "commentary" columns will need to be updated for Quarter 4.]

Annex D: Performance against Indicators, Actions and Risks

PRIORITY ONE: A TOWN CENTRE FIT FOR THE 21st CENTURY				
Medium-Term Objective 1: Build a Bracknell Town Centre that residents are proud of				
PERFORMANCE INDICATORS FOR MTO 1				
ACTIONS IN SUPPORT OF MTO 1				
		Due Date	Owner	Comments
1.2	Deliver 200 new homes in and around Bracknell town centre.			
1.2.1	Deliver a further 34 new affordable homes on sites on the periphery of the town centre.	Strata/Celcius: Mar 09	ECC	✓ As per the comments in Quarter 2 and achievements by Quarter 3, the overall target for 2008/09 has been exceeded by 40 units, with a total of 74 properties delivered.
1.2.2	Town Centre Development Agreement to be finalised.	Mar 2009	ECC	No progress to report in Quarter 4.
1.2.3	Conclude Planning Performance Agreement for dealing with town centre reserved matters application.	Apr 2008	ECC	✓ As per Quarter 3, the timetable is being met.
1.3	Improve access to the new town centre by providing extensive new parking facilities, a major package of junction improvements, and more bus lanes and a "park and ride" scheme.			
1.3.1	Provision of junction improvements and more bus lanes. Delivered through s278 agreements at locations around the town centre listed in the planning consent.	To developer's timescale until s278 agreement signed	ECC	No progress by applicant. Stages 1-5 being reviewed to include additional sites and Stages 6-10 being completed for consultation after August 2009.
1.3.2	Prepare feasibility study to set out cost parameters and options for "park and ride" scheme.	Dependent on Town Centre	ECC	✗ Study now expected for completion by end of second quarter 2009/10.
1.4	Construct and open a new Bracknell library, civic offices and a high quality "Jubilee Gardens".			
1.4.4	Provide pre-application advice for the Civic Hub.	Dec 2009	ECC	No request for advice received.
1.4.5	Determine the Civic Hub planning application, including Jubilee Gardens.	Mar 2009	ECC	No application received or anticipated.
1.4.6	Progress detailed designs for Jubilee Gardens and public art plans for implementing the Public Art Strategy.	Mar 2009	ECC	✓ RAF Staff College (The Parks) on hold. Bracknell and Wokingham College and Wykery Copse have both appointed artists.
1.4.7	Implement the actions in the Civic Hub project plan to achieve the opening of the library by the date specified.	Mar 2009	ECC	✓ The latest developments in library design are being kept under review.

OPERATIONAL RISKS TO MTO 1		Owner	Progress on Mitigation Actions
1.5	Having the staff with the right skills available to deliver tasks at the right time. Mitigation: Monthly monitoring of vacancies at DMT considered in terms of resources required to deliver agreed outcomes. Collective view of appointments at DMT. Sickness and absence monitoring reported to DMT quarterly. Annual appraisal and training.	ECC	Revised/New Risk: None.
1.6	Political will/commitment. Mitigation: Good preparation, briefing and appropriate lobbying. Good consultation and forward planning.	ECC	Revised/New Risk: None.
1.7	Commercial financial market deteriorates. Mitigation: Establish financial monitoring system with BRP Monthly meeting of Steering Group monitors financial situation. Early briefing of Executive of any negative trends.	ECC	Revised/New Risk: None.
1.8	Slow down in development may delay delivery of affordable homes. Mitigation: Monitor progress on sites through regular reports from RSLs.	ECC	No impact on sites that are currently in the development process. There will be delay in sites coming forward for development. Revised/New Risk: None.
1.9	Town Centre redevelopment delayed. May delay development agreement. Mitigation: Delivery of affordable housing identified as work stream within overall project. Progress will be regularly monitored.	ECC	Current economic climate is making a slowdown in the town centre development more likely. Revised/New Risk: None.
1.10	Loss of key staff. Mitigation: Development work is shared between team members and is well documented to enable work to be covered should key staff leave. Work could be given to temporary/interim staff.	ECC	Revised/New Risk: None.

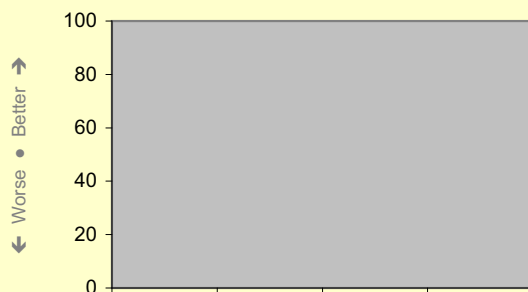
**PRIORITY TWO:
PROTECTING AND ENHANCING OUR ENVIRONMENT**

Medium-Term Objective 2:

Keep our parks, open spaces and leisure facilities accessible and attractive.

PERFORMANCE INDICATORS FOR MTO 2

NI 9: Use of public libraries



CAA Indicator (non-LAA)

Department: ECC

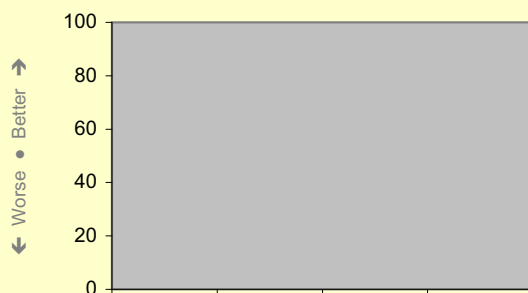
IPSOS Mori have undertaken an Active People booster survey during 2008 to provide baseline data. This data and local data will be available in June 2009 and reported in Q2 2009/10.

Year: 2008/09	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
Current ●	N/A	N/A	N/A	N/A
Local Target ■	TBC	TBC	TBC	TBC
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

No estimated outturn is currently available for this indicator. This CAA indicator has a snapshot target measured by survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % ● Polarity: High ● BFC Lead: Bob Hine

NI 10: Visits to museums and galleries



CAA Indicator (non-LAA)

Department: ECC

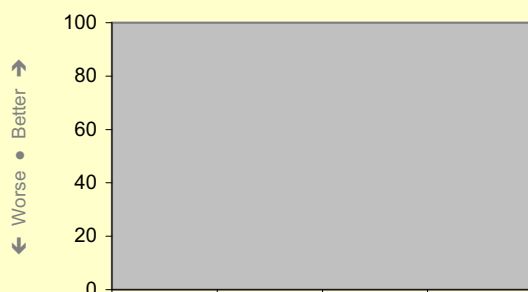
The outturn for this indicator is dependent upon the Active People Survey which is not due until December 2009 and should be reported in Q3 2009/10.

Year: 2008/09	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
Current ●	N/A	N/A	N/A	N/A
Local Target ■	TBC	TBC	TBC	TBC
Last Reported	N/A	N/A	N/A	47.8
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

No estimated outturn is currently available for this indicator. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from the Active People Survey 2008. Benchmarking and quartile information is not currently available for this indicator.

Unit: % ● Polarity: High ● BFC Lead: Lynne Dick

NI 11: Engagement in the arts



CAA Indicator (non-LAA)

Department: ECC

The outturn for this indicator is dependent upon the Active People Survey which is not due until December 2009 and should be reported in Q3 2009/10.

Year: 2008/09	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
Current ●	N/A	N/A	N/A	N/A
Local Target ■	TBC	TBC	TBC	TBC
Last Reported	N/A	N/A	N/A	43.6
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

No estimated outturn is currently available for this indicator. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from the Active People Survey 2008. Benchmarking and quartile information is not currently available for this indicator.

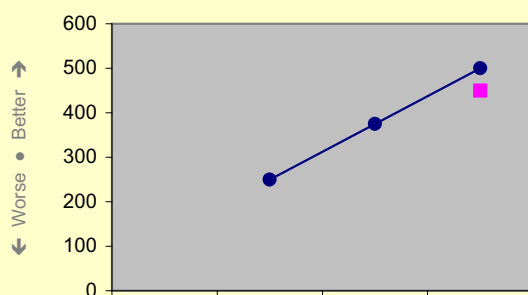
Unit: % ● Polarity: High ● BFC Lead: Lynne Dick

ACTIONS IN SUPPORT OF MTO 2		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
2.1	Restore South Hill Park grounds.			
2.1.1	Appoint project team and start detailed design for South Hill Park grounds.	Mar 2009	ECC	✓ Stage 1 development complete. Stage 2 HLF application submitted.
2.2	Prepare a Cultural Strategy to maintain and improve the quality of life in the Borough.			
2.2.1	Finalise the Cultural Strategy.	Jun 2008	ECC	✓ Document launched on 25 September. Available online or in hard copy.
2.2.2	Increase the use of libraries by improved marketing and promotion.	Mar 2009	ECC	✓ External signage and leaflet designs are being developed.
2.3	Review management options for leisure sites in order to maintain quality and generate secured investment.			
2.3.1	Complete an options appraisal to look at potential future management options for Leisure Section facilities including Bracknell Leisure Centre, Coral Reef and Downshire Golf Complex.	Mar 2009	ECC	✓ This work has been completed. The decision has been made to maintain current management arrangements.
2.4	Prepare a new Parks and Open Spaces Strategy.			
2.4.1	Prepare a new Parks and Open Spaces Strategy.	Dec 2008	ECC	✓ Draft to the Local Access Forum, Parish and Town Councils for consultation.
2.5	Improve the quality of the countryside and open space by targeted projects and by engaging the voluntary sector.			
2.5.1	Implement programme of improvement projects in the parks and countryside.	Mar 2009	ECC	✓ S106 funding secured and allocated for improvements to urban woodlands.
2.5.2	Run countryside projects using volunteers.	Mar 2009	ECC	✓ Projects being implemented and weekly input in site management tasks.
OPERATIONAL RISKS TO MTO 2			<u>Owner</u>	<u>Progress on Mitigation Actions</u>
2.3	Having the staff with the right skills available to deliver tasks at the right time. Mitigation: Monthly monitoring of vacancies at DMT considered in terms of resources required to deliver agreed outcomes. Collective view of appointments at DMT. Sickness and absence monitoring reported to DMT quarterly. Annual appraisal and training.		ECC	The section remained with a full complement of staff during the service; however the resignation of the Landscape Manager puts some increased risk into the first quarter of 2009/10. Revised/New Risk: None.
2.4	Political will/commitment with specific reference to the outcome of the options appraisal. Mitigation: Good preparation, briefing and appropriate lobbying. Good consultation and forward planning.		ECC	Members fully briefed and informed decisions taken. Revised/New Risk: None.
2.5	Performance at centres deteriorates through the review. Mitigation: Ongoing and clear communication with staff. Involvement through Divisional Team Meetings of senior managers.		ECC	This work has now been completed and the decision made to maintain current management arrangements, so this issue is no longer a risk. Revised/New Risk: None.

Medium-Term Objective 3:
Promote sustainable housing and infrastructure development.

PERFORMANCE INDICATORS FOR MTO 3

NI 154: Net additional homes provided



LAA INDICATOR (Designated)

Department: ECC

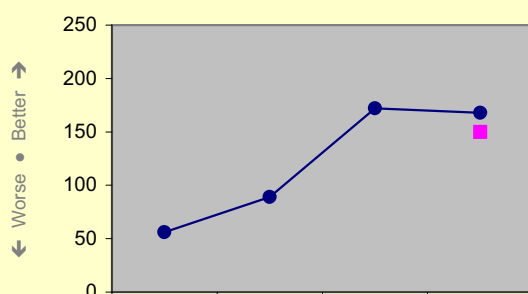
✓

This is an annually reported indicator and it is estimated that approximately 500 additional homes will be provided in 2008/09, exceeding the LAA target of 450 dwellings re-negotiated with GOSE in March 2009. However, it is still expected that the number will drop in 2009/10 before recovery in 2010/11.

The current estimate is based on latest available (incomplete) data. This LAA (Designated) indicator has a cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Number (locally agreed) • Polarity: High • BFC Lead: John Waterton

NI 155: Number of affordable homes delivered (gross)



LAA INDICATOR (Designated)

Department: ECC

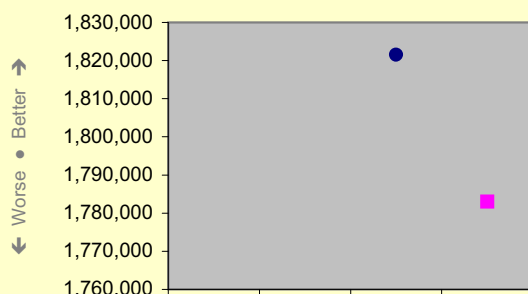
✓

The annual LAA target of 120 has been exceeded, as has the local performance monitoring target of 150.

The current estimate is based on latest available (incomplete) data. This LAA (Designated) indicator has a cumulative target measured by data collection. Benchmarking and quartile information is not currently available for this indicator.

Unit: Number (locally agreed) • Polarity: High • BFC Lead: Paul Beetham

NI 177: Local bus and light rail passenger journeys originating in the authority area



LAA INDICATOR (Designated)

Department: ECC

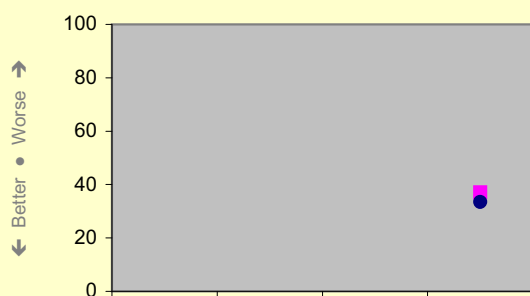
✓

Previous figures reported for this indicator were for the 12-month period to September 2008. The data for the six-month period from October 2008 to March 2009 will be available in Quarter 1 2009/10.

No estimated outturn is currently available for this indicator. This LAA (Designated) indicator has a cumulative target measured by data collection. The 'last reported' figure is from NI 177 2007/2008 (July 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: Number of journeys • Polarity: High • BFC Lead: Roger Cook

**NI 198.1: Children travelling to school – mode of transport usually used: (1) Children aged 5-10 years
(a) Travelling by car, including van or taxi (but excluding car share)**



LAA INDICATOR (Designated)

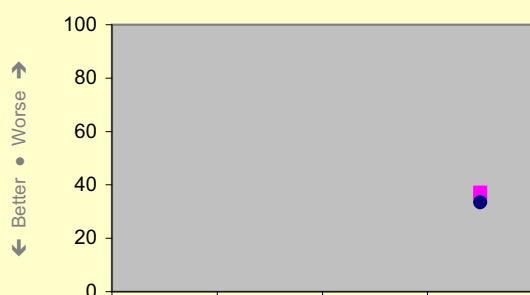
Department: ECC

The baseline upon which the NI 198 targets were set has been recalculated as part of the LAA refresh, after consultation with GOSE. There is now one figure, which covers all 5-16 year olds, rather than separate targets for primary- and secondary-aged pupils.

The current estimate is based on latest available (incomplete) data. This LAA (Designated) indicator has a complex snapshot target measured by data snapshot. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Roger Cook

**NI 198.7: Children travelling to school – mode of transport usually used: (2) Children aged 11-14 years
(a) Travelling by car, including van or taxi (but excluding car share)**



LAA INDICATOR (Designated)

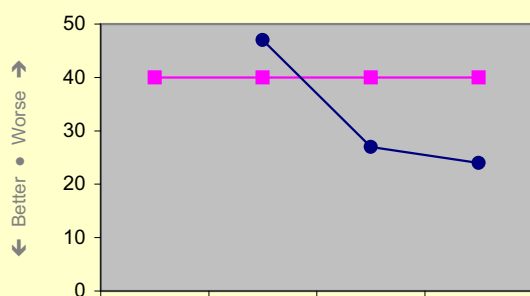
Department: ECC

The baseline upon which the NI 198 targets were set has been recalculated as part of the LAA refresh, after consultation with GOSE. There is now one figure, which covers all 5-16 year olds, rather than separate targets for primary- and secondary-aged pupils.

The current estimate is based on latest available (incomplete) data. This LAA (Designated) indicator has a complex snapshot target measured by data snapshot. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Roger Cook

NI 156: Number of households living in temporary accommodation



CAA Indicator (non-LAA)

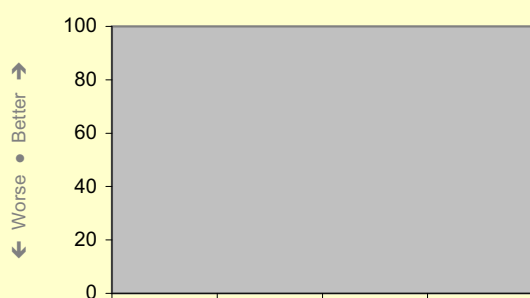
Department: ECC

A significant reduction in temporary accommodation is a result of an increased supply of RSL new build properties and successful implementation of the TA Strategy.

The current estimate is based on latest available (incomplete) data. This CAA indicator has a snapshot target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Number • Polarity: Low • BFC Lead: Clare Dorning

NI 159: Supply of ready to develop housing sites



CAA Indicator (non-LAA)

Department: ECC

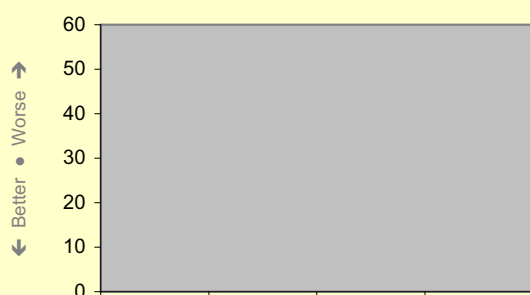
Data is not yet being monitored for this indicator as it does not form part of the LAA. Monitoring will commence during 2009/10.

Year: 2008/09	Q1	Q2	Q3	Q4
Current •	N/A	N/A	N/A	N/A
Local Target ■	TBC	TBC	TBC	TBC
Last Reported	N/A	0.0	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

No estimated outturn is currently available for this indicator. This CAA indicator has a complex snapshot target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Paul Beetham

NI 167: Congestion – average journey time per mile during the morning peak



CAA Indicator (non-LAA)

Department: ECC

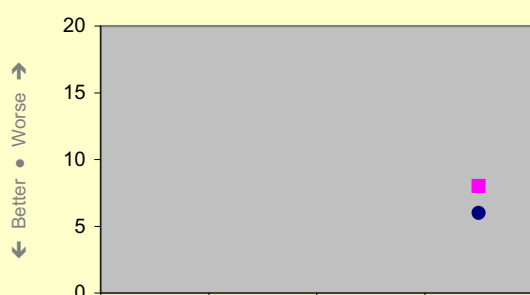
The dataset for this indicator has not yet been received from government and therefore no outturn information is currently available.

Year: 2008/09	Q1	Q2	Q3	Q4
Current •	N/A	N/A	N/A	N/A
Local Target ■	TBC	TBC	TBC	TBC
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

No estimated outturn is currently available for this indicator. This CAA indicator has a complex snapshot target measured by physical survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Time • Polarity: Low • BFC Lead: Roger Cook

NI 168: Principal roads where maintenance should be considered



CAA Indicator (non-LAA)

Department: ECC

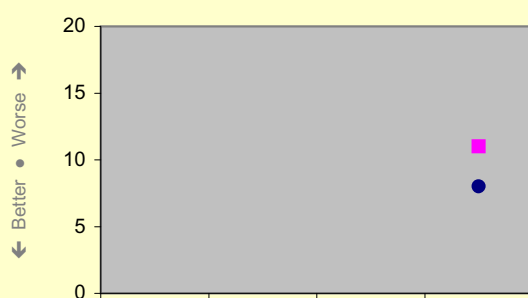
This indicator can be reported early this year thanks to the quick completion of the highway condition analyses. The outturn of 6% represents a real improvement over the 8% recorded last year (as BVPI 223), and takes us out of the bottom quartile among all UAs (based on the 2008 national dataset).

Year: 2008/09	Q1	Q2	Q3	Q4
Current •	N/A	N/A	N/A	6
Local Target ■	[annual]	[annual]	[annual]	8
Last Reported	8	8	8	8
Benchmark	[annual]	[annual]	[annual]	3
Current Quartile	N/A	N/A	N/A	Third

The current figure uses validated final data. This CAA indicator has a snapshot target measured by physical survey. The 'last reported' figure is from BVPI 223 (June 2008). Quartile is based on the 2008 BVPI 223 outturns (all unitaries); benchmark is the 25th percentile (low polarity) in the same dataset.

Unit: % • Polarity: Low • BFC Lead: Anthony Radford-Foley

NI 169: Non-principal classified roads where maintenance should be considered



Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	8
Local Target	[annual]	[annual]	[annual]	11
Last Reported	11	11	11	11
Benchmark	[annual]	[annual]	[annual]	4
Current Quartile	N/A	N/A	N/A	Third

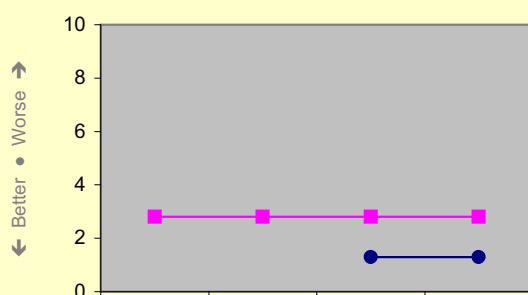
CAA Indicator (non-LAA)
Department: ECC

This indicator can be reported early this year thanks to the quick completion of the highway condition analyses. The outturn of 8% represents a real improvement over the 11% recorded last year (as BVPI 224a), and takes us out of the bottom quartile among all UAs (based on the 2008 national dataset).

The current figure uses validated final data. This CAA indicator has a snapshot target measured by physical survey. The 'last reported' figure is from BVPI 224a (June 2008). Quartile is based on the 2008 BVPI 224a outturns (all unitaries); benchmark is the 25th percentile (low polarity) in the same dataset.

Unit: % • Polarity: Low • BFC Lead: Anthony Radford-Foley

NI 170: Previously developed land that has been vacant or derelict for more than five years



Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	1.30	1.30
Local Target	2.80	2.80	2.80	2.80
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

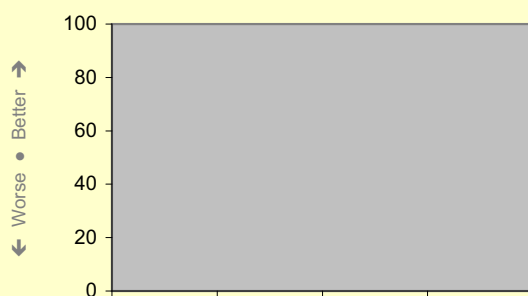
CAA Indicator (non-LAA)
Department: ECC

There is currently no revised data available for this indicator.

The current estimate is based on unvalidated current data. This CAA indicator has a complex snapshot target measured by physical survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Bev Hindle

NI 175: Access to services and facilities by public transport, walking and cycling



Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	N/A
Local Target	[annual]	[annual]	[annual]	TBC
Last Reported	N/A	N/A	N/A	250.88
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

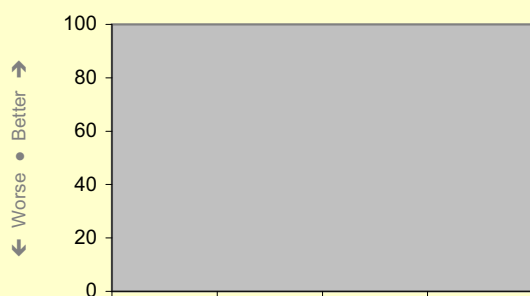
CAA Indicator (non-LAA)
Department: ECC

The data for this annual indicator is provided by the Accessibility Analysis provided by BFC and replacing the LTP1 which measured access to facilities by Public Transport only. This data will be available during Q1 2009/10.

No estimated outturn is currently available for this indicator. The 'last reported' figure is from LTP 06-11 Progress Report (December 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: Varies • Polarity: Varies • BFC Lead: Roger Cook

NI 176: Working age people with access to employment by public transport (and other specified modes)



CAA Indicator (non-LAA)
Department: ECC

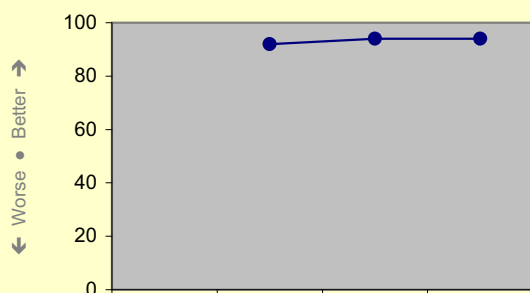
The data for this annual indicator is provided by the DFT and will be reported in Q1 2009/10.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	N/A
Local Target	TBC	TBC	TBC	TBC
Last Reported	N/A	N/A	87.8	87.8
Benchmark	N/A	N/A	89.4	89.4
Current Quartile	N/A	N/A	N/A	N/A

No estimated outturn is currently available for this indicator. This CAA indicator has a complex snapshot target measured by data snapshot. The 'last reported' figure is from DFT website statistics (May 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Roger Cook

**NI 178.1: Bus services running on time:
(1) Proportion of non-frequent scheduled services on time**



CAA Indicator (non-LAA)
Department: ECC

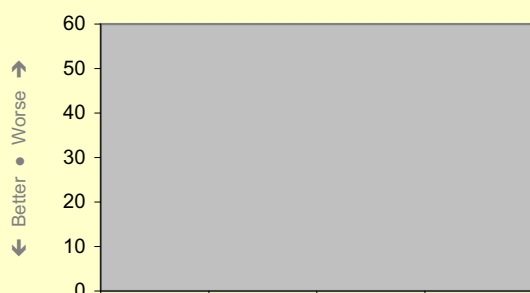
The figure cited is the confirmed outturn for Quarter 4 2008/09.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	92	94	94
Local Target	TBC	TBC	TBC	TBC
Last Reported	N/A	91	91	91
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

The current estimate is based on latest available (incomplete) data. This CAA indicator has a complex snapshot target measured by physical survey. The 'last reported' figure is from LTP5/NI178 2007/08 (April 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Roger Cook

**NI 178.2: Bus services running on time:
(2) Excess waiting time for frequent services**



CAA Indicator (non-LAA)
Department: ECC

No bus service within the Borough meets the definition of a "frequent service", which is six or more buses per hour.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	N/A
Local Target	N/A	N/A	N/A	N/A
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

No estimated outturn is currently available for this indicator. This CAA indicator has a complex snapshot target measured by physical survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Time • Polarity: Low • BFC Lead: Roger Cook

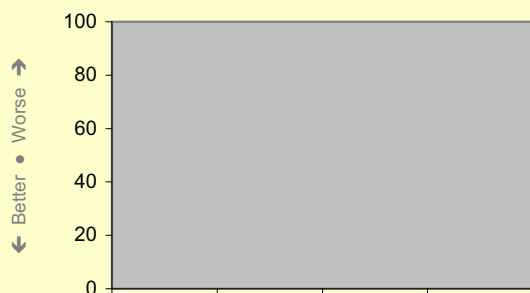
ACTIONS IN SUPPORT OF MTO 3		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
3.1	Produce a Local Development Framework that protects the Green Belt and balances the demand for new housing with the need to protect the wider environment.			
3.1.1	Complete Strategic Housing Land Availability Assessment (SHLAA).	Jul 2008	ECC	✓ As per Quarter 2, stages 1-5 are being reviewed to include additional sites and stages 6-10 are being completed for consultation after August 2009.
3.2	Use the planning regime to ensure that all new housing developments are matched by appropriate investment in infrastructure.			
3.2.1	Complete Development Management Development Plan Document (DMDPD) – Housing and Commercial Policies – “Preferred Options” Stage.	Nov 2008	ECC	✗ Preparation of the DPD has been delayed as a result of the amended Governing Regulations, pending the imminent publication of the South East Plan and staff resources. This will be considered in the revised LDS.
3.2.2	Complete Amen Corner Area Action Plan “Submission” Stage.	Feb 2009	ECC	✓ A revised LIDS resulted in a draft Submission Report being published in February 2009 for a six-week period for representations on its “soundness”.
3.2.3	Adopt and publish Sustainable Resource Management Supplementary Planning Document (SRMSPD).	Jun 2008	ECC	✓ This work has been completed.
3.3	Implement a strategy to mitigate the impact of development on the Thames Basin Heath Special Protection Area.			
3.3.1	Complete another four mini plans for SPA mitigation. Start implementation of mini plans.	Mar 2009	ECC	✓ Plans have been agreed for Horseshoe Lake, Longhill, Englemere and The Cut. Plans have been drafted for Ambarrow Court, Shepherds Meadows and Wick Green. It is intended to develop a further plan for South Hill Park.
3.3.2	Review TBHSPA Avoidance and Mitigation Strategy.	Mar 2009	ECC	✓ Review process underway.
3.4	Implement the Local Transport Plan.			
3.4.1	Implement the Integrated Transport Elements through capital and revenue programmes.	Financial year	ECC	✓ Programmes substantially delivered (see Annex E of the ECC PMR for details).
3.4.2	Review the Accessibility Strategy.	Mar 2009	ECC	✓ Reviewed as part of LTP3.
3.4.3	Implement the Green Travel Plans.	Dec 2008	ECC	✓ Ongoing.
3.4.4	Encourage and assist all LEA schools to have a Travel Plan by 2010.	Mar 2009	ECC	✓ Three more LEA schools completed Travel Plans at the end of this quarter. Three remaining schools now require a School Travel Plan.
3.4.5	Promote Workplace Travel Plans to local organisations, and monitor annually.	Mar 2009	ECC	✓ Correspondence from Council’s legal team have prompted several organisations to speed up progress on their S106 Travel Plans.
3.5	Transfer the Council’s housing stock to Bracknell Forest Homes.			
3.5.5	Complete update of stock condition survey and Housing Renewal Strategy.	Dec 2008	ECC	✓ The private sector stock condition survey has been completed and the findings will be incorporated into the housing strategy.
3.5.6	Set up monitoring system to assess performance of Bracknell Forest Homes and other RSLs.	Jul 2008	ECC	✓ It is intended to go out to competition to select new preferred partner RSL. The competition will be underway by the end of June.
3.6	Provide more choice for social housing applicants through the introduction of Choice-Based Lettings.			
3.6.1	Implement Choice-Based Lettings.	Mar 2009	ECC	✓ Executive agreed the draft allocation policy at its meeting in April. Work has begun with the IT supplier to specify development of a bespoke system for Bracknell Forest.

3.6.2	Purchase and implement an IT system for Choice-Based Lettings and strategic housing.	Mar 2009	ECC	✓	<i>The Council has joined the Northern Housing Consortium and as such can access the OJEU-compliant framework contract to procure the Abritas housing register, choice-based letting and temporary accommodation system. A scoping exercise has been undertaken with Abritas so that the system can be written to reflect the Council's preferred practice and draft policy. The contract and supporting schedule outlining the scope of the implementation have been subject to review by both Legal and the Housing Team, with a number of issues raised for clarification. A revised schedule has been provided by Abritas and it is anticipated that contracts will be signed by early May.</i>
3.7	Increase the number of affordable houses in the Borough, including directly funding 100 new units.				
3.7.1	Review and introduce improvement plan on Housing and Council Tax Benefit amongst elderly and vulnerable groups.	Dec 2008	ECC	✓	<i>Existing plan largely implemented and new plan for 2009/10 in draft.</i>
3.7.2	Hold quarterly forums with PSL to assist provision of accommodation to people on benefits.	Ongoing	ECC	✓	<i>Meeting arranged for April.</i>
3.7.3	Produce a revised Supporting People Strategy.	Oct 2008	ECC	✓	<i>Second client group review underway and will be reported to next Supporting People commissioning body.</i>
OPERATIONAL RISKS TO MTO 3			Owner	Progress on Mitigation Actions	
3.5	Having the staff with the right skills available to deliver tasks at the right time. Mitigation: Monthly monitoring of vacancies at DMT considered in terms of resources required to deliver agreed outcomes. Collective view of appointments at DMT. Sickness and absence monitoring reported to DMT quarterly. Annual appraisal and training.		ECC	We operated without a Chief Officer: Planning and Transportation during the quarter. A new appointment from early May will alleviate difficulties in 2009/10. Revised/New Risk: None.	
3.6	Political will/commitment. Mitigation: Good preparation, briefing and appropriate lobbying. Good consultation and forward planning.		ECC	Members fully briefed on all issues. Revised/New Risk: None.	
3.7	Development Industry unable to deliver houses in sufficient numbers. Mitigation: Monthly monitor of completions for DMT. Work with House Builders Federation to identify blockages to delivery. Report to LDF Steering Group early indication of performance trend.		ECC	Revised/New Risk: None.	
3.8	Government allocates too much additional housing in the Borough. Mitigation: Effective lobbying of GOSE and SEERA to reduce targets for housing numbers.		ECC	Revised/New Risk: None.	
3.9	Residual Landscape staff unable to fulfil requirements after housing transfer. Mitigation: Enhanced performance monitoring. Review structures after 6 month operation.		ECC	No problems at present. Revised/New Risk: None.	

Medium-Term Objective 4:
Keep Bracknell Forest clean and green.

PERFORMANCE INDICATORS FOR MTO 4

NI 185: CO2 reduction from Local Authority operations



Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	N/A
LAA Target	[annual]	[annual]	[annual]	TBC
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

LAA INDICATOR (Designated)

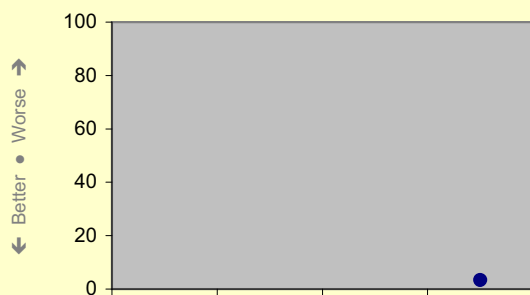
Department: ECC

The data for this indicator will not be available from DEFRA until November 2009.

No estimated outturn is currently available for this indicator. This LAA (Designated) indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Colin Griffin

NI 187.1: Tackling fuel poverty – % of people receiving income-based benefits living in homes with a low energy efficiency rating: (1) Proportion of assessed households with a SAP rating < 35



Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	3.34
LAA Target	[annual]	[annual]	[annual]	TBC
Last Reported	N/A	N/A	N/A	3.34
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

LAA INDICATOR (Designated)

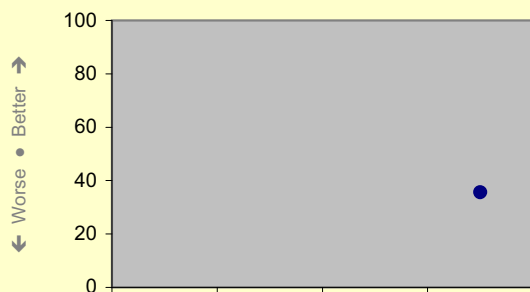
Department: ECC

This figure is very low (good) compared to other authorities, reflecting the work already undertaken in this area. However, we are aware of the current financial situation and the constant need to focus our activities in this target group. A promotional afternoon took place in Warfield Park in March.

The current figure is based on validated final data. This LAA (Designated) indicator has a snapshot target measured by survey. The 'last reported' figure is from the CLG Data Hub (April 2009). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Hazel Hill

NI 187.2: Tackling fuel poverty – % of people receiving income-based benefits living in homes with a low energy efficiency rating: (2) Proportion of assessed households with a SAP rating ≥ 65



Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	35.62
LAA Target	[annual]	[annual]	[annual]	TBC
Last Reported	N/A	N/A	N/A	35.62
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

LAA INDICATOR (Designated)

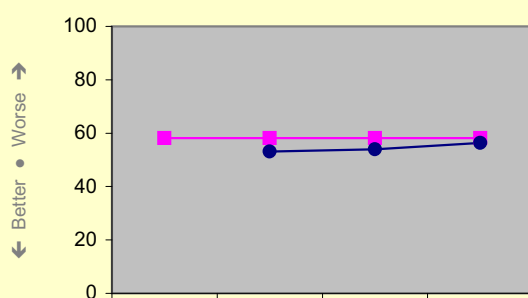
Department: ECC

This is a good figure, in line with other authorities. There is continued promotional work raising awareness, and continued action on insulation measures. Over the last financial year we have had over 660 referrals and £250k spend with British Gas, and 181 referrals with Warm Front grants.

The current figure is based on validated final data. This LAA (Designated) indicator has a snapshot target measured by survey. The 'last reported' figure is from the CLG Data Hub (April 2009). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Hazel Hill

NI 193: Percentage of municipal waste land filled



Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	53.1	54.0	56.3
LAA Target ■	58.2	58.2	58.2	58.2
Last Reported	N/A	53.1	54.0	54.0
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

LAA INDICATOR (Designated)

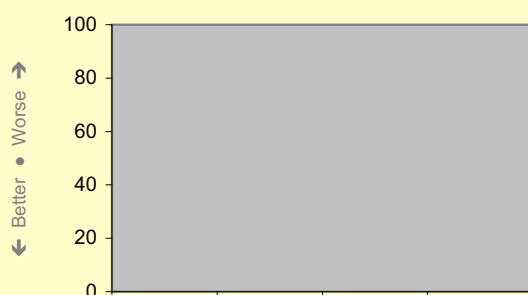
Department: ECC

The figure of 56.3% represents the unconfirmed year-end result for 2008/09. The target has been bettered by nearly two percentage points.

The current estimate is based on unvalidated current data. This LAA (Designated) indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from Waste Data Flow (December 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Janet Dowman

NI 186: Per capita reduction in CO2 emissions in the LA area



Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	N/A
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	N/A	N/A	6.5	6.5
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

CAA Indicator (non-LAA)

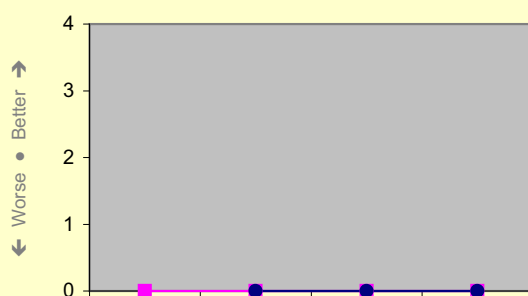
Department: ECC

As previously reported, DEFRA published the 2005/2006 CO2 emission statistics in September 2008 with the baseline for this indicator measured against 2005. The data for our local LAA will not be available until September 2009 and will be reported in Q3 2009/10.

No estimated outcome is currently available for this indicator. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from DEFRA (September 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Colin Griffin

NI 188: Planning to adapt to climate change



Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	0	0	0
Local Target ■	0	0	0	0
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

CAA Indicator (non-LAA)

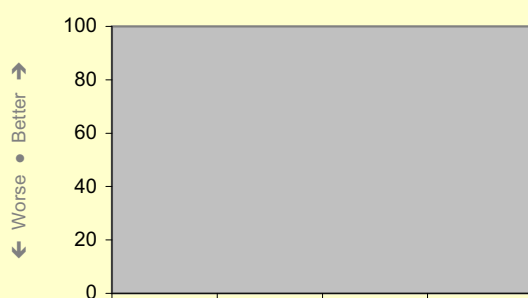
Department: ECC

The final guidelines and reporting format for this indicator is due from DEFRA at the end of May 2009.

No estimated outcome is currently available for this indicator. This CAA indicator has a snapshot (self-assessment) target measured by self-assessment. No outcome for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Score (0-4) • Polarity: High • BFC Lead: Colin Griffin

NI 189: Flood and coastal erosion risk management



CAA Indicator (non-LAA)
Department: ECC

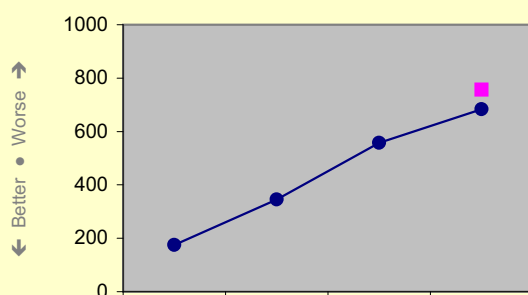
The data for this indicator will not be available until June 2009 and will be reported in Q1 or Q2 2009/10.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	N/A
Local Target	TBC	TBC	TBC	TBC
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

No estimated outcome is currently available for this indicator. This CAA indicator has a complex cumulative target measured by self-assessment (action monitoring). No outcome for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Louise Osborn

NI 191: Residual household waste per household



CAA Indicator (non-LAA)
Department: ECC

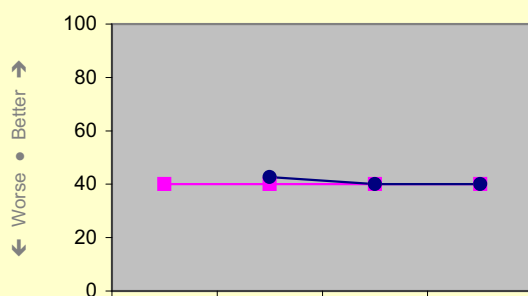
The figure of 684kg represents the unconfirmed year-end result for 2008/09. It is significantly better than the target.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	175	345	558	684
Local Target	[annual]	[annual]	[annual]	756
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

The current estimate is based on unvalidated current data. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from DEFRA - Waste Data Flow (December 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: Number (kgs) • Polarity: Low • BFC Lead: Janet Dowlman

NI 192: Percentage of household waste sent for reuse, recycling and composting



CAA Indicator (non-LAA)
Department: ECC

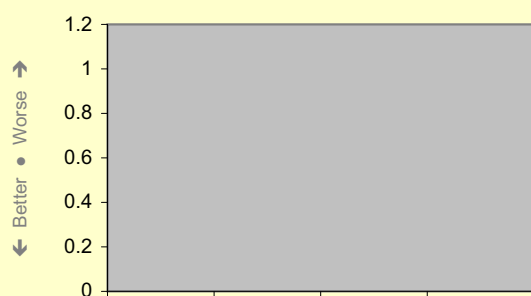
The figure of 40.1% represents the unconfirmed year-end result for 2008/09. The target has been slightly exceeded.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	42.7	40.0	40.1
Local Target	40.0	40.0	40.0	40.0
Last Reported	N/A	42.9	42.1	42.1
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

The current estimate is based on unvalidated current data. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from DEFRA - Waste Flow Data (December 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Janet Dowlman

**NI 194.1: Air quality: % reduction in NOx and primary PM10 emissions through LA's estate and operations:
(1) Emissions of NOx**



CAA Indicator (non-LAA)
Department: ECC

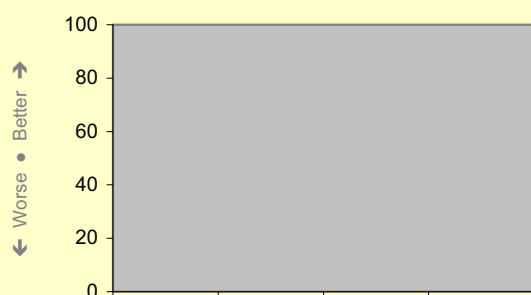
The data for this indicator will not be available until May/June 2009 and will be reported in Q1 2009/10.

Year: 2008/09	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
Current •	N/A	N/A	N/A	N/A
Local Target ■	TBC	TBC	TBC	TBC
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

No estimated outturn is currently available for this indicator. This CAA indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Number • Polarity: Low • BFC Lead: Colin Griffin

**NI 194.2: Air quality: % reduction in NOx and primary PM10 emissions through LA's estate and operations:
(2) Percentage reduction in NOx emissions**



CAA Indicator (non-LAA)
Department: ECC

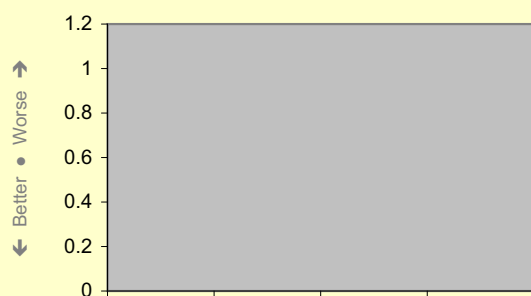
The data for this indicator will not be available until May/June 2009 and will be reported in Q1 2009/10.

Year: 2008/09	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
Current •	N/A	N/A	N/A	N/A
Local Target ■	TBC	TBC	TBC	TBC
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

No estimated outturn is currently available for this indicator. This CAA indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Colin Griffin

**NI 194.3: Air quality: % reduction in NOx and primary PM10 emissions through LA's estate and operations:
(3) Emissions of PM10**



CAA Indicator (non-LAA)
Department: ECC

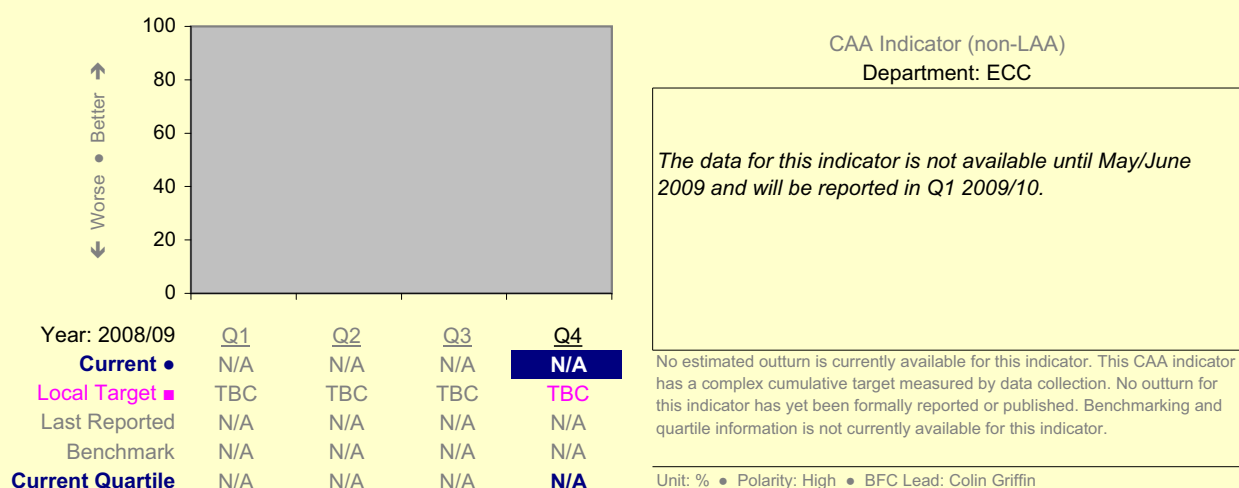
The data for this indicator will not be available until May/June 2009 and will be reported in Q1 2009/10.

Year: 2008/09	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
Current •	N/A	N/A	N/A	N/A
Local Target ■	TBC	TBC	TBC	TBC
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

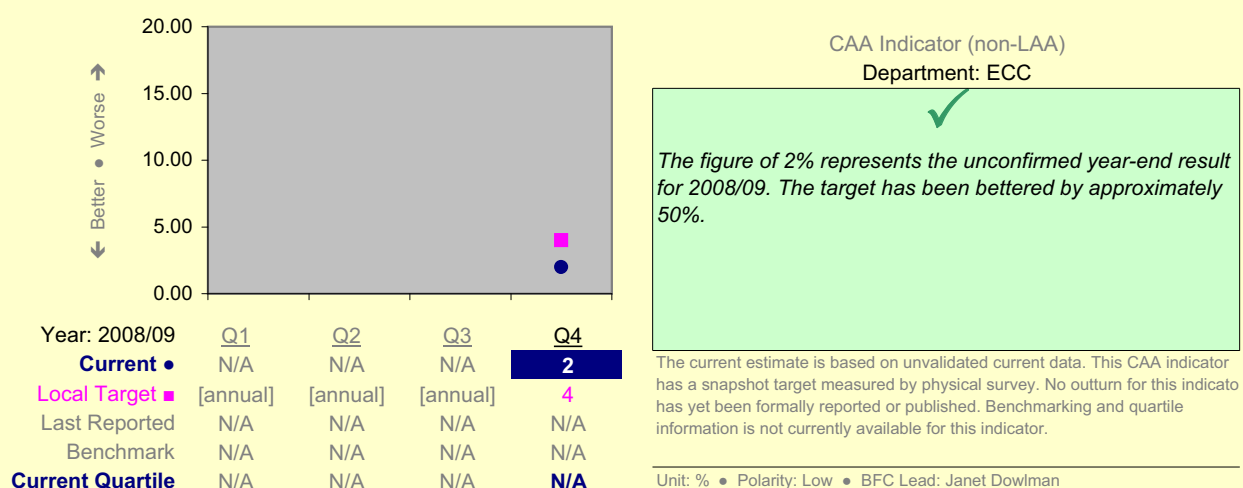
No estimated outturn is currently available for this indicator. This CAA indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Number • Polarity: Low • BFC Lead: Colin Griffin

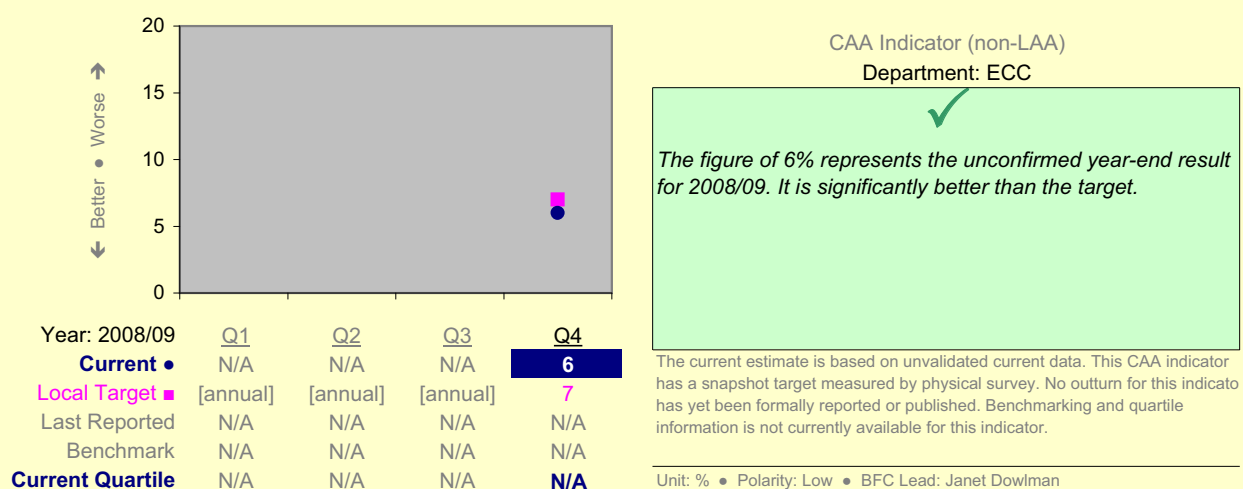
**NI 194.4: Air quality: % reduction in NOx and primary PM10 emissions through LA's estate and operations:
(4) Percentage reduction in PM10 emissions**



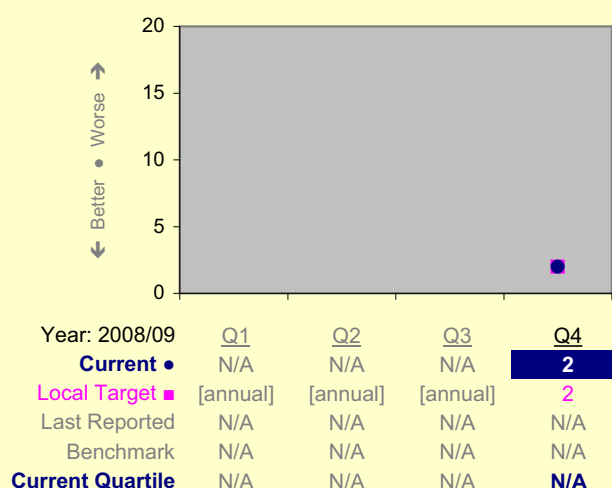
**NI 195.1: Improved street and environment cleanliness (levels of litter, detritus, graffiti and fly posting):
(1) Litter**



**NI 195.2: Improved street and environment cleanliness (levels of litter, detritus, graffiti and fly posting):
(2) Detritus**



**NI 195.3: Improved street and environment cleanliness (levels of litter, detritus, graffiti and fly posting):
(3) Graffiti**



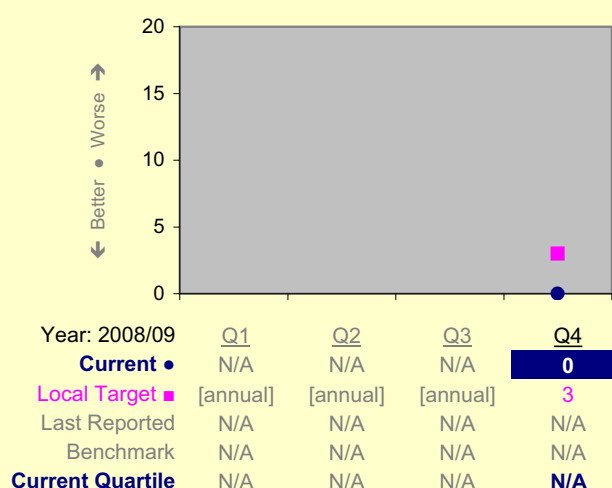
CAA Indicator (non-LAA)
Department: ECC

The figure of 2% represents the unconfirmed year-end result for 2008/09. The target has been achieved.

The current estimate is based on unvalidated current data. This CAA indicator has a snapshot target measured by physical survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Janet Dowlman

**NI 195.4: Improved street and environment cleanliness (levels of litter, detritus, graffiti and fly posting):
(4) Fly-posting**



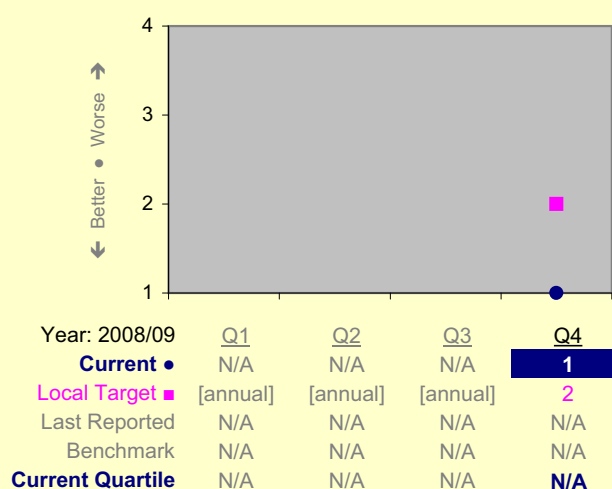
CAA Indicator (non-LAA)
Department: ECC

The figure of 0% represents the unconfirmed year-end result for 2008/09. It is significantly better than the target.

The current estimate is based on unvalidated current data. This CAA indicator has a snapshot target measured by physical survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Janet Dowlman

NI 196: Improved street and environmental cleanliness – fly tipping



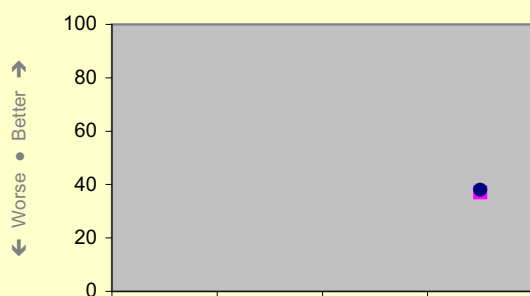
CAA Indicator (non-LAA)
Department: ECC

The score of 1 (Very Effective) represents the unconfirmed year-end result for 2008/09. It is significantly better than the target score of 2 (Effective).

The current estimate is based on unvalidated current data. This CAA indicator has a snapshot (self-assessment) target measured by self-assessment. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Number • Polarity: Low • BFC Lead: Janet Dowlman

NI 197: Improved local biodiversity – proportion of local sites where positive conservation management has been or is being implemented



CAA Indicator (non-LAA)
Department: ECC

The target has been exceeded for this indicator.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	38
Local Target ■	N/A	N/A	N/A	37
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

The current estimate is based on latest available (incomplete) data. This CAA indicator has a complex snapshot target measured by data snapshot. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % ● Polarity: High ● BFC Lead: Marlies Fell

ACTIONS IN SUPPORT OF MTO 4		Due Date	Owner	Comments
4.1	Raise standards of landscape maintenance.			
4.1.1	Restructure Landscape Service and improve skills training.	Mar 2009	ECC	✓ <i>This work has been completed. The decision has been made to maintain current management arrangements.</i>
4.2	Raise standards of cleanliness in our byways, pavements and streets.			
4.2.1	Increase the frequency of cleaning the main de-regulated road network in the Borough.	Apr 2008	ECC	✓ <i>Completed. All high profile roads were litter picked in March, having been delayed due to snow in the Borough.</i>
4.3	Keep satisfaction in the streetscene above 75%.			
4.3.1	Implement action plan that coordinates departmental activity in relation to litter, dumped rubbish, etc.	Apr 2008	ECC	✓ <i>Work continues and the levels of fly tipping continue to show a decline. Specific areas are now being targeted using camera technology. Levels of dumping continues to decline. Two fixed penalties and one caution issued during the period.</i>
4.4	Increase recycling rates to 50% through the RE3 initiative.			
4.4.1	Complete the building phase of the Re3 project.	C'brook: Jul 2008; S'mead: Dec 2008	ECC	✓ <i>Smallmead fully operational. Work completed to lower part of Longshot Lane within timeframe. Lakeside remedial works ongoing with commissioning now scheduled to commence in May.</i>
4.5	Establish a 'fast response' team and increase environmental enforcement activity to reduce the amount of litter in the Borough.			
4.5.1	Review the way the existing fast response teams established in the Ringway and ground maintenance contracts are targeted.	Jun 2008	ECC	✓ <i>Completed in Quarter 2.</i>
4.6	Develop a local Climate Change Strategy by 2009, in line with the Nottingham Declaration.			
4.6.1	Write a Climate Change Strategy as part of implementation of commitments made under the Nottingham Declaration.	Feb 2009	ECC	✓ <i>Strategy approved.</i>
4.6.2	Review the role of the Environment Partnership in dealing with climate change.	Jun 2008	ECC	✓ <i>Review completed.</i>
4.7	Improve energy management in Council and school facilities.			
4.7.1	Establish Systemlink in all Council properties.	Jan 2009	ECC	✓ <i>Fully operational.</i>
4.7.2	Participate in the Carbon Trust's Carbon Management Programme.	Mar 2009	ECC	✓ <i>Approved by project board and submitted in March 2009.</i>
4.7.3	Establish energy champions in Council buildings and schools.	Mar 2009	ECC	✓ <i>Easthampstead and Seymour House to commence in first quarter 2009.</i>

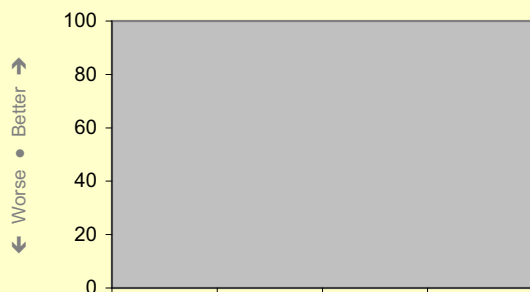
4.7.4	Implement invest-to-save schemes.	Ongoing	ECC	✓	<i>SALIX rejected. Invest to Save scheme under review.</i>
4.8	Reduce the level of fly tipping in the Borough.				
4.8.1	Introduce a co-ordinated approach to fly tipping enforcement.	Jun 2008	ECC	✓	<i>Completed in Quarter 3.</i>
4.9	Develop our joint Waste Strategy.				
4.9.1	Produce and adopt an Re3 Waste Strategy.	May 2008	ECC	✓	<i>Completed in Quarter 2.</i>
4.9.2	Formulate and adopt a corporate strategy for recycling and waste minimisation in council offices, and adopt as far as possible a zero waste policy.	Mar 2009	ECC	✓	<i>Draft completed, awaiting formal adoption by CMT.</i>
4.9.3	Establish a pilot scheme for recycling containers in Time Square.	-	ECC	✓	<i>Completed in Quarter 2.</i>
OPERATIONAL RISKS TO MTO 4			Owner	Progress on Mitigation Actions	
4.1	Having the staff with the right skills available to deliver tasks at the right time. Mitigation: Monthly monitoring of vacancies at DMT considered in terms of resources required to deliver agreed outcomes. Collective view of appointments at DMT. Sickness and absence monitoring reported to DMT quarterly. Annual appraisal and training.		ECC	No problems at present. Revised/New Risk: None.	
4.2	Failure of contractor to deliver contracted services or facilities. Mitigation: Monthly monitoring of performance.		ECC	Commissioning now scheduled to commence in May. Revised/New Risk: None.	
4.3	Impact of climate change on flooding. Mitigation: Strategic risk management assessment undertaken.		ECC	Revised/New Risk: None.	

**PRIORITY THREE:
PROMOTING HEALTH AND ACHIEVEMENT**

**Medium-Term Objective 5:
Improve health and well being within the Borough.**

PERFORMANCE INDICATORS FOR MTO 5

NI 8: Adult participation in sport and active recreation



LAA INDICATOR (Local)

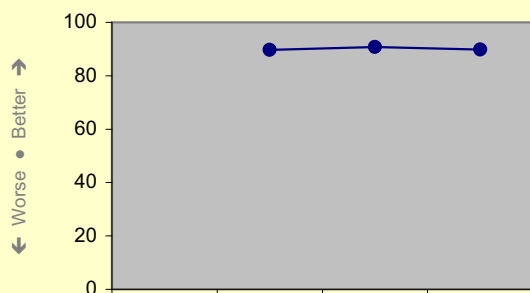
Department: ECC

The outturn for this indicator is dependent upon the Active People Survey which is not due until December 2009 and should be reported in Q3 2009/10.

No estimated outturn is currently available for this indicator. This LAA (Local) indicator has a snapshot target measured by survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Chris Vaal

NI 184: Food establishments in the area which are broadly compliant with food hygiene law



CAA Indicator (non-LAA)

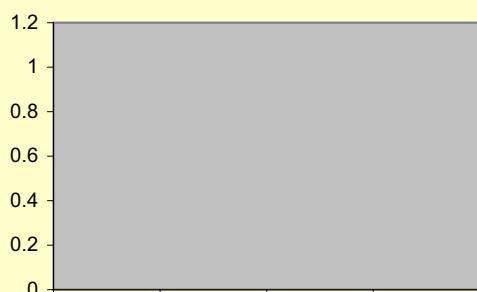
Department: ECC

The figure of 89.85% is broadly the number of food compliant premises. The figure changes throughout the year as the system of rating food premises is constantly changing. This also represents the overall figure for 2008/09.

The current estimate is based on latest available (incomplete) data. This CAA indicator has a complex snapshot target measured by physical survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: David Steeds

NI 190: Achievement in meeting standards for control system for animal health



CAA Indicator (non-LAA)

Department: ECC

No measures to be reported until April 2010. Last year there was extensive consultation with DEFRA to agree indicator and data collection methods.

Unit: TBC • Polarity: TBC • BFC Lead: Rob Sexton

ACTIONS IN SUPPORT OF MTO 5		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
5.1	Develop and implement a comprehensive health strategy for the Borough with partners, which identifies clear priorities and actions to address local health inequalities and to improve health and well-being.			
5.1.1	Implement and report on 2008/09 targets in the Health Strategy.	Mar 2009	ECC	✓ Completed – report given. Responsibility now with Director of SCL.
5.3	Focus on prevention, for example by increasing the number of adults participating in at least 30 minutes of moderate exercise per week.			
5.3.1	Maintain and promote services that will contribute to increasing the percentage of adults participating in 30 minutes of moderate intensity sport or physical activity on at least three days in any week (LPSA 2 target).	Mar 2009	ECC	✓ The percentage of the adult population participating in 30 minutes of moderate intensity sport or physical activity on at least three days in any week will be measured through Sport England's Active People survey, with results due in December 2009. Interim figures issued in December 2008 suggest that participation remains at the 2006 level. In the meantime, the Leisure Section is mainstreaming a major promotional campaign based around the 3 x 30 concept.
5.4	Produce an annual report on public health.			
5.4.1	Produce the first annual report to the Health and Social Care Partnership Board.	Jul 2008	ECC	✓ Completed in Quarter 2.
5.5	Implement and monitor the ban on smoking in public spaces.			
5.5.1	Review the findings of the last 12 months experience on smoking in public places and reprioritise the allocation of resource according to need.	Apr 2008	ECC	✓ Completed in Quarter 2.
OPERATIONAL RISKS TO MTO 5			<u>Owner</u>	<u>Progress on Mitigation Actions</u>
5.2	Having the staff with the right skills available to deliver tasks at the right time. Mitigation: Monthly monitoring of vacancies at DMT considered in terms of resources required to deliver agreed outcomes. Collective view of appointments at DMT. Sickness and absence monitoring reported to DMT quarterly. Annual appraisal and training.		ECC	No problems at present. Revised/New Risk: None.
5.3	Failure of parties to deliver health strategy obligations. Mitigation: Progress monitored and reported quarterly.		ECC	As in Quarter 2, monitoring to year end continued via the Public Health Working Group and was reported to the Health and Social Care Partnership Board. The responsibility for this function from transfers to the Director of Social Care and Learning from April. Revised/New Risk: None.
5.4	Loss of major Leisure sites. Mitigation: Implement operational service plans. Undertake planned preventative maintenance. Ensure robust business continuity plan.		ECC	These services typically operate long daily opening hours over seven days a week. The challenge of delivering a consistent service with a very low incidence of unplanned closures is significant. Looking forward, the level of risk is related to the level of resources made available for planned preventative maintenance of these facilities. Revised/New Risk: None.

Medium-Term Objective 6: Improve the outcomes for children and families through the Children and Young People's Plan.					
PERFORMANCE INDICATORS FOR MTO 6					
<p align="center">NI 199: Children and young people's satisfaction with parks and play areas</p> <div> </div>					
Year: 2008/09	Q1	Q2	Q3	Q4	
Current ●	N/A	N/A	N/A		
Local Target ■	TBC	TBC	TBC	TBC	
Last Reported	N/A	N/A	N/A		
Benchmark	N/A	N/A	N/A		
Current Quartile	N/A	N/A	N/A		
Unit: TBC ● Polarity: TBC ● BFC Lead: TBC (interim: TBC)					
ACTIONS IN SUPPORT OF MTO 6			Due Date	Owner	Comments
OPERATIONAL RISKS TO MTO 6				Owner	Progress on Mitigation Actions
Medium-Term Objective 7: Seek to ensure that every resident feels included and able to access the services they need.					
PERFORMANCE INDICATORS FOR MTO 7					
ACTIONS IN SUPPORT OF MTO 7			Due Date	Owner	Comments
7.2	Use innovative methods of engaging local residents in decisions that affect them, particularly targeting 'hard to reach' groups to listen to their views.				
7.2.15	Develop management development project – prepare preferred option consultation strategy.	Oct 2008	ECC		DMSPD affected by delay in publication of SE Plan. Programme still under development.
7.2.18	Introduce a programme of benefit surgeries to increase take-up amongst targeted vulnerable groups.	Dec 2008	ECC	✓	"Benefit for you" event held. Regular surgeries held.
7.5	Implement a Disability Equality Scheme and Gender Equality Scheme, and implement the Council's Race Equality Scheme.				
7.5.7	Implement the Disability Equality Scheme, the Gender Equality Scheme and the Race Equality Scheme actions due for completion in 2008/09, and progress those actions due for completion in later years.	Mar 2009 and ongoing	CPS CXO ECC SCL	✓	CPS: Activities in plans underway. Full annual monitoring will be completed in Q1 2009/10. ECC: All actions on target.
7.5.8	Conduct impact assessments on all new and revised policies and strategies.	Ongoing	CPS CXO ECC SCL	✓	CPS: Awareness has been raised on the importance of conducting EIAs through presentations, reports and training for staff. A significant number of EIAs due for review were finalised by the end of March and published in April. Ongoing training and support is on offer, and a three-year rolling programme will be developed in Quarter 1 2009/10. The following EIAs have been published by Corporate Services in Q4 2008/09: Corporate Health and Safety Policy. ECC: Amen Corner Action plan EIA published during the quarter. The review of the functional EIAs is nearing completion ready for publication in Quarter 1 2009/10.

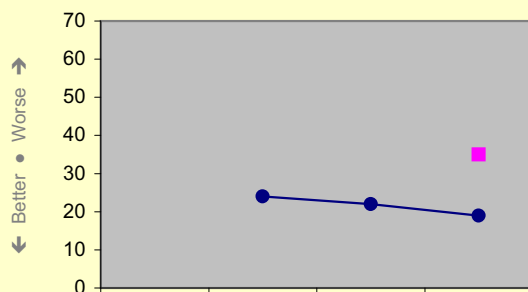
7.6	Increase access to services by electronic means.			
7.6.4	Provide e-enabled access to leisure facilities.	Mar 2009	ECC	✓ Members of Bracknell Leisure Centre, Downshire Golf Complex, and Edgbarrow and Sandhurst Sports Centres continue to make good use of the online booking system for a range of activities. 3,052 online bookings were made during the quarter.
7.6.5	Complete microfiche project to provide the public with access to historic planning documents.	Dec 2008	ECC	✗ Project timetable slipped; revised target for capture of data is June 2009.
7.6.6	Implement actions of the Gazetteer and GIS Strategy due in 2008/09.	Mar 2009	ECC	✓ An order has been raised with ESRI for the Corporate GIS Test system and it is hoped that this will go live in June. A questionnaire has been designed to ask users and non-users of GIS their opinion on the Council's GIS intranet tool, GIS Live. This will be issued shortly. The SLA with Corporate IT has been put on hold as it is being refocused in 2009/10 as a service level to which Corporate GIS will be delivered.
7.7	Improve community cohesion through culture and sport.			
7.7.1	Improve community cohesion through culture and sport (LPSA2 target).	Mar 2009	ECC	✓ Continuing to engage communities that would not otherwise take part in the areas. Trying to bring different communities together. In the 2008 Place Survey, NI 1 (percentage of people who believe people of different backgrounds get on well together in their local area) measured 82.1%. This compares to the 2006 figure of 81.0%.
7.7.2	Develop direct payments and other supporting people packages to enable vulnerable people to engage with cultural activities.	Mar 2009	ECC	This action has moved to Housing as part of the Supporting People project.
OPERATIONAL RISKS TO MTO 7			Owner	Progress on Mitigation Actions
7.6	Having the staff with the right skills available to deliver tasks at the right time. Mitigation: Monthly monitoring of vacancies at DMT considered in terms of resources required to deliver agreed outcomes. Collective view of appointments at DMT. Sickness and absence monitoring reported to DMT quarterly. Annual appraisal and training.		ECC	No problems at present. Revised/New Risk: None.

**PRIORITY FOUR:
CREATE A BOROUGH WHERE PEOPLE ARE, AND FEEL, SAFE**

**Medium-Term Objective 8:
Reduce crime and increase people's sense of safety in the Borough.**

PERFORMANCE INDICATORS FOR MTO 8

NI 47: People killed or seriously injured in road traffic accidents



LAA INDICATOR (Designated)

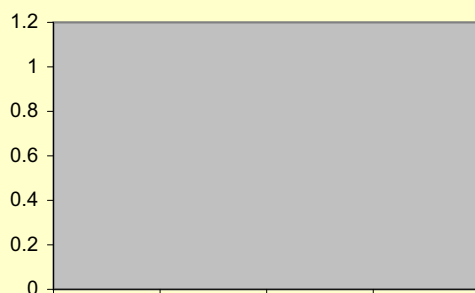
Department: ECC

The Quarter 4 figure represents performance for the rolling 12 months up to the end of December 2008, with a rolling decreasing number of deaths on the roads. Current performance is well under the target maximum of 35 people.

The current estimate is based on latest available (incomplete) data. This LAA (Designated) indicator has a complex cumulative target measured by data collection. Benchmarking and quartile information is not currently available for this indicator.

Unit: Number of people • Polarity: Low • BFC Lead: Roger Cook

NI 12: Refused and deferred Houses in Multiple Occupation (HMO) license applications leading to immigration enforcement activity

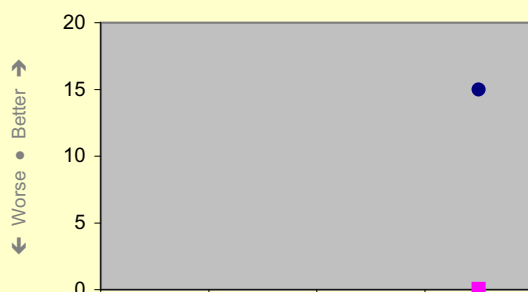


CAA Indicator (non-LAA)

Department: ECC

Unit: TBC • Polarity: TBC • BFC Lead: David Steeds

NI 37: Awareness of civil protection arrangements in the local area



CAA Indicator (non-LAA)

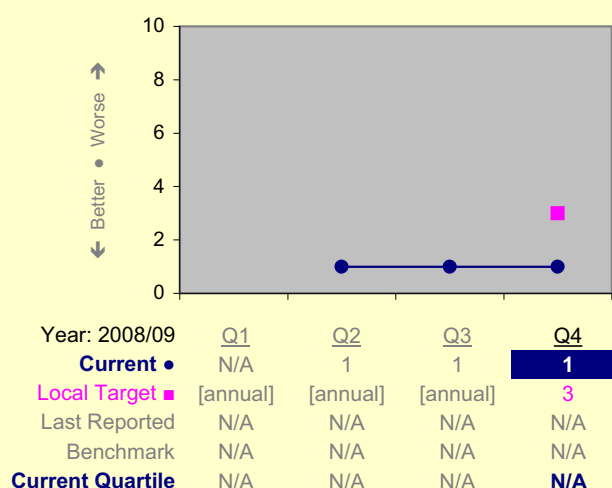
Department: ECC

The outturn cited is the weighted result of the 2008 Place Survey. The CLG has still not yet released the national dataset, so this figure will continue to be reported in quarterly reports until we can include some national comparative and benchmarking information.

The current figure is based on validated final data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from the Place Survey (2008). Quartile shows the position of the current figure within the figures for all UAs in the PwC Benchmarking Club. Benchmark is the 75th percentile in the same figures.

Unit: % • Polarity: High • BFC Lead: Louise Osborn

NI 48: Children killed or seriously injured in road traffic accidents



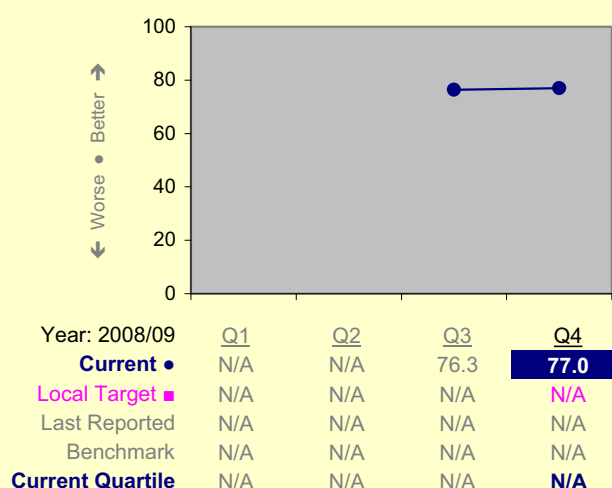
CAA Indicator (non-LAA)
Department: ECC

The Quarter 4 figure represents performance for the rolling 12 month period up to the end of December 2008. Current performance is well under the target maximum of three children.

The current estimate is based on latest available (incomplete) data. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from N/A (N/A). Benchmarking and quartile information is not currently available for this indicator.

Unit: Number of children • Polarity: Low • BFC Lead: Roger Cook

NI 182.1: Satisfaction of businesses with local authority regulatory services: NI 182 (Basic indicator)



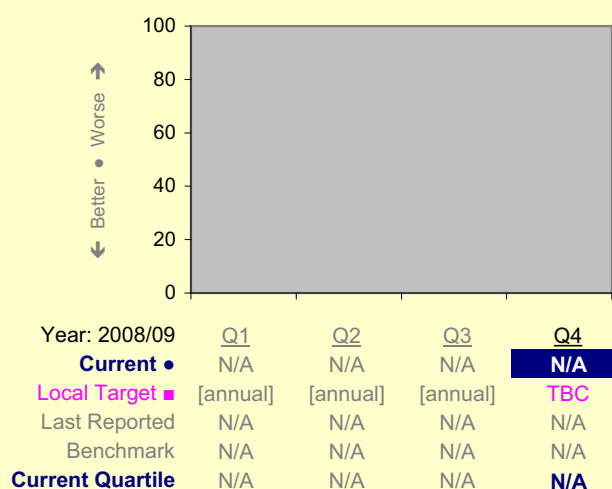
CAA Indicator (non-LAA)
Department: ECC

The 77.02% figure cited represents the estimated year-end figure for 2008/09.

The current estimate is based on latest available (incomplete) data. This CAA indicator has a snapshot target measured by survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: David Steeds

NI 183: Impact of local authority regulatory services on the fair trading environment

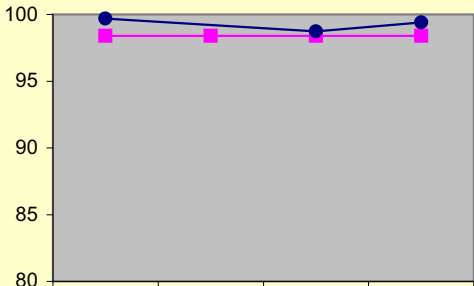
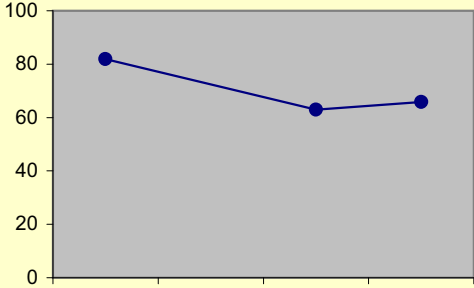


CAA Indicator (non-LAA)
Department: ECC

This indicator is reported on an annual basis and confirmation of the equation to be used is outstanding. It is anticipated that the data will now be available during Quarter 1 2009/10.

No estimated outturn is currently available for this indicator. This CAA indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Rob Sexton

ACTIONS IN SUPPORT OF MTO 8		Due Date	Owner	Comments																														
8.4	Use the 'speedwatch' anti-speeding teams to reduce the incidence of speeding.																																	
8.4.2	Provide technical advice and support to Parish Councils and Neighbourhood Forums/Action Groups involved in the Community SpeedWatch initiative.	Mar 2009	ECC	<div>✓</div> <i>Continued support of Neighbourhood Forums and Parish Councils in conjunction with Thames Valley Police.</i>																														
OPERATIONAL RISKS TO MTO 8			Owner	Progress on Mitigation Actions																														
8.2	Having the staff with the right skills available to deliver tasks at the right time. Mitigation: Monthly monitoring of vacancies at DMT considered in terms of resources required to deliver agreed outcomes. Collective view of appointments at DMT. Sickness and absence monitoring reported to DMT quarterly. Annual appraisal and training.		ECC	No problems at present. Revised/New Risk: None.																														
Medium-Term Objective 9: Promote independence and choice for vulnerable adults and older people.																																		
PERFORMANCE INDICATORS FOR MTO 9																																		
NI 142: Percentage of vulnerable people who are supported to maintain independent living																																		
<div><div><div>↑ Better</div><div>↓ Worse</div></div></div> <div><div>LAA INDICATOR (Designated)</div><div>Department: ECC</div><div>✓</div><div><i>The target figure for Quarter 4 has been achieved, although the final year-end figure is yet to be confirmed.</i></div></div> <table><tr><td>Year: 2008/09</td><td>Q1</td><td>Q2</td><td>Q3</td><td>Q4</td></tr><tr><td>Current</td><td>99.70</td><td>N/A</td><td>98.74</td><td>99.40</td></tr><tr><td>LAA Target</td><td>98.40</td><td>98.40</td><td>98.40</td><td>98.40</td></tr><tr><td>Last Reported</td><td>N/A</td><td>N/A</td><td>N/A</td><td>N/A</td></tr><tr><td>Benchmark</td><td>N/A</td><td>N/A</td><td>N/A</td><td>N/A</td></tr><tr><td>Current Quartile</td><td>N/A</td><td>N/A</td><td>N/A</td><td>N/A</td></tr></table> <div>The current estimate is based on latest available (incomplete) data. This LAA (Designated) indicator has a complex cumulative target measured by data collection. No outturn has yet been formally reported for this indicator. Benchmarking and quartile information is not currently available for this indicator.</div> <div>Unit: % • Polarity: High • BFC Lead: Clare Doring</div>					Year: 2008/09	Q1	Q2	Q3	Q4	Current	99.70	N/A	98.74	99.40	LAA Target	98.40	98.40	98.40	98.40	Last Reported	N/A	N/A	N/A	N/A	Benchmark	N/A	N/A	N/A	N/A	Current Quartile	N/A	N/A	N/A	N/A
Year: 2008/09	Q1	Q2	Q3	Q4																														
Current	99.70	N/A	98.74	99.40																														
LAA Target	98.40	98.40	98.40	98.40																														
Last Reported	N/A	N/A	N/A	N/A																														
Benchmark	N/A	N/A	N/A	N/A																														
Current Quartile	N/A	N/A	N/A	N/A																														
NI 141: Percentage of vulnerable people achieving independent living																																		
<div><div><div>↑ Better</div><div>↓ Worse</div></div></div> <div><div>CAA Indicator (non-LAA)</div><div>Department: ECC</div><div><i>The outturn figure is for Quarter 4 2008/09, but it should be noted that the client groups involved are volatile, with a high degree of unplanned movement.</i></div></div> <table><tr><td>Year: 2008/09</td><td>Q1</td><td>Q2</td><td>Q3</td><td>Q4</td></tr><tr><td>Current</td><td>81.88</td><td>N/A</td><td>62.96</td><td>65.85</td></tr><tr><td>Local Target</td><td>TBC</td><td>TBC</td><td>TBC</td><td>TBC</td></tr><tr><td>Last Reported</td><td>N/A</td><td>N/A</td><td>N/A</td><td>N/A</td></tr><tr><td>Benchmark</td><td>N/A</td><td>N/A</td><td>N/A</td><td>N/A</td></tr><tr><td>Current Quartile</td><td>N/A</td><td>N/A</td><td>N/A</td><td>N/A</td></tr></table> <div>The current estimate is based on latest available (incomplete) data. This CAA indicator has a complex cumulative target measured by data collection. No outturn has yet been formally reported for this indicator. Benchmarking and quartile information is not currently available for this indicator.</div> <div>Unit: % • Polarity: High • BFC Lead: Clare Doring</div>					Year: 2008/09	Q1	Q2	Q3	Q4	Current	81.88	N/A	62.96	65.85	Local Target	TBC	TBC	TBC	TBC	Last Reported	N/A	N/A	N/A	N/A	Benchmark	N/A	N/A	N/A	N/A	Current Quartile	N/A	N/A	N/A	N/A
Year: 2008/09	Q1	Q2	Q3	Q4																														
Current	81.88	N/A	62.96	65.85																														
Local Target	TBC	TBC	TBC	TBC																														
Last Reported	N/A	N/A	N/A	N/A																														
Benchmark	N/A	N/A	N/A	N/A																														
Current Quartile	N/A	N/A	N/A	N/A																														

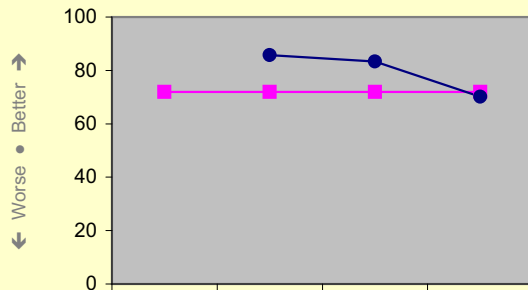
**PRIORITY FIVE:
VALUE FOR MONEY**

Medium-Term Objective 10:

Be accountable and provide excellent value for money.

PERFORMANCE INDICATORS FOR MTO 10

**NI 157.1: Processing of planning applications:
(i) Major applications**



Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	85.71	83.34	70.16
Local Target ■	72.00	72.00	72.00	72.00
Last Reported	N/A	80.00	80.00	80.00
Benchmark	N/A	60.00	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

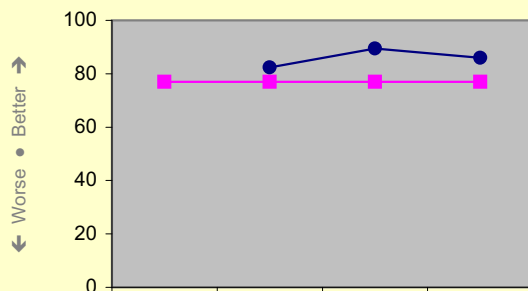
CAA Indicator (non-LAA)
Department: ECC

Target narrowly missed. (Outturn is within 3% of target.)

The current estimate is based on latest available (incomplete) data. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from PS1/2 (July 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Vincent Haines

**NI 157.2: Processing of planning applications:
(ii) Minor applications**



Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	82.35	89.39	85.93
Local Target ■	77.00	77.00	77.00	77.00
Last Reported	N/A	84.78	84.78	84.78
Benchmark	N/A	65.00	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

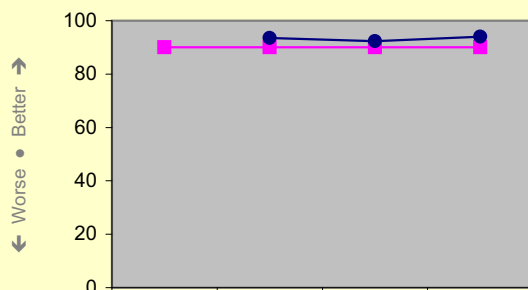
CAA Indicator (non-LAA)
Department: ECC

Target met.

The current estimate is based on latest available (incomplete) data. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from PS1/2 (July 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Vincent Haines

**NI 157.3: Processing of planning applications:
(iii) Other applications**



Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	93.58	92.27	94.06
Local Target ■	90.00	90.00	90.00	90.00
Last Reported	N/A	95.17	95.17	95.17
Benchmark	N/A	80.00	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

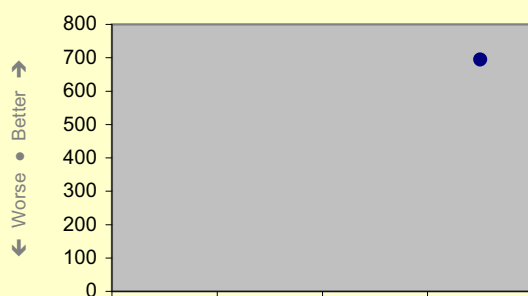
CAA Indicator (non-LAA)
Department: ECC

Target met.

The current estimate is based on latest available (incomplete) data. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from PS1/2 (July 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Vincent Haines

NI 180: The number of changes of circumstance which affect customers' HB/CTB entitlements within the year



CAA Indicator (non-LAA)
Department: ECC

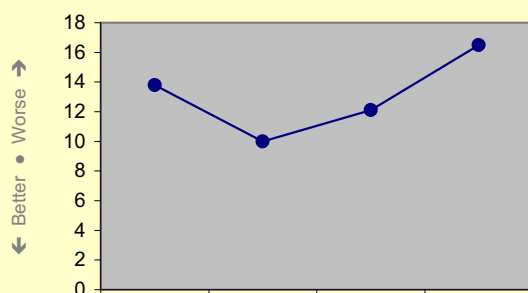
The Quarter 4 end of year figure has been calculated using the correct process.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	694.05
Local Target	[annual]	[annual]	[annual]	TBC
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

The current estimate is based on latest available (incomplete) data. This CAA indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Number • Polarity: High • BFC Lead: Shanaz Alam

NI 181: Time taken to process Housing Benefit / Council Tax Benefit new claims and change events



CAA Indicator (non-LAA)
Department: ECC

This is a new indicator which measures the time in days to process both new claims and changes in circumstances.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	13.8	10.0	12.1	16.5
Local Target	TBC	TBC	TBC	TBC
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

The current estimate is based on latest available (incomplete) data. This CAA indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Number of days • Polarity: Low • BFC Lead: Shanaz Alam

ACTIONS IN SUPPORT OF MTO 10

Due Date Owner Comments

10.1	Maintain Council Tax levels in the lowest quarter of all unitary authorities.			
10.1.2	Integrate S106 negotiation/monitoring with development management/monitoring.	Oct 2008	ECC	✗ <i>Timetable slipped; roll-out target revised to end of June 2009.</i>
10.1.3	Deliver housing in numbers and quality as required by Government to increase the Council Tax base.	Mar 2009	ECC	✗ <i>SHLAA evidence being prepared; continued market downturn likely to affect housing completion.</i>
10.2	Implement a four year 'efficiency' programme to reduce spending to sustainable levels.			
10.2.9	Prepare and implement plans to generate income through transport model and downsizing the traffic model process.	Mar 2009	ECC	✓ <i>A reduction was made in the base budget, and plans are complete and implemented to generate income from use by developers. (Currently, lack of planning applications for larger developments means that it is uncertain that the income target in the model's business plan will be met).</i>
10.2.25	Collect 50% of all Housing and Council Tax Benefit recoverable debt.	Mar 2008	ECC	✓ <i>The amount of Housing Benefit recovered during Quarter 4 against HB overpayments raised and deemed recoverable was 90.37%.</i>

10.4	Work effectively with partners to improve the quality of life in the Borough.			
10.4.10	Hold consultation events with key stakeholders and private sector landlords to facilitate people in housing need accessing private rented properties.	Mar 2009	ECC	✓ Meeting arranged for April.
OPERATIONAL RISKS TO MTO 10			Owner	Progress on Mitigation Actions
10.9	Having the staff with the right skills available to deliver tasks at the right time. Mitigation: Monthly monitoring of vacancies at DMT considered in terms of resources required to deliver agreed outcomes. Collective view of appointments at DMT. Sickness and absence monitoring reported to DMT quarterly. Annual appraisal and training.		ECC	No problems at present. Revised/New Risk: None.
10.10	Political will/commitment. Mitigation: Good preparation, briefing and appropriate lobbying. Good consultation and forward planning.		ECC	Members fully briefed on all issues. Revised/New Risk: None.
10.11	S106 capital funds are not spent. Mitigation: Establish list of achievable schemes in the Capital Programme. Monitor progress of spend on capital projects with DMT monthly.		ECC	Revised/New Risk: None.

Annex E: Additional Departmental Progress Information

ENVIRONMENT & PUBLIC PROTECTION

Car Park Management

The Car Park Management Agreement with APCOA Parking was renewed a further year from the 1 March 2009 on the same terms and conditions. The Council has to effect the re-tendering of the existing contract during 2009. To facilitate this process a Car Park Tender Management Board has been set up as the tender will require an EU procurement process. Works have been completed to provide new lifts and address some concerns with the parapet walls in the High Street car park.

Cemetery & Crematorium

With the departure of the former manager at Easthampstead Park at the beginning of January the remaining staff were particularly busy. This is a peak workload time and it is a credit to the staff that they all helped out by working flexibly/additional hours to see the service through that period.

Emergency Planning and Business Continuity

The finalised version of the emergency planning framework was distributed during March. Exercise Mentis II took place on 16 March and this exercise encouraged focus and dialogue around business continuity issues. A workshop session took place to assess the feasibility of a crisis support team within East Berkshire, this work continues.

Environmental Health

The top line targets for programmed food hygiene inspections were met by the end of March 2009. The commercial team were behind on meeting the target for health and safety, due to the impact arising from the staff vacancies earlier in the year but were back on target by end March 09. The final figures for both areas of work will be checked for accuracy and then reported to the Food Standards Agency and Health and Safety Executive.

During the period the owner the Ole Tapes Bar John Chick Takeaway in Bracknell which had been closed by Environmental Health Staff earlier in the year on the grounds of an infestation by vermin, was fined £1,400 and ordered to pay the Council's costs of £1,280 at Maidenhead Magistrates Court on 20 March 2009. In addition there were a number of other offences relating to lack of cleanliness and the absence of a wash hand basin, as well as an offence under smoke free laws.

By the year end it is worth noting that of the 360 potentially contaminated land sites targeted during the year, 383 investigations were actually undertaken. However, of the 14 high risk sites, 8 have been carried over into the next year. As had been expected none of the sites investigated have been found to present a risk to health. In addition, the programme of inspection of the Borough's authorised processes was completed during the period. Whilst the team started with a high number of vacancies the commitment of those involved has helped ensure that the key service areas are now back on target.

During the period the officers were able to bring into use their new CCTV capability and monitored a recycling site that was being abused by fly tippers. That work has resulted in the obtaining of evidence of offences and legal action is pending. Other sites have also been identified for similar action. Initial indicators from CADIS data show there has been a reduction in the number of incidents of fly tipping and that the team's efforts are beginning to yield results.

At the end of March 2009, 35 disabled facilities grants were completed totalling over £250k. Expenditure on grant aid exceeded previous years. The level of activity in relation to the flexible home loans scheme has also started to increase. These loans are intended to improve the warmth, comfort, safety and security of homes owned by those over the age of 60 years. Three loans were made during the period to the value of £29k.

Highways Asset Management

Capital works projects to re-light and replace defective vehicle restraint systems (crash barriers) along Mill Lane have been completed, save for minor adjustments and re-instatements.

This winter we salted the highway network on 72 occasions in comparison to the recent annual average of 24. The national road salt shortage did affect our ability to salt secondary routes as frequently as the weather conditions dictated; nevertheless the major routes were kept in a safe and serviceable condition throughout. The severe weather has had a deleterious effect on the network revealing the vulnerability of many roads to rapid deterioration. Future works programmes are being compiled to repair as much of this damage as can be accommodated within the budgetary limits.

By having a proactive approach to the inspection of the network we have had a very successful year when it comes to repudiating public liability claims. Whether or not we will be able to maintain this level of success as the winter weather claims from motorists are processed is yet to be established. Every Council is experiencing the same sort of pressures.

Our bid to the Department for Transport for direct grant aid to improve our highway asset inventory database as part of the Asset Management Plan development has been successful. The Council were awarded £81,300 to progress this work.

Licensing

With the vacant post being filled the team caught up on key activity during the period. The new officer currently has the lead officer for taxi licensing and has been busy developing relationships with the trade and other enforcement partners such as TV Police, VOSA and Customs & Excise. This resulted in a multi-agency check in January carried out on taxi services within the Borough. A thorough inspection of vehicles was carried out and whilst a number of minor infringements were found, four badly worn and illegal tyres were found on vehicles which resulted in enforcement action being taken.

Shikaras, the nightclub, whose premise licence was suspended by the Licensing Panel, closed and was re-opened by new owners as Desires. Officers spent a lot of time with the new owners advising them on how to avoid the problems associated with the previous establishment. The early indications are that that work undertaken by both parties is having a significant effect.

Operational Support

All work in relation to the new national indicator measuring the level of 'avoidable contact' - NI14 for 2008/9 has been completed. There are a few lessons to learn as a result and these will be addressed as part of the ongoing service review and development plan. The year end close down ran smoothly and all new car park season tickets issued successfully. The team helped carry out extensive testing on Mobile Working software and equipment that is intended to be used by the field officers. One member of the team has achieved her NVQ Business Administration and others have completed in house training to improve the overall skills of the team.

Street Cleansing

The additional cleanse, verge maintenance and clearing of litter from the key high speed roads was undertaken in March 2009 utilising the funding for environmental improvements. This had been delayed due to the snow and ice in February. Work to assess all litter bins is being finalised and rusty and damaged bins will be replaced from April. Bins that are under-utilised will be relocated to areas with litter problems.

Particularly pleasing is the ability to be able to report that 22 of the subways around the town have been repainted and recoated, including the area around the Market. This was also funded from the extra money for environmental improvements. It's also good to be able to confirm that by working closely with environmental health the incidence of fly tipping has significantly reduced. That work continues combining enforcement and logical redesigning of recycling sites to minimise space available to dump rubbish.

Trading Standards

In addition to completing the inspections programmed for the year, officers undertook a number of target projects. The issue of skin cancer, particularly in the young, is a growing problem. Health and safety guidance states that persons under 16 should not be permitted to use tanning machines so as to reduce the risk of skin cancer. Using a 15-year old girl, officers found some local tanning salons where they needed to review their age checking arrangements. Advice was given to the businesses on the effective operation of an age-restricted policy and further checks are planned.

In conjunction with Thames Valley Police, officers also carried out a series of test purchases of knives and alcohol using 15 and 16 year old children. Where sales took place enforcement action was taken including the issue of fixed penalty notices, home office cautions and warnings. Officers also gave advice to retailers and it was encouraging that follow-up test purchases were refused. Overall the percentage of test purchases that were successful has now fallen from 20% in 2007-08 to 17% in 2008-09. There is still more work to be done if we are to reach the less than 10% target within the CDRP plan by March 2011.

The presence of heavy metals within paint on toys poses a threat to the health and safety of our children. Traditionally to test a product requires tests by an accredited laboratory which costs over £100 per sample. Officers became aware of a new technology that can test for heavy metals without sending them to a laboratory. Officers hired this equipment and tested a number of imported toys. The results indicated that only 3 had levels of heavy metals that would give rise to concern. These have been subsequently sent to the laboratory for official testing. By using

this equipment, officers have been able to ensure the safety of toys on sale within the Borough at a fraction of the costs that would normally be incurred.

The Council prosecuted Tesco for numerous items of food found expired for sale beyond its 'use-by' date at its Warfield and Sandhurst stores. Tesco eventually pleaded guilty at Maidenhead Magistrates Court and were fined £18,000 plus £13,500 costs for 14 offences. Use-by dates relate to high risk foods. The consumption past this date is not recommended on grounds of food safety. Best before dates relate to issue of food quality and from a public health perspective pose the lesser risk.

As part of ensuring the health of animals on our farms and the security of our own food chain, regulations controlling animal feeding stuffs require producers to ensure that feed provided to animals is safe and can be traced in the event of a safety incident. The contamination of pig food and therefore meat in Ireland last year is the type of incident intended to be prevented. Officers completed a programme of work to visit all feed premises within the Borough to ensure safe production and feed measures on our producers. These premises are now included within a risk assessment based inspection programme.

Waste and Recycling

The amount of municipal waste landfilled in 2008/9 has reduced significantly over the previous year with a reduction of around 3000 tonnes. Overall the amount of waste diverted from landfill since 2005/6 (the last full year before ABC) is around 9500 tonnes which at today's landfill tax cost would be in excess of £380,000. The Council is therefore well within its landfill targets i.e. NI 193 percentage of residual waste landfilled (which is also a LAA target) and kgs per household residual (landfilled) waste. Whilst the figures are still to be verified landfill is approximately 56.7% (target 58.2%) and kgs per household 695 kgs (target 756). It is thought that the effects of the recession will have contributed to the reduction in waste.

Whilst the final figures have still to be confirmed the amount recycled is also down by just over 1000 tonnes and is just under 40%. To be expected with the reduced opening hours at Longshot Lane the amount of garden waste collected at the kerbside has increased. An exercise has been carried out to establish poor performing areas for recycling so that we can target promotional activity in those areas which are mainly Forest Park, Crown Wood, Birch Hill, Bullbrook and Quelm Park.

As previously reported with the success of the kerbside collection all card and plastic recycling banks have been removed. A number of card banks were also removed in the quarter. All of the mixed kerbside recyclables are now going to the Smallmead MRF. Officers of the re3 authorities are looking at contamination levels which are higher than previously. Contaminated materials are being examined to establish type and origin. If residents are putting the wrong material into the recycling scheme then the value of the end product and the costs to the Council increase. In worst cases the loads get rejected to landfill.

The refuse contractor coped particularly well with the snow in February. Due to the commitment of the staff we were the only SITA contract in the South of England to complete the collections by the end of the week. As agreed with SITA their refuse vehicles have all been fitted with removable banners promoting garden waste collections.

The Recycling Team worked with The Look Out and held a successful promotional event called 'Be Green' on the weekend of 28 February 28 and 1 March. This was followed with a visit by Maggie Philbin and Berkshire Radio who spent the morning at The Look Out discussing the event and recycling generally. Another green cone sale was held at Wyevale Garden Centre in March but only 80 were sold.

A partnership Business Waste Strategy was launched by the re3 Councils in March to help small businesses to reduce waste to landfill and increase recycling.

HOUSING

There was a 2.4% increase in housing register applications over the quarter.

There were 182 lettings to households during the quarter.

Work is underway on specifying the new housing register and choice based letting system.

Supporting people

Reviews of the following contracts were undertaken in the quarter.

- REAP resettlement and floating support service
- Look Ahead – Rainforest Walk

Homelessness

At the end of the quarter there were 5 households in bed and breakfast accommodation which is a 60% reduction on the figure at the end of the last quarter. Those households have spent on average 9.8 weeks in bed and breakfast accommodation with the longest time spent being 16 weeks. This is a 51% reduction in the average time spent in bed and breakfast.

One of the main reasons for reduction in the number of households in bed and breakfast is the increased level of homeless prevention activity. At year end there were 212 instances where homelessness had been avoided against a target of 170. Of that number 101 households were helped to obtain a new home in the private rented sector due to the Council's change of policy in financial support for rent in advance and deposit loans.

Forest care

By the end of the quarter there were 6061 lifeline connections to the Forest care service which is a 1% increase on the end of December. That is largely due to the new contract to monitor the sheltered housing scheme for Windsor housing. The target for 95% of all calls being answered in 30 seconds was maintained during the quarter. There were 1,628 emergency calls where an emergency response officer, GP or emergency services attended. There were 202 demonstrations of the lifeline system to households during the quarter.

Benefits

There has been a dramatic increase in workload for the benefit service towards the end of the quarter. The following table summarises the changes between the months of February to March.

Area of activity	Number in February	Number in March	Percentage increase
Telephone calls	1732	3349	93%
Visitors to the office	280	371	32%
Scanned items of post	5459	9540	74%
New claims received	276	437	58%
Total change events assessed	1190	1697	14%

Some of this can be explained by the year end and notification of new benefit entitlement but overall there has been a substantial increase in workload.

LEISURE & CULTURE

Leisure

As the recession continues to deepen and the financial climate begins to affect local residents more than ever the Leisure section facilities have continued to hold their own in an increasingly competitive market. The biggest factor during the final quarter was a period of snow and ice, which affected the outdoor facilities particularly. Overall attendances at leisure sites fell by almost 50,000 on the previous year but most of that can be attributed to The Look Out site, which was badly hit by the snow and ice. The synthetic pitches at Edgbarrow Sports Centre, Sandhurst Sports Centre and Bracknell Leisure Centre were all closed for a period, as was Downshire Golf Course.

On a very positive note The Look Out Exhibition achieved its highest attendances since opening and ongoing marketing and promotion of the site is bringing new visitors as well as return visitors. Coral Reef has continued to have excellent usage of the main pools and a recent refurbishment of the gym should encourage greater use. Bracknell Leisure Centre produced a generally good performance, marred only by the weather. The poolside refurbishment has been well received. Promotion of the 3x30 scheme continues at a pace and preparations for the new free swimming scheme have been a high priority.

Downshire Golf Complex continues to work hard to overcome the challenges of the recession, with course improvements top of the agenda.

Overall use at Edgbarrow and Sandhurst Sports Centres showed a marginal improvement on the same quarter last year with gym use up by 7%. Junior courses are a slight concern, which is being addressed. Easthampstead Park Conference Centre has suffered as companies cut back on seminars and conferencing. Other business remains strong. Refurbishment work continues to make rooms and conference facilities more attractive. Harmans Water continues to perform well,

based on the extensive school swimming programme. Horseshoe Lake is closed for this period.

Initiatives in improved access to leisure facilities continue to do well. Over 3,000 on-line bookings were made and there were 43 new members of the Leisure Saver Scheme. The Well Being Team continues to provide a wide range of activities for disabled customers. The Young People in Sport Scheme enjoyed another excellent term with sports hall athletics, cross country and hockey events all well supported.

Community & Environmental Development Team

Energy Management - A Schools Annual Environmental Management Report and a Corporate Buildings Energy Report have been published for 2007/08. These show five year trends in energy cost, consumption, and carbon dioxide emissions. The schools report also covers: Eco-Schools, water, waste and transport.

Local Authority Carbon Management Programme - The LA Carbon Management Programme was completed at the end of March 2009.

A draft Carbon Management Plan was submitted to the Carbon Trust with a 25% reduction target by 2012 against a 2007 baseline. The previous aspirational target of 30% was found to be unrealistic in the final analysis.

Climate Change Partnership - A new Climate Change Partnership was launched on 24th March at Easthampstead Baptist Church. The new partnership will support and broaden the Council's Climate Change Action Plan in the Borough.

Community Arts Development

Lift Off - Nearly 500 dancers performed in the schools, youth and community galas this year and were watched by over 700 people. The Lift Off Week consisted of professional dance, a tea dance, and professional performances by Sakoba and Henri Oguike at South Hill Park Arts Centre

Dance and Older People - This group of mature dancers performed in Lift Off for the first time. The class which is now based at South Hill Park Arts Centre is fully subscribed and we are now running two classes led by Di Ruddick. The class has attracted people from their early 50s to late 70s.

Community Arts Strategy - The final community arts strategy steering group met in February. The draft was taken before the Overview and Scrutiny Panel in March. Amendments will be made in April and a version including photographs will be considered in May.

Creative Network – individuals - Michael Blake from Arts and Business came to Bracknell Forest in March to lead one to one surgeries and give a talk to local artists about how to fundraise. The arts team also provided tips on making grant applications to trusts and foundations.

Public Art - The Public Art Advisory Panel met to consider two public art commissions. A guide for developers, architects and designers working in the public realm has now been published and will also go online.

Heritage Forum Meeting - Took place in February and was very well attended. The Forum members play a pivotal role in informing the heritage strategy, helping on projects and in providing information and advice on key heritage issues across the Borough.

Museum of Reading Box Partnership - The Outside the Box Scheme, of which BFC was a partner, has been shortlisted for an Art Fund award for museums and galleries 2009 alongside 9 other galleries nationally. As a reminder, 6 schools boxes with artefacts from Bracknell Forest were created from this scheme.

We will be working closely with Reading Museum to see how Bracknell Forest can work in partnership on their next box scheme which will be specific to reminiscence and be especially relevant for older people.

Libraries

Books on Prescription was successfully launched on 22nd of January at a training event for the Primary Care Trust staff in Bracknell Forest. The Books on Prescription Scheme is a very effective way of helping people with common mental health problems, such as anxiety, depression, phobias and eating disorders manage their health problems and to regain confidence and enjoyment of life. It is a partnership with library services in East Berkshire, GPs and other health professionals. Health professionals prescribe books from a list of high quality self-help manuals selected by experienced mental health practitioners which are available for loan from Bracknell Library.

There were a number of new activities offered in the last quarter from Ascot Heath, Binfield, Bracknell and Sandhurst Libraries. These include a dad's baby bounce and rhyme, reminiscence group, new reading groups, a craft club and a manga group.

An author event at Sandhurst Library featuring the novelist Caro Fraser attracted an audience of 62.

Information from the Reading Agency shows that in results for the National Year of Reading, Bracknell Forest Libraries came 4th in the top ten of South East authorities achieving an increase in new library members as a result of the work undertaken by library staff and national promotion through the media.

Bracknell Forest had a 14.5% increase in new members. The South East as a whole had 16% of the national total of increased memberships (371,540). The national total was 2,318,735.

Grounds Maintenance

Unusually low temperatures throughout the period along with period of extreme weather have made for a difficult winter period and the programmed schedule of work was adversely affected by this. The winter programme of pruning and digging shrubberies due to be completed by February was extended into April and this combined with lower than average temperatures lead to a delayed start to the mowing season.

The service was subject to a full financial audit in February and Satisfactory Assurance was reported by auditors Deloitte & Touche.

The grounds maintenance service received 51 customer enquires during the period of which 15 were resolved by the customer service centre and 12 were referred to Bracknell Forest Homes leaving 24 enquires to be dealt with by operational managers.

Bracknell Flowers

The Bracknell Flowers campaign continues to draw good support from the local community and the grounds maintenance service has been supporting in several community projects throughout the period. These include projects at Rainforest Walk, the Pines School and Downside Resource Centre.

Binfield House Nursery

The completion of the refurbishment of Binfield House Nursery continues and planning consent for proposed building work is awaited.

Visual Environment Upgrade Team

The VEUT has been involved in a wide range of projects in almost every ward. Their work has included everything from simple litter clearance to tree and shrub planting, verge repairs and tidying up woodlands. Feedback from residents regarding the work the team have undertaken remains consistently very positive and there have been many letters commending the results of the work undertaken.

Schools

The service has again continued to deliver high quality services to schools and client feedback indicates that a helpful, reliable and flexible service has been delivered throughout the year. Satisfaction levels from Schools remain high and this is supported by results from our recent customer satisfaction survey.

23% rated our performance as excellent
19% rated our performance as very good
23% rated our performance as good

Tree Service

A total of 369 tree-related enquiries were logged and processed, including dealing with 3 fallen and 13 hazardous trees.

TPO Review

10 Tree Preservation Orders have been served. Changes to TPO Regulations required the roll-out of new application forms and validation criteria for accepting applications to prune or remove protected trees.

Baseline Tree Survey

The survey so far, has identified 9,300 individual trees, 697 Groups, Shelterbelts, Hedgerows and Woodlands.

Schools Safety Surveys

Of a total of 37 schools; 30 had their annual safety survey under an SLA.

South Hill Park

The Service has successfully implemented Stage 1 development and submitted a Stage 2 implementation bid to HLF on 31st March. A decision is expected by the end of September. If successful, works on site will commence in November.

Total cost for Stage 2 bid implementation works is £3 million.

Planning and Development- Jennett's Park

The Service continues to liaise with Planning and Highways over the various infrastructure applications, section 106 agreements and planning applications for housing parcels.

Progress on site has slowed down due to the economic climate, but some work continues on site and planning applications for future phases are still being processed.

Site visits have been made to assess the proposed management of Burnthouse Ride, consider how cycleways should be gated or protected from vehicles where they meet roads, and to consider how to deal with the evolving pedestrian desire lines through and across the landscape, and whether these should be accommodated or blocked in particular locations.

Parks & Countryside has been proactive in proposing a more advantageous diversion route for Bracknell Footpath 15, which will be affected by the development. The Service continues to comment on the landscape proposals as each housing parcel design is developed in more detail and are monitoring the progress of play areas which will be adopted by the Council when they are in a suitable condition to be transferred.

Streetscene SPD

The Service has contributed chapters to the draft Streetscene Supplementary Planning Document.

Library terrace

Recent proposals for the area outside Bracknell Library were designed by the Parks & Countryside Service in conjunction with Landscape Services. Old unsightly plant containers have been removed and the new scheme of planters with benches and new planting is being costed with a view to implementing improvements before the Bracknell in Bloom judging.

RAF Staff College

The RAF Staff College Public Inquiry took place in February for ten days where the Council put forward its case in relation to reasons for refusal based on negative impacts on landscape, biodiversity, public open space, Thames Basin Heaths SPA and policy. Parks & Countryside provided expert witnesses for landscape, biodiversity and recreation. The appellants George Wimpey had previously been refused outline planning permission for an additional 390 dwellings in addition to the 790 for which planning permission was already granted. The planning inquiry was well attended by local residents and had good press coverage in support of the Council. An additional day had to be scheduled in April to conclude the public inquiry and a decision is expected later this year.

Public Rights of Way

January to March 2009 saw a number of path improvement projects throughout the borough.

General works include:

- Devils Highway, Crowthorne: resurfacing from Bookers Corner roundabout to the carpark
- Hill Farm lane, Binfield: resurfacing in the area of Hill Farm
- Pendrys Lane, Warfield: resurfacing and vegetation clearance East of Wesley Mill Ford
- Hazelwood Lane North, Warfield: surface repairs
- Berry Lane, Warfield: ditching and resurfacing of the northern & southern sections
- Bracknell Footpath 22, Nine Mile Ride: path has been scrapped clean and major path restructure work on the central section undertaken.
- Englemere permitted path: sections most affected by flooding have been reconstructed to remain above the higher water line. Work continues through April, May & June.
- Edgebarrow permitted path (Grant Road to Wildmoor): path has been cleared and widened to give easier access into Wildmoor Heath and links with FP Crowthorne 18.

Raising Quality Standards

Scott's Hill- Improvement works using HLF funding have continued at this site including the completion of a woodchip path and boardwalk by the Bracknell Conservation Volunteers (BCV). The Bracknell Forest Natural History Society (BFNHS) with the Bracknell Garden Club (BGC) have also spent a couple of days planting native trees and shrubs in the areas cleared of Holly. 12 birdboxes (for Robin, Blue and Great Tit) from Broadmoor Hospital have also been installed across the site.

Berrybank- Using HLF funding, this project has made good progress through the winter and into spring with the support of local residents and volunteers. Invasive plants such as bamboo, rhododendron and laurel have been removed and chipped and a new circular path has been constructed within the woodland including chippings from the site. Wildflower planting and nestbox-making events have involved local people and improved habitat for wildlife. Local councillors and Andrew McKay MP have visited the site and Waitrose has donated money to provide benches.

Thames Basin Heaths SPA Mitigation Strategy

Schemes of work continue for improvements to Garth Meadows and new signage is due to be installed, reinforcing the links between sites in the Cut Corridor. This will form a footpath route with circular pathway options at each end and be developed as a new leaflet.

Lily Hill Park

The focus is now on maintaining Lily Hill Park to Green Flag Award standard, and attracting residents and visitors to the Bracknell area who have not previously used the park. Linked to this, there have been regular visits from local schools, particularly

Holly Spring Juniors in Bullbrook, as well as groups working with people with learning difficulties.

Many of the Winter Events proved popular at the site and continue to attract good feedback and press attention. Particularly successful events included the Big Park Birdwatch with the local RSPB and a privately organised Sponsored Walk at the site to raise money for an Indian orphanage which was well attended by pupils from local schools.

Green Space Strategy

An initial draft was produced by the end of 2008. Initial consultation has been undertaken including Parish and Town Councils and the Local Countryside Access Forum prior to finalising a strategy.

Community Involvement

More than 654 hours of volunteer support have been provided by members of the local community between 1 January and 31 March. The Service has received huge support for Berrybank in particular over the last quarter with over 40 volunteers taking part in Wildflower planting and bat and bird box making.

Education and Interpretation

Over 24 events were run between 1 January and 31 March, ranging from site Ranger surgeries to mid week walks and Bird Watching with the RSPB. Attendance peaked at more than 27 adults and 19 children for the Creative Easter Crafts at Westmorland Park.

Significant Additional Site Works:

Caesars Camp

Using funds from Natural England agri-environment scheme, the following access improvements are currently in progress at Caesar's Camp:

1. The stabilization of Queen Anne Gully: an eighteenth century track created on behalf of Queen Anne to gain access to the iron-age hill fort and watch military training manoeuvres.
2. Updating and replacement of information boards, focusing on both the history and wildlife.
3. Control and removal of rhododendron and scrub management to open up more of the hill fort and open heath area. These improvements will benefit the bird life and associated species.

Wildmoor Heath

Gorse management is taking place to ensure a balance between open areas of heath, gorse stands and wooded clumps, creating a natural mosaic of habitats.

Larks Hill

The open areas on this site have been re-ploughed and seeded with a mixture of plants and herbs that will both enrich the soil and be beneficial to the local bird and insect species.

PERFORMANCE & RESOURCES

Business Systems

The new supporting people IT system has been installed and is dual running with the existing system to check payments and statutory returns. Full go live should be achieved Q1 09/10. The IT system used by Environmental Health and Trading Standards has been upgraded to meet changes in private sector housing and de-support of Oracle 9. An online consultation tool for Local Development Framework consultations went live in February. Two consultations have already used the tool and it is proving a valuable tool both for the public and back office.

A new data transfer format for the street gazetteer was released in December 08 to meet the requirements of the Traffic Management Act 2004. These requirements apply from April 09. The business support and GIS & Gazetteer teams have worked together to deliver this target. It has involved upgrading the IT system, Uniform and installation of a new data export tool GMS exchange.

An order has been placed for Corporate GIS test system to improve resilience in the GIS system and enable testing of the new version of the software. The review of the GIS Live browsers used by officers to look at GIS data and the data available on Local View, the 'Where you live' tool on the public website has been expanded to include a review of GIS usage and requirements across the Council.

The web team have been working with colleagues in the Business Support Team and Spatial Policy Team to put in place the online consultation tool described above. They have started work on preparation for new content management system for the public website and have been clearing out old documents from BORIS and adding document properties where appropriate to improve effectiveness of the search engine.

Human Resources

A successful recruitment process resulted in the appointment of a Chief Officer: Planning and Transport with a start date of 1st May 2009.

Significant progress has been made in relation to safeguarding children, primarily within the Leisure division.

A well received event aimed at first line managers was held in January on the subject of coaching.

We delivered a practical absence management workshop specifically for department managers which resulted in a greater understanding of the role of management and how our team can help.

Following the departure of a Senior Engineer, the structure of Engineers was examined and a new one put in place to better reflect the service

Funding received from LANTRA was used to run some specific management training for women in the Landscape and Countryside sections.

Case work increased this quarter, in particular advising managers at an informal level. There have been 7 formal hearings, 3 ending in dismissal. Investigations have started on 3 further cases.

Finance

During the quarter the team carried out their core functions of accounting, budget monitoring, advice and debt control. The 2009/10 budgets were loaded onto the financial ledger and budget holders informed. Preparation commenced on closure of the 2008/09 accounts.

PLANNING AND TRANSPORT

Building Control

Our new surveyor started in January so the team has been properly staffed. However, another team member is about to go on sick leave for 3-4 months following an operation in April 09 so we will be back to our previous staffing arrangement.

Further guidance is yet to be released as to how the outcome of the Summary of Responses Paper issued by Government on the consultation document "The Future of Building Control" should be implemented. Pre-empting one section covering the submission of electronic Building Regulation applications, the section is looking at various packages for handling electronic submissions, including a bolt on to our existing Uniform system. It is hoped that an appropriate system can be financed as we are noticing a steady increase in the number of applicants wishing to make electronic applications. Given the nature of our competitive industry, we could lose this work to private sector competition in future.

Bracknell have taken control of arranging the county Technical Group which seemed to have faded out of existence some time ago. It is hoped to re-establish good working relationships between the surveyors on a county basis as currently only the county Manager's meeting take place on a regular monthly basis. The first meeting was held this quarter at Time Square.

Land Charges

Government finally released guidance in January on how The Local Authorities (England)(Charges for Property Searches) Regulations 2008 should be implemented. This quarter has been incredibly busy and has seen Land Charges working closely with Finance to develop a time recording exercise and a new charges schedule for releasing CON29 information to Personal Searchers.

As a section, the way the Land Charges budget is to be run has changed beyond recognition as it will become a cost recovery service only. The time recording exercise was designed to develop the relevant charges for this also.

The subject of income from searches for the Council as a whole has been considered during this time also. As part of the exercise this quarter, all other sections involved in answering questions on the Con29 search were consulted and apart from Building Control have advised that they do not currently charge for providing information to Personal Searchers with regards to the Con29. The Council's Legal Section were consulted to see which sections could charge for information and which had to provide information for free due to statute but they could not provide this information. Therefore the advice given by individual Sections has been adopted in the new charging scheme.

As well as attending the national institutes' conference for advice, The Land Charges Section held a meeting for all Land Charges Sections from the Berkshire authorities to discuss this issue and openly trade advice on how best to deal with it.

Development Management

The last quarter saw new permitted development limits being introduced for householder developments which removed the need for planning permission for a variety of forms of domestic developments. This change occurred at the same time as a slow down in the economy which reduced commercial activity. The consequence has been a 14% fall in applications received compared to the average over the past 5 years and the service generating 3% less income than had been budgeted for the year. In terms of speed of determination of planning applications the service exceeded all locally set targets (higher than national targets contained in NI 157).

Considerable officer time was spent during the quarter on preparing evidence and administering a public inquiry in respect of increased housing numbers on the former RAF Staff college suite site, with the Inquiry eventually concluding on the 6 April and with the S. of S. decision expected by the end of August 2009. The redevelopment of Bracknell's Town Centre continues to be a high priority for the service, with the quarter seeing amended parameters plans being approved for part of the Town Centre and further proposals for other 3rd party sites in the centre under negotiation. Whilst a slow down in residential development has occurred sites such as Jennett's Park and Wykery Copse continue to result in activity for the service. The service has also undertaken an increased number of enforcement actions and related appeals, successfully defending actions on a number of sites at appeal.

The quarter saw work on the following projects:

- Continuation of the electronic capture of planning micro-fiches.
- Continued involvement in the CLG Development Management Project.

Following discussions with other Council departments the quarter saw the introduction of improved working arrangements for dealing with Council development proposals which are aimed at engaging the planning service much earlier in programmes.

Highway Network Management

Co-ordinating all Highway Authority road works and Statutory Undertaker street works is an ongoing task however, some notable large scale projects include;

- National Grid Gas to replace 23 km of low pressure and 17 km medium pressure metallic gas mains over the next 5 to 7 years within the borough.
- Scottish & Southern Energy will shortly lay a new High Voltage cable from Bracknell primary power station in Western Road to Ascot Primary in High Street, Ascot.
- Scottish & Southern Energy will lay in 2010 a new High Voltage cable from Bracknell primary power station in Western Road to Camberley Primary in Surrey.
- Bracknell Forest Council are currently widening the London Road, Binfield and altering the junction with John Nike Way.

- Jennetts Park Developers will commence the building of the new A329 access roundabout in October 2009.

The quality and safety of works is measured by random sample inspections the results of which should show less than a 10% failure rate.

Quarter 4

British Telecom - 28% Fail
National Grid Gas - 18% Fail
Virgin Media - 20% Fail
Scottish & Southern Energy - 2% Fail
South East Water - 2% Fail
Southern Gas Networks - 28% Fail
Three Valleys Water - 10% Fail
Thames Water - 0% Fail

Annual

British Telecom - 12% Fail
National Grid Gas - 20% Fail
Virgin Media - 18% Fail
Scottish & Southern Energy - 10% Fail
South East Water - 8% Fail
Southern Gas Networks - 27% Fail
Three Valleys Water - 12% Fail
Thames Water - 12% Fail

Inspections will be increased to target worst offenders during 2009/10 and where appropriate enforcement action stepped up.

This recently formed team (August 2008) will continue to challenge all causes of congestion by reviewing and regulating appropriate highway activities within legal constraints.

Spatial Policy

The Development Plan Team is reviewing the Local Development Scheme in the light of staff changes and the imminent publication of the South East Plan which is anticipated to include an increase in housing provision and a sub-regional employment allocation. Even so, significant progress continues to be made on the preparation of the Amen Corner Area Action Plan (Draft Submission). Public participation for a six week period ending on 23 March 2009 resulted in 40 residents, groups or organisations making representations relating to the "soundness" of the document.

Considerable progress has been made on the Streetscene Supplementary Planning Document in partnership with Highways and Leisure colleagues, with significant meetings in February, and the Crowthorne Conservation Area designation. A formal draft of the Great Hollands Masterplan report is also being prepared. Time not spent on preparing Local Development Framework policy documents has been usefully used on preparing background evidence (e.g. Strategic Housing Land Availability Assessment SHLAA/Employment Land Review and other associated matters (eg Comprehensive Area Assessment/Local Area Agreement (LAA)/equality).

Whilst lower than allocated (572 dwellings), housing delivery does not appear to have declined as much as elsewhere, with about 500 dwellings expected to have been completed in the past year, which is higher than the LAA target of 450 dwellings re-negotiated with the Corporate centre and GOSE in March 2009. There is limited activity in Bracknell Town Centre.

The Section continues to have an input in regional economic matters and to convene and service the Berkshire Strategic Transport Forum which is assessing sub regional transport priorities in the light of Government announcements on Heathrow and rail projects. The Section will be hosting a regional authority workshop transport workshop for highway engineers and planners.

Following the TRL planning inquiry, very considerable contribution has been made to the former Staff College planning inquiry.

S106 activity amounted to 21 new cases to be progressed, with payment contributions from past S106 cases amounting to £395,172.09.

Transport Management Section

Transport Implementation Group

Public Transport

- The annual bus satisfaction survey was carried out in March. Face to face interviews of passengers were carried out over a three day period. The results are expected in the next quarter, and the outcomes will be shared with the bus operators.
- Concessionary fares. Following completion of work to share data as part of National Fraud Initiative we now receive bi-annual updates from the NFI. Stop listing software and been up dated and a weekly list of all stopped passes are sent electronically to stop listing ITSO services. There are now about 11,475 bus passes issued.
- The Concessionary Fares reimbursement scheme was reviewed, and the final scheme published.

Travel Choice

- Three schools successfully completed a School Travel Plan, bringing the number of LEA schools with a STP to 35, out of 38. The target is for all LEA schools to have a STP in place by 2010.
- A promotional event was held in Princess Square to promote the public car sharing database www.bracknellforesttravelsahre.co.uk
- Meetings held at Fujitsu Services and Mercedes-Benz dealership to finalise Travel Plans

Bracknell Railway Station Improvement Work:

- The new footbridge opened in early March providing a step free access to and from the Reading bound platform
- Detailed design of the station Forecourt was completed, ready for construction.

Transport Model:

- Final improvements were being developed on the Transport Model by consultants WSP with a view of handing over on the 5th May

Reading Transport Innovation Fund (TIF) Bid:

- Officers continued to attend the group set up by Reading BC and involving South Oxfordshire, West Berks and Wokingham to promote integrated transport initiatives within the sphere of influence of the regional centre of Reading.
- BFC identified a number of cross boundary measures including Rail and slow modes(ped and cycles) to be tested as scenarios on Reading's transport model and assess whether they can qualify for funding within the TIF bid

Engineering Projects and Adoptions Group

In the Safe Routes to School Programme:-

- A comprehensive package of improvements around Ascot Heath Schools was developed and consultations carried out with members, parish council and the schools
- A number of cycle shelters have been installed at various schools as part of an initiative to encourage walking and cycling to school.

In the Highway Capacity and Roadspace Allocation Programme:-

- Phase 2 of capacity improvements at Wildridings roundabout were completed
- Final design and consultation work was completed on the London Road dualling and London Road/John Nike Way junction improvements. The construction work was Target costed and advance diversion works organised with various utility companies.

Other Projects:-

- Various minor projects were completed for the Leisure Section
- Riverbank improvements were completed at Shepherds Meadow
- Designs were checked for the proposed highway improvements as part of Garth Hill School redevelopment

In the housing delivery programme :-

- Jennetts Park A329 Roundabout and Spur Road – further S278 design checks were completed with a view to works now commencing in late 2009
- Various infill sites were progressed with highway implications

Traffic and Safety Group

Casualty Reduction – Local Safety Schemes:-

- Detailed Design was been completed for a scheme at the junction of A332 Windsor Road junction with Lovel Lane
- Construction was completed on an improvement to the A332 Swinley Road approach to Swinley Bottom Roundabout
- Construction was completed on a scheme for the junction of Ringmead with Hanworth Road
- Minor safety improvements were carried to a number of mini-roundabouts following completion of a safety review

Other Traffic Management Schemes:-

- Surveys were substantially completed for speed limit assessments on the Borough's 'B' Classified Roads.
- Feasibility assessments were started on a scheme of Speed Limit Gateways
- Additional work was carried out by external consultants on possible signalisation of the Maidens Green Crossroads
- Following a report received from external consultants, improvements to traffic signal operation will be made at the Rackstraws Crossroads, Sandhurst
- Construction was completed on improvements for pedestrians at the junction of Crowthorne High Street and Church Street.

Traffic Regulation Orders (TRO):-

The latest on-street parking restriction TRO was being prepared for formal advertisement. At the time of writing this section, new restrictions were being proposed at the following locations (subject to Member consultation):

- Old Bracknell Lane East, Bracknell

- Crowthorne Road North, Bracknell
- Rose Hill, Binfield
- Disabled Parking Spaces (various Locations)
- A330 Lovel Road, Winkfield
- B3034 Forest Road, Winkfield in the vicinity of St. Mary's Primary School.
- Picket Post Close, Bracknell

Road Safety Education, Training & Publicity:-

The following Education, Training and Publicity activities took place:

- Development of 'Elderly' Road Safety resources/presentations
- Programme of Cycle Training Seminars to new volunteer trainers for forthcoming cycle training season.
- Road Safety talks to mother & baby groups. Plus parent-evening attendance.
- Pre-Driver awareness presentations in secondary schools.
- Continued provision of Road Safety resource boxes to nursery, primary and secondary schools.
- Roadside Driver Education/Enforcement in partnership with Thames Valley Police/Safer Roads Partnership - providing education to drivers and passengers who exceed speed limits and/or do not comply with seatbelt and mobile phone legislation.
- Continued promotion of new Road Safety presentations to the business community.

Annex F: Integrated Transport Schemes Progress to 31 March 2009

Subject	Team Leader Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish. on Site	Comments if Applicable
DEMAND MANAGEMENT AND TRAVEL CHOICE							
Mobility Improvements	PT	Various	Programme of local improvements and removals of barriers to movement	Complete			
Car Share Database	SC	Various	Roll out BFC car share database to local business and residents	Public launch on 14 th Nov with action plan for follow up		On going	Preparation for launch date finalised 14 th Nov
HIGHWAY CAPACITY AND ROAD SPACE ALLOCATION							
Three Legged Cross	PT	Warfield	Junction Improvement	Awaiting outcome of land purchase negotiations.	TBA	TBA	Delay in acquiring land. Scheme to be deferred until 2009/10
Plough and Harrow	PT	Warfield	Junction Improvement	Complete			
Broad Lane Junction with Ralphs Ride and Brants Bridge	PT	Harmans Water	Design and construction	Complete			
A3095 Wildridings Roundabout / Mill Lane Roundabout – Phase 2	PT	Wildridings	Capacity improvement	Complete			

Subject	Team Leader Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish. on Site	Comments if Applicable
TRAFFIC MANAGEMENT							
A321 Junction with A3095 Rackstraws Rd	NM	Sandhurst	Assessment of existing traffic signals	Complete			
Crowthorne High St/Sandhurst Rd/Church Rd Pedestrian Facilities Imps	NM	C'wthorne	Review of pedestrian facilities	Complete			
Maidens Green Crossroads	NM	Winkfield	Feasibility into Traffic Signals at crossroads	Consultants commissioned			Report received. Additional investigations being carried out
Maidens Green Crossroads	NM	Winkfield	Vehicle Activated Signs	Complete			
Harvest Ride Speed Management - Phase 1	NM	Warfield	Safety review of junctions	Complete			
UTMC Development	NM	Borough Wide	UTC feasibility work	Project Brief issued			With consultant
Easthampstead Road junction with /Old	NM	Bracknell	Improvements to visibility at junction	Consultation with Land Owner	TBA		Negotiations with the land owner are underway

Subject	Team Leader Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
Wokingham Rd							
20mph speed limits	NM	Various	Introduction of 20mph speed limits in residential areas	Complete			
Assessment of speed limits on A class Roads	NM	Various	The assessment of the suitability of the existing speed limits on A class Roads	Complete.			
Assessment of speed limits on B class Roads	NM	Various	The assessment of the suitability of the existing speed limits on B class Roads.	Surveys underway	Jan 09	Mar 09	Speed Surveys only this year. Awaiting final report from consultant
On-street Parking Traffic Regulation Order	NM	Various	Waiting Restriction TRO to include <ul style="list-style-type: none"> • Martins Heron & The Warren • The Breech • Napier Road • Downshire Way Bus Gate • Disabled Parking Spaces 	TRO Complete			
WALKING AND CYCLING							
Peacock Lane & Waterloo Rd	PT/SC	Great Hollands North	Peacock Farm off-site works - Road widening and footway/cycletrack	Complete			

Subject	Team Leader Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish. on Site	Comments if Applicable
Cycle Network	SC - PT	Various	Direction signing improvements (Design)	Complete			
B3408 Wokingham Rd	PT	Binfield with Warfield	Footway/Cycletrack (Western Rd to Popeswood Rbt)	Complete			
Nine Mile Ride	PT	C'thorne	Footway Improvements	Complete			
Avebury)	PT	Great Hollands North	Footway/Cycletrack (link to Mill Lane Footbridge)	Complete			
Lily Hill Rd	PT	Bullbrook	Footway/Cycletrack (Perry Oaks to Waldron Hill)	Complete			
Ringmead	SC-PT	Great Hollands North	Peacock Farm off-site works – Footway/Cycletrack link from Peacock Farm to new Toucan Crossing on Ringmead	Complete			

LOCAL SAFETY SCHEMES

B3034 Forest Rd j/w Braziers Lane / Locks Ride	NM	Winkfield	Safety improvements including Vehicle Activated Signs	Complete			
A332 Swinley Rd Junction with A322 Bagshot Rd	NM	Winkfield	Safety improvements on the A332 approach to Swinley Bottom Roundabout	Complete			

Subject	Team Leader Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish. on Site	Comments if Applicable
Nine Mile Ride	NM	Crowthorne	Vehicle Activated Signs on bend	Complete			
Ringmead Junction with Hanworth Rd	NM	Bracknell	Safety improvements to junction	Complete			
A332 Windsor Rd Junction with B3034 Lovel Lane	NM	Winkfield	Safety improvements to junction	Awaiting member approval	09/10		LTP funding to be carried forward for construction in 2009/10
Safety Improvements at Minor Roundabouts - Phase 1	NM	Various	Review of safety at minor roundabout	Complete			

BUS AND RAIL TRAVEL

Bus Stop Imps, Connecting Paths and Pole Upgrades Programme	SC - PT	Various	Various hard standing improvements, connecting paths and pole upgrades	Complete			
Route specific quality partnership works on the 194 Route	SC	Various	Scheme Development/Design	Study underway			
RTPI	SC	Various	Completion and commissioning of RTPI on revised 190 route	Complete			
Replacement of Bus Priority Control System	NM	Bracknell Town	Phased replacement of Teletag system - Holly Spring				Scheme abandoned in current form

Subject	Team Leader Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
Phase 2			Lane				
Satisfaction and Patronage	SC	Various	Implement measures and initiatives to improve satisfaction with services and increase patronage	Complete			
Bus Contracts	AM	Various	Re-tender of bus service 53 / 53A, consideration of service to The Parks in line with Section 106 Agreement.	Analysing survey data and liaising with neighbouring councils.			Tenders for 53 being evaluated
Concessionary Fares	AM	All	Continue to monitor budget effects of April 2008 changes to Scheme; Resolve reimbursement for 'Green Line' services	Discussions with First and neighbouring authorities. Defining scheme for 2009/10			1. Revisions to publicity material and website completed to achieve better integration with e+card. 2. NFI data sharing measures completed on schedule
Bus Stop Location Data	AM	All	Reconciliation between NAPTAN data held by Transept (consultants), GIS Section and current position on the ground	Some survey work underway.			
Quality Partnership and Punctuality Improvement Partnership	AM	All	Implementation of Partnerships	QP documents being prepared.			

PARKING

Subject	Team Leader Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
Park and Ride Study	SC	Great Hollands North	Town Centre Park and Ride Study	Complete			Consultants work completed

TRAVEL TO SCHOOL – SAFE ROUTES TO SCHOOL

Bay Road Zebra Crossing	PT	Bracknell	New Zebra Crossing	Complete			
	Team Leader Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
Improvements Identified From Individual School Travel Plans	SC - PT	Various	SRTS Projects	Substantially complete			Ascot Heath Schools improvements package nearing completion. Scheme out to consultation. Works due to start summer 2009
Brackenhale Improvements	SC - PT		SRTS Project	Part complete			Lighting improvements complete. Remaining footway/cycletrack improvements due after development work within the site is complete.
Chavey Down Road/Forest Road Signalised Junction Improvements	PT	Winkfield	Additional pedestrian phase on signalised junction	Complete			

TRAVEL TO SCHOOL – SCHOOL TRAVEL PLANS AND MODAL SHIFT

School Travel Plans	SC	Various	Sign up remaining schools to a STP, review existing STP's and encourage walking and	Initial contact with non-STP schools made in preparation for			Summer term newsletter issued to schools highlighting best practice in walk to school initiatives.
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Subject	Team Leader Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
			cycling to school	work in Autumn term			Meetings held at a number of schools to start School Travel Plans (STP) process

TRANSPORT IMPLEMENTATION

Traffic Model	SC	Various	Multi Modal Transport Model	Complete			
Bracknell Station Forecourt Interchange Improvements	SC – PT	Bracknell	Partnership scheme with Network Rail and Train Operators to improve access for all train station	Planning Application submitted			BFBC work to reconstruct forecourt area to follow SWT work to Booking Hall
John Nike/London Road	SC	Binfield	Signalisation of junction	Consultation	Mar 08		Detail design complete. Additional Borough Capital funding required in 2009/10 to enable works to proceed
Subject	Team Leader Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
Peacock Farm and Mill Pond Roundabout	SC	Great Hollands North	Capacity improvements at both junction to accommodate Peacock Farm development	Prelim design - Delivered			Prelim complete

MISCELLANEOUS

New Developers Guide	PT-SC	N/A	Preparation of new highway design guide for developers	Work in progress			Draft guide due Mar 09
Peacock Farm	PT	Bracknell	Preparation of housing roads S38 agreements and	Work in progress			

Subject	Team Leader Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish. on Site	Comments if Applicable
Peacock Farm	PT	Binfield	inspection of works				
		Bracknell	Preparation of S278 agreement for A329 Roundabout Works	Work in progress			
Staff College	PT	Bracknell	Preparation of S38 agreements and inspection of works	Work in progress			
Two Orchards	PT	Bracknell	Preparation of S278 agreement and inspection of works	Work in progress			
New Garth School	PT	Bracknell	Refurbishment of Bull Lane field for use as main school playing fields while new school under construction	Complete			
Easthampstead Crematorium and Cemetery	PT	Bracknell	Construction of additional headstones	Complete			
Leisure Section	PT	Various	Flooding alleviation works	Complete			
Longhill Skate Park	PT	Bracknell	Reconstruction of ramps	Complete			
Education Dept	PT	Various	Car Parking and Playground Improvements	Complete			

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ENVIRONMENT, CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL 23 JUNE 2009

SECTION 106 CONTRIBUTIONS (Director of Environment, Culture and Communities)

1 INTRODUCTION

- 1.1 At their previous meeting on 16th March 2009, Members asked for a briefing highlighting how the Council secures, holds and applies s106 receipts. This report and the attached Annexe are intended to address this request.

2 SUGGESTED ACTION

- 2.1 Note and comment upon this report and the attached briefing paper

3 SUPPORTING INFORMATION

- 3.1 Members have expressed the desire to better understand on what basis the Council secures s106 receipts and how these receipts are utilised once received.
- 3.2 The Council sets out its requirements for mitigation of development through its Core Strategy and also through a planning policy document called “Limiting the Impact of Development”. It is not the focus of this briefing to reflect upon these documents other than to say they were derived through extensive consultation, have a pseudo legal nature, and objectively demonstrate to any developer why these contributions are required and to varying degrees of precision what they must be used for.
- 3.3 In financial terms, the most significant receipts relate to highway improvement works and these are usually defined tightly within the agreement with very limited scope for interpretation. Contributions for affordable housing are also clearly defined. Depending on the scale of the development, receipts for educational purposes can be precise (eg a primary school) or less defined (Improving secondary schools in a defined area). Typically but not exclusively, receipts for community, youth, leisure, culture, recreation and open spaces offer most flexibility but their application is also normally restricted to a defined geographical area. These restrictions usually take the form of “X miles from the development” and are not restricted by bureaucratic boundaries.
- 3.4 It is the Borough Council’s duty to utilise these receipts lawfully and in accordance with the S106 agreement. Lead Officers from within service departments are responsible for managing any projects to spend receipts and advice is sought from S106 officers and the Borough Solicitor to ensure projects are appropriate. As the briefing note describes, ideas for projects come from a number of sources and many are done in partnership. Only the Council or relevant Executive Members have the authority to approve schemes and these decisions are transparent and subject to consultation and scrutiny.
- 3.5 Although the existing information and decision making processes are apparently transparent and accessible, it is clear from members’ feedback that in reality this could be improved. In discussion with the Executive Member for Planning and Transport and the Executive Member of Leisure, Corporate Services and Public

Protection, it is proposed to add a further consultation process to involve members in s106 projects proposed for their wards in advance of the approval decision.

- 3.6 The new process will only apply to schemes proposed “in year”. Members will be expected to comment on projects funded by s106 contributions but identified in the Council’s capital programme through existing processes but probably most effectively through the Panels’ scrutiny of the budget around Christmas of each year.
- 3.7 All new in year projects, howsoever derived, will be developed to an outline stage such that their purpose, approximate cost and timescale can be clearly understood by ward members. These members will be consulted and will have the opportunity to influence whether the project proceeds or not and in the latter case (or where there are other concerns) dialogue with the Executive Member will ensure concerns are fully understood by the Executive Member before a decision to proceed or not is made. If the decision is made to proceed, projects will be fully worked up and formal approval sought through the Executive Work Programme. This formal stage allows all members of the Council to review the proposal and of course any decision made can be subjected to a formal scrutiny process. This “new” consultation process mirrors that taken to review highway safety schemes which is considered to be very successful in engaging members at the appropriate time.
- 3.8 Members are therefore asked to review the briefing note and reflect upon the proposed improvement to consultation regarding s106 schemes.

Background Papers

Core Strategy

Limiting the Impact of Development

Contact for further information

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Doc. Ref

Overview and Scrutiny/june09/vp

Section 106 Agreements are part of the Planning process

Section 106 contributions to offset development impacts are sought in line with planning policies in the Council's Core Strategy (Development Plan Document). Publicity & consultation was undertaken during the preparation of the Core Strategy and all comments on its approach towards mitigating the impacts of development were considered before adoption.

A failure by applicants for planning permission to have regard to impact mitigation policies in the Council's Core Strategy can justify a refusal of planning permission.

Supplementing its Core Strategy, the Council has a planning policy document called Limiting the Impact of Development (LID) which sets out in some detail how impact mitigation policies will be applied to various types of development. Publicity & consultation was undertaken during the preparation of LID and all comments made were considered prior to approval (July 2007). It has details on what the Council expects and is a starting point for discussions with applicants for planning permission.

Planning Applications are the subject of publicity & consultations. Objections/representations highlighting that there will be an adverse impact upon local infrastructure and facilities are taken into account. In line with the Council's Core Strategy adverse impact may be addressed by S106 contributions towards the provision by others, of local infrastructure and facilities. Key to the assessment undertaken by planning officers will be

1. Is a S106 contribution in line with Council planning policies and guidance and,
2. Is a contribution relevant to planning, needed to allow the proposal to go ahead and fairly/reasonably related to the development.

The process of agreeing a S106 contribution is summarised in the attached extract from LID. Where a S106 contribution is reasonable and justified, Applications that are acceptable in planning terms will be approved subject to the prior completion of a S106 Agreement (sometimes a Unilateral S106 Undertaking). The Agreement is the mechanism by which S106 contributions are made, if the development goes ahead.

There can be a lengthy period (4-5 years is not unknown) between signing the Agreement/planning permission and receipt of S106 contributions. The terms of the Agreement will determine when the S106 contribution is paid and what it can be used for. The Agreement is a matter of public record. The LID document includes an example of an Agreement with standard terms which may be adapted in the course of discussions with applicants. Bespoke S106 Agreements are always a possibility in response to particular site circumstances.

Holding and applying S106 contributions

On receipt of a S106 contribution, it is held by the Borough Council for allocation to a project that falls within the terms of the Agreement. This is an important point to stress. Contributions are received to mitigate against the impact of development and must be applied as intended – they are not a general source of capital.

In line with Departmental priorities, each year Council departments put forward their suggestions for schemes to be included in the capital programme. Whilst the emphasis is on schemes funded by the Council, suggestions will also include

schemes funded from external sources - predominantly government grants and S106 contributions.

Suggestions for schemes funded via s106 contributions fall into two distinct categories. Firstly, there are specific schemes e.g. the junction of John Nike Way/London Road and dualling on London Road where s106 money has been identified to part fund part of the scheme. Secondly, there are general approvals e.g. Section 106 schemes for leisure, culture and the visual environment where £250,000 has been approved for each of the next three years. These are non specific and enable the Executive Member (usually on the advice of officers) to decide during the course of the year how the money is allocated and spent. A report to the Executive member is required for them to formally sign off and approve the expenditure.

The proposals are consulted on as part of the general budget process during January. Consultation is with the general public via the website and the Residents Panel, with business ratepayers and with the Council's Overview and Scrutiny Commission and the Scrutiny Panels.

Consequently, schemes that are already identified in the capital programme benefit from wide consultation and no additional consultation mechanism is proposed.

While S106 agreements are a matter of public record and are accessible via the Council's web site, in reality the time lag between when a planning approval is given, when a development is built and when s106 money is received (this is often phased through a major development) means it is difficult for those outside the Council to keep abreast of what is happening. To overcome this issue, the Executive Member for Culture, Corporate Services and Public Protection distributes a list of the available s106 receipts to the Town and Parish Council Liaison Committee at least once per year. This ensures that these key stakeholders get appropriate information in a suitably timely manner.

For schemes not identified in the annual capital programme, ideas for the appropriate utilisation of receipts come from a number of sources. The LID document is a starting point since it determines why money is sought in the first place and gives a general guide to what the receipt should be spent on. The S106 agreement will also usually highlight where the money can be spent, usually described as a radius from the site (e.g. 3km from the development). Various Council strategies also generate potential projects as does the general awareness that officers and members have on the needs of a particular ward or area. Town and Parish Councils also generate ideas and in the past have identified partnership funding to enable suitable projects to progress. These ideas are normally submitted to officers who will discuss suggestions with the relevant Executive Member and feedback what the outcome of those discussions were.

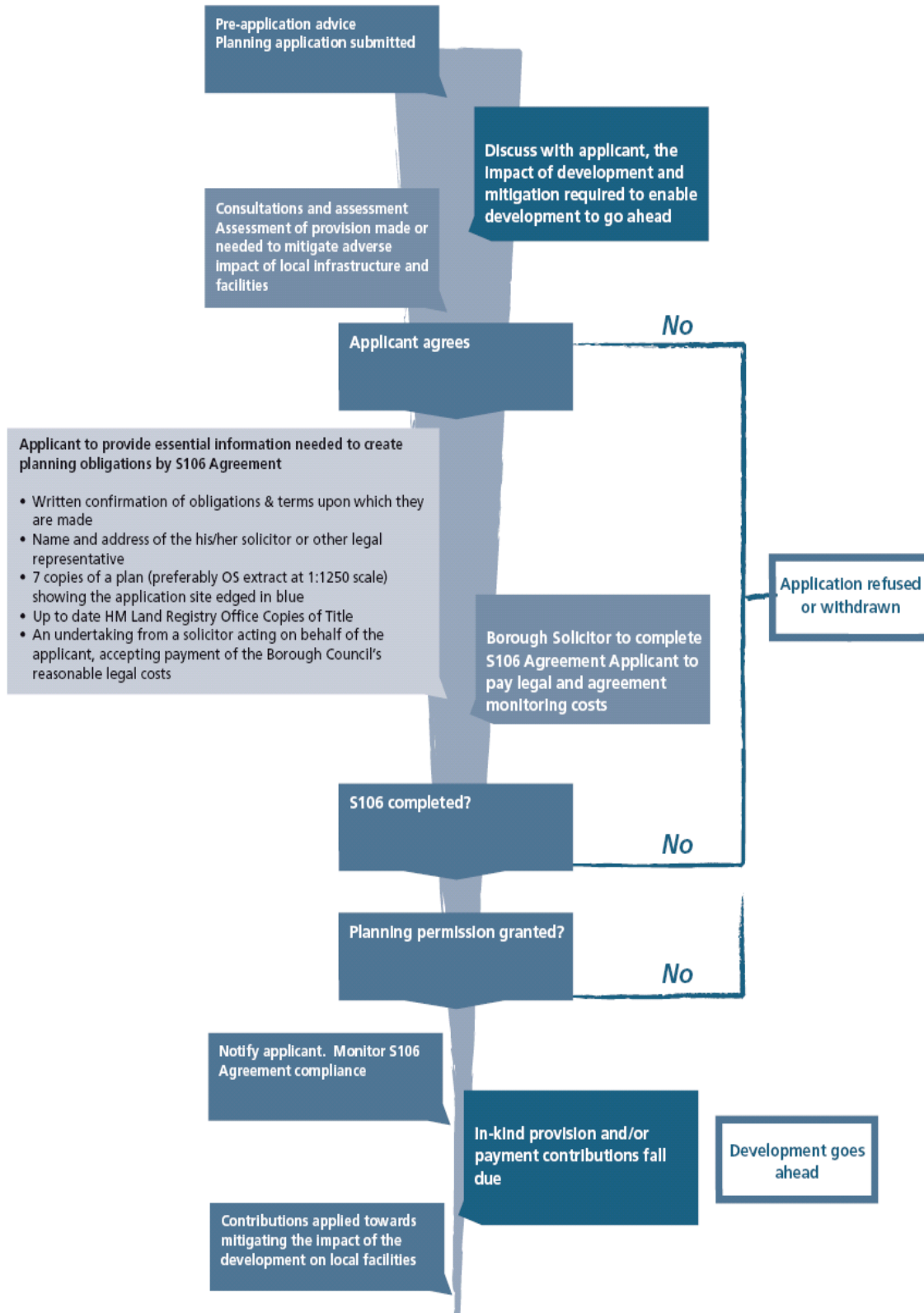
However, Members have expressed some concerns that once these 'in year' schemes have been identified that consultation is inadequate. While it should be highlighted that the existing system requires an Executive Member approval and that this is open to public and Member comment prior to decision it is also recognised that the ad-hoc nature of these decisions as far as any particular ward is concerned does make it difficult for ward members to identify projects in their area.

Consequently it is proposed that officers will identify to Ward Members via e-mail any schemes that they intend seeking Executive member approval prior to completing the report. This will ensure that Ward Members are aware of what is planned and can influence the contents of the report. This is similar to the system developed by the

Executive member for Planning and Transport for Highway Safety Schemes which is successful in either clearly getting support for a project or generating timely discussions about their merits and purpose. It is proposed that this consultation procedure is implemented from September 2009.

If 'in year' projects identify a need to release additional S106 funding to that already approved in the capital programme, this can be achieved via a report to the Executive and then to Council.

SECTION 106 PLANNING OBLIGATION PROCEDURE



ENVIRONMENT, CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL 23 JUNE 2009

HOUSING STRATEGY – WORKING GROUP REPORT (Head of Overview and Scrutiny)

1 INTRODUCTION

- 1.1 This report presents the attached correspondence resulting from the review of the Council's draft Housing Strategy undertaken by a working group of the Environment, Culture and Communities Overview and Scrutiny (O&S) Panel.
- 1.2 This working group's comments are due to be considered by the Director and the Executive as part of the consultation on the draft Housing Strategy.

2 SUGGESTED ACTION

- 2.1 **That the Environment, Culture and Communities Overview and Scrutiny Panel notes the attached correspondence resulting from the review of the Council's draft Housing Strategy.**

Background Papers

None

Contact for further information

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Doc. Ref

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Mr Vincent Paliczka
Director of Environment, Culture and Communities
Bracknell Forest Council
Time Square
Market Street
Bracknell
Berkshire
RG12 1JD

Date: 13/05/2009

Dear Mr Paliczka

**REVIEW OF THE COUNCIL'S HOUSING STRATEGY BY A WORKING GROUP OF THE
ENVIRONMENT, CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL**

The Environment, Culture and Communities Overview and Scrutiny Panel was requested by the Chief Officer: Housing to provide comments on the Council's draft Housing Strategy. The Panel formed a Working Group to consider this in detail, comprising myself as Lead Member, Councillor Mrs Fleming, and Councillor Finch.

The Working Group has met on a number of occasions and is appreciative of officers' time and cooperation with our review. We have already given officers a number of suggested changes to the draft Strategy, which we were pleased to see reflected in the revised strategy issued for public consultation.

I now attach the Group's comments on the latest version of the Housing Strategy, on which we would welcome your response by 11 June. We note that the Strategy is currently the subject of public consultation, and we therefore ask that the Working Group's comments are also taken into account as part of the response to the consultation.

As Overview and Scrutiny usually make recommendations directly to the Executive, I am copying this letter to Councillor Birch for information, as the Executive Member concerned.

With best wishes,

Councillor James Finnie
Lead Member of the Working Group

Copies to: Councillors Mrs Fleming and Finch

ENVIRONMENT, CULTURE AND COMMUNITIES OVERVIEW & SCRUTINY PANEL

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Councillor Dale Birch
Executive Member for Adult Services, Health and Housing
Chief Officer: Housing

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**COMMENTS BY THE ENVIRONMENT, CULTURE AND COMMUNITIES OVERVIEW AND
SCRUTINY PANEL'S WORKING GROUP – HOUSING STRATEGY**

Page Number	Query/Comment
General	1. The strategy contains numerous acronyms and specialised terms. It would be useful to explain what these mean in a glossary. We note that the contents page refers to a glossary in section 8.0, but this does not appear in the document.
	2. The document contains a lot of misspellings and other typographical errors. Details of these have been passed to officers.
	3. We suggest that as the document is for public consultation, it should bear the standard wording about it being available in other community languages, large print, etc.
	4. There are many references in the Strategy to the Housing Corporation. The Corporation ceased to exist on 30 November 2008, thus all references need to be updated.
	5. Paragraph numbering would be of assistance.
	6. The tables and graphs in the document could be clearer, for example in adding sources, labelling axes, and adding explanatory comments as to what the reader is supposed to be drawing from the table or graph.
	7. The Strategy contains various statements which are the principal responsibility of other departments, such as in relation to Adult Social Care and the Local Area Agreement. We would welcome an assurance that all such sections of the strategy have been checked for factual accuracy by the other departments concerned.
	8. The numerous web-links to supporting documents is understandable. However, we would welcome confirmation that hard copies of these documents have been made available during the public consultation phase.
	9. We would like to see greater mention of the issue of under-occupied and empty housing in the strategy.
	10. We note that government guidance to local authorities on Housing Strategies states that whatever format is chosen, strategies are expected to provide a strong focus on how partners will deliver their commitments. This does not appear to us to be very evident in the draft strategy.
1.	The title of the strategy might be better in the plural, 'The Right Homes'.
3.	The Introduction Section could usefully point to three other significant issues which we consider are 'overshadowing' the strategy: <ul style="list-style-type: none"> a) The Council's ability to deal with increased homelessness as a consequence of repossessions and other effects of the current recession b) The huge excess of demand for social housing over supply (as shown on page 21) which is set to widen further c) The unrealistic targets in the LAA due to the dramatic falls in house prices and stalled development schemes
5.	In the final sentence of the middle para, it is unclear whether the strategy is saying that some or all elderly BME residents require support.
5.	We understand that the ethnicity table draws on the 2001 Census. We suggest this is made clearer.
8.	The Action Plan referred to in the first para is missing from the document.
10.	It would be helpful to include the actual LAA housing targets in the table.
14.	The third para says 'Whilst a proportion of these households...' Would it be possible to be a little more precise than that, even to say whether it is a high or low proportion, for example?
14.	The Strategic Housing Market Assessment is vital to a clear understanding of the strategy. We presume this will be attached to the report before it is considered by the Executive, and the web link provided.
17.	The commentary on house prices could usefully be expanded to include some analysis, along the lines we discussed with officers: that falling house prices together with lower interest rates should help first-time buyers, but against that mortgage lending has become

	more restrictive, lenders require higher deposits than previously, and buyers' confidence has been adversely affected by the effects of the economic downturn, redundancies and a unwillingness to buy an asset whose price is continually falling.
18.	The graph at the top of this page appears very cluttered, and the meaning to be drawn from it is unclear.
18.	In the final line, we suggest that the demand for rented social housing is as strong – if not more so – than private rented.
21.	In the first para, it would be helpful to update this. With the sharp rise in re-posessions, we consider the number of people on the Housing Register is likely to rise faster.
22.	We suggest that in the first para, something is said on Council policy regarding whether there is a maximum waiting time for anyone on the waiting list.
22.	We suggest this section could be clearer about whether the supply figures are new-build/acquisition or not.
22.	In the final para we suggest inserting 'anticipated' before 'demand'
23.	The second table appears to say that all the demand for housing from older people will be met. Is this actually so?
23.	In the penultimate para, also elsewhere in the document, it would be helpful to distinguish between national and local schemes run by the Council and its partners.
26.	The numbers of family units in the first para look very small, and it might help to put these in the context of the related demand figures.
26.	In the final line of the penultimate para, 'infrequent' would be a better word to use than 'irregular'.
27.	We were concerned to read the statement: 'Further work needs to be undertaken to establish more comprehensive information about the housing needs of special needs groups.' We understand that the terminology should be 'people with additional needs', also that the Adult Social Care team have done work in this area. We suggest that the current draft does not do justice to what the Council does know about these people.
27.	We would like to see more recognition of the issue concerning young people with chaotic lifestyles in this section of the strategy
28.	It would be informative to state in the table, or elsewhere, what the level of unoccupied housing is.
29.	In the first para, or elsewhere, it would be helpful to mention the separate requirement for Decent Homes in the private sector.
29.	In the section on the housing transfer, it would be worth adding that leaseholders were also in favour of the stock transfer proposals.
29.	The box at the foot of the page refers to four priorities, yet a subheading on the fourth priority is not apparent in the following pages.
30.	The opening sentence suggests that all residents are in private sector housing, which is not the case.
30.	In the bulleted section, it is inaccurate for the Council to claim to have achieved the delivery of 1,500 homes. Perhaps 'Facilitated the delivery' would be more apt.
30.	The bar chart needs amending or a footnote added, as the projected housing completions in 2008/09 must now be much lower than shown.
35.	Para below the table. We do not think there is any doubt that some households need help, and suggest the word 'may' is removed. It may also be useful to expand the comment on the schemes to describe the targeting that is applied.
35-36.	The bulleted list could also refer to adaptations and the Supporting People programme?
39.	The statement in para 4 that the loan may not be repaid at all would benefit from some explanation, otherwise it looks like planned writes-off.
43.	The penultimate para refers to 2006/07 data, which is very dated. Here and elsewhere in the strategy more up to date data should be provided.
44.	We think it is an overstatement to say that Forestcare has enabled elderly people to remain at home. It would be more accurate to say that it helped.
44.	It might be worth including the Council's impressive CPA service scores for Housing, benefits and adult social care in the section on achievements.
44.	The general points in the penultimate para (also in the final sentence on page 46) do not just apply to older people
45.	It is unclear how the 858 community lifelines corresponds to the 1,400 using Forestcare

	mentioned on page 44.
48 - 49.	The tables should make clear whether these figures are £'000.
53.	At the end of the section, we suggest it would be very helpful to bring together the various strands of supply and demand from the preceding sections, to arrive at a forecast shortfall of housing at the end of the strategy period.
54.	The section on consultation could usefully say more about the approach to contacting hard-to-reach groups, and consider posing specific questions for people to respond to.
56.	The performance section needs to be updated with the CPA scorecard published in February 2009. Given that the scorecard shows a change in both the star rating and the direction of travel, this is significant.
56.	Final para- the Public Scrutiny Commission was replaced by the Overview and Scrutiny Commission in 2005

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Mr Vincent Paliczka
Director of Environment, Culture and Communities
Bracknell Forest Council
Time Square
Market Street
Bracknell
Berkshire
RG12 1JD

Date: 1/06/2009

Dear Mr Paliczka

**REVIEW OF THE COUNCIL'S HOUSING STRATEGY BY A WORKING GROUP OF THE
ENVIRONMENT, CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL**

Further to my letter of 13 May, conveying the detailed comments of the Overview and Scrutiny Working Group on the Housing Strategy, I am now writing to give the group's comments on the specific issues on which you invited our views.

(i) Does the Working Group agree with the strategy and the direction of travel proposed in it?

The Working Group (WG) agrees with the strategy, also the direction of travel proposed in it, subject to the points made in my letter to you of 13 May.

(ii) There are four strands to the strategy - are these appropriate for BFC?

The WG concluded that, subject to the following points, the four strands are appropriate for BFC.

- a) The term 'vulnerable' could usefully be explained more fully, for example it includes ex-offenders.
- b) In relation to 'vibrant housing', the WG noted with some concern that the government's new South East Plan requires an increase from 11,000 to 13,000 new homes in the borough during the period 2006-26. The Chief Officer advised us that the strategy will be revised, also the Council's wider strategic plan. Similarly, the viability analysis for the percentage of affordable homes on new developments (which was recommended to increase to 35% in the new South East Plan) will be revised.
- c) The WG considered that the headings in the statement of strategic priorities, though necessarily brief, could usefully be amended to better describe the Council's enabler/facilitator role, since as stated the headings related more to the pre-2008

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position (i.e. before the Large Scale Voluntary Transfer) when the Council was a social housing landlord.

- (iii) The future Affordable Housing Policy is trailed in advance of its formal adoption process through the Local Development Scheme – is the Group supportive of this or should it be something else?

The WG noted that the policy proposed an overall 25% requirement for affordable housing, but varying between individual developments depending on the viability of each one. Actual delivery of these was also dependent on the amount of Social Housing Grant available. The WG discussed the possible disincentive to future housing development if the percentage requirement was to be increased, consequent on the new South East Plan. The WG was supportive of the future Affordable Housing Policy provided it took account of this point.

- (iv) The strategy identifies how the Council intend to spend £17m - is this the right plan?

The WG concluded that the intended usage of the £17m stock transfer receipts as set out in the strategy is appropriate.

- (v) Private Sector Housing Provision is discussed - is this the right approach?

The WG observed that the current market conditions are very difficult for private sector housing development, and that it was not possible to predict the future position. The WG concluded that the approach set out in the strategy was sound.

We note that the Strategy is currently the subject of public consultation, and we therefore ask that the Working Group's comments are also taken into account as part of the response to the consultation.

As Overview and Scrutiny usually make recommendations directly to the Executive, I am copying this letter to Councillor Birch for information, as the Executive Member concerned.

With best wishes,

Councillor James Finnie
Lead Member of the Working Group

Copies to: Councillors Mrs Fleming and Finch
Councillor Dale Birch, Executive Member for Adult Services, Health and Housing
Chief Officer: Housing

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Cllr James Finnie
Lead Member of the Working Group
Environment, Culture and Communities
Overview and Scrutiny Panel

Date: 19/05/09
Our Ref: VP/CB 190509

Dear Cllr Finnie

**Review of the Council's Housing Strategy
Environment, Culture and Communities Overview and Scrutiny Panel**

Thank you for your letter dated 13th May 2009. We very much welcome your advice and will look through your comments in detail with a view to including them in the report wherever practical.

Yours sincerely

Vincent Paliczka
vincent.paliczka@bracknell-forest.gov.uk
Director of Environment, Culture and Communities
Direct Dial: 01344 351750

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ENVIRONMENT, CULTURE & COMMUNITIES OVERVIEW AND SCRUTINY PANEL 23 JUNE 2009

REPORT OF CLEANER BOROUGH GROUP (Director of Environment, Culture and Communities)

1 INTRODUCTION

- 1.1 This report updates the Overview and Scrutiny Panel in relation to the work of the Cleaner Borough Group between April 2008 and 31 March 2009. The Group was set up partially in response to the Overview and Scrutiny Working Group on litter. The Group now forms a sub-group of the Anti-social Behaviour Safety Group which is accountable to the Crime and Disorder Reduction Partnership. The Cleaner Borough Group is a partnership between Bracknell Forest, Royal Berkshire Fire and Rescue Service and Thames Valley Police.
- 1.2 Although the remit of the Group covers environmental crime, the Group's initial task was to reduce the incidents of dumped rubbish/flytipping in the Borough. Through the coordinated action of the Group, reports of flytipping/dumped rubbish have fallen by 16.5% in 2008-2009.
- 1.3 The Overview and Scrutiny Panel in receiving the report of its Working Group asked for an update of the Action Plan to be reported one year on. Set out below and in the attached Appendix is a summary of the Group's work and achievements against the Action Plan.

2 RECOMMENDATION

- 2.1 That the Overview and Scrutiny Panel notes the progress of the Group as set out in Appendix 1.

3 SUPPORTING INFORMATION

Background to the Cleaner Borough Group

- 3.1 The Bracknell Forest Crime and Disorder Reduction Partnership has responsibility for planning and delivering strategic solutions that will continue to ensure Bracknell Forest remains one of the safest places to live and work in Berkshire. Priority 5 of the Partnership is to reduce the level of antisocial behaviour in the Borough. Flytipping/dumped rubbish is within the top 6 antisocial behaviours in the Borough. The Anti-social Behaviour Group has responsibility for monitoring the progress towards the most often recorded antisocial behaviour as recorded by CADIS. At April 2008 the level of dumped rubbish/flytipping incidents in the Borough stood at 1,586. To reduce the number of dumped rubbish/flytipping incidents in the Borough, the need for joint working was identified between all agencies involved in antisocial behaviour.
- 3.2 The first meeting of the Working Group took place on 22 April 2008. The Group has since met on a monthly basis and has a core membership of key representatives from Environmental Health, Parks and Countryside, Waste and Cleansing Services, Landscape Services and the Crime and Disorder Reduction Team. The Group can invite membership on an ad hoc or permanent basis, a current example being Bracknell Forest Homes.
- 3.3 The Group's current remit covers a range of environmental crime issues which include:

- a) flytipping
- b) littering
- c) flyposting
- d) graffiti
- e) abandoned vehicles

4 OBJECTIVES

- 4.1 The Cleaner Borough Group's initial focus of activity was to establish itself as an effective group to draw out and share information in order to develop better understanding of the problem. An early task was to set out an Environmental Amenity Action Plan which covers the current period of the Crime and Disorder Plan 2008-2011 (Appendix 1).
- 4.2 The objectives of the Environmental Amenity Action Plan 2008-2011 are to:
- (a) improve recording and reporting of dumped rubbish
 - (b) improve enforcement action
 - (c) effect a reduction in dumping levels
 - (d) improve service delivery

5 KEY HIGHLIGHTS 2008-2009

- 5.1 Reducing the level of dumped rubbish/flytipping was an agreed priority for the Group in its first year. This was achieved by a number of means.

Improved Recording of Information – Dumped Rubbish/Flytipping

- 5.2 Data is received from the following sources: Police, Town and Parish Councils, Waste and Street Cleansing Services, Environmental Health, and Parks and Countryside. Much of the data reported was found to be inaccurate and thereby misleading. Through the Council's CADIS analyst the data was sorted and checked to remove duplication and misinformation.

Improve Enforcement Activity

- 5.3 It was decided to focus activity on known areas in the Borough where there was flytipping. The Waste and Street Cleansing Manager commenced a programme of improving the site layout of the recycling sites to reduce opportunity for flytipping and littering of the sites, and warning signs were put up at all sites. A mobile CCTV camera was also purchased and deployed at several sites during the year. Initial progress was been slow, but the following has been achieved since April 2008:
- (a) 150 hours of surveillance from the Council's mobile CCTV camera.
 - (b) 2 formal cautions have been issued to members of the public who were caught on CCTV flytipping at the Council's recycling sites.
 - (c) Fixed Penalty Notices have been issued for litter at the recycling sites, having been seen on CCTV cameras.
 - (d) A flytipping incident at the recycling site that relies on personal observation of a site operative is set for trial on 2 September 2009 following a Not Guilty plea.
 - (e) Details of enforcement activity have been made public at every opportunity.

Waste Enforcement Training

- 5.4 Waste enforcement training was set up for officers in Environmental Health and Cleansing Services. The course covered a full range of tips which include the law of flytipping, containment and duty of care and the responsibilities of businesses and householders.

Recycling Site Project

- 5.5 This project was a joint exercise by Waste and Cleansing Services and Environmental Health. It involved sifting through rubbish at a range of recycling sites in the Borough and identifying the source of rubbish and waste that had been dumped illegally at the Borough's recycling sites. The source of waste was in the main from householders who have a duty of care to dispose of the waste properly. Each case was actively investigated and received written warnings following admission.

Duty of Care Inspections

- 5.6 Commercial businesses have a duty to ensure that their waste is disposed of responsibly. Business must make arrangements for proper containment of waste. They must provide proof of disposal and transfer from their premises. During 2008-09 the Environmental Health Commercial Team, responsible for the enforcement of the food hygiene regulations, carried out over 400 duty of care inspections during the year to check compliance with the law as part of their normal inspection work.

Flyposting – "Cash for Cars"

- 5.7 Cash for Cars involved several episodes of flyposting in the Borough by a single perpetrator. Flyposting is the erection of illegal posters, placards and banners and contravenes the Highways Act 1990 and the Town and Country Planning Act 1990.
- 5.8 Complaints had been received during 2008-09 about the amount of flyposting in the Borough. The perception was that flyposting had been rising on the Borough's highways and furniture. In bringing? signs advertising Cash for Cars with a mobile phone number were fixed to the highway furniture. A sting operation was set up with the Police and a single perpetrator was confronted and under caution admitted to:
- (a) putting up the posters
 - (b) using the phone number relevant to the investigation
 - (c) being in possession of the relevant phone at the time and was ordered to pay a fine of £365, including costs and surcharges. As the fine was small a message was sent out that this sort of behaviour will not be tolerated. The large scale flyposting has since been stopped.

6 THE YEAR AHEAD

- 6.1 In the year ahead, the Group will:
- (a) continue to use CADIS to inform work areas and target overall performance
 - (b) seek to achieve a further 2% reduction in flytipping/dumped rubbish in 2009/2010
 - (c) focus on graffiti
 - (d) improve publicity and education relation to environmental crime
 - (e) continue to develop and refresh the Environmental Amenity Action Plan
 - (f) carry out a joint operation in relation to the carriage of waste

Background Papers

None supplied

Contact for further information

David Steeds – 01344 352530

david.steeds@bracknell-forest.gov.uk

Doc Ref

G: Chief Officer: Env & Public Protection\Cttes and Groups\Overview and Scrutiny \2009\Report of Cleaner Borough Group\11.6.09

Bracknell Forest Borough Council

**EXTRACTED FROM
ENVIRONMENTAL AMENITY ACTION PLAN 2008-2011
(Update 23 June 2009)**

Introduction

The Council is committed to **‘Protecting and enhancing our environment’** and to **‘Creating a Borough where people are, and feel safe’** (MTO – Priorities 2 and 4).

Waste (including litter) left in the wrong place intentionally or otherwise is contrary to these aims as is flyposting and graffiti. In some instances it is also unlawful.

This operational Action Plan has been produced in response to an initiative of the Anti-Social Behaviour Sub-Group which reports to the Community Safety Partnership. The views of the Council's Overview and Scrutiny Litter Working Group have been sought and taken into account in the Plan. The Plan recognises the roles and responsibility of the Council, the associated agencies and the public. Where there are problems these are community generated. The Council can only seek to influence behaviour by good leadership, use of enforcement powers, raising awareness through campaigns and education.

As with all plans, priorities have to be set that reflect resources. Where there is an established need for resources that cannot be addressed then funding bids will be made as appropriate through the appropriate channels. The general expectation is that resources will be deployed across services in an attempt to get the agreed outcome. Opportunities will be sought and taken to apply for external funding such as grant and sponsorship.

The Plan spans a period of time. The success of the Plan will be monitored at a strategic level by reference to the new national performance indicator NI 195 and 196. The detail of the Plan will be incorporated into individual work plans where appropriate and the Plan will be kept under review and developed according to needs. The responsibility for the Plan rests with the Chief Officer: Environment and Public Protection and the Cleaner Borough Sub-Group has been set up to ensure its delivery.

SECTION A: TO IMPROVE RECORDING AND REPORTING ON THE DUMPING OF WASTE (including litter)

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
A.1	To identify all PIs that have to be reported in respect of litter and dumped waste both internally and externally	01/06/08	SB	Met within existing resources	Comprehensive list available, circulated	COMPLETE
A.1.b	To review all data sources feeding into any other national reporting regimes to ensure that they are able to collate appropriate data	01/06/08	SB	Met within existing resources	Comprehensive list available, circulated	COMPLETE
A.1.c	To review local departmental indicators and amend/add as necessary	01/06/08	DS	Met within existing resources	Indicators built into PMR and service plans	COMPLETE
A.1.d	To ensure all recording systems reflect the PIs and that the reporting mechanisms are in place to extract and report upon	01/06/08	DS/JD/DS SB/SM	Met within existing resources	All service areas reporting according to PIs	COMPLETE Established systems
A.1.e	To look to better use the statistical data to support promotional work – ideally at Parish level	01/08/08	DS/JD/DS SB/SM	Met within existing resources	Availability and <u>use</u> of data	COMPLETE

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
A.2	To consider the forms of activity that take place locally and produce clear definitions and guidance to reflect acts of an anti-social nature eg: <ul style="list-style-type: none"> • Flytipping – PM/SN • Dumped rubbish - PN/SN • Litter - PM/SN • Abandoned cars - SN (see FG Practice Note draft PC17) 	31/09/08 Revised target 30/9/09	FG	Met within existing resources	Guidance available and promoted to all service areas that ensure clarity of the form of activity to be recorded as being of an anti-social nature	COMPLETE Practice Notes in place NEW ACTION: Production of leaflet in progress
A.2.b	To review all data sources feeding into CADIS to ensure that they are able to collate appropriate data to the Community Safety Partnership in relation to acts of an anti-social nature	01/06/08	DS/JD/DS SB/SM	Met within existing resources	Production of relevant data to the Partnership via CADIS	COMPLETE
A.2.c	To use CADIS to help inform areas to target and overall performance	01/06/08	DS	Met within existing resources	Downward trend in number of incidents due to intelligent use of data and the appropriate targeting of resource. Reported via the PMR	IMPROVING A fall of 16.5% was achieved in 2008-2009 A further reduction target of 2% has been proposed for 2009-10 based on this performance

SECTION B: TO IMPROVE ENFORCEMENT ACTIVITY

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
B.1	To review organisational structure and clarify roles and responsibilities of existing staff within the Environment, Culture and Communities Department	01/06/08	SL	Met within existing resources	New structure in place; roles and responsibilities clear across all department service areas	COMPLETE
B.1.b	To review training needs of staff engaged in enforcement activities and ensure that work undertaken by contractors can ensure continuity of evidence	01/06/08	Service heads	Met within existing resources	Training needs identified as part of staff appraisal – an annual process. Needs of new staff identified at induction.	COMPLETE
B.1.c	To effect training	01/06/08	Service heads	Met within existing resources	Staff needs are addressed within 2 months of being identified.	COMPLETE
B.1.d	To review the specific roles of the Parking Attendants and the Dog Warden in relation to how they may assist in related enforcement work	31/03/09	DS	Met within existing resources	Review completed as part of structure changes	MIXED PROGRESS Dog Warden now authorised to issue fixed penalty notices for litter
B.2	To ensure that all Council staff are appropriately authorised for the purpose of enforcement	01/06/08	SL	Met within existing resources	Review completed and staff authorised. Thereafter an ongoing need to keep under review.	COMPLETE
B.3	To ensure that there is a common approach to enforcement led by Environmental Health	30/09/08	FG	Met within existing resources	Practice Notes in place as necessary	COMPLETE

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
B.3.b	To review the enforcement protocol to ensure its fit for purpose	30/09/08	FG	Met within existing resources	Enforcement Protocol updated	IMPROVING Draft copy circulated to group. One comment received. Regard now being given to Encams and DEFRA guidance re duty of care. The target for completion is now December 2009.
B.4	Set up a monthly monitoring group to use all relevant data to <ul style="list-style-type: none"> • identify 'hot spots' • agree appropriate action for each site • implement a programme to resolve and monitor effectiveness 	01/06/08	DS	Met within existing resources	Number of sites being targeted Downturn in trend reported via CADIS	COMPLETED
B.4B	Set up working group to report to Cleaner Borough Group	01/06/08	FG	Met within existing resources	Monitoring of activities and report progress on activities including formal actions to Cleaner Borough Group	COMPLETE
B.5	To identify from existing budgets money for the monitoring group to use fund specific enforcement work	01/06/08	Service Heads	Met within existing resources	Sources of funding clear and budgets used to best effect in order to effect best deployment	COMPLETE

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
B.6	To acquire surveillance equipment appropriate to need including appropriate signage	01/06/08	DS	£20K made available from within existing funds Bid for revenue support to Strategic partnership for signage and specific operations	Equipment purchased – suitable for needs Number of times used and effectiveness	COMPLETE The following have been achieved: (a) Programme of CCTV monitoring under way (b) Signage in place at recycling sites NEW ACTIONS: (a) To set up a programme of monitoring using covert cameras (b) To maintain the programme of CCTV monitoring
B.6.b	Establish Practice Notes, effect training and ensure the deployment of <u>equipment</u> to enable effective enforcement	30/09/08 Revised target 30/9/09	DS/FG	Met within existing resources	Number of sites the equipment is used to monitor and the effectiveness of the activity	IMPROVING The following have been achieved: (a) Practice Note produced (b) Programme of CCTV surveillance now in place NEW TARGET: (a) To deploy covert cameras according to needs in the Borough

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
B.7	Ensure protocols are in place between all agencies/partners to share intelligence and co-ordinate enforcement activity	31/03/09 Revised target 31/3/10	DS/PM	Met within existing resources	Protocols in place and communication effective and sustained	NO PROGRESS NEW ACTIONS: The following is planned for 2009/10: Graffiti (a) To form partnerships with statutory undertakers in relation to graffiti removal from street furniture in association with Virgin Media and Open Reach (BT) (b) To initiate a partnership with Environment Agency in relation to tackle flytipping in the Borough (c) To restart partnership between EH and Planning to tackle sites of interest (land/buildings) that are detrimental to the amenity and/or affected by environmental crime
B.8	Review with the Police the role of them and their PCSOs in assisting in enforcement activity	31/03/09	FG/PM	Met within existing resources	Review completed and new arrangements effected	COMPLETE No support for a scheme involving PCSOs
B.9	To consider and if appropriate effect a programme to check the carriage of waste	01/06/08 Revised target 31.3.10	DS/JD	Met within existing resources and provided there is support from the Police	Operation undertaken and results evaluated with a view to need to repeat if necessary	NO PROGRESS NEW ACTION: (a) To carry out one joint operation with Thames Valley Police

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
B.10	To consider the performance of street traders in relation to their obligations relative to litter and to take action as appropriate	All sites audited by June 08 and thereafter ongoing monitoring	RS	Met within existing resources	Feedback from inspection reports linked to street cleansing reports	COMPLETE
B.11	To gather intelligence from other avenues such as Take Pride, Neighbourhood Action Groups etc to help inform enforcement priorities	Ongoing Revised target 31/3/10	SN/KT	Met within existing resources	Data captured and how used and feedback to source	NO PROGRESS Target to be renegotiated

SECTION C: TO EFFECT A REDUCTION IN DUMPING LEVELS

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
C.1	To review current programme of promotional activity and update to ensure it is effectively targeted	01/06/08 Revised target 30/9/09	CG	Met within existing resources	Programme of activity published for 2008	COMPLETE Promotional activity linked to Take Pride and Big Tidy Up campaigns
C.1b	To review service specific publicity materials to ensure that needs are covered including leaflets and web sites	01/10/08	DS	Met within existing resources	Review complete and needs addressed	COMPLETE
C.2	To ensure the adequate promotion of the availability of the existing recycling sites in and around the Borough	01/06/08	JD	Met within existing resources	To ensure that publicity reflects the sites within neighbouring authorities that our residents may use due to proximity	COMPLETE
C.3	To promote the legal duties: <ul style="list-style-type: none"> householders businesses 	Ongoing	JD/DS	Met within existing resources	Regular promotion of activity etc in papers, on the web and in Town and Country newspaper	COMPLETE
C.4	Encourage the reporting of dumping to the Council and/ or Crime Stoppers	Ongoing	JD/DS	Met within existing resources and linked to C.3	Regular promotion of message in papers, on the web and in Town and Country newspaper	COMPLETE
C.5	Seek opportunities to design out opportunities at the planning stage	Ongoing	DS	Met within existing resources through planning consultations	Input into the planning policy and development control process of the need for proper refuse facilities	COMPLETE EH and Waste & Recycling Team are planning consultees as a matter of routine

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
C.6	To review condition and information available at existing BFBC-owned or managed recycling sites and effect any necessary improvements	Ongoing Revised target 31/3/10	JD	Limited budget available each year so work has to be prioritised. Also need to work with landowners as appropriate, eg: supermarkets.	Condition reports of sites	IMPROVING 6 recycling sites were improved in 2008/09 to reduce opportunities to flytip. NEW ACTION: 4 sites have been targeted for improvement in 2009/10.
C.7	Promote land-owner responsibilities to look after their recycling sites	Ongoing	JD/DS/CG	Met within existing resources	Initial work will be dependent on informal approach. Use of legal powers will indicate failure to effect through joint working.	ONGOING (a) Work in progress with Sainsbury's to reduce flytipping (b) EH working with Tesco at Warfield to reduce flytipping at their recycling site
C.11	Facilitate more joint initiatives to tackle local waste related issues with local groups	Ongoing	CG	Met within existing resources	Number of litter picks assisted in the year	IMPROVING Linked with C1 & C16
C.12	Encourage all schools to adopt Eco School status	01/06/11	CG	Met within existing resources	The number of schools taking up the initiative – 15 as at 01/02/08	ONGOING As at April 2009 30 schools registered as ECO schools
C.13	To better promote the Councils bulky waste collection service	Ongoing	JD	Met within existing resources	Take up levels	COMPLETE Website updated Increase in tonnage of bulky waste by 9.6% reported in 2008/09
C.14	To better promote the availability of Longshot Lane CA site	Ongoing	JD	Met within existing resources including re3	Possible link to flytipping levels	IMPROVING Longshot Lane redevelopment to be opened on 13 July 09.

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
C.15	To better promote ways that people can lawfully deal with their waste problems	Ongoing Revised target 31/3/10	JD/DS	Met within existing resources including re3	Possible link to flytipping levels	ONGOING Website updated NEW ACTION: New information to be added during 2009/10
C.16	To review the relationship with the Take Pride initiative in relation to litter etc and ensure its fully effective	01/08/08	CG	Met within existing resources	Number of initiatives/groups given support	IMPROVING (a) The Community and Environmental Development Team responsible to the Take Pride Initiative has been moved into Planning and Transport within the Spatial Planning Team (b) 33 Take Pride initiatives were facilitated through the ECC Environmental Development Officer in 2008-09
C.17	To effect a reduction in the quantity of signage etc left behind by contractors working in, on or near highways or other public places	31/08/09 Revised target 31/3/10	SM/ Wayne Scott	Met within existing resources	Reduction in signage abandoned	NO PROGRESS NEW ACTION: Target to be renegotiated

SECTION D: SERVICE DELIVERY

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
D.1	To review street cleansing contract and means of monitoring performance to ensure best value for money	30/06/08	JD/SB	Met within existing resources	Review completed and changes effected where necessary	COMPLETE
D.1.2	Promote service standards via the web	30/06/08	SB	Met within existing resources	Review completed and changes effected where necessary	COMPLETE
D.2	To consider and implement appropriate ways to increase street cleansing contractor profile when working in an area	30/06/08	SB	Met within existing resources	Review completed and scheme adopted if necessary	IMPROVING Boards have been trialled but effectiveness not proven. Advanced notification prior to work sent to parishes.
D.3	To consider and implement appropriate ways to increase landscape street cleansing profile when working in an area	30/06/08	SMc/SB	Met within existing resources	Review completed and scheme adopted if necessary	IMPROVING As above Co-ordination meetings take place between Landscape / Waste and Street Cleansing
D.4	To review arrangements in relation to the management of planters in relation to their cleansing needs to ensure that they are cleansed and maintained to an appropriate standard for the location	30/06/08	SB/SM	Met within existing resources	Review completed and standards known and being met	IMPROVING As above
D.5	To consider the implications of the Your Homes transfer in relation to dealing with matters relating to this initiative	01/02/08 Revised target 31/3/10	SMC	Met within existing resources	Protocol in place for ensuring clarity of responsibility for dealing with matters.	NO PROGRESS Target to be renegotiated

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
D.6	Work with the Town and Parish Councils to help them develop thereafter sustain any local pride initiatives	01/10//08	CG	Met within existing resources	Local initiatives in place in all 6 authorities	ONGOING Equipment and event support available
D.7	To consider and accommodate as appropriate within this plan any relevant recommendations coming out of the Overview and Scrutiny reviews of Waste and Litter	01/06/08	SL	Review met within existing resources, any new initiatives would be costed and an appropriate target given	Review concluded	OUTSTANDING Awaiting report of the group
D.8	To review the operational interface arrangements between cleansing, refuse and landscape to ensure maximum effectiveness in relation to litter	01/06/08	JD/SB/ SM	Met within available resources	Review concluded	COMPLETE
D.9	To increase the frequency of litter picking of the high speed roads	From 1/06/08	JD	Met within available resources – but bid to be made for more (SL)	Number of cleansing operations and audit	COMPLETE
D.10	To recommence the service to remove chewing gum	From 1/06/08 Revised target 31/3/10	SB	Met within available resources – additional funds have been made available	The ability to visit all 18 neighbourhood centres throughout the Borough at least once a year	COMPLETE NEW ACTION: To be renegotiated
D.11	To trial the use of waste recycling litter bins	From 1/06/08 Revised target 31/3/10	JD	Met within available resources – but bid to be made for more (SL)	Number of new bins in use and take up	IMPROVING (a) Waiting for total litter bin survey to assess need for recycling bins in and around the town centre NEW ACTION: (a) To commence installation of recycling bins based on survey outcome

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
D.12	To trial bins that include for smoking	From 1/06/08 Revised target 31/3/10	JD	Met within available resources – but bid to be made for more (SL)	Number of new bins in use and take up	IMPROVING See D11 Survey to include bins for smoking
D.13	To consider the use of new technology in the delivery of service	Ongoing	All	To be considered as part of any proposal for change	Number of options considered	COMPLETE

NI 195 – improved street and environmental cleanliness (levels of graffiti, detritus and flyposting)

NI 196 – improved street and environmental cleanliness – flytipping

ENVIRONMENT, CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL 23 JUNE 2009

REVIEW OF THE IMPLEMENTATION OF THE HOUSING AND COUNCIL TAX BENEFITS IMPROVEMENT PLAN – WORKING GROUP REPORT (Working Group Lead Member)

1 INTRODUCTION

- 1.1 This report seeks the Environment, Culture and Communities Overview and Scrutiny (O&S) Panel's adoption of the report by a working group of the Environment, Culture and Communities Overview and Scrutiny Panel relating to the improvement plan for housing and council tax benefits.

2 SUGGESTED ACTION

- 2.1 That the report of the review of the implementation of the housing and Council tax benefits improvement plan undertaken by a working group of the Environment, Culture and Communities O&S Panel be adopted by the Panel for sending to the Overview and Scrutiny Commission.

3 SUPPORTING INFORMATION

- 3.1 The working group agreed this report and it was circulated to all Members of the Environment, Culture and Communities Overview and scrutiny Panel on the 20th May for comments.
- 3.2 As no changes were suggested by the Panel's Members the report has now been circulated to Members of the Overview and Scrutiny Commission for comments. Once adopted the report will then be formally sent to the Executive Member.

Background Papers

None

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Housing and Council Tax Benefit Improvement Plan

**Review of the Housing Benefit and Council Tax Benefit
Improvement Plan by a Working Group of the
Environment, Culture and Communities Overview and Scrutiny
Panel**



June 2009

Table of Contents

	Page Number
1. Foreword by the Lead Member	1
2. Background	2
3. Investigation, Information Gathering and Analysis	3
4. Conclusions	17
5. Recommendations	20
6. Glossary	22
Appendix 1 – The Scope of the Review	23
Appendix 2 – Draft Housing and Council Tax Benefit Service Improvement Plan	26
Appendix 3 – The Staff Structure of the Bracknell Forest Housing and Council Tax Benefit Service	37
Appendix 4 - Housing and Council Tax Benefit Benchmarking Group Membership	38

Acknowledgements

The Working Group would like to express its thanks and appreciation to the following people for their co-operation and time. All those who have participated in the review have been thanked for their contribution and will be provided with a copy of this report.

Name	Position
Councillor Birch	Executive Member for Adult Services, Health and Housing
Margaret Kempster	Welfare Benefits Caseworker, Citizens Advice Bureau
Leona Rees-Tucker	Social Policy Secondment, Citizens Advice Bureau

The following officers from Bracknell Forest Council:

Name	Position
Shanaz Alam	Benefits Service Manager
Richard Beaumont	Head of Overview and Scrutiny
Simon Hendey	Chief Officer: Housing, Environment, Culture & Communities
Nicola Jolly	Assessment Officer - Housing Benefits
Emma Silverton	Overview and Scrutiny Officer

1. Foreword by the Lead Member

- 1.1 In the current economic climate access to benefits has become of concern to more of our residents. It was appreciated that this review comes at an interesting time for all concerned. The members of the working group were taken through the complex calculations and processes that connect the client to the Council (and often Department of Work and Pensions).
- 1.2 The scheme for evaluating the effectiveness of Benefits Departments has changed, and is changing. The Members were taken through the internal processes expected to be looked at in the forthcoming inspection regime. Members had some concerns over the external interfaces to the DWP, and the potential for a change in circumstances for a client to go unreported for a length of time.
- 1.3 The Members were pleased to read and receive positive messages about the Bracknell Forest Council (BFC) Benefits Service from the recipients, and support groups. The working group also noted that previous reviews and a mock inspection showed that Bracknell Forest's Housing and Council Tax Benefits Service provides high performing services at a reasonable cost.
- 1.4 The working group had excellent co-operation, from both the BFC officers, and from the Citizens Advice Bureaux. The group looks forward to its continuing review of the Benefits Improvement plans.
- 1.5 Details of the Brief we worked to are in Appendix 1.
- 1.6 The Working Group comprised:

Councillor Finch (Lead Member)
Councillor Beadsley
Councillor Burrows

2. Background

- 2.1 Due to a change in the Audit Commission inspection regime for the Benefit Service it has been anticipated by the Bracknell Forest Borough Council's (BFC) Housing Benefit (HB) and Council Tax Benefit (CTB) Service that the current inspection rating of 4 out of a possible 4 may decrease to a 3 at the next inspection.
- 2.2 A Chartered Institute of Public Finance and Accountability (CIPFA) benchmarking study and a mock inspection were carried out to identify any areas for improvement needed for the Council's Housing and Council Tax Benefit (H&CTB) Service. The actions for improvement have been identified by officers in the form of an improvement plan which can be seen in Appendix 2.
- 2.3 The Chief Officer for Housing requested that Overview and Scrutiny comment upon and be involved in monitoring the implementation of the Housing and Council Tax Benefit Service Improvement Plan. This was agreed by the Environment, Culture and Communities Overview and Scrutiny Panel, which set up a Working Group (WG) to consider this in detail.
- 2.4 The Working Group welcomed undertaking this review as Housing Benefit and Council Tax Benefit is an important service for many Bracknell Forest residents, particularly in the current economic downturn.
- 2.5 The main purpose of the review was to look at the scope and coverage of the H&CTB Service Improvement Plan, to ensure it adequately addressed all points of concern raised by the mock inspection.
- 2.6 Key objectives of the review were to ensure that the improvement plan for the H&CTB Service is properly targeted at securing improvements to: benefits administration; take up; cost effectiveness and customer satisfaction.
- 2.7 As well as providing input into the improvement plan for 2009/10 the Working Group will receive regular monitoring reports on the achievements of the improvement plan and continue to provide advice and guidance when appropriate.
- 2.8 The current H&CTB improvement plan runs until the end of March 2009. The WG has agreed to monitor both the implementation of this short term improvement plan and then contribute to developing and monitoring an annual improvement plan.
- 2.9 The WG determined the scope of its review, as set out in Appendix 1.

Investigation, Information Gathering and Analysis

Scoping meeting with the Chief Officer of Housing

- 3.1 The Working Group commenced its review with a meeting to obtain background information on Bracknell Forest's Housing Benefit and Council Tax Benefit (H&CTB) Service and the draft improvement plan.
- 3.2 The Chief Officer for Housing briefed Members on the H&CTB Service at Bracknell Forest Council and the H&CTB Service Improvement Plan developed from a benchmarking exercise to improve performance and cost, and a mock inspection that took place to compare the Benefit Service against the Audit Commission's new key lines of enquiry for their assessment of Local Authority Benefits Services.
- 3.3 BFC's Benefit Service currently employs 24 staff; there is 1 vacancy due to internal recruitment. Currently two positions within the team are being filled by external contractors, who process some claims off-site. The work of the external contractors is assessed by the Benefit Service to make sure it is completed to a high standard. The officer structure of the team can be seen in Appendix 3.
- 3.4 The Benefit Service currently has 5,600 claimants. This figure relates to the number of households, not the number of individual customers.
- 3.5 When calculating a resident's entitlement to H&CTB all the benefits that a customer is claiming for are taken into account. The exceptions include Disability Living Allowance, Attendance Allowance and War Disability Pensions.



A selection of leaflets on Housing Benefit and Council Tax Benefit are available from <http://www.benefit-leaflets.org>

- 3.6 There are concerns that the revised assessment methodology for H&CTB Services may cause Bracknell Forest's Benefit Service's current 4 star rating to fall, but it was known that some other 4 star benefit services in other local authorities would be likely to fall to a greater degree than that of Bracknell Forest.
- 3.7 The benchmarking study compared the Benefit Service at Bracknell Forest against 18 other Local Authorities (listed in Appendix 4) based on similar operating systems, case load and geography. Results showed that Bracknell Forest has significantly above average performance and below average cost. The average cost per weighted case is £70.92 (after the housing stock transfer of BFC's council homes to Bracknell Forest Homes). A key area identified for improvement is the time it takes to process new claims.
- 3.8 The mock inspection of the benefits service identified 6 areas for improvement as follows:
1. Building service around customer needs
 2. Establish a centralised library of procedures, training notes etc
 3. Establish and clarify links with the Local Area Agreement
 4. Establish better ways to benchmark and prove value for money
 5. Establish organisational leadership/ challenge of the service
 6. Ensure defective claim analysis¹ produces positive outcomes for customers.
- 3.9 The latest version of the draft improvement plan developed from the mock inspection can be seen in Appendix 2. The improvement plan has been divided into 7 sections to cover each of the areas identified for improvement.
- 3.10 Benefit Service staff are developing a profile of who is currently claiming H&CTB and potential claimants, to include ethnicity data. It was noted by the WG that a challenge would be to have a set of data that the Benefit Service could evidence is better than the census data, which is what is currently being used to look at the demographics of claimants.
- 3.11 H&CTB is a demand-led service. The service has undertaken business planning to address the changes in circumstances that have started to occur in the current economic climate.

¹ Defective claims are those which not completed as sufficient evidence is not produced by the claimant to support the application.

Meeting with Staff from the Citizen's Advice Bureau

- 3.12 Two members of staff, a Welfare Benefits Caseworker and a Social Policy Secondment, from the Citizens Advice Bureau (CAB) attended a meeting of the Working Group to give an overview of, and advice on, H&CTB issues from the CAB perspective.
- 3.13 From the CAB's point of view the experience of working with Bracknell Forest Council's Benefit Service has improved greatly over the last few years. There was a time when the relationship between the two organisations was combative as the CAB was spending much of its time working on behalf of residents to try to resolve H&CTB claim issues. In more recent years the lines of communication have improved between the organisations and there is now more willingness to help address issues when they occur and to try to resolve them before they develop into bigger problems.
- 3.14 The most common experiences that the CAB has with residents regarding H&CTB can be divided into two types of issue. Firstly residents who have never claimed H&CTB before and secondly residents who have made a claim for H&CTB and something has gone wrong.
- 3.15 In the case of residents who have never claimed any benefit before, the CAB provides advice on which benefits they are eligible for and how to make a claim. The CAB believes that the reason residents do not go directly to the Council to enquire about their benefit entitlement is that residents are often unsure whether they are entitled to benefit and therefore it does not occur to them to contact the Council. Residents often have no experience of dealing directly with the Council and do not know who or how to contact Bracknell Forest Council (BFC). It was noted that residents with Bracknell Forest Homes often go directly to the Council as they have had experience of contacting the Council on previous occasions.
- 3.16 If residents have an issue with their benefit claim the CAB provides help and advice to residents as well as helping them to write letters to the Council to try to resolve the issue. It was noted that problems with benefits other than housing and council tax benefit can have a knock-on effect on H&CTB entitlement as the amount someone is earning directly affects the amount they can claim for in H&CTB.
- 3.17 A common problem for residents is that a 'change of circumstances' (e.g. upon becoming employed) is often not immediately registered, which can lead to an under or overpayment. In some cases it can take up to three months before a change of circumstances is picked up by the system. By this time residents can owe a large amount of money. Residents then receive a letter telling them that they no longer receive the same amount of benefit so have to pay all or a proportion of their rent themselves. This letter also states that the resident needs to pay more money on top of their rent to pay back the overpayment they received. Issues like overpayment can often take a long time to sort out with some cases taking up to a year.

- 3.18 The change in circumstance is particularly difficult for people who move in and out of work and are therefore on and off benefits regularly as the amount they are earning constantly changes. In some cases residents can return to their old level of benefit once they leave work, which is known as a 'link claim'. However in some cases residents can not do this and have to start a new claim which can take time to complete.
- 3.19 An issue commonly noticed by the CAB is verification of supporting documents. New links with the Department for Work and Pensions (DWP) and Job Centre Plus are supposed to mean that there is a 'one stop' place for residents to claim benefit. Once residents have completed their application and have taken their identification documents in to the Job Centre or DWP their claim goes to processing and then on to the Benefit Service at BFC. Residents are then often asked to produce their verification documents again at the Council Offices. This can cause a delay in the claim and residents find it hard to understand a delay due to the Benefit Service not having the correct evidence, as they have already produced it when they originally submitted their application.
- 3.20 Another issue noted by the CAB is that there is an imbalance in time given for claims. For example the Benefit Service may issue a letter to a claimant which gives them 4 weeks to produce 3 payslips. The resident may be paid fortnightly so to produce 3 payslips would take 6 weeks which is past the deadline. As a result the claim is stopped¹. In contrast the Benefit Service can take as long as they like to process the claim once they have received the correct information. It was noted that this is likely to be a legislative issue. In some cases information is requested from non-dependants. This can cause problems as residents are then responsible for producing other people's information which can take time and is difficult if they do not want to give up their personal details such as how much they earn.
- 3.21 The CAB believe that the time it takes to process new claims has greatly improved over the last few years and that the process involved to make a straightforward claim now works very well.
- 3.22 It was noted that the exchange of information between organisations such as the Council's Benefit Service, the DWP and Bracknell Forest Homes may need to be improved. Before Bracknell Forest Homes was created checks could be done to see whether residents had an H&CTB claim outstanding, this can no longer be carried out due to data protection rules. The idea of developing a way around this problem such as residents of Bracknell Forest Homes signing an authorisation form to allow checks to be carried out was mentioned².

¹ BFC Officers have said that they would not end a claim if they were asking for future payslips. They would just ask for them as and when received.

² BFC Officers have said that they already have 3rd party consent form for them to be able to discuss claims with landlords etc, and Bracknell Forest Homes already sign an authorisation form.

- 3.23 The CAB often post enquiries to Bracknell Forest Council's H&CTB Service on behalf of residents. It was suggested that it would be helpful if the CAB received an acknowledgement that their letter had been received. Often issues may take some time to deal with and the CAB and the resident are left not knowing what is happening. An acknowledgement letter would let the resident and the CAB know that the Benefit Service have received the enquiry and are dealing with it. It was noted that this could be done with a postcard system or that enquires could be submitted by email and once received an automatic response could be sent out to acknowledge receipt of the query¹.
- 3.24 When the Benefit Service responds to the query they do so directly to the resident. If the CAB were copied in on any correspondence then they may be able to pick up on any points missed by the residents that could impact on the claim.
- 3.25 The CAB mentioned that correspondence from the Benefit Service can often be difficult to understand particularly for residents. The letter sent out to residents to inform them that they have been overpaid and now owe money back are often very difficult to interpret and understand, causing worry and distress to residents. The letters from the Bracknell Forest Benefit Service have improved over the last few years but it is felt more could be done to improve their clarity².
- 3.26 With regard to the H&CTB Improvement Plan the CAB mentioned that events in the borough were a good way of reaching residents and raising awareness of H&CTB.
- 3.27 The CAB would also be interested in the outcome of the customer survey to see if residents' issues highlighted in the survey match the CAB's understanding of residents' issues.



Members of the working group met with staff from the Citizen's Advice Bureau (CAB) to gain their views on the Benefit Service at Bracknell Forest Council and how well it works for local residents.

From the left: Margaret Kempster - Welfare Benefits Caseworker for the CAB, Leona Rees-Tucker – Social Policy Secondment for the CAB and Councillors Burrows, Finch and Beadsley.

¹ BFC Officers have said that they already have an automatic response when an email is received.

² BFC Officers have said that this issue has been addressed in the Improvement Plan and that they are reviewing all their correspondence.

- 3.28 The current economic downturn has led to more people seeking advice from at the CAB. Over the last few years debt has been the biggest issue affecting residents however more recently employment issues have been increasing. Many residents are earning less or have been made unemployed which is affecting how much they claim in H&CTB. Since the economic downturn commenced the issues regarding H&CTB have become more complicated with CAB staff spending more time with residents.
- 3.29 The CAB noted that many problems with claiming H&CTB are not due to the Benefit Service. The CAB said it is how these issues are resolved that is important. It was noted that relations between the CAB and Bracknell Forest Council's Benefit Service are good and that communication needs to be kept open to allow for a productive working relationship to benefit Bracknell Forest residents.

Visit to Bracknell Forest Council's Benefit Service Offices

- 3.30 To further the Working Group's understanding of the processes involved in making an H&CTB claim and processing claims and any change of circumstances, a visit to BFC's Benefit Service Office was arranged.

An Overview of the Benefit Service

- 3.31 Members received an overview of the Benefit Service structure at Bracknell Forest Council from Shanaz Alam, Benefits Service Manager.
- 3.32 The two external staff that are located in Manchester process claims remotely. BFC only pay for the work that is done by these staff and their work is regularly reviewed to ensure it is meeting the standards set by the Benefit Service. The flexibility of this service means that if the processing workload increases, then an extra member of staff can be employed to help meet the demand.
- 3.33 The Working group noted that H&CTB claims and change of circumstance applications used to come directly to the Council's Benefit Service Offices. Now there are many different channels that residents can make a claim through such as the Job Centre Plus and the Department for Work and Pensions.
- 3.34 Due to the current economic climate there is a backlog at the Job Centre Plus. This means that it can take up to 3-4 weeks before the Council's Benefit Team is informed of a change of circumstance. This can result in the wrong amount of H&CTB being paid to a resident.
- 3.35 Notifications for a change in circumstances for a resident are received by the Bracknell Forest Benefit Service from the Job Centre Plus and the Department for Work and Pensions in electronic format.
- 3.36 The Working Group noted that the Benefit Service are willing to visit or talk with any companies or organisations in Bracknell Forest that are closing down or making a large number of redundancies, to advise staff whether they may be eligible for Benefits.
- 3.37 The Members were given a tour of the Benefit Service Offices and met with members of staff.

Mock Application

- 3.38 An Assessment Officer took the Members of the Working Group through a mock application form and explained how this is added onto the Benefit Service system, which automatically calculates the amount of H&CTB that the claimant is entitled to.
- 3.39 When a resident first submits a claim or a change of circumstance application, it is given to a Pre-Assessment Officer. It is the job of the Pre-Assessment Officer to enter the details from the form onto the system and to inform residents of any further details or evidence that they need to submit for their claim to be processed.

Part 1 About you and your partner – continued

You

Your partner

An Application form for Housing Benefit and Council Tax Benefit

If you are just claiming Second Adult Rebate only fill in Part 2.

Application for Housing and Council Tax Benefit

When did they claim?

/ /

When did they claim last?

/ /

When did they claim in?

/ /

When did they claim for?

/ /

Bracknell Forest Borough Council, Benefits Section, Time Square,
Market Street, PO Box 1781, Bracknell RG12 1HJ

Please fill in this form and send it to the above address. It is your application for help to pay your rent or council tax.

Send the form back straight away, we can normally only pay you from the first Monday after we receive it.

If you can't give us the proof that we need send the form in anyway and tell us that your 'proof' will be sent to us when you have it.

If you need help please contact us by visiting us at Time Square, by telephone on 01344 351866, in writing, or by e-mail at: benefits@bracknell-forest.gov.uk

Our fax number is 01344 351347.

If you need help filling in this form, or don't know what 'proofs' you need to provide to support your claim please contact a Pre-Assessment Officer on 01344 351877.

If you would like this form in a different language, or have difficulty reading please contact us on the above number and we will be pleased to help you.

We are open to the public Monday to Friday 8.30 am to 5.00 pm.

This is your claim for benefit, it is up to you to prove that the information that you are giving to us is correct. This means that you must answer all of the questions that are asked. Please make sure that you mark all the check boxes Yes ☒ or No ☐.

The proofs of your claim that we ask for must be ORIGINAL documents, copies will not be accepted.

If you send us documents that are valuable we will record that we have received them and return them to you by RECORDED DELIVERY.

We want to work out your benefit as quickly as possible, we can do this if you complete the form accurately and provide the evidence that we have asked for, please help us to help you.

Please take this page off and keep it as a record that you have sent your claim to us.

partners about

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Date form sent to Bracknell Forest Borough Council:

1 2 3 4 5 6

Bracknell Forest Council's Application form for Housing and Council Tax Benefit. The application form is 28 pages.

- 3.40 The original forms submitted by claimants are scanned so that officers can work from an electronic version of the form. This also allows off-site processing staff to see the application form. The original hard copies of the application forms are stored and are shredded after three months.
- 3.41 Claims that already exist on the system have a reference number. This means that for a change of circumstance much of the data is already on the system and does not need to be re-entered. New claims are allocated a reference number by the Pre-Assessment Officers using the online system.

- 3.42 Once all the data has been entered on the system and the evidence has been produced the claim is passed onto an assessment officer who calculates the amount of H&CTB the claimant is entitled to and can authorise payment.
- 3.43 The Working Group noted that electronic versions of evidence such as bank statements can be temporarily accepted as evidence, but that a hard copy does need to be produced and verified.
- 3.44 The current online H&CTB system is called Pericles. This system will be stopped, and the Benefit Service will need to procure a new system as a replacement for use from next year.
- 3.45 The Working Group noted that transferring the data from the hand written form to the online system was a lengthy and cumbersome process.
- 3.46 Each Local Authority has its own H&CTB application form. This means that a resident moving from another borough will have to fill out a new form for Bracknell Forest. The application forms vary widely across different authorities.
- 3.47 The Working Group noted that the H&CTB Application process makes no provision for a person's debt and only takes into account their capital. It was noted that the Government are reviewing the whole of the benefit system and it is possible that this could change.

Meeting with the Executive Member

- 3.48 The Working Group met with Councillor Birch, Executive Member for Adult Services, Health and Housing on the 10th March 2009. The Executive Member stated that Bracknell Forest has a very good benefit service. Inspections of the Benefit Service at Bracknell Forest have shown good results with the most recent inspection giving the service a rating of 4 out of 4.
- 3.49 The Working Group noted that due to the Auditors challenging the accuracy of performance indicators the current Benefit Service rating of 4 may be reduced to a 3 at the next inspection. The Benefit Service is challenging this decision of the Audit Commission.
- 3.50 The H&CTB Service provided by Bracknell Forest is well run with good customer relations. The service runs a compliments and complaints system. It was noted that in the last quarter the service received no registered complaints or compliments from service users.
- 3.51 It was noted that the Executive Member and the Chief Officer's key objective in inviting the working group to look at the HB & CTB Improvement Plan was to allow for long term monitoring of the plan as well as input into the development of the new Improvement plan for 2009/10. Part of the improvement plan is for the working group to 'stay in touch' with the improvement plan.
- 3.52 The Executive Member told the Working Group that due to the changing economic times the number of new H&CTB claims is starting to increase. As well as an increase in new claims the service is seeing an increase in number of people with a change of circumstances.

- 3.53 The improvement plan is very timely in that part of the plan looks at informing and engaging members of the public to ensure that they receive the benefit that they are eligible for. The Benefit Service want to ensure that Bracknell Forest residents are receiving the maximum and proper take up of H&CTB that they are entitled to.
- 3.54 It was noted that the increased volume of claims would not interfere with the implementation of the improvement plan. The H&CTB Improvement Plan anticipates capacity issues. Good practice shows that Benefit Services should have processes in place for anticipated capacity issues.
- 3.55 The Chief Officer talked Members through the draft improvement plan (see the table below). The current plan runs up to the end of March 2009, and will inform the plan for the following 12 months.

Summary of Working Group Consideration of the H&CTB Service Improvement Plan (please see Appendix 2)

1.	Build a service around customer needs
1 a.	<p>The Bracknell Forest Benefit Team have analysed their caseload and compared it to national figures.</p> <p>Results show that there are a high number of elderly people who own their own homes who were not aware that they were entitled to claim Housing and Council Tax Benefit.</p> <p>Another issue recognised by the Benefit Service is the clarity of written correspondence sent to service users. The letters sent to residents are system generated and as such cannot be made bespoke to individual residents' needs; however it was noted that the system-generated letter could be adjusted to reflect best practice. The Working group noted that an explanation guide is available for residents on Bracknell Forest Council's public website.</p> <p>Members of the working group felt that the letters sent to service users used too many words and had references to Acts and clauses which could cause confusion. This was particularly evident in the first paragraph of the letters. It was felt that this information could be included as a footnote to the letter.</p> <p>The Executive Member and Chief Officer noted this and said that the future review of Bracknell Forest Benefit Service correspondence would try to emulate best practice seen through the benchmarking club.</p> <p>It was noted that the Benefit Service Team will be contacting Winchester City Council to organise a visit to their benefit service to observe best practice.</p>
1 b.	<p>The Benefit Service is looking at using a mosaic database to analyse potential clients in Bracknell Forest. This system can be used to analyse a street in the Borough. The system works out the percentage of residents living in the street who may be eligible for benefit, it will also work out the percentage of residents on the same street who are claiming H&CTB and then compare the two data sets. This will allow for a targeted marketing approach, and help the Benefit Service to engage with residents entitled to claim benefit.</p> <p>This system is expensive as a licence is needed to run the program. The cost to benefit ratio of using the system needs to be looked at to consider the beneficial outcomes against purchasing the mosaic system. The Benefit service are looking at sharing the cost of this with another service area of the Council, as it is possible to use the system to target communities for many different types of targeted marketing.</p> <p>The working group noted that the system will be used only to identify the most vulnerable residents in the borough, and will be used to increase awareness of the benefits that residents are entitled to.</p>

	It was noted that another way to raise awareness may be to use the Council's Community TV system.
1 c.	The H&CTB Service are logging customer complaints and using these to review procedures. The logged complaints will also be used to inform staff meetings. There were no service complaints in the last quarter.
1 d.	The H&CTB Service will be sending a customer satisfaction survey out at the end of April. A customer focus group will be generated on the back of the survey results.
1 e.	<p>The 'benefits 4 you' outreach event was successful, with a large number of residents attending the event. It was felt that even though it is difficult to judge how many people may be benefit service customers, the event has still helped to raise awareness of the service.</p> <p>Whilst it was felt that the event was successful, outreach is very labour intensive and prevents officers from being in the Housing and Council Tax Offices working with service users or processing claims. However on this occasion the staff attending were not frontline staff.</p> <p>The benefit service are looking to hold localised events and 'piggy back' on other Council events to reduce resource input. An H&CTB Service stall is held at an ongoing fortnightly surgery in Sandhurst.</p> <p>It was felt that marketing may need to be considered for future events as there can be a perceived stigma associated with claiming benefit.</p>
1 f.	The working group noted that a Housing and Council Tax Benefit Service Customer Focus Group will be formed once the customer survey results have been compiled.
1 g.	<p>The H&CTB outreach surgeries have been run alongside the Citizen's Advice Bureau. Initially there was a low response to the surgeries however they are starting to generate more response as they become better known.</p> <p>As with the outreach event, the ratio between officers spending time with customers in the community and the time spent travelling to and from locations against being in the office processing claims needs careful consideration. With the current increase in H&CTB Claims processing time is the priority.</p>
1 h.	<p>The Bracknell Forest Benefit Service is currently agreeing a script with West Berkshire Council's Benefit Service to develop a mystery shopper programme. Information gained from this exercise will be shared with other authorities in Berkshire.</p> <p>It was noted that the working group would like to know when the exercise is place, and would like to see the results once the programme has been completed.</p>

1 i.	<p>Results of a customer satisfaction survey looking at the reception area of the H&CTB Service have shown that many customers would be happy to watch a rolling screen of benefit information rather than sit and read through the leaflets available in reception.</p> <p>As a result a television has been ordered and this facility will be available in the reception from the end of March 2009.</p> <p>Results also showed that customers, who had not booked an appointment and had just visited the offices, would be prepared to wait up to half an hour in reception to speak with an officer about Housing and Council Tax Benefits.</p>
1 j.	<p>The reception is run in conjunction with the Council's Customer Service Department. The Benefit Service has an operational agreement with customer services and works with them to set targets that will improve the reception service received by customers.</p> <p>A copy of the agreement has been published on the Council's website and a hard copy will be put up in the reception area so that benefit service users can see the targets and will know how long they may have to wait before being seen. This will allow customers to know if the service they are receiving in reception is not meeting the standards set by the H&CTB Service.</p>
1 k.	<p>The work on the equality impact assessment has now been completed and the Benefit Service Team is waiting to meet with the consultants to discuss the results.</p>
2.	Establish a centralised library of procedures, training notes etc
2.	<p>A programme of review to create a centralised library of procedures has been completed with procedures available to staff currently up to date. This facility will be regularly reviewed.</p>
3.	Establish and clarify links with Local Area Agreement
3.	<p>NI142 – Percentage of vulnerable people who are supported to maintain independent living. If residents fall into this category then they are automatically eligible for H&CTB.</p>
4.	Establish better ways to benchmark and prove value for money
4.	<p>The Housing and Council Tax Benefit Benchmarking Club's membership is still as before (for a full list of members see appendix 3).</p> <p>It was noted that Winchester City Council who are also a member of the benchmarking club have very good processing times. Bracknell Forest's average processing time for new claims is 29 days. Winchester City Council's average processing time is 16 days which is around half the time of Bracknell Forest's. The H&CTB Service will be looking at Winchester City Council's best practice to reduce the average processing time at Bracknell Forest.</p>

	<p>The working group noted that measuring the output of the Benefit Service was important as it allows for proper resourcing of processing activities. Previously the staff workload was managed on an input basis rather than an output basis. This new system will allow for faster processing times as the number of staff needed and the time need to process the current work load of claims can be identified.</p> <p>It was noted that the benefit service are tendering to procure a new benefit software system. When the system was last changed (three years ago) there were problems with data cleansing. This time the service have a much better knowledge of what is needed and the data is better prepared for transfer. A work flow system has been put in place to carry on scanning data whilst the system is being changed.</p> <p>The Working Group noted that the process of filling in a form by hand and then transferring the data to an online form is cumbersome and time consuming. To improve this, the benefit service's intention is to tender for an online benefit calculator provider who can also provide an online H&CTB Claim application form.</p>
5.	Establish organisational leadership/ challenge of the service
5 a.	An Overview and Scrutiny working group has been established to look at the Housing and Council Tax Benefit Improvement plan.
5 b.	Staff focus groups and brain storming sessions are being introduced at lunch times.
5 c.	A review of communication with staff has been undertaken across the whole service. One result of this is the creation of a staff newsletter which is regularly distributed to all H&CTB staff members.
5 d.	The staff satisfaction survey is ongoing.
6.	Ensure defective claim analysis produces positive outcomes for customers
6.	Defective claims are being recorded by staff and monitored. The main reasons for defective claims can now be addressed.
7.	Review and update improvement plan
7.	Results of the review of the improvement plan will be fed into the new improvement plan for 2009/10.

- 3.56 The Executive Member commended the Benefit Service for doing a thorough job. Business planning is in place which will allow processing times to be decreased.
- 3.57 With reference to the demographic information, the WG noted that with a future increase in the elderly population, provisions may need to be put in place to assist older people in making H&CTB Claims.
- 3.58 It was noted that the benefit service provide home visits to assist vulnerable people with their claims and that various people (such as staff at the DWP) are authorised to verify evidence so that it does not have to be brought into the Benefit Service offices in Time Square, Bracknell.
- 3.59 The WG noted that with the current economic climate the number of H&CTB payments being made directly to landlords may increase if tenants fall into arrears which might cause a drain on resources. It was noted that this should not be a drain on the Benefit Team's resources as this was a standard procedure 12 months ago; therefore processes are in place to allow for this. If a conflict arises between the tenant and the landlord then this should be dealt with by housing staff and not by the benefit staff. If a tenant falls into more than 8 weeks in arrears then the Benefit Service can make payments directly to the Landlord.

Conclusions

From its investigations, the Working Group has drawn the following conclusions.

- 4.1 The Housing and Council Tax Benefit Service in Bracknell Forest is an important service for residents, particularly in the current economic climate. It is important that the service is run efficiently and that all residents are made aware of the service so that they can claim for any H&CTB they may be entitled to.
- 4.2 The Working Group commend the Executive and the officers for the initiative they have taken to improve the already highly performing Housing and Council Tax Benefit Service by commissioning research and working on an action plan based on the evidence gathered.
- 4.3 The Working Group concludes that the H&CTB Service Improvement Plan is properly targeted at securing improvements to the benefits administration; increasing the take up of H&CTB by residents who are eligible, improving the cost effectiveness of the service and improving customer satisfaction with the service they receive from the H&CTB Service.
- 4.4 The H&CTB service is run independently from other concessionary services run by the BFC.
- 4.5 Using Population Trends in Winter 2008 published by the Office for National Statistics, the Benefit Service have compared the national population benefit household age split to that of Bracknell Forest. The analysis of the live H&CTB caseload (as of 11/02/09) shows that the largest age group of claimants in Bracknell Forest are those over 65. This age group accounts for 54.5% of H&CTB claimants in Bracknell Forest, compared to the national average of 46.9%.
- 4.6 This number of elderly claimants needs careful monitoring as the Borough having an aging population means that the percentage of claimants over the age of 65 is likely to increase. Elderly people may need more help making a claim and provision needs to be put in place to take this into account.
- 4.7 To identify hard to reach claimants in the Borough the H&CTB service have held a Benefits for you event. This event saw a large number of residents making enquiries about H&CTB. It is difficult to judge how many of these people may qualify for H&CTB themselves, however even if they themselves do not they may know of someone who could and pass on the information. This will become an annual event.
- 4.8 It is also hoped that other benefits events may be held along side other future Council events. Particularly those which are being held outside of the town centre.
- 4.9 The WG has decided not to directly seek the views of customers using the H&CTB service. It is hoped that the Customer Satisfaction Survey will meet this need. Evidence from these can then be incorporated in the Improvement Plan if applicable.

- 4.10 Work done during the review has included a meeting with the Citizens Advice Bureau to directly obtain the views of H&CTB customer representatives.
- 4.11 The performance of the Benefit Service has an effect on National Indicator of performance number 142, which is the Percentage of vulnerable people who are supported to maintain independent living. If residents fall into this category then they are automatically eligible for H&CTB. The Benefit Service need to make sure that there is a system in place to identify vulnerable people, inform them of any H&CTB they may be entitled to, and help them to make a claim.
- 4.12 The Housing and Council Tax Benefit Service at Bracknell Forest is a high performing service which is well run. It is hoped that the implementation of the Improvement Plan will address the issues raised in the mock inspection and ensure that the H&CTB services rating does not fall more than necessary at the next inspection.
- 4.13 The WG look forward to reviewing best practice from other local authorities once it becomes available and is reported by officers.
- 4.14 The Working Group has considered the improvement plan in detail and has had an explanation of how and why this plan will deliver improvements to the H&CTB service. The progress made over the last few months shows that the plan is helping to improve key areas of the H&CTB service.
- 4.15 The Improvement Plan is good but key challenges facing the H&CTB services include:
- Data quality
 - An aging claimant population, which may require extra resources.
 - Processing times need to be reduced. The best performing Local Authority processes claims in half the time it takes Bracknell Forest.
 - Clear communication with customers, particularly letters sent to customers requesting further information, or explaining the details of an overpayment.
 - Clarification of the technical information given to claimants, particularly the legislation referred to in correspondence.
 - Localised events to raise awareness of the service, particularly for hard to reach residents.
 - A clearer definition of what exactly constitutes a change of circumstances, how this may affect a residents claim and what they need to do to correctly inform the Benefit Service to prevent any over or underpayment.
 - The plan should take into account lessons from other local authorities' best practice.
 - A provision for circumstances beyond the control of the Bracknell Forest H&CTB service, such as the delay in receiving change of circumstance updates from the Department for Work and Pensions.
- 4.16 The updated 2009/10 Improvement Plan should take into account the points mentioned above. The WG will be monitoring the progress of the future H&CTB improvement plan and look forward to seeing the plan once it has been drafted.

- 4.17 The WG will review the findings of the first inspection by the Audit Commission using the new inspection regime.
- 4.18 This review has been useful in furthering Member understanding of the Housing and Council Tax Benefit Service.

Recommendations

It is recommended to the Executive Member for Adult Services, Health and Housing that:-

- 5.1 The new H&CTB Service Improvement Plan should address the communication issues set out in paragraph 4.15. The new plan needs to show clearly how these issues will be tackled in an effective way to improve the service received by Bracknell Forest residents.
- 5.2 The working group recognises the value of the offsite claims processing facility as it is a cost effective and flexible way of dealing with the changing pressures of workload. This facility should be expanded if necessary to meet the increase in demand for processing H&CTB claims due to the current economic downturn.
- 5.3 The improvement plan should include a task to 'consider how the service could deal with an increase in demand for home visits' as this could be a consequence of an increase in the number of older applicants.
- 5.4 The Council continues to work with external organisations and claimants to achieve the most timely notification of changes of circumstances.
- 5.5 The clarity of written communication be fully reviewed so that recipients have a clear understanding of what is being asked of them. This could take the form of a summary at the start of the letter very clearly stating the position and what is to be paid to whom and when, separated from the more detailed explanation. The quality and clarity of communication is an important issue that will help to clear up any resident's confusion, prevent unnecessary worry and speed up claim processes for the H&CTB Service.
- 5.6 Information that clearly defines any technical terms used in H&CTB correspondence should be provided with the letter. This should specifically include a section that provides clarity on legislation referred to in correspondence, define what exactly constitutes a change of circumstance and what the claimant needs to do to make sure that the H&CTB service is correctly informed to prevent any over or under payment. This information is currently available on the H&CTB website; however this facility is not always easily accessed by all claimants, particularly those that are vulnerable and hard to reach. Further information could be provided in the form of an explanatory leaflet or advertised on the Council's Community TV facility.
- 5.7 The Council should increase awareness of residents' eligibility for H&CTB. New ways of reaching vulnerable people should be investigated further. Community TV for example, may be a good way of informing residents and encouraging them to take up any benefit they are entitled to.

- 5.8 The H&CTB Service continue to investigate ways of sharing the cost of the mosaic database as the system will help to identify potential claimants who otherwise may not be reached. The Council should investigate the possibility of integrated Council use to reduce the cost to the H&CTB Service.
- 5.9 The Council should investigate the possibility of being linked to other Council facilities such as the Registrar's Office so that when a change of circumstances occurs such as a birth or death a process is triggered that informs the H&CTB Service that a change of circumstance has occurred and therefore that person's H&CTB entitlement may have altered.
- 5.10 The value of holding public events is recognised however this can be time consuming and prevents officers from being in the office. Consideration should be given to the possibility of training outreach workers to inform residents of the H&CTB service and to make these possible claimants known to the H&CTB Service. Training could be given to Health Visitors and staff from voluntary agencies such as Home Start and Age Concern to allow them to inform and identify potential claimants to BFC's Benefit Service.
- 5.11 The H&CTB Service should continue to pursue best practice information from other local authorities, which can be used to inform the improvement plan and be applied to the service at BFC. Members of staff should directly visit other authorities' H&CTB Services to observe at first hand how they run their service. Monitoring of workload needs to take place to ensure that there is time available for staff to visit high performing local authorities.

It is recommended to the Environment, Culture and Communities Overview and Scrutiny Panel that:-

- 5.12 The Working Group should continue to operate and intend to review the H&CTB Service Improvement Plan for 2009/10 once it has been prepared, and again before the end of the year to review progress on implementing the plans' objectives and how any new processes and/or procedures are affecting the H&CTB Service.

3. Glossary

Abbreviation	In full
BFC	Bracknell Forest Council
CAB	Citizen's Advice Bureau
CIPFA	Chartered Institute of Public Finance and Accountability
CTB	Council Tax Benefit
DWP	Department for Work and Pensions
HB	Housing Benefit
H&CTB	Housing and Council Tax Benefit
WG	Working Group

The Scope of the Review

BRACKNELL FOREST COUNCIL

**ENVIRONMENT, CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL
4 FEBRUARY 2009**

WORK PROGRAMME 2008 – 2009

Terms of Reference for

**IMPLEMENTATION OF THE HOUSING AND COUNCIL TAX BENEFIT IMPROVEMENT
PLAN OVERVIEW AND SCRUTINY WORKING GROUP**

Purpose of this Working Group / anticipated value of its work:

- | | |
|----|--|
| 1. | To further Members' understanding of, and support for the improvement of the Housing and Council Tax Benefits service |
| 2. | To review the scope and coverage of the Benefits service improvement plan, to ensure it adequately addresses all points of concern |
| 3. | To receive and consider monitoring reports on the achievement of the improvement plan |

Key Objectives:

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|----|---|
| 1. | To meet the purposes set out above. |
| 2. | To ensure that the improvement plan for the Benefits service is properly targeted at securing improvements to: benefits administration; take up; cost effectiveness, and customer satisfaction. |
| 3. | To directly elicit the views of customer representatives on the Benefits Service |
| 4. | To provide input to the development of the future benefit service improvement plan |
| 5. | To monitor progress on the current and future Benefit service improvement plan |
| 6. | To review the findings of the first inspection by the Audit Commission using the new inspection regime. |
| 7. | To review best practice in other local authorities compared to that of Bracknell Forest, as reported by officers |

Scope of the work:

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| 1. | Bracknell Forest Housing and Council Tax Benefit Service |
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Not included in the scope:

- | | |
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| 1. | Matters outside the Housing and Council Tax Benefit Service and its improvement plan. |
|----|---|

Terms of Reference prepared by: Implementation of the Housing and Council Tax Benefits Improvement Plan Overview and Scrutiny Working Group

Terms of Reference agreed by: Implementation of the Housing and Council Tax Benefits Improvement Plan Overview and Scrutiny Working Group

Working Group structure: Councillors Beadsley, Burrows, Finch

Working Group Lead Member: Councillor Finch

Portfolio Holder: Councillor Birch

BACKGROUND:

- | | |
|----|---|
| 1. | Due to a change in the Audit Commission inspection regime for the Benefits service, a CIPFA benchmarking study and a mock inspection were carried out to identify any areas for improvement needed to the Council's Benefits service. The areas for improvement have been identified by officers in the form of an improvement plan |
|----|---|

SPECIFIC QUESTIONS FOR THE PANEL TO ADDRESS:

- | | |
|----|--|
| 1. | What are the key challenges in implementing the improvement plan? |
| 2. | Which groups are claiming Housing and Council Tax benefits and who are potential claimants? |
| 3. | How is the benefit service making sure it identifies and encourages hard to reach groups that may be entitled to benefits? |
| 4. | In which areas have customers indicated that an improvement is needed? |
| 5. | Is the service linked to other concessionary services by the Council? |
| 6. | Which National Indicators of performance does the Benefits service influence? |

INFORMATION GATHERING:

Witnesses to be invited

Name	Organisation/Position	Reason for Inviting
TBC	Citizens Advice Bureau	To provide an outside customer representative perspective
Councillor Birch	BFC, Executive Member for Adult Services, Health and Housing	To obtain the views of the Executive member on the improvements needed to the Benefits Service

Site Visits

Location	Purpose of visit
None	

Key Documents / Background Data / Research

- | | |
|----|--|
| 1. | Housing and Council Tax Benefit Improvement Plan |
| 2. | CIPFA Benchmarking Study |
| 3. | Mock Inspection report |
| 4. | Other Councils' examples of good Practice |

TIMESCALE

Starting: 4th February 2009

Ending: End of March/ beginning of April 2009, to comment on the scope/ direction of the improvement plan. Continued monitoring of improvement plan.

OUTPUTS TO BE PRODUCED

1. Provide views on adequacy of the current improvement plan
2. By April 2009, input for next years improvement plan
3. Ongoing monitoring of the future Benefit Service improvement plan

REPORTING ARRANGEMENTS

Body	Date
To the Environment, Culture and Communities O&S Panel	Each Panel Meeting
Interim report	End March/ April
Further reports	TBC

MONITORING / FEEDBACK ARRANGEMENTS

Body	Details	Date
Reporting to Environment and Leisure Overview and Scrutiny Panel by Executive Member.	Oral or written report	

Draft Improvement plan 2008/09

APPENDIX 2

Recommendation	Action	By when	Lead officer	Outcome	Progress
1. Build service around customer needs	1a Analyse benefit client group via interrogation of existing system by working age , ethnicity and disability	Jan 09	Lead improvement plan officer	Information to target publicity/ promotion activity	<p>Analysed current case load from HBMS & SHBE files. Could only analyse case load by age, disability and tenancy type.</p> <p>Shows that high proportion of customers are pensioners compared nationally.</p> <p>Bracknell have a high percentage of HB claims compared nationally. As HB claims are generally more complex than non-HB this may account for why claims may take longer to process. It could also indicate that more work needs to be done for owner occupiers for CTB only take up.</p> <p>20% of caseload</p>

					<p>receive a disability related benefit. The analysis shows that these claims are actually processed quicker</p> <p>Still looking at ways to analyse caseload by ethnicity as information available quite out of date.</p> <p>Public website has been reviewed & documents updated. Will be adding on to website an 'explanation of notification letters and overpayment letters' to help customers who find these letters difficult to understand</p> <p>To review and update our letters sent to customers to make easier to understand</p>	
	1b	Use mosaic data base to analyse potential client data base	Jan 09	Lead improvement plan officer	Information to target publicity/ promotion activity	Had a look at demonstration of Mosaic software.

					<p>Works by classifying households or postcodes into those that would be more than likely eligible. Can analyse areas/streets that are currently claiming compared with estimates on percentage that may be entitled. If percentage that currently claim is lower than the percentage expected to be eligible then this can help us to target specific areas.</p> <p>Cost of software & the analysis around £7k. Currently looking at whether other departments would be interested in sharing costs.</p> <p>Advert being displayed in Heatherwood & Wexham Hospital Bedside Folders to target those in hospital on low income.</p> <p>Advert has been sent</p>
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					to Age Concern to target elderly. Posters to be distributed around the borough to advertise service	
	1c	Establish customer review programme based on complaints and compliments	Dec 08	Rosie Corah	Service improvements based on programme of change based on response to customers	Spreadsheet created to record complaints & compliments. Rosie is actioning any issues that arise. Advising staff on team meetings on any compliments received
	1d	Consultation programme with 600 current benefit customers	Jan 09	Shanaz Alam	Customer satisfaction and service improvement recommendations	Finalising survey to be approved in next couple of weeks Once sent & received back then can compare with the trial survey on reception and analyse results.
	1e	Hold benefits 4 you outreach event	Jan 09 (subject to date)	Improvement plan focus group	Face to face engagement with community to promote benefit service	Event took place 5/2/08 at Princess Square from 10am until 4pm.

		confirmation)			<p>Aim of day was to give help and advice to enable residents to maximise their income.</p> <p>Attending event was Benefits Service; Pension Service; Sustainable Energy Officer; and CAB.</p> <p>Gave away leaflets/info packs on other council services that offer discounts/concessions. Benefit application forms given</p> <p>Free goodies for residents to take; facepainting for children; & free prize draw with prizes donated by Leisure services.</p>
	1f Establish benefit customer focus group and hold first meeting by April 2009	Dec 08	Lead improvement plan officer	Customer input into service improvements	On customer satisfaction survey is opportunity for residents to show their interest in attending customer forum, so will need to await surveys

Recommendation	Action	By when	Lead officer	Outcome	Progress
	1g Develop programme of outreach surgeries including joint surgeries with RSL and pensions service	Complete	Lead improvement plan officer	Increased take up of benefits	<p>Holding regular 2 weekly surgeries at Sandhurst Town Council – to distribute more posters to improve attendance</p> <p>2 Money advise sessions attended with CAB & BFH.</p> <p>Attended workshop with BFH – to be held quarterly</p> <p>Sandhurst surgeries ongoing and other surgeries planned: Age Concern open day 8th April; Jubilee court surgery 19/3/09 – initially see how successful this surgery is then approach other Housing Associations</p> <p>Meeting booked on 25th March with Pension Service to look at ways of working closer</p> <p>Landlord forum booked for 9th April at Council</p>

					Chambers	
	1h	Develop mystery shopper programme in partnership with neighbouring LA's	Jan 09	Lead improvement plan officer	Independent verification of service quality	In contact with Joanne England @ West Berks Council. We are devising script/plan for the mystery shopping & then other councils may borrow this
	1i	Develop reception improvement plan based on customer consultation	Jan 09	Reception improvement project group	Improved customer experience and improved access to services	Display boards/plasma TV and interview rooms finished by 31/3/09
	1j	Publish existing service standards and then work with focus group to develop customer focused revised standards	Jan 09	Lead improvement plan officer	Established customer sensitive service standards	Current service standards published in Time Square reception area and on website.
	1k	Complete equality impact assessment of benefit service and publish	Dec 08	Shanaz Alam	Equality improvement action plan	EIA completed – being finalised before published
2. Establish centralised library of procedures, training notes	2a	Programme of review of procedures to be established	Dec 08	Shanaz Alam	Consistent , standardised procedures	Procedures up to date and available to staff. To be reviewed regularly – ongoing

etc					
3. Establish and clarify links with Local area agreement	3a Review LAA priorities	Jan 09	Shanaz Alam	Identified links to LAA priorities	Will analyse National Indicators and establish any links to the Benefits Service
	3b Establish service contributions to LAA targets e.g. NI 142	Jan 09	Shanaz Alam	Identified contributions to targets	
Recommendation	Action	By when	Lead officer	Outcome	Progress
	3c Benefit service planning exercise	Jan 09	Simon Hendey	Service plan based on full staff engagement and ownership	
4. Establish better ways to benchmark and prove	4a Establish benchmarking club from CIPFA and Meritec inspection data	Dec 08	Lead improvement plan officer	Improved value for money	Applied Benchmarking 09 for

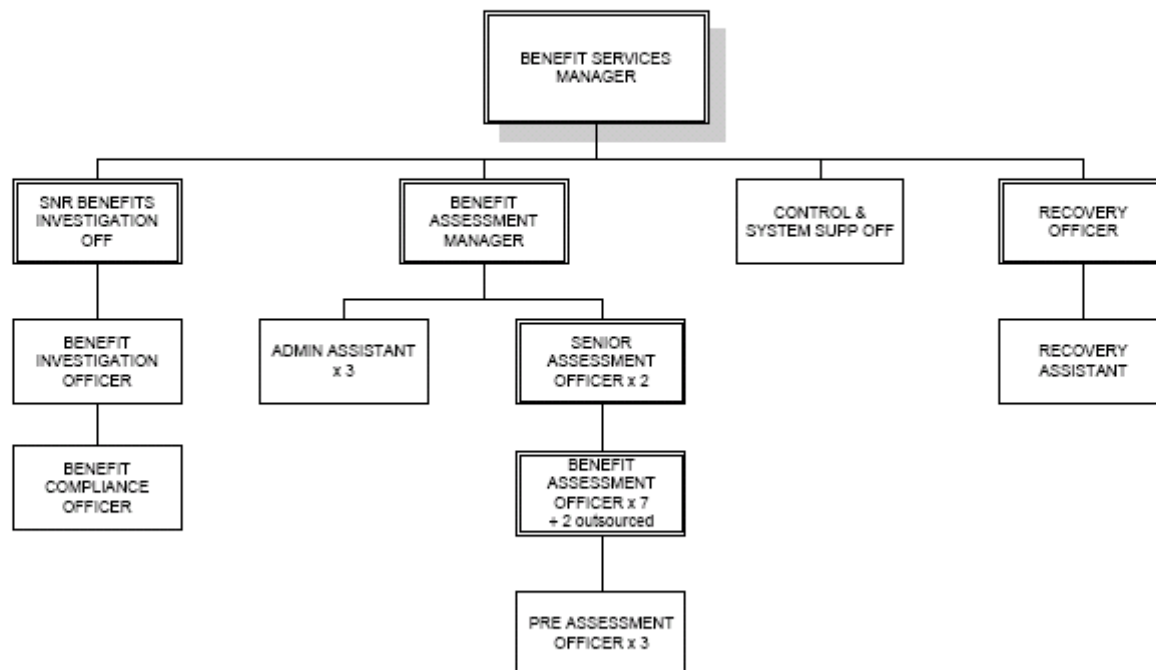
VFM					
	4b, Establish joint working with neighbouring LA's to benchmark VFM	Dec 08	Lead improvement plan officer	Improved service delivery and VFM in a local context	Arranging meeting to share good practices with Winchester as they showed good performance with a similar caseload Arranging meeting with good performing neighbouring LA's
5. Establish organisational leadership/ challenge of the service	5a, Report to Environment, culture and communities Over view and scrutiny committee to gain involvement in improvement plan	Dec 08	Simon Hendey	Member endorsed and supported improvement plan	
	Action Over view and scrutiny 18.12.08 – Report and documents in Folder 5a	Complete			
	Action Members to agree to establish a working party to monitor the implementation of the improvement plan.	Ongoing			

	Made up of 3 Members who are: Councillor Beadsley Councillor Burrows Councillor Finch				
	5b Develop programme of staff focus group activity to implement improvement plan recommendations	Dec 08	Lead improvement plan officer	Staff engagement and ownership of improvement plan	Monthly lunchtime meeting sessions with small groups of staff to get opinions/ideas on recommendations – ongoing
	5c Review communication strategy with staff and undertake consultation exercise on staff satisfaction	Jan 09	Simon Hendey	Plan to improve two way communication with staff and recognise staff contributions	
	5d Identify staff satisfaction survey results 2007 for the benefit service and develop improvement plan	Dec 08	Shanaz Alam	Improved responses from 2009/10 satisfaction survey	Staff Survey results received & to be analysed – ongoing

Recommendation	Action	By when	Lead officer	Outcome	Resources
6. Ensure defective claim analysis produces positive outcomes for customers	6a Establish defective claim position	Complete	Sharon Okonkwo	More benefit take up and quicker processing as well as identification of vulnerable groups	Defective claims being recorded by staff & now being monitored by lead improvement officer. Application forms are being sent out to those who would have qualified & covering letter inviting them to book appointment to avoid claims being made defective again
7. Review and update improvement plan	7a Review improvement plan and update for future plan	March 09	Simon Hendey	New improvement plan for 2009/10	

The Staff Structure of the Bracknell Forest Housing and Council Tax Benefit Service**Housing**

1 January 2009



Housing Benefit and Council Tax Benefit Benchmarking Group Membership

- Bracknell Forest
- East Hampshire
- Havering
- Herefordshire
- Macclesfield
- Oxford
- Reading
- Slough
- Solihull
- South Gloucestershire
- South Lakeland
- South Staffordshire
- Sutton
- Swindon
- Torbay
- West Berkshire
- Winchester
- Windsor
- Wrexham

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ENVIRONMENT, CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL 23 JUNE 2009

WORKING GROUPS UPDATE REPORT (Lead Working Group Members)

1 INTRODUCTION

- 1.1 This report sets out the progress achieved to date by the working groups of the Environment, Culture and Communities Overview and Scrutiny Panel.

2 SUGGESTED ACTION

- 2.1 That this update report be noted.

3 SUPPORTING INFORMATION

'Waste Not Want Not' – Review of Waste and Recycling

- 3.1 On 16 March 2009, the Panel agreed the final draft of the report of one of its working groups undertaking a strategic review of waste collection, disposal and recycling and recommended that it be adopted by the Overview and Scrutiny Commission for sending formally to the relevant Executive Member. However, when subsequently considering the report at its meeting on 1 April, the Commission did not adopt the report but raised a number of related queries and comments. A response to these queries and comments was formulated and agreed by the Working Group and Panel outside the normal cycle of meetings. The agreed response included one suggested change to recommendation 5.2 to read:

- “An investigation be carried out into the feasibility of giving all residents the option to request 140 or 240 litre wheeled blue bins if they have insufficient space or demand for the larger 240 litre bin or the 140 litre bin is not large enough to accommodate paper and card waste in addition to cans and plastic bottles.”

- 3.2 Having considered the response to its queries and comments at its meeting held on 11 June 2009, the Overview and Scrutiny Commission agreed with the change to recommendation 5.2, agreed the responses to its previous queries, and adopted the amended report.

Other Working Groups

- 3.3 Updates in respect of the Panel's other working groups, which have reviewed street cleaning, the Council's Housing Strategy and the implementation of the Housing and Council Tax Benefit Improvement Plan, appear elsewhere on this agenda.

Background Papers

None

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ENVIRONMENT, CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL 23 JUNE 2009

OVERVIEW AND SCRUTINY – QUARTERLY PROGRESS REPORT Assistant Chief Executive

1 INTRODUCTION

- 1.1 This report sets out the Overview and Scrutiny (O&S) activity over the period February to April 2009, also the national and local developments in O&S.

2 SUGGESTED ACTION

- 2.1 That the Environment, Culture and Communities Overview and Scrutiny Panel notes the quarterly progress report on Overview and Scrutiny.

3 SUPPORTING INFORMATION

Overview and Scrutiny Working Groups

- 3.1 The table at Appendix 1 sets out the current status of the O&S Working Groups, along with the list of completed reviews. Reports finalised and published in the quarter included: the Working Group report on Extended Schools Services and Children's Centres; letters commenting on the Older People's Strategy, services for Adults with Learning Disabilities, and the statutory annual 'Healthcheck' letters to NHS organisations; and the Annual Report on O&S, which was adopted by Council on 15 April.

Overview and Scrutiny Commission

- 3.2 The O&S Commission continues to meet on a two-monthly cycle, with its last meeting on 1 April, when the main items included: the two Working Group reports on Waste & Recycling and Extended Schools Services & Children's Centres; the outcome of the review of services for Adults with Learning Disabilities; accommodating the new legal requirement for a 'Crime and Disorder Committee', and the proposed approach to O&S of the Bracknell Forest Partnership. The Commission had its annual meeting on 6 May, electing the Chairman and appointing the Vice Chairman and the Panels. The Commission's next meeting will be on 11 June.

Environment, Culture and Communities O&S Panel

- 3.3 The Panel has continued to meet on a three-monthly cycle. At its last meeting on 16 March, the Panel: considered the report of the Working Group on Waste and Recycling; received a report and presentation on Section 106 arrangements; reviewed the Department's Performance Monitoring report, also the quarterly report of O&S; considered the revised Community Arts Strategy; and considered the proposed approach to O&S of the Bracknell Forest Partnership. The main work of the Panel is being progressed through the working groups (see Appendix 1), which are progressing well. The Panel's next meeting is on 23 June.

Health O&S Panel

- 3.4 The Panel has continued to meet on a three-monthly cycle. At its last meeting on 12 March, the main items included: receiving proposals from Heatherwood and Wexham Park Hospitals Trust (H&WPHT) on service changes; meeting the Chief Executive and senior staff of 'Help and Care', the host organisation for the new Local Involvement Network; receiving updates from H&WPHT on the medical staffing position and progress in controlling hospital-acquired infections; and agreeing the annual 'Healthcheck' letters to NHS organisations, also the Working Group report on Extended Schools Services & Children's Centres. The Panel has commenced its Working Group on the Bracknell Healthspace, and re-launched its Working Group on Patient Focus. The Chairman and Vice Chairman have continued to represent the Panel at meetings of the South Central Health O&S group and at various Department of Health and other conferences. The Panel's next meeting is on 18 June.

Social Care and Learning O&S Panel

- 3.5 The Panel has continued to meet on a broadly three-monthly cycle. At its March meetings, one of which was at Edgbarrow School, the main items considered by the Panel included: consideration of the proposed approach to O&S of the Bracknell Forest Partnership; the Working Group reports on Extended Schools Services & Children's Centres and services to adults with learning disabilities; reviewing the department's latest Performance Monitoring Report, also the quarterly report of O&S; considering the Executive's response to the O&S report on English as an Additional Language in schools; receiving a presentation on the 'Grow Our Own' project; and considering a report on the re-roofing of The Pines School. The Panel has commenced its review of 14-19 years education. The Panel's next scheduled meeting is on 10 June.

Joint East Berkshire Health O&S Committee

- 3.6 This Committee, chaired and serviced by RB Windsor and Maidenhead until May 2009 when Slough BC will take over, continues to meet broadly on a three-monthly cycle, rotating between the three Councils' venues. The last Committee meeting was on 24 March in Maidenhead, when the Committee received updates on the Assisted Conception policy review, 'Right Care Right Place', also proposals from Heatherwood and Wexham Park Hospitals Trust on service changes. The Committee agreed its 'Annual Healthcheck' letters to NHS organisations, and considered its work programme for 2009-10. The Committee's next meeting will be on 29 June at Bracknell.
- 3.7 Responses to the feedback questionnaires on the quality of O&S reviews are summarised in Appendix 2.
- 3.8 External networking on O&S in the last quarter has included hosting a visit by a Member of the Isle of Wight Council to the meeting of the Environment, Culture and Communities O&S Panel in March, and attending a South East Employers O&S Members and Officers group in April. The Chairman of the O&S Commission and two O&S officers will be attending the annual conference of the Centre for Public Scrutiny in June.
- 3.9 Quarterly review meetings between O&S Chairmen, Vice Chairmen, Executive Members and Directors are taking place regularly for the Commission and the Panels. Agenda-setting meetings continue to be held, usually in combination with the review meetings.

- 3.10 The indicative work programme for O&S for 2009/10 has been agreed by the O&S Commission and Panels, and included in the Annual Report of O&S. CMT and the Executive will be formally consulted on the work programme after the Commission's meeting in June 2009.

(ii) Developments in O&S

- 3.11 The Local Democracy, Economic Development and Construction Bill completed its third reading in the House of Lords on 29 April and will now be considered by the House of Commons. As advised in the last quarterly report, the main clauses relating to Overview and Scrutiny relate to the handling of petitions.
- 3.12 The O&S provisions in the Local Government and Public Involvement in Health Act 2007 commenced on 1 April 2009. The accompanying regulations and guidance relating to scrutiny of local strategic partnerships is awaited. The guidance on the new 'Councillor Call for Action' arrangements has been taken into account in recommendations to Council at its 6 May meeting on changes to the Constitution. An all-Member briefing has been issued on this, along with the 'Community Call for Action' which came into force on 30 April, consequent on the commencement of the O&S provisions in the Police and Justice Act. National guidance on those provisions is expected in May.
- 3.13 The proposed approach to the O&S of the Bracknell Forest Partnership (BFP) has been agreed by the O&S Commission and Panels, and this will now be presented to the BFP Board at their meeting on 21 May.
- 3.14 The Chairman of the Executive has agreed to a request from the Chairman of the O&S Commission that in future, O&S reports should be personally presented to the Executive at their briefing meeting by the Lead Member of the O&S review.
- 3.15 At its meeting on 6 May, Council approved the recommendations in a report by the Constitution Review Group, that the structure of O&S should be changed, with the Social Care and Learning O&S Panel being split into two: Adult Social Care, and Children's Services and Learning. This is designed to give a stronger focus needed on children's and adult social care, and to create more capacity to meet increased demands on O&S. Council also approved the recommendation that the O&S Commission's role should be expanded to include the new statutory role of 'Crime and Disorder' Committee.

Background Papers

Minutes and papers of meetings of the Overview and Scrutiny Commission and Panels.

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Doc. Ref

Alluse/Overview and Scrutiny/2008/09/CMT 20.5.09 O&S Progress Report

OVERVIEW AND SCRUTINY WORKING GROUPS – 2008/09

Position at 1 May 2009

Overview and Scrutiny Commission								
WORKING GROUP	MEMBERS	DEPT. LINK OFFICER	O&S LEAD OFFICER	SCOPING	DRAFT REPORT / SUBMISSION	FINAL REPORT / SUBMISSION	EXECUTIVE RESPONSE	CURRENT STATUS
Older Peoples Strategy	Edger (Lead), Mrs Birch & Virgo	Victor Nicholls	Richard Beaumont	√	√	√		Executive response awaited to letter of 29 April containing O&S observations on the strategy

Environment, Culture and Communities Overview and Scrutiny Panel								
WORKING GROUP	MEMBERS	DEPT. LINK OFFICER	O&S LEAD OFFICER	SCOPING	DRAFT REPORT / SUBMISSION	FINAL REPORT / SUBMISSION	EXECUTIVE RESPONSE	CURRENT STATUS
Strategic Review of Waste	Brunel-Walker (Lead), Mrs. Angell, Beadsley, Mrs. Ryder, Wade (Crowthorne), Allen (S'hurst & Ms Healy (Warfield)	Steve Loudoun / Janet Dowlman	Andrea Carr	√	√			The draft report was considered by the Commission on 1 April and is currently being finalised

Supporting People (SP)	Mrs. Shillcock (Lead) & Mrs. Fleming	Simon Hendey / Clare Dorning	Andrea Carr	√	07/08 √ (Annual monitoring)	07/08 √ (Annual monitoring)	N/A	The Working Group met on 30 September 2008 to monitor progress against implementation of the SP programme and reported its findings to the Social Care and Learning O&S Panel on 17 December 2009.
Housing Strategy	Finnie (Lead), Mrs. Fleming and Finch	Clare Dorning	Richard Beaumont	√	Detailed input provided to draft strategy			Nearing conclusion - next meeting arranged for 13 May
Implementation of the Housing and Council Tax Benefit Service Improvement Plan	Finch (Lead), Beadsley, Burrows	Simon Hendey / Shanaz Alam	Emma Silverton (Richard Beaumont to Support)	√	Final report being drafted			Final report being agreed with Members

Health Overview and Scrutiny Panel								
WORKING GROUP	MEMBERS	DEPT. LINK OFFICER	O&S LEAD OFFICER	SCOPING	DRAFT REPORT / SUBMISSION	FINAL REPORT / SUBMISSION	EXECUTIVE RESPONSE	CURRENT STATUS
Patient Focus/Preparedness for Public Health Emergencies	Burrows (Lead), Mrs. Angell, Thompson. Mrs. Mattick,	David Steeds	Andrea Carr/ Richard Beaumont	In draft				Working Group re-launched with different focus. First meeting held on 27 April 2009. Next meeting 14 May.
Bracknell Health Space	Virgo (lead) Mrs Angell, Baily, Leake, Mrs Shillcock	Glyn Jones/ Mary Purnell	Richard Beaumont (Emma Silverton in support)	In draft				First meeting held on 27 April 2009.

Joint East Berkshire Health Overview and Scrutiny Committee								
WORKING GROUP	MEMBERS	DEPT. LINK OFFICER	O&S LEAD OFFICER	SCOPING	DRAFT REPORT / SUBMISSION	FINAL REPORT / SUBMISSION	EXECUTIVE RESPONSE	CURRENT STATUS
Hospital Discharge Procedures	Baily, Coad (Slough BC), Napier (RB W&M)	N/A	Andrew Scott (RB W&M)	√				Met twice, but progress has been limited.

Social Care and Learning Overview and Scrutiny Panel								
WORKING GROUP	MEMBERS	DEPT. LINK OFFICER	O&S LEAD OFFICER	SCOPING	DRAFT REPORT / SUBMISSION	FINAL REPORT / SUBMISSION	EXECUTIVE RESPONSE	CURRENT STATUS
Social Care Modernisation Agenda	Leake (Lead), Mrs. Shillcock & Virgo	Glyn Jones	Andrea Carr	√	√	√		Executive response awaited to letter of 6 April 2009 containing O&S recommendations on services for Adults with Learning Disabilities
Extended Services & Children's Centres (Joint with SC&L OSP)	Leake (Lead), Mrs. Birch, Mrs. Angell, Mrs. McCracken, Burrows, Beadsley	Graham Symonds / Karen Frost	Katie Dover/ Richard Beaumont	√	√	√		Executive response awaited to letter of 6 April 2009 enclosing the report
14-19 Years Plan	Mrs Birch (Lead) Dr Josephs-Franks, Kensall, Mrs McCracken, Mrs Ryder	Martin Surrell	Andrea Carr (Emma Silverton to support)	√				5 Working Group meetings held. Attending a meeting of the 14-19 Years Partnership on the 14 th May

Completed Reviews

Publication Date	Title
December 2003	South Bracknell Schools Review
January 2004	Review of Adult Day Care Services in Bracknell Forest (Johnstone Court Day Centre & Downside Resource Centre)
May 2004	Review of Community & Voluntary Sector Grants
July 2004	Review of Community Transport Provision
April 2005	Review of Members' Information Needs
November 2005	The Management of Coronary Heart Disease
February 2006	Review of School Transfers and Performance
March 2006	Review of School Exclusions and Pupil Behaviour Policy
August 2006	Report of Tree Policy Review Group
November 2006	Anti-Social Behaviour (ASB) – Review of the ASB Strategy Implementation
January 2007	Review of Youth Provision
February 2007	Overview and Scrutiny Annual Report 2006
February 2007	Review of Library Provision
July 2007	Review of Healthcare Funding

November 2007	Review of the Council's Health and Wellbeing Strategy
December 2007	Review of the Council's Medium Term Objectives
March 2008	2007 Annual Health Check Response to the Healthcare Commission
April 2008	Overview and Scrutiny Annual Report 2007/08
May 2008	Road Traffic Casualties
August 2008	Caring for Carers
September 2008	Scrutiny of Local Area Agreement
October 2008	Street Cleaning
October 2008	English as an Additional Language in Bracknell Forest Schools
April 2009	Overview and Scrutiny Annual Report 2008/09
April 2009	Healthcare Commission's Annual Health Check 2008/09 (letters submitted)

Results of Feedback Questionnaires on Overview and Scrutiny Reports

Note – Departmental Link officers on each review were asked to score the key aspects of each O&S review on a scale of 0 (Unsatisfactory) to 3 (Excellent)

	Average score for previous 6 Reviews*
PLANNING	2.8
Were you given sufficient notice of the review?	
Were your comments invited on the scope of the review, and was the purpose of the review explained to you?	3
CONDUCT OF REVIEW	2.7
Was the review carried out in a professional and objective manner with minimum disruption?	
Was there adequate communication between O&S and the department throughout?	2.7
Did the review get to the heart of the issue?	2.8
REPORTING	2.8
Did you have an opportunity to comment on the draft report?	
Did the report give a clear and fair presentation of the facts?	2.2
Were the recommendations relevant and practical?	2.7
How useful was this review in terms of improving the Council's performance?	2.7

* Road Traffic Casualties, Review of the Local Area Agreement, Support for Carers, Street Cleaning, Services for Adults with Learning Disabilities, English as an Additional Language in Schools.

* Road Traffic Casualties, Review of the Local Area Agreement, Support for Carers, Street Cleaning, Services for Adults with Learning Disabilities, English as an Additional Language in Schools.

ENVIRONMENT, CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL 23 JUNE 2009

OVERVIEW AND SCRUTINY WORK PROGRAMME 2009/10 Assistant Chief Executive

1 INTRODUCTION

The purpose of this report is to invite Members of the Environment, Culture and Communities Overview and Scrutiny (O&S) Panel to consider the indicative work programme for 2009/10 which is attached at Appendix 1 to this report. The outcome of all the O&S Panels' consideration of their parts of the indicative work programme will be reported orally to the Commission. The O&S Commission is required by the Council's Constitution to formally consult the Corporate Management Team (CMT) and the Executive on the work programme.

2 SUGGESTED ACTION

That the Environment, Culture and Communities Overview and Scrutiny Panel:

- 2.1 considers the 2009/10 work programme attached at Appendix 1;
- 2.2 considers commencing the Environment, Culture and Communities working group on Highway Maintenance and Improvement.
- 2.3 Considers venues for the Environment, Culture and Communities Overview and Scrutiny Panel meetings in 2009/10.

3 SUPPORTING INFORMATION

- 3.1 The work of the Overview and Scrutiny Commission and Panels during 2008/09 was summarised in the Annual Report of Overview and Scrutiny, adopted by Council at its meeting on 15 April 2009. The Annual Report contained an indicative work programme relating to 2009/10 which took account of the views of CMT and the Executive. That programme has been amended in Appendix 1 to reflect the Council's decision to restructure Overview and Scrutiny and to incorporate additional topics put forward since the Annual Report was produced.
- 3.2 The indicative work programme aims to continue the strategic and effective approach to Overview and Scrutiny coverage. It recognises that the programme should reflect the limitations on both Members' and Officers' time and allows some capacity for additional review topics which experience suggests will arise during the year.
- 3.3 The Overview and Scrutiny Panels are due to consider their work programmes at their meetings scheduled between 2 June and 23 June 2009. The outcome of those discussions and any recommended changes to the overall work programme will be

reported to the Commission. The work programme will be subject to consultation with the Council's Executive and CMT, as required by the Constitution.

- 3.4 The work programme for the Joint East Berkshire Health Overview and Scrutiny Committee, of which the Council is a member, is determined separately by that Committee.
- 3.5 The O&S Chairmen have previously indicated that they would like the Commission and each of the Panels to hold at least one meeting each year at a location outside Easthampstead House. The Panel's last external meeting was at Heatherwood Hospital in January 2009.

Background Papers

Annual Report of Overview and Scrutiny – 2008/09

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Doc. Ref

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Indicative Work Programme for Overview and Scrutiny in 2009/10

The indicative work programme for O&S in 2009/10 is shown on the following pages. The programme is aimed at maintaining a strategic and coordinated work programme based on major areas of Council and partner organisations' activity, of direct and significant interest to residents. The programme incorporates the routine, on-going work of O&S and the completion of reviews currently underway. It proposes a limited number of new O&S reviews which are seen to be timely, relevant, significant and likely to add value.

The determination of the O&S Work Programme for the forthcoming year is a matter for the newly appointed members of the Commission and its Panels. The proposed indicative work programme below will necessarily be subject to refinement and updating. It will also require consultation with the Executive and the Corporate Management Team, as required by the Council's Constitution.

The work programme for the Joint East Berkshire Health Overview and Scrutiny Committee, of which Bracknell Forest Council is a member, is determined separately by that Committee.

OVERVIEW AND SCRUTINY COMMISSION	
1.	Co-ordination of the work of the Overview and Scrutiny Panels
2.	Routine Monitoring of the Performance of the Council's Corporate Functions To include: the Corporate Performance Overview Reports; the Performance Monitoring Reports of the Chief Executive's Office and the Corporate Services Department; progressing the regeneration of Bracknell Town Centre; the reports of both internal and external audit; and progress on strategic risk management.
3.	2010/11 Budget Scrutiny To review the Council's budget proposals for 2010/11, and plans for 2011/12/13. Note – each of the Overview and Scrutiny Panels will also scrutinise the budget proposals in their departmental areas.
4.	Exercising pre-decision scrutiny by reference to the Executive Forward Plan
5.	Reviewing the Action Taken on Previous Overview and Scrutiny Reports To periodically review the action taken by the Executive in relation to agreed recommendations from earlier O&S reports.
6.	Older People's Strategy To provide input from Overview and Scrutiny to the Council's development of an Older People's Strategy.
7. New	The Work of the Bracknell Forest Partnership Building on the 2008/09 O&S review of the Local Area Agreement, to review the role and activities of the Bracknell Forest (Local Strategic) Partnership's Theme

	Partnerships for: The Town Centre Partnership, The Crime and Disorder Reduction Partnership, and The Economic and Skills Development Partnership.
8. New	Sustaining Economic Prosperity To review the service plans for the Council's new Priority 6, to sustain the economic prosperity of the Borough during the current economic downturn.

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL	
1.	Monitoring the performance of Adult Social Care Services To include on-going review of the Performance Monitoring Reports, receiving statutory plans and reports (such as the annual reports on complaints received) and monitoring the action taken by the Executive to earlier reports by the Panel.
2.	Exercising pre-decision scrutiny by reference to the Executive Forward Plan
3.	2010/11 Budget Scrutiny To review the Council's Adult Social Care budget proposals for 2010/11, and plans for 2011/12/13.
4. New	Transforming Social Care To review the policy initiatives associated with the Transforming Social Care pilots.
5. New	Safeguarding Adults To monitor the Annual Safeguarding Adults Annual Reports.
6. Complete	Services for People with Learning Disabilities To complete the work of the Working Group undertaking a review of services for people with learning disabilities (formally known as the Social Care Modernisation Agenda Working Group).

CHILDREN'S SERVICES AND LEARNING OVERVIEW AND SCRUTINY PANEL	
1.	Monitoring the performance of Children's Services and Learning To include on-going review of the Performance Monitoring Reports, receiving statutory plans and reports (such as the annual reports on the Children and Young People's Plan) and monitoring the action taken by the Executive to earlier reports by the Panel.
2.	Exercising pre-decision scrutiny by reference to the Executive Forward Plan
3.	2010/11 Budget Scrutiny To review the Council's Children's Services and Learning budget proposals for 2010/11, and plans for 2011/12/13.
4.	14-19 Years Education Provision A strategic review of education services to the age group 14-19 years.
5. New	The Work of the Bracknell Forest Partnership Building on the 2008/09 O&S review of the Local Area Agreement, to review the role and activities of the Bracknell Forest (Local Strategic) Partnership's two Themed Partnerships for: The Children's Trust and The Early Years, Child Care & Play Partnership.
6. New	Safeguarding Children To review the Council's plans and performance with regard to safeguarding children, including the role of the Executive Member, and a specific review of child protection practice and procedures.
7. New	Transport A strategic review of the procurement and provision of transport used by Children's Services and Learning.
8. Complete	Extended Services and Children's Centres To complete the work of the Working Group undertaking a review of Extended Services and Children's Centres jointly with the Health Overview and Scrutiny Panel.

ENVIRONMENT CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL	
1.	Monitoring the performance of the Environment, Culture and Communities Department To include on-going review of the Performance Monitoring Reports and monitoring the action taken by the Executive to earlier reports by the Panel.
2.	Exercising pre-decision scrutiny by reference to the Executive Forward Plan
3.	2010/11 Budget Scrutiny To review the Council's Environment, Culture and Communities budget proposals for 2010/11, and plans for 2011/12/13.
4.	Strategic review of waste To complete the work of the working group undertaking the review of the new waste Private Finance Initiative re ³ contract and the experience of the first year of Alternative Bin Collection.
5.	Benefits Service Improvement Plan To provide Member input to monitoring the implementation of the improvement plan for the operation of Council and Housing Tax Benefits
6.	Monitoring the implementation of the Action Plan for Supporting People
7.	Contributing to the development of the new Housing Strategy
8.	Section 106 Arrangements To review the arrangements for securing and applying receipts from Section 106 agreements.
9. New	The Work of the Bracknell Forest Partnership Building on the 2008/09 O&S review of the Local Area Agreement, to review the role and activities of the Bracknell Forest (Local Strategic) Partnership's Theme Partnerships for: The Strategic Housing Partnership, The Cultural Partnership, The Transport Partnership, and The Climate Change Partnership.
10. New	Highway Maintenance and Improvement To review the Council's plans and performance for highway maintenance and improvement.
11. Complete	Contributing to the development of the Community Arts Development Plan

HEALTH OVERVIEW AND SCRUTINY PANEL	
1.	Monitoring the implementation of the Borough's Health and Well-Being Strategy
2.	Patient Focus (Now Preparedness for Public Health Emergencies) To complete the work of the Working Group undertaking a detailed review centred on General Practitioner services (<i>Note – this original remit has now changed</i>).
3.	In conjunction with the Joint East Berkshire Health Overview and Scrutiny Committee, monitoring the performance and budget of the Berkshire East Primary Care Trust PCT This review will include the linkage with the Operating Framework and the national NHS priorities set by the Department of Health.
4.	Contributing to the annual 'Health Check' process and responding to consultations by the PCT and NHS Trusts operating in the Borough.
5. New	The New NHS Constitution To review the implementation by NHS organisations of the new NHS Constitution, which brings together a number of rights, pledges and responsibilities for staff and patients.
6. New	The New 'Healthspace' in Bracknell To review the PCT's plans and progress towards creating the new 'Healthspace' for Bracknell.
7. New	Control of Hospital-Acquired Infections To review the progress of health service providers on infection control, particularly in relation to MRSA and C Difficile.
8. New	The Work of the Bracknell Forest Partnership Building on the 2008/09 O&S review of the Local Area Agreement, to review the role and activities of the Bracknell Forest (Local Strategic) Partnership's Health and Social Care Partnership. <i>Note – the Adult Social Care O&S Panel considers that it would be more appropriate for that Panel to review this partnership.</i>
9. Complete	Extended Services and Children's Centres To complete the work of the Working Group undertaking a review of Extended Services and Children's Centres jointly with the former Social Care and Learning Overview and Scrutiny Panel.

Note – This programme may need to be amended to meet new requirements arising during the year.

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ENVIRONMENT & LEISURE OVERVIEW & SCRUTINY PANEL

EXECUTIVE WORK PROGRAMME: Environment & Leisure

REFERENCE	I015515
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TITLE: Bracknell Forest Borough Local Development Scheme

PURPOSE OF DECISION: To approve a three year timetable and work programme for the preparation of documents under the Local Development Framework for the period May 2009 to April 2012 for submission to GOSE for approval.

FINANCIAL IMPACT: Within existing budget

WHO WILL TAKE DECISION: Executive

PRINCIPAL GROUPS TO BE CONSULTED: Not applicable

METHOD OF CONSULTATION: None

DATE OF DECISION: 14 Jul 2009

REFERENCE	I017131
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TITLE: Release of Section 106 Funding and Allocation for 2009/10 Environment, Culture and Communities Capital Programme

PURPOSE OF DECISION: That new approval be given to the release of £16,225 Section 106 to fund improvements at Whitegrove Library which was originally approved by the Executive Member for Education and Libraries in 2007.

FINANCIAL IMPACT: These sums have been approved in the 2008/09 and 2009/10 Environment, Culture and Communities capital programme

WHO WILL TAKE DECISION: Executive Member for Culture, Corporate Services and Public Protection

PRINCIPAL GROUPS TO BE CONSULTED: The £50,000 rolling programme has previously been approved as part of the Council's overall budget. The budget proposals were subject to public consultation. Users of Whitegrove and Birch Hill as part of routine surveys conducted within libraries have an opportunity to feedback their views regarding the service.

METHOD OF CONSULTATION: The Council's budget proposals were available on the website for comment. A paper questionnaire is used to elicit customer feedback in the libraries.

DATE OF DECISION: 19 Jun 2009

REFERENCE	I017053
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TITLE: Carbon Management Plan

PURPOSE OF DECISION: To approve the Carbon Management Plan for implementation.

FINANCIAL IMPACT: Long term savings forecast £4.9 million.

WHO WILL TAKE DECISION: Executive Member for the Environment

PRINCIPAL GROUPS TO BE CONSULTED: Carbon Management Project Team, Carbon Management Project Board and endorsed by CMT.

METHOD OF CONSULTATION: Draft documents circulated for comment.

DATE OF DECISION: 26 Jun 2009

REFERENCE	I016081
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TITLE: Food Law Enforcement Plan 2009-10

PURPOSE OF DECISION: To finalise the Food Law Enforcement Plan 2008-09 which is part of the policy framework, to be submitted to Council for final approval.

FINANCIAL IMPACT: None at this time

WHO WILL TAKE DECISION: Executive Member for Culture, Corporate Services and Public Protection

PRINCIPAL GROUPS TO BE CONSULTED: None

METHOD OF CONSULTATION: None

DATE OF DECISION: Before 31 Jul 2009

REFERENCE	I016670
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TITLE: Revisions to the Joint Working Agreement

PURPOSE OF DECISION: This Council has entered into a Joint Working Agreement along with Reading and Wokingham Borough Councils to deliver the re3 PFI initiative in relation to waste disposal. The terms of that legally binding agreement now need to be updated and this report seeks that authority. The other Councils are seeking to do likewise.

FINANCIAL IMPACT: Within existing budget

WHO WILL TAKE DECISION: Executive Member for the Environment

PRINCIPAL GROUPS TO BE CONSULTED: None

METHOD OF CONSULTATION: None

DATE OF DECISION: Before 31 Jul 2009

REFERENCE	I011050
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TITLE: Development Management - Housing and Commercial Policies and Sites

PURPOSE OF DECISION: To endorse the Preferred Options and Final Sustainability Appraisal for consultation.

FINANCIAL IMPACT: Within existing budget.

WHO WILL TAKE DECISION: Executive

PRINCIPAL GROUPS TO BE CONSULTED: Divisions and Sections in Service Provision Departments.

METHOD OF CONSULTATION: To be determined.

DATE OF DECISION: 15 Sep 2009

REFERENCE	I013083
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TITLE: Thames Heath Basins Special Protection Area Avoidance & Mitigation Strategy

PURPOSE OF DECISION: To adopt reviewed Avoidance & Mitigation Strategy.

FINANCIAL IMPACT: None.

WHO WILL TAKE DECISION: Executive

PRINCIPAL GROUPS TO BE CONSULTED: None.

METHOD OF CONSULTATION: None.

DATE OF DECISION: 15 Sep 2009

REFERENCE	I011069
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TITLE: Bracknell Forest Streetscene Supplementary Planning Document (SPD)

PURPOSE OF DECISION: To approve a draft Streetscene SPD to go out for public consultation and to approve the consultation process proposed.

FINANCIAL IMPACT: Within existing budget

WHO WILL TAKE DECISION: Executive

PRINCIPAL GROUPS TO BE CONSULTED: To be determined

METHOD OF CONSULTATION: To be determined

DATE OF DECISION: 20 Oct 2009