



NOTICE OF MEETING

**Adult Social Care Overview and Scrutiny Panel
Tuesday 2 June 2009, 7.30 pm
Heathlands Day Care Centre, Crossfell, Wildridings, Bracknell,
RG12 7RX**

To: ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL

Councillors Baily, Blatchford, Browne, Mrs Fleming, Harrison, Leake, Mrs Shillcock, Turrell and Ms Wilson

Social Care Representative (Non-Voting)

1 vacancy

cc: Substitute Members of the Panel

Councillors Mrs Angell, Beadsley, Mrs Beadsley, Brossard, Finch, Mrs McCracken and Simonds

Panel members are invited to attend a tour of the facilities at Heathlands Day Centre before the meeting. If you wish to attend the tour please meet inside the entrance to the Day Centre at 7pm.

ALISON SANDERS
Director of Corporate Services

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If you require further information, please contact: Katharine Simpson
Telephone: (01344) 352233
Email: katharine.simpson@bracknell-forest.gov.uk
Published: 27 May 2009

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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 receive for information the minutes of the meeting of the former Social Care and Learning Overview and Scrutiny Panel held on 25 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.

OVERVIEW AND SCRUTINY OF ADULT SOCIAL CARE

7. **PRESENTATION ON ADULT SOCIAL CARE SERVICES**
To receive a presentation from the Director of Social Care and Learning and the Chief Officer: Adult social Care including suggestions for visits to Adult Social Care centres and services. 7 - 16

PERFORMANCE MONITORING

8. **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 Adult Social Care. 17 - 90

Please bring the previously circulated Performance Monitoring Report to the meeting. Copies are available on request and attached to this agenda if viewed online. Please note that the Performance Monitoring Report includes performance data for the whole Social Care and Learning Department.

9. **STATUTORY ANNUAL REPORT FOR ADULT SOCIAL CARE COMPLAINTS 2008/09**

The Statutory Annual Report for Adult Social Care Complaints 2008/09 is attached for consideration. 91 - 102

PANEL MEMBERSHIP

10. **ADULT SOCIAL CARE REPRESENTATIVE ON THE PANEL**

To consider the report concerning the appointment of an Adult Social Care Representative to the Panel. 103 - 106

OVERVIEW AND POLICY DEVELOPMENT

11. **SOCIAL CARE AND COMMUNITY TRANSPORT REVIEW**

To comment on the attached report of the departmental review of Social Care and Community Transport 107 - 286

12. **'CARING ABOUT CARERS' - REPORT OF THE REVIEW OF SUPPORT FOR CARERS**

To receive an update in respect of the implementation of the recommendations contained in the above report. 287 - 290

13. **SERVICES FOR PEOPLE WITH LEARNING DISABILITIES**

To receive the Executive response to the letter resulting from a review of services for people with learning disabilities undertaken by a working group of the former Social Care and Learning Overview and Scrutiny Panel. 291 - 300

14. **OVERVIEW AND SCRUTINY QUARTERLY PROGRESS REPORT**

To note the Quarterly Progress Report of the Assistant Chief Executive. 301 - 312

15. **WORK PROGRAMME FOR THE 2009/10 MUNICIPAL YEAR**

To consider the indicative work programme for the Adult Social Care Overview and Scrutiny Panel for 2009/10. 313 - 320

HOLDING THE EXECUTIVE TO ACCOUNT

16. **EXECUTIVE FORWARD PLAN**

To consider forthcoming items on the Executive Forward Plan relating to Adult Social Care. 321 - 322

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**SOCIAL CARE & LEARNING OVERVIEW &
SCRUTINY PANEL
25 MARCH 2009
7.30 - 9.55 PM**



Present:

Councillors Mrs Birch (Chairman), Mrs Angell, Mrs Barnard, Mrs Beadsley, Dudley, Harrison and Osborne

Miss V Richardson, Teachers' Representative

Apologies for absence were received from:

Councillors Ms Whitbread, Kensall, Mrs McCracken, Mrs Ryder, Turrell and Ms Wilson

Mr G S Anderson, Church Representative

Dr P Josephs-Franks, Parent Governor Representative

Mr I Sharland, Parent Governor Representative

Also Present:

Richard Beaumont, Head of Overview & Scrutiny

Andrea Carr, Policy Officer (Scrutiny)

Lesley Heale, Director of Social Care & Learning

David Jones, Senior Lifelong Learning Officer

Katharine Simpson, Democratic Services Officer

David Watkins, Chief Officer: Performance & Resources

Bob Welch, Chief Advisor: Learning & Achievement

53. Apologies for Absence/Substitute Members

The Panel noted the attendance of the following substitute member:

Councillor Harrison for Councillor Turrell.

54. Minutes and Matters Arising

RESOLVED that the minutes of the meetings of the Panel held on 17 December 2008 and 17 March 2009 be approved as correct records and signed by the Chairman.

Matters Arising

Social Care and Learning Overview and Scrutiny Panel Meeting 17 March 2009:
Minute 52

The Director of Social Care and Learning clarified the purpose of Contact Point to the Panel. Contact Point was an electronic database that had been developed following the Climbié enquiry. The database contained details of every child in the country and provided appropriately accredited professionals and voluntary sector workers who had concerns about a child with information about which authorities and professionals had come into contact with the child.

The information contained on the database was covered by the Data Protection Act and safeguards were in place to prevent unauthorised access to data.

55. Declarations of Interest and Party Whip

Councillor Mrs Birch declared a personal interest as her spouse was the Executive Portfolio Holder for Adult Services, Health and Housing.
Councillor Mrs Barnard declared a personal interest as her spouse was the Executive Portfolio Holder for Children and Young People.

There were no indications that members would be participating whilst under the party whip.

56. Urgent Items of Business

There were no urgent items of business.

57. Performance Monitoring Report

The Director of Social Care and Learning presented the Performance Monitoring Report (PMR) for the Social Care and Learning Department.

Key highlights for the Department during the third quarter of 2008/09 included: the results of the external inspections of Adult Services which received a three star outstanding rating (the highest rating possible) and Children's Services which received a three star good rating, the development of commissioning strategies for sensory needs and people with dementia, the successful Ofsted inspection of College Hall Pupil Referral Unit and the appointment of 15 family support advisors to work in 22 of the Borough's schools.

Through proactive management of services and preventative work, there was a forecast underspend of £450,000 in the revenue budget.

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

- The demand lead nature of the provision of educational placements for students with special educational needs meant that it was not always possible to accurately predict demand. Work to improve placement provision had resulted in fewer placements having to be made outside the Borough and a resulting underspend of £156,000 which would be used to compensate for overspends in previous years.
- Connexions had been asked to investigate possible causes of the increasing numbers of 16 to 18 year olds not in employment, education or training (NEET) and the detailed results of their findings would be circulated to the Panel. Connexions had been commissioned to provide some provision in Wokingham however one of their providers had concluded that the provision was being provided in the wrong place.
- The NEET cohort was a priority group for the Borough and a working group would be looking in detail at how performance in this area might be improved.
- Secondary schools continued to experience difficulty recruiting high quality specialist maths and science teachers and head teachers were working to address this particular area.

- There had been a decline in the number of Key Stage 4 modern foreign language courses as these were no longer compulsory. Detailed information was available from the Chief Officer: Learning and Achievement.
- Work to recruit an officer to manage the contracts for external placements of looked after children was ongoing. An internal candidate had been identified but training them to the standard that the specialised position required would take time.
- Work was taking place to align Council and partner organisations' data sets so that a detailed picture of needs in the Borough could be developed.
- Annex C Action 9.5: Provide advice and support to vulnerable people to help maintain them in their own homes would include those individuals and families of working age with disabilities and adults with mental health difficulties. The challenge for the Department was ensuring that information about the options available to people was disseminated thoroughly.

58. Presentation on the 'Grow Our Own' Project

David Jones, Senior Lifelong Learning Officer, gave a presentation and circulated information on the work of the Grow Our Own Project.

The Grow Our Own project was set up in 2005, as a partnership between Bracknell Forest Council and the Royal Borough of Windsor and Maidenhead, to provide employment support and training to local residents to enable them to gain new or better employment both as an immediate response to new jobs, or with a view to becoming job ready in the future. Grow Our Own was not a stand alone project rather it worked with other groups and agencies to identify where value could be added to existing services and what additional support, help or infrastructure was required to assist their clients to gain employment.

The Project was funded by a combination of funding from the South East England Development Agency (SEEDA) and both unitary authorities. The slow progress of the regeneration of Bracknell Forest had meant that it had not been possible to use Section 106 funding to match fund SEEDA's contribution; consequently the project had to date only been fully operational in Windsor and Maidenhead.

A bid for Section 106 funding, currently ring fenced for employment training and improving skills, was being prepared by the Lifelong Learning Team, for submission to the Executive and full Council for approval. If successful this would be used to match fund SEEDA's contribution and fully implement the project in Bracknell Forest from August 2009.

The Panel thanked David Jones for his presentation and wished the Lifelong Learning Team well with the project. It was agreed that an update would be given to the Panel once the project was up and running in Bracknell Forest.

59. 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 Environment, Culture and Communities Overview and Scrutiny Panels had also been invited to consider 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, the partnership was particularly strong in Bracknell Forest and representatives of partner organisations would be involved in the process to ensure that a genuinely collaborative approach was developed, 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.

The Panel were informed that the governance protocols of the Bracknell Forest Partnership stated that the Council would facilitate the scrutiny of the Partnership through its overview and scrutiny process and that this would include scrutiny of the membership of the Partnership and the way organisations and individuals were selected for representation.

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

60. Services for People with Learning Disabilities

The Panel received the outcome of the review of services for people with learning disabilities undertaken by a working group of the Panel.

The Panel were informed that since the working group's inception rapid changes in government policy in relation to modernising social care and the adoption of the Bracknell Forest 14-19 Years Education Plan during the past year had significantly overtaken the subject matter of the Working Group's review. However, the Working Group had identified a number of issues that remained relevant and it had been decided that rather than writing a full report a letter would be sent to the relevant Executive Members summarising these findings.

The Panel noted the contents of the letter and its appended summary relating to the review of services for people with learning disabilities and commended it to the Overview and Scrutiny Commission for adoption and sending formally to the relevant Executive Members.

The Chairman thanked the Working Group for their work.

61. Executive Response to the English as an Additional Language Report

The Panel noted the Executive Portfolio Holder for Education and Libraries' response to the review of the implications of English as an additional language in Bracknell Forest schools undertaken by a working group of the Panel.

The Panel thanked the Executive Member for his detailed response.

62. Update on Working Groups

The Panel received a report providing an update on the Panel's Working Groups and noted that the Panel had now completed all outstanding review work from the previous year's work programme.

14 -19 Year Education Plan

The working group was progressing well, with fortnightly meetings taking place. Meetings would be arranged with local employers and businesses to ascertain how they would work with the Council to help implement the 14 -19 Years Education Plan.

The Panel noted the report.

63. **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 over the past quarter 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 the implications that the Police and Justice Act 2006 and the Local Government and Public Involvement in Health Act 2007 would have on the Council's Overview and Scrutiny function were being examined.

Work to fill the two vacancies on the Panel for Social Care Representatives had been delayed and complicated by a number of factors. The matter would be pursued once the possible restructure of the Overview and Scrutiny Panels had been agreed.

The Panel:

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

64. **Executive Forward Plan**

The Panel noted the items on the Executive Forward Plan relating to the Social Care and Learning Department.

65. **Exclusion of the Public and Press**

RESOLVED that pursuant to section 100A of the Local Government Act 1972 and having regard to the public interest, members of the public and press be excluded from the meeting for the consideration of item 14 which involves the likely disclosure of exempt information under the following category of Schedule 12A of that Act:

(3) Information relating to the financial or business affairs of any particular person (including the authority).

66. **Update on the Re-roofing of The Pines School**

Following the exclusion of the public and press, the Panel considered a report outlining the issues that had arisen in connection with the re-roofing of The Pines School.

The Panel noted that the project management of the re-roofing of the school had not been sufficiently robust to prevent problems escalating and that steps had been taken to remedy this and prevent the situation reoccurring elsewhere.

The Panel supported the recommendations contained in the report and felt that, as the matter raised concerns about the robustness of the procurement process the Overview and Scrutiny Commission might be interested in reviewing it.

67. Parent Governor Panel Representation

The Chairman informed the Panel that Ian Sharland had resigned from his position of Parent Governor at Crown Wood Primary School and consequently was no longer eligible to sit on the Panel.

It was agreed that a letter would be set by the Chairman, on behalf of the Panel, to Ian Sharland thanking him for all his work for the Panel and that a replacement Parent Governor Representative be sought.

CHAIRMAN

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL 2 JUNE 2009

ADULT SOCIAL CARE (Director of Social Care & Learning)

1 INTRODUCTION

- 1.1 The purpose of this report is to set out for members of the Panel the nature and scope of Adult Social Care, the context in which it is operating and the key challenges and priorities.

2 THE ROLE OF ADULT SOCIAL CARE

- 2.1 In discharging its responsibilities, Adult Social Care is in the main, organised around care groups:-

- Older People
- People with a Learning Disability
- People with Mental Health needs
- People who Misuse Substances
- People with Long Term Conditions (physical disability)
- People with Autistic Spectrum Disorders

In addition, we provide support to carers, people affected by HIV/AIDs.

- 2.2 The focus of our support is to enable people to retain their independence, which will mean people can stay in their own homes for as long as possible. Support may be needed for a 'crisis' or a longer period, depending on the circumstances.
- 2.3 Advice and information about the range of social care services that may be available to support individuals or families (over 18) is made available to anyone who contacts us.
- 2.4 Assessments are offered for people which help to determine any support that can be provided. If people are not eligible for adult social care, information is given about other ways and organisations that they could get help. These assessments of need are carried out under the legislation of the NHS and Community Care Act 1990 and the Carers Recognition and Services Act (1995 and 2000).
- 2.5 The provision of support is determined by eligibility criteria, which are published under Fair Access to Care (FACs) criteria. They relate to the perceived risk to the person requiring support. The four eligibility banding are:-
- Critical
 - Substantial
 - Moderate
 - Low
- 2.6 Within Bracknell Forest, eligibility for support is principally at critical and substantial and there are no plans to change this. Additionally, there are initiatives which target

support for people in the moderate or low categories, recognising the value of preventative approach.

- 2.7 Underpinning all of this is our approach to safeguarding adults which is a significant area of activity for staff. Responding to alerts of suspected abuse and arranging for the appropriate strategy meetings and investigations to take place. There is in place a multi-agency Safeguarding Adults Board in the Borough and the annual report will be considered by this Panel.
- 2.8 The other significant area of responsibility is a commissioning one, to ensure that the needs of the Borough's population are met. In discharging this area of work, Adult Social Care has led on the development with the PCT on the Joint Strategic Needs Assessment (JSNA) and has developed Commissioning Strategies in the past two years for:-
- Sensory Needs
 - Dementia
 - Mental Health
 - Long Term Conditions
 - Learning Disability
 - Older People
 - Carers Strategy
 - Substance Misuse

3 LEGISLATION AND GUIDANCE

- 3.1 There is no coherent legal framework for the responsibilities of Adult Social Care within the local authority. Consequently, the legal context is complex. In order to illustrate this, the following list is some of the Acts that underpin Adult Social Care.
- National Assistance Act 1948
 - NHS & Community Care Act 1990
 - Chronically Sick & Disabled Act 1970
 - Mental Health Act
 - Carers (Recognition & Services Act) 1995
 - Carers (Equal Opportunities Act) 2004
 - Care Standards Act 2000
 - Mental Capacity Act 2005
- 3.2 Guidance in the area is even more prolific with national guidance and strategies issued by the Department of Health. Amongst recent publications:-
- Putting People First
 - Transforming Adult Social Care
 - Valuing People Now
 - National Dementia Strategy
 - Mental Capacity Act Code of Practice
 - Stroke Strategy
 - National Service Frameworks on:-
 - Older People
 - Mental Health
 - Long Term Conditions

4 PERFORMANCE AND REGULATION

- 4.1 Until 31 March 2009, the performance of Adult Social Care was determined by the Commission for Social Care Inspection (CSCI). In 2007/08, determined in November 2008, the performance rating for Adult Social Care was three stars, the highest rating. This was made up of two parts, Delivering Outcomes and Capacity to Improve. Each area is graded Poor, Adequate, Good or Excellent and is measured against key lines of assessment against standards of performance (KLASPs):-

Areas for judgement	Grade awarded
Delivering Outcomes	Good
Improved health and emotional well-being	Excellent
Improved quality of life	Good
Making a positive contribution	Good
Increased choice and control	Excellent
Freedom from discrimination or harassment	Good
Economic well-being	Excellent
Maintaining personal dignity and respect	Good
Capacity to Improve (Combined judgement)	Excellent
Leadership	Excellent
Commissioning and use of resources	Excellent
Star Rating	3 Stars

- 4.2 From 1 April 2009, the new regulator (formed by bringing together CSCI, Healthcare Commission and Mental Health Act Commission) is the Care Quality Commission (CQC).
- 4.3 Judgement on the Council's Adult Social Care performance for 2008/09 will be as part of the Comprehensive Area Assessment (CAA) when the performance against the seven delivering outcomes for individuals will be determined. The judgements in relation to Leadership and Commissioning will be within the overall Council's judgement.
- 4.4 CQC also has a responsibility for regulating Residential and Domiciliary Services, who are also judged against national standards and are rated from 0-3.
- 4.5 Performance Indicators have also changed during the last performance year. The Performance Assessment Framework has been replaced in the judgements by the New National Indicators covering all of the Council's activities.
- 4.6 There are 4 National Indicators for Adult Social Care in the Local Area Agreement, these are:-
- NI 130 Social Care clients receiving self directed support per 100,000 population
 - NI 135 Carers receiving a needs assessment or review and a specific Carers Service, advice and information
 - NI 136 People supported to live independently through Social Services
 - NI 146 Adults with a learning disability in employment

All have met the first year's target.

4.7 There are other National Indicators directly relevant to Adult Social Care but not in the Local Area Agreement. These are:-

- NI 150 Adults receiving secondary Mental Health Services in employment
- NI 149 Adults receiving secondary Mental Health Services in settled accommodation
- NI 145 Adults with learning disability in settled accommodation
- NI 139 The content to which Older People receive the support they need to live independently at home
- NI 133 Timeliness of social care packages following assessment
- NI 132 Timeliness of social care assessments
- NI 131 Delayed Transfers of Care
- NI 127 Self reported experience of social care users
- NI 125 Achieving independence for Older People through Rehabilitation/ Intermediate Care
- NI 40 Number of drug users recorded as being in effective treatment

5 SIZE AND SCOPE OF ADULT SOCIAL CARE

5.1 The net budget for Adult Social Care for 2009/10 is almost £22m. The main areas for spend by care group are:-

Mental Health	£1.805m
Learning Disabilities	£8.029m
Physical Disabilities	£2.207m
Intermediate Care (inc. Ladybank, Emergency Duty Team)	£2.109m
Older People	£7.107m
Commissioning	£0.470m
Management and Grants	£0.257m

5.2 The numbers of people supported by Adult Social Care are considerable. The figures are not finalised for 2008/09, but those for 2007/08 are set out below:-

	OP*	LD	MH
Home Support & Meals	2442	173	106
Day Support	184	24	18
Short Term res not respite	85	5	15
Direct Payments	94	71	42
Equipment delivered	963	6	60
Nursing Home Placements	130	0	29
Residential Care Placements	63	0	7
Residential Care Independent Sector	100	50	32

Carers, over 525 receiving support

* Older People in this table includes physical disability and sensory needs

6 KEY PRIORITIES

- 6.1 The overarching priority for Adult Social Care is in relation to Transforming Adult Social Care and the intention to change the extent and nature of the way people will receive their support. This is also known as personalisation. This will be the subject of further briefings and reports.
- 6.2 Annexe A sets out the priorities for Adult Social Care that are contained within the Social Care and Learning Service Plan.

Background Papers

None

Contact for further information

Glyn Jones
Chief Officer: Adult Social Care
01344 351458
glyn.jones@bracknell-forest.gov.uk

Doc. Ref

Adult Overview & Scrutiny Panel 020609

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ADULT SOCIAL CARE SERVICE PLAN PRIORITIES 2009/10

Priority Three : promoting health and achievement

MTO 5: To improve health and well being within the Borough by:

5.1 Developing and implementing 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

Detailed delivery plan 2009/10	By when	By whom	Links to related strategies, policies and plans
5.1.1 Develop a local stroke strategy and purchasing plan to ensure good use of grant monies from Department of Health	May 2009	Senior Head of Service: Older People and Long Term Conditions	National Stroke Strategy
5.1.2 Develop a clear pathway for agency responses to the National End of Life Strategy through work with the Primary Care Trust (PCT).	October 2009	Senior Head of Service: Older People and Long Term Conditions	End of Life Strategy
5.2 Working with health partners to secure more outpatient and diagnostic facilities in the Borough			
5.2.1 To work in partnership with the PCT to develop an urgent care centre within Bracknell as a response to the PCT Commissioning Plan	2011	Chief Officer: Adult Social Care	Right Care, Right Place Health & Well Being Strategy

Priority four: create a borough where people are, and feel, safe:

MTO 8: To reduce crime and increase people's sense of safety in the Borough by:

8.5 Reducing the number of people, particularly young people, abusing drugs and alcohol

Detailed delivery plan 2009/10	By when	By whom	Links to related strategies, policies and plans
8.5.1 Retender the Substance Misuse contracts for East Berkshire to continue to ensure that services are relevant to demands for support	September 2009	Drug and Alcohol Action team (DAAT) Manager	
MTO 9: To promote independence and choice for vulnerable adults and older people by:			
9.1 Modernising services for vulnerable adults and older people by reducing reliance on residential care and improving access to community based services.			
9.1.1 Successfully implement the transfer of responsibility for the social care of Adults with a Learning Disability from the NHS to the Local Authority and develop an appropriate redistribution formula.	March 2010	Senior Head of Service: Adults and Commissioning	Valuing People Now
9.1.2 Implement the Commissioning Strategies for People with Dementia and People with a sensory Impairment	March 2010	Senior Head of Service: Older People and Long Term Conditions	

9.2 Increasing the number of people having direct control of the budgets for their care			
Detailed delivery plan 2009/10	By when	By whom	Links to related strategies, policies and plans
9.2.1 Review the workforce implications of the TASC pilot to ensure the workforce are appropriately developed and trained to deliver services effectively and develop a flexible framework to deliver the required outcomes.	End of the pilot planned for quarter 4 2009/10	Head of Human Resources	Adults Workforce Strategy and TASC
9.2.2 Develop a pilot for Transforming Social Care to test out resource allocation system and develop new ways of working	May 2009	Senior Head of Service: Adults and Commissioning	Putting People First LA circulars
9.2.3 Ensure that appropriate Policies and Procedures, (including the Charging Policy) are reviewed to ensure they reflect the requirements of the personalisation agenda.	March 2010	Senior Head of Service: Adults and Commissioning	Putting People First LA circulars
9.4 Providing advice and support to vulnerable people to help maintain them in their own homes			
9.4.1 Working with Housing colleagues to develop an accommodation strategy for Older People	September 2009	Chief Officer: Adult Social Care	Housing Strategy
9.4.2 Explore the use of Community TV as an alternative means of getting information to people about the support available.	July 2009	Senior Head of Service: Older People and Long Term Conditions	

9.5 Providing support available for carers through working with Dementia statutory and voluntary partners			
Detailed delivery plan 2009/10	By when	By whom	Links to related strategies, policies and plans
9.5.1 Refresh the strategy for Carers working with partners and Carers	April 2009	Senior Head of Service: Older People and Long Term Conditions	
9.5.2 Implement the recommendations from the Members working group on Carers	January 2010	Senior Head of Service: Older People and Long Term Conditions	
MTO 12: To promote workforce skills			
12.1 Contributing to the development of an appropriately skilled workforce through Adult and Community Learning			
12.1.1 To continue to ensure that employment opportunities exist for vulnerable people and hard to reach groups	March 2010	Senior Head of Service: Adults and Commissioning	



Performance Monitoring Report

for

Social Care & Learning

Fourth Quarter 2008/09
January-March 2009

Portfolio holders:
Councillor Gareth Barnard
Councillor Dale Birch
Councillor Alan Kendall

Director: Lesley Heale

Version 1.3

Section One: Executive Summary

Introduction by the Director of Social Care & Learning

Adult Social Care has continued to consolidate progress made throughout the year which should result in the confirmation of an 'Excellent' judgement from the Care Quality Commission against the performance management framework. Performance arrangements for adults have now been confirmed.

Children's Services continue to respond to the Lord Laming Report issued in March 2009. Further changes will be made to the Local Safeguarding Children's Board and Children Trust Arrangements.

The department is waiting for further information on the performance arrangements against which services will be judged in 2008/9.

The departmental performance against budget has been challenging. There continues to be a demand-led underlying pressure in Adult Social Care with a year end overspend of £0.52K. We have achieved savings in the Child Placement Budget, however this continues to be a highly volatile area of spend.

Access and Inclusion

Needs Assessment for the Children and Young People's Plan

A significant amount of work has been undertaken on the needs analysis and early findings have been presented to the Children and Young Peoples Trust, who have also approved the process for the preparation of the next Children and Young People's Plan. This will be completed by the end of the next quarter.

Youth Services

Members of the Youth Forum, in association with other groups of young people, have been working on the development of the Hear By Right framework. In February, a presentation was made to the Children and Young People's Trust by a group of young people involved and it is planned that the same group will make a similar presentation to the Council in April.

The BAFTAs

BAFTAs - Next Generation event (Bracknell Forest Awards for Teenagers) took a slightly different format this year at the instigation of young people. More young people had an opportunity to attend and every project operated by the youth service was represented. The Mayor, Cllr. Bob Edger presented awards to over 120 young people, recognising their many achievements.

CAMHS

A revised specification for CAMHS (completed in partnership with the PCT and the local authorities of Slough and Windsor & Maidenhead) has been completed in advance of negotiations over a new contract with the provider. Locally, an updated CAMHS Strategy has been drafted for consideration during the next quarter by the Children and Young People's Trust.

Attendance

A significant reduction in the numbers of pupils of secondary age that are classed as persistent absentees has been recorded. Persistent absentees are those whose attendance falls below 80%. These pupils have been the focus of intensive work by schools and the Education Welfare Service and we anticipate further good progress.

Adult Social Care

Commissioning Strategies

Commissioning Strategies for Dementia and Sensory Needs were formally approved by Executive in March.

Home Care Modernisation

Home Care modernisation is complete

Inspections

CSCI Inspections of Community Response and Reablement and In House Home Support took place in this quarter with a Good (2 star) and Excellent (3 Star) rating respectively

Meetings with CSCI as part of the monitoring of Adult Social Care took place during this quarter, meetings were positive

Green machine

Launch of Green Machine took place.

Children's Social Care

Aiming High for Disabled Children Strategy

The Aiming High for Disabled Children Strategy was submitted to the DCSF in February and we have met the readiness criteria, which means funding will be released to improve the quantity and quality of short breaks in line with the Plan for the next 2 years.

Inspection results

The 3 yearly inspection of Adoption in March achieved an overall grade of 'satisfactory'.

The first inspection of Private Fostering in March achieved the grade of 'good'.

The second unannounced inspection of Larchwood Short Break Care Unit this year, received another 'outstanding' judgement

Looked After Children

The Pledge for Looked after Children and Care Leavers was approved by the Executive in March.

Carers

New and improved allowances for carers of looked after children and the rates of adoption, residence order and special guardianship allowances were implemented in January.

Adoption

At the end of March 2009, there were 3 looked after children with a plan for adoption. All of these children have been placed with prospective adopters but adoption orders have not yet been made. 3 children have had adoption orders granted during this quarter.

Safeguarding

At the end of March 2009, there were 44 children subject to a protection plan. 15 were registered under the category of Neglect, 9 under the category of Physical Abuse, 1 under the category of Sexual Abuse, 18 under the category of Emotional Abuse and 1 under the joint category of Emotional & Physical Abuse.

Safeguarding Toolkit

A 'Safeguarding Toolkit' was launched in February to support schools and other organisations to have good arrangements in place to safeguard children and young people.

Learning and Achievement

Ofsted Inspections

Three schools were inspected by Ofsted in January. College Town Infant school was identified as a good school, well led and managed and focussed on children's welfare and education. Warfield CE primary school was also inspected and was identified as a good school with some outstanding features. Edgbarrow secondary school was rated as an outstanding school providing an excellent environment for learning. Three schools were inspected in February, The Brakenhale secondary school was graded as a satisfactory school with good capacity to improve further and an effective sixth form. Sandhurst secondary school was described as a satisfactory and improving school with particular strengths in promoting students' well-being and personal development. College Town Junior school was also rated as satisfactory where pupils' personal development is good and behaviour is excellent.

A subject inspection rated the provision for Physical Education at Binfield CE School as outstanding.

Future 14- 19 Provision

Further work was undertaken to prepare for the handover of responsibilities from the Learning and Skills Council (LSC) to the LA for the funding and commissioning of post 16 education.

Adult and Community Learning

The Lifelong Learning Team has continued to sustain and improve adult learning programmes during the rebuilding and refurbishment of the Open Learning Centre in Bracknell. Performance targets from the LSC are likely to be met despite the disruption.

Governor Services

In January nearly 100 school governors, representing thirty five schools in the Borough, attended a successful annual Development Conference and listened to Humphrey Walters, a specialist on leadership, personal motivation and team working skills.

Headteacher development

A major conference for headteachers and LA officers took place in March on the theme of 'Celebrating Headship'. As well as hearing from a range of inspirational

speakers course members also took part in workshop activities and discussion groups.

Secondary headteachers joined colleagues from Slough and Windsor and Maidenhead at a Prevent conference 'Learning Together to be Safe'.

Performance and Resources

Capital Programme

The Council's bid to DCSF in respect of the Primary Capital Programme has been successful, bringing £8.4m of new funding in 2009/11. Master Plans have been commissioned for the wave of participating schools and projects will roll out during 2009 -10. This is a thirteen year programme.

Contract was signed for Garth Hill College in February 2009. This project is on budget and programme for completion in September 2009.

The Bracknell Open Learning Centre, Trampoline Centre and Sports Field development projects are on site and scheduled for completion by the summer of 2009. The contract for land sale was signed in March 2009.

A Master Plan for the redevelopment of Kennel Lane Special School is underway. There is £4m of DCSF targeted Capital Funds available in 2009-10 to commence implementation for the first phase of this work.

The Edgbarrow Post -16 Centre is anticipated to start construction in Quarter 1 of 2009/10 for completion in the spring of 2010, subject to approval by the LSC of the tenders which will be received at the end of March 2009.

There are a large number of other Capital Projects which are on going. Progress during this period has been made and there are no major issues to be reported.

School Admissions

Secondary offer letters were sent out to parents on the national offer date of 2nd March. There has been an increase in the number of applicants for secondary school places with 91% of Bracknell Forest residents being offered one of their preferred choices. The closing date for receipt of primary applications for 2009/10 was 30 January 2009.

Human Resources

The arrangements for newly qualified teacher recruitment pool has commenced for the 2009/10 academic year. This has provided a pool of quality candidates for schools and is a key recruitment tool for Bracknell Forest schools. The review of the safeguarding arrangements has seen the recommendation for 3 yearly CRB rechecks on all staff working with children and young people.

ICT

Following the evaluation of the ITT responses for the ASC IT Systems Replacement Liquidlogic have been selected as the supplier. The project plan is now being finalised with the planned 'go live' in October 2009.

Work has now started on the procurement of a supplier for the IT hardware and installation for the new Garth Hill College building.

Finance

Financial performance against budgets is excellent with the revenue budget now expected to under spend by a total of £1.011 million (excluding possible carry forward amounts). The most significant element of this relates to a planned under spend on the cost of care for Looked After Children, which due to a combination of reduced numbers and lower average costs will deliver a £1.010 million under spending. Adult Social Care is forecast to over spend by £0.520 million, mainly from changes in costed care packages and demographics, with all other Branches reporting under spendings. The full year effect impact of the ongoing variances have been built into the 2009-10 budget. In respect of the capital budget, progress is now being made on the major projects in the programme, with schemes due to finish this year expected to aggregate to a £0.059 million under spend.

Performance Management

Work has already commenced on ensuring that all annual returns are timely and accurate. The adults Self Assessment Survey has changed significantly in format this year and work streams are in place to ensure a timely and comprehensive response to this.

The department remains constrained by the ability to report against all the performance indicators due to the information being collected by the Primary Care Trust. See Annex D for details.

Summary of Equality Impact Assessments

EIA's agreed for publication within the quarter are as follows:

Adult Social Care

Sensory Needs Commissioning Strategy
Dementia Commissioning Strategy

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. Learning and Achievement indicators based on Summer 2008 exam results have not been reproduced in the Quarter 4 report, as the provisional results were reported in Quarter 2 and the final validated results in Quarter 3. For details of these indicators, please refer to the Quarter 3 Performance Monitoring Report.

The Social Care & Learning Service Plan for 2008/09 contains 97 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 94 actions were achieved by their target date (✓), whilst 3 were not completed by their target date (✗). The 3 actions that are causing concern (✗) are as follows:

Ref	Action	Progress
6.8.2	Increase the range of placements available within Bracknell Forest, particularly for older young people and those with complex needs, including those with disabilities.	Recruitment activities for short break carers has raised the number of people interested in being assessed and this is being taken forward. The demand for placements for teenagers is volatile and cannot always be met locally.
6.9.5	Lead on the introduction of the Vetting and Barring Scheme.	The Government has announced a further delay into the implementation of the Vetting and Barring Scheme. The scheme will now be introduced from July 2010 where applications for membership will commence.
10.2.12	Improve management of contracts for external placements of looked after children.	Resignation of a member of staff in the critical Student Finance function has required short-term unplanned diversion of contracts monitoring officer.

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

Section Three: Resources

Staffing

The recruitment fair attended as proved successful with a total of 97 applications being received for the Primary Newly qualified teacher pool. From these applications, 72 candidates were short-listed for interview. The interviews consist of a panel of Bracknell Forest primary head teachers and 5 panels have been held. This process will provide our primary schools with a pool of newly qualified teachers on which they can recruit for the beginning of the new academic year from September 2009. These activities assisted in providing 28 newly qualified teachers for Bracknell Forest schools in September 2008.

The first school workforce census was completed in February with Bracknell Forest being one of a small number of local authorities having completed the return in full by the deadline.

Work continues with the Children and Young People's Workforce Strategy. A work plan has been established to self assess the progress Bracknell Forest Children's Trust has made in developing one children's workforce. This being a workforce that is reformed and integrated and making the best contribution possible to local Every Child Matters outcomes. This self assessment process will provide useful data to where further development work is required under the strategy.

There have been 49 advertisements placed which have seen the appointment to one headteacher vacancy and the advertising for the personal facilitators for the Transforming Adult Social Care pilot.

A safer workforce training programme has been designed for the Adults workforce. One session has been run with 20 managers across the Adult Social care workforce having attended the session. Preparations have also commenced for the implementation of the Vetting and Barring Scheme. Although the government have announced a further delay in the implementation of the scheme, the work plan can continue to be operated. A review of the safer recruitment procedures for Adult Social Care has resulted in a number of small operational changes to enable a more effective response through the various inspections.

Following from the success of the final primary return to teaching course in 2008, where 22 participants successfully completed the training, a successful bid has been made to the Teacher Development Agency to operate a secondary returners programme. Further work is being undertaken on the programme in conjunction with the TDA and departmental colleagues. See Annex A for more detailed information.

Budget

This report reflects financial information available at the end of February 2009. See Annex B for more detailed information on:

Revenue Budget

- Annex B1 Summary financial position
- Annex B2 Budget variances (incorporating carry forward requests)

Capital Budget

Annex B3 Summary financial position and scheme status and target

Revenue

A summary of the overall budget position is shown at Annex B1. This shows a forecast year end under spending of £1.374m which is an increase of £0.924m on the amount forecast in the last period and mainly reflects a significant reduction in forecast spend for Looked After Children. This includes £0.363m of under spendings arising from delays to projects which are requested to be carried forward into 2009-10.

Current approved budget

The approved budget remains unchanged from that reported in the last period and amounts to £46.357m; £39.219m cash with £7.138m of recharges from other Departments and accounting adjustments. In addition, the Department manages £10.509m of expenditure in the Schools Budget that is funded by an earmarked government grant.

Provisional outturn

As set out above, February monitoring information forecasts a net £1.374m under spend. It reflects current data around expenditure trends and with only a short period of time available to experience changes around the demand led services, especially those relating to volatile and high cost placements this figure is not expected to change significantly at the end of the financial year.

As expected towards the end of the financial year, greater certainty exists around budget forecasts which results in an increase in reported variances. The main changes occurring for the first time this period are:

- Under spendings requested to be carried forward into 2009-10 amount to £0.363m and reflect schemes where for various reasons, delays have occurred with resultant finish dates moving into the new year. The funding carry forward would align the required payment phasing to available budget.
- Learning and Achievement will have £0.121m less spend through improved opportunities to fund core services from government grants.
- Children's Social Care expenditure is expected to reduce by a further £0.325m, mainly as a result of fewer children requiring to be looked after in external placements together with a reduction in overall average costs.
- Short term vacancies in Performance and Resources, together with reduced recruitment and retention costs for the whole Department and lower pension liability costs will result in an under spending of £0.095m.

In respect of the Schools Budget, which is a ring-fenced grant where any year end under or over spendings must be allocated to the next year's Schools Budget and does not therefore impact on the Council's resources, the current forecast is for a carry forward surplus of £0.202m.

Annex B2 provides more detail on the variances anticipated, including carry forward requests.

Capital

A summary of the overall budget position is shown at Annex B3. This shows a forecast year end under spending of £0.059m, an increase in under spend of £0.019m from that reported last period.

Current approved budget

The approved budget reported last period totalled £25.028m of which £16.867m was expected to be spent this year, with £8.161m expenditure expected to fall into 2009-10. During the period, a review has been completed on likely levels of external income compared to estimates made in the original budget. This indicates a reduction in overall funding from grant and land sale, the most significant element of which relates to the Brakenhale School Schemes, which have been subject to separate Executive reports to confirm the final programme.

Proposed change:	Amount £k
Remove Single Assessment Process Grant not to be received	-70
Remove New Opportunities Funding grant to confirmed amount	-548
Add newly announced School Travel Plan Grants	32
Reset estimated Devolved Formula Capital grant to confirmed amount	-52
Remove S106 funding not allocated to schemes (2005/06 approval)	-60
Reset estimated Mobile Social Working Grant to confirmed amount	-7
Reset estimated Children's Services Contact Point/ICS grant	94
Remove over estimated land sale / LSC income at Brakenhale OLC	-4,468
Total budget reduction	-5,077

Provisional Outturn

The current estimated outturn position shows a £0.059m under spending which relates to a number of schemes finishing in the current year.

Complaints received

Stage	No. rec'd Q4	Nature of complaints (bulleted list)	Action taken and lessons learned (bulleted list)
New Stage 2	0		
New Stage 3	0		
New Stage 4	0		
Ombudsman	1	<ul style="list-style-type: none"> Unacceptable delay in preparation of report to foster panel 	<ul style="list-style-type: none"> LGO upheld proposals of Council offered in statutory stage 2 response
Statutory Stage 1	1	<ul style="list-style-type: none"> Complaint about breach of confidentiality protocol 	<ul style="list-style-type: none"> Complainant did not pursue matter – no evidence that incident occurred.
Statutory Stage 2	1	<ul style="list-style-type: none"> Complaint about actions of department prior to court proceedings 	<ul style="list-style-type: none"> External investigation underway

Please note that complaints made within the corporate complaints procedures are included above where they impact upon Adults or Children's Social Care.

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
N/A	There were no internal audit reports this period with limited or no assurance.

Section Four: Forward Look

Access and Inclusion

An updated Children and Young People's Plan will be finalised during the next quarter and presented to the Children and Young People's Trust for its approval. Two other key pieces of work will also be completed for the Trust. The first of these will set out revisions to the Trust's constitution in light of new guidance post Lord Laming and legislation which will place the Children's Trust on a statutory footing. The second is the agreement of a commissioning framework which will set out the commissioning arrangements for all agencies with a statutory duty to operate.

Good progress has been made to stabilise the staffing situation at College Hall. There will be a continued focus during the next quarter on recruitment and retention issues to maintain this improving position.

A number of initiatives under the 'Think Family' initiative will be developed during the next quarter in response to the availability of new grant funding. This will enable a greater focus to be placed on a wider range of issues that prevent children and young people from achieving positive outcomes.

The Playbuilder Strategy will be developed. The Council has been allocated funding to refurbish 22 play areas over the coming two financial years. This will involve the creation of a strong partnership between departments within the Council and with Town and Parish Councils and with children, young people and families. Much of the groundwork has been done in the past with the development of our local Play Strategy – this initiative gives us the opportunity to put many of our aspirations into place.

The detailed plan for the implementation of the Integrated Youth Provision will be finalised with implementation commencing in September 2009.

A detailed proposal will be developed to respond to the increase in NEET figures.

Adult Social Care

Work is well underway for our Self Assessment of Adult Social Care with two deadlines of 15 May and 29th May to submit detailed performance information to the Care Quality Commission, who have now taken over from the Commission for Social Care Inspection.

Working with the PCT this quarter will see the beginning of the refresh into the Joint Needs Assessment of the population which is being led by the Chief Officer: Adult Social Care

Increasing the focus on transforming social care will involve detailed preparation for the pilots which will start in July.

Children's Social Care

In addition to the actions set out in the new Service Plan, we will respond to the recommendations of the Laming Progress Report on the Protection of Children.

We will start to prepare for new inspections announced by Ofsted, on unannounced inspections of Children's Social Care Duty & Assessment Team and on 3 yearly inspections of safeguarding and looked after children.

The Pledge for Looked After Children and Care Leavers will be presented to the full Council in April.

The department will also respond to the recommendations and requirements of the key announced Adoption Inspectorate.

Learning and Achievement

Further work related to the transfer of responsibilities from the LSC to the LA in relation to planning and commissioning future provision for young people aged 14 - 19.

Supporting schools in preparing pupils for statutory end of Key Stage assessments and examinations, including moderating teacher assessments and ensuring all statutory requirements are met.

Support for schools, including headteachers and governors, in preparation for changes to the procedures for external school inspection by Ofsted.

Performance and Resources

Capital Programme

The implementation of the work programme under the Primary Capital Strategy for change will be a significant piece of work in the next quarter. DCSF have responded positively to the Council's approach to re-visit the Building Schools for the Future Programme and there will be further discussion with DCSF during the next quarter about how and when the Bracknell Forest BSF Programme might commence.

School Admissions

Offer letters for primary school places will be sent out to parents on 24th April and it is expected that there will be high demand again for places. There will be appeals for secondary school places in May and June.

Human Resources

The conclusion of the One Workforce self assessment tool for the children and young people's workforce. The safer recruitment procedures will be a focus with further work on the arrangements of the Vetting and Barring Scheme together with the work for the introduction of 3 yearly CRB rechecks.

ICT

Now that Liquidlogic have been chosen as the software supplier for the Adult Social Care IT system detailed planning will be undertaken with the supplier and the users for the implementation of the system.

Two other IT procurements will also be undertaken over the next quarter. Firstly for the software for use in Children's Centres and secondly the major procurement for the supply and installation of the IT systems for the new Garth Hill College building.

Finance

Closure of the 2008-09 accounts and preparing budgets and systems updates for 2009-10 will form the basis of the main activity for the coming quarter. This will include guiding schools through the processes and assisting the small number that experience budget difficulties. Significant work will also be required in supporting Adult Social Care in preparations for the self directed support pilot, in particular in testing and refining the Resource Allocation System, and the implementation of the new ICT system.

Performance Management

Monitoring of Indicator Outturns for 2009/10 will commence as soon as the May statutory returns have been submitted. The teams will also prepare for the possibility of an audit against any of the department's indicators, to ensure that all outturns can be properly evidenced.

Annex A: Staffing information

Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Directorate	3	1	2	2.41	0	0.00%
Learning & Achievement (incl Education Library Service)	79	39	40	64.20	3	3.66%
Access & Inclusion	187	65	122	124.36	29	13.43%
Children's Social Care	128	85	43	111.73	6	4.48%
Performance & Resources	86	60	26	75.05	3	3.37%
Adult Social Care	373	214	159	236.39	30	7.44%
Department Totals	856	464	392	614.14	71	7.65%

Note: Vacant posts are currently under review to identify whether an actual vacancy exists or whether the post has been filled by any other means (i.e. increase/decrease hours) or whether the post has been deleted.

Staff Turnover

For the quarter ending	31 March 2009	2.5%
For the year ending	31 March 2009	10.62%

Total turnover for BFBC, 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)

Sickness Absence

Staff Sickness (1 January 2009 to 31 March 2009)

Section	Total staff FTE	Number of days sickness	Quarter 4 average per employee (FTE)	Annual average per employee (FTE)
Directorate	2.41	4	1.66	4.56
Learning & Achievement (incl Education Library Service)	64.20	74	1.15	4.43
Access & Inclusion	124.36	256.5	2.06	8.74
Children's Social Care	111.73	211	1.88	9.20
Performance & Resources	75.05	206	2.74	10.59
Adult Social Care	236.39	729.5	3.08	11.88
Department Totals	614.14	1,481.00	2.41	9.79

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

Annex B: Financial information

Annex B1

Summary Financial Position

SOCIAL CARE AND LEARNING DEPARTMENT - FEBRUARY 2009								
	Original Cash Budget	Virements & Budget C/Fwds	Current Approved Budget	Spend to Date %	Variance Over/(Under) Spend	Variance This Month	Requested Carry Forward	Variance Supported by CMT
	£000	£000	£000	%	£000	£000	£000	£000
Social Care and Learning Department								
Director								
Departmental Management Team	723	278	1,001	92%	0	0	0	0
	723	278	1,001	92%	0	0	0	0
CO - Learning and Achievement								
Standards Fund	13	0	13	-21,808%	-180	-80	0	-100
School Improvement	1,344	-131	1,213	31%	-51	-51	10	0
Adult Education	-44	1	-43	256%	0	0	0	0
Libraries	1,792	-1,792	0	0%	0	0	0	0
	3,105	-1,922	1,183	-217%	-231	-131	10	-100
CO - Children & Families: Access & Inclusion								
Youth Service	819	65	884	76%	-15	-15	0	0
Support to pupils and families	2,022	242	2,264	73%	-260	-235	190	-25
SEN support and provisions	687	-289	398	73%	0	0	0	0
Pupil and Student Services	5	-5	0	0%	0	0	0	0
Change for children	73	262	335	101%	0	0	0	0
	3,606	275	3,881	76%	-275	-250	190	-25
CO - Children & Families: Social Care								
Children's Services & Commissioning	1,402	67	1,469	90%	0	0	0	0
Children Looked After	5,091	162	5,253	71%	-1,010	-285	0	-725
Family Support Services	1,052	-92	960	77%	-5	-25	0	20
Youth Justice	306	-1	305	104%	0	0	0	0
Other children's and family services	1,341	-202	1,139	69%	-52	-52	37	0
Management and Support Services	107	-32	75	69%	0	0	0	0
	9,299	-98	9,201	76%	-1,067	-362	37	-705
CO - Adult Social Care								
Management	697	-212	485	70%	-62	-62	62	0
Mental Health	1,689	130	1,819	106%	0	0	0	0
Learning Disability	7,351	161	7,512	104%	110	40	0	70
Physical Disability	1,890	-61	1,829	152%	135	0	0	135
Older People	8,980	-130	8,850	109%	211	-64	64	275
Drugs Action Team	0	56	56	280%	0	0	0	0
Commissioning	367	44	411	99%	0	0	0	0
Resources	1,540	-1,540	0	0%	0	0	0	0
	22,514	-1,552	20,962	90%	394	-86	126	480
CO - Performance and Resources								
Office Services	255	-177	78	94%	0	0	0	0
Information Technology Team	196	277	473	93%	0	0	0	0
Admissions and Property Team	246	168	414	107%	0	0	0	0
Performance and Information Team	223	205	428	89%	0	0	0	0
Finance Team	387	558	945	91%	-110	-57	0	-53
Human Resources Team	209	183	392	52%	-35	-10	0	-25
School related expenditure	261	0	261	-139%	-50	-28	0	-22
	1,777	1,214	2,991	61%	-195	-95	0	-100
Sustainable Communities								
Sustainable Communities	1,249	-1,249	0	0%	0	0	0	0
	1,249	-1,249	0	0%	0	0	0	0
TOTAL SC&L DEPARTMENT CASH BUDGET	42,273	-3,054	39,219	74%	-1,374	-924	363	-450
TOTAL RECHARGES & ACCOUNTING ADJUSTMENTS	8,444	-1,306	7,138	-10%	0	0	0	0
GRAND TOTAL SC&L DEPARTMENT	50,717	-4,360	46,357	61%	-1,374	-924	363	-450
Memorandum items:								
Devolved Staffing Budget			20,443		-52	-112	0	60

SOCIAL CARE AND LEARNING DEPARTMENT - FEBRUARY 2009

	Original Cash Budget	Virements & Budget C/Fwds	Current Approved Budget	Spend to Date %	Variance Over/(Under) Spend	Variance This Month	Requested Carry Forward	Variance Supported by CMT
	£000	£000	£000	%	£000	£000	£000	£000
Schools Budget - 100% grant funded								
Delegated and devolved funding								
Delegated School Budgets	51,996	2,164	54,160	92%	0	0	0	0
Standards Fund Devolved (gross)	3,694	0	3,694	51%	0	0	0	0
School Grants	-8,610	0	-8,610	54%	0	0	0	0
	47,080	2,164	49,244	96%	0	0	0	0
LEA managed items								
SEN provisions and support services	4,218	770	4,988	82%	230	40 ¹⁸	0	190
Education out of school	876	39	915	79%	-8	-10 ¹⁹	0	2
Pupil behaviour	317	93	410	74%	-17	-13 ²⁰	0	-4
School staff absence and other items	1,045	122	1,167	33%	-250	-29 ²¹	0	-221
Combined Service Budgets	0	384	384	85%	-27	-5 ²²	0	-22
Early Years provisions and support services	2,463	-114	2,349	78%	-50	0	0	-50
Support to schools in financial difficulty	201	0	201	0%	-142	0	0	-142
Standards Fund LEA Managed	75	0	75	0%	0	0	0	0
	9,195	1,294	10,489	73%	-264	-17	0	-247
Growth to be allocated	2,674	-2,674	0	0%	0	0	0	0
Dedicated Schools Grant	-59,514	-239	-59,753	92%	62	0	0	62
(-)Under / (+)overspend brought forward	565	-545	20	0%	0	0	0	0
TOTAL - Schools Budget	0	0	0	0%	-202	-17	0	-185

Social Care and Learning Budget Variances

Note	Reported variance £'000	Explanation
		<u>DEPARTMENTAL CASH BUDGET</u>
	-450	Total reported to last period.
		<u>CO - Learning and Achievement</u>
1	-104	The 2007-08 Standards Fund grant was available for spend to the end of August, as was the Music Service Grant that is reported under School Improvement. Final accounts showed an further under spend. These are complicated calculations spreading two financial years and a wide range of funding streams and spending conditions.
2	-17	As the funding to support school pupils with English as an Additional Language was confirmed after the start of the year, a reduced programme of support was implemented resulting in a year end under spending.
		<u>CO - Children & Families: Access & Inclusion</u>
3	-15	A number of small variances are now expected across the whole of the Youth Service which in total aggregate to a £15k under spending.
4	-15	A further saving will be made by charging more costs from Council budgets to an unspent Extended Services Standards Fund Grant that expired at the end of August.
5	-30	A saving will be made against the contract with Symbol for speech and language support to schools. This arises from a carry forward from the 2007-08 Area Based Grant and a lower level of service provision.
		<u>CO - Children & Families: Social Care</u>
6	-285	Further changes have occurred to the costs and number of children being looked after compared to those anticipated when the budget was set. These changes are included in the 2009-10 budget.
7	-40	A number of under spendings are now expected on other children and family services, the most significant of which relate to residents order allowances and supported lodgings.
		<u>CO - Adult Social Care</u>
8	40	Further work has been undertaken with the PCT regarding funding of former Waymead service users and latest calculations indicate additional costs to the Council of £40k.

Note	Reported variance £'000	Explanation
		<u>CO - Performance and Resources</u>
9	-95	The Finance and HR Teams have experienced a number of vacancies following the creation of the new Department that will result in a further under spending of £67k. There is also expected to be £28k saving on pension costs to former staff charged through the Berkshire Joint Arrangement.
		<u>Carry forward requests</u>
		The following items represent carry forward requests that will be subject to the Council's appropriate policies and procedures:
10	-10	Funding has been ear-marked to up-grade the IT infrastructure in the Cromwell Room at the Education Centre as existing facilities are proving to be inadequate.
11	-190	Carry-forward of this sum is requested in order to implement Extended Services schemes in schools that are underway but have not been fully achieved in this first year of new funding arrangements. Many schemes are now at the planning stage, with some funding spent, but their final delivery has not been possible in the financial year and is due imminently, many in the summer and through into the summer holidays.
12	-7	There is a priority to support young people in care to use advocacy and independent visitors as part of the Care Matters programme. There has been a delay in rolling out the support that will now occur next year.
13	-5	A great number of leaflets are produced by Children's Social Care, all of which need to be reviewed and brought in line with new corporate identity standards.
14	-25	In order for a family to have adequate accommodation to adopt three siblings, a contribution to the necessary building works was agreed.
15	-64	A new Stroke Grant was awarded to the Council for the first time in 2008-09. There has been a delay in processing funds for voluntary organisations due to the late notification of the grant and the time needed to consult and then vet applications for services to be funded which means that some of the services will not commence until next year.
16	-46	A new three year grant to Transform Adult Social Care has been allocated to all Council's from this financial year to plan for the implementation of self directed support for people requiring social care. Whilst good progress has been made on the underpinning work, the pilot is now planned to start in June, which has resulted in some of the major costs not yet being incurred..
17	-16	The contract for LINKS has been let with a host organisation across 5 of the 6 Berkshire Unitaries but the complexity of this has meant that start up has taken longer than anticipated.
	-1,374	TOTAL CASH BUDGET



Note	Reported variance £'000	Explanation
		<u>SCHOOLS BUDGET</u>
		The Schools Budget is a ring fenced account, fully funded by external grants, the most significant of which is the Dedicated Schools Grant. Any under or overspending remaining at the end of the financial year must be carried forward to the next year's Schools Budget and as such has no impact on the Council's overall level of balances. 2008-09 is the first year of a three year provisional budget.
	-185	Amount reported last period
		<u>SEN provisions and support services</u>
18	40	SEN provisions and support calculated from costed schedule. Movement from the last period has occurred on external placements to reflect anticipated new spring term placements. Other minor changes on SEN support services are also now being reported.
		<u>Education out of school</u>
19	-10	Staff vacancies will result in a further under spending.
		<u>Pupil behaviour</u>
20	-13	Further staff savings will be realised following review of the new Parenting Support Grant that indicates more funds than previously expected can be used to finance current activities.
		<u>School staff absence and other items</u>
21	-29	A number of new variances are now expected across a range of budget codes, the most significant of which relates to a reduction in forecast expenditure of £21k on an anticipated teacher redundancy which will not now occur following successful redeployment to another position.
		<u>Combined service budgets</u>
22	-5	Further staff savings are now anticipated due to short periods of vacancies.
	202	Amount of under spend to be carried forward.
	0	TOTAL SCHOOLS BUDGET

Social Care and Learning Capital Monitoring										
2008-09 monitoring at 28 February 2009										
Cost Centre Description	Total Budget	Cash Budget 2008/09	Expenditure to date	Current commitment	Amount left to Spend	Estimated Total Funding Required for the year	Cash Budget 2009/10	(Under) / Over Spend against approved budget	Key Target for 31 March	Current status of the project including changes to Cash Profile
	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)		
Schemes commenced prior to 2008/09										
South Bracknell Re-organisation - Birch Hill 2b - Redesigned Infant Classroom	120.9	120.9	34.0	17.5	86.9	6.6	0.0	-114.3	Complete.	Complete.
South Bracknell Re-organisation - Pines - Nursery and Foundation Class	13.7	13.7	6.4	0.0	7.3	6.4	0.0	-7.3	Complete.	Complete.
South Bracknell Re-organisation - Pines - Occupation of remaining space	142.9	142.9	147.3	38.9	0.0	249.0	0.0	106.1	Complete.	Phase 1 complete, Phase 2 on-site.
Building Schools for the future -planning	50.4	50.4	14.1	0.9	36.3	50.4	0.0	0.0	Masterplans Complete.	Complete.
Modernisation Funding -Roof voids	37.4	37.4	0.0	0.0	37.4	0.0	0.0	-37.4	Complete.	Complete.
Brakenhale Land Sale - OLC demolition, Reprovision & Relocations	3,526.8	1,800.0	1,682.6	0.6	117.4	1,800.0	1,726.8	0.0	Complete.	On site.
Brakenhale Land Sale - S77 sports field	0.0	0.0	49.0	462.0	0.0	0.0	0.0	0.0	In design.	On site.
Edgbarrow - additional places and post 16 accomodation	2,283.7	1,203.7	104.0	5.6	1,099.7	1,203.7	1,080.0	0.0	On site.	Out to tender. Awaiting LSC funding decision.
Kennel Lane additional parking and external lighting	29.1	15.0	13.9	0.0	1.1	5.0	14.1	-10.0	On site.	Complete.
Section 106 Developer Contributions	627.8	400.0	220.4	0.0	179.6	400.0	227.8	0.0	Funds Allocated	Schemes agreed.
School Improvements	6,832.7	3,784.0	2,271.9	525.5	1,565.5	3,721.1	3,048.7	-62.9		
Curriculum Development	7.6	7.6	0.0	0.0	7.6	0.0	0.0	-7.6	Complete	Complete.
Curriculum Development	7.6	7.6	0.0	0.0	7.6	0.0	0.0	-7.6		
SI Cranbourne Primary	37.8	37.8	26.4	0.0	11.4	27.8	0.0	-10.0	Complete	Complete.
Crowthorne Primary	7.3	4.0	0.0	0.0	4.0	12.0	3.3	8.0	On site.	Awaiting final account.
Suitability	45.1	41.8	26.4	0.0	15.4	39.8	3.3	-2.0		
Retentions	0.8	0.0	0.0	0.0	0.0	7.0	0.8	7.0	Complete	Final fees to pay
CAPITAL PROGRAMME - DEPT CONTROLLED [schemes b/fwd from prior year(s)]	6,886.2	3,833.4	2,298.3	525.5	1,588.5	3,767.9	3,052.8	-65.5		
Percentages			60.0%	13.7%	41.4%	98.3%		-1.0%		


Social Care and Learning Capital Monitoring										
2008-09 monitoring at 28 February 2009										
Cost Centre Description	Total Budget	Cash Budget 2008/09	Expenditure to date	Current commitment	Amount left to Spend	Estimated Total Funding Required for the year (£'000)	Cash Budget 2009/10	(Under) / Over Spend against approved budget (£'000)	Key Target for 31 March	Current status of the project including changes to Cash Profile
	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)		
Schemes commenced 2008/09 and rolling programmes										
Health and Safety	18.7	18.7	0.0	0.0	18.7	18.7	0.0	0.0	Complete.	Projects being evaluated.
Safety Glazing (Safety Glazing Regulations)	45.3	45.3	14.3	2.2	31.0	45.3	0.0	0.0	Complete.	In progress, all orders placed.
Health & Safety	64.0	64.0	14.3	2.2	49.7	64.0	0.0	0.0		
School Meal Kitchens	7.7	7.7	0.0	0.0	7.7	7.7	0.0	0.0	In progress	Delayed for incorporation into Primary Capital Programme.
Disabled Access (SENDA & DDA Legislation)	129.3	129.3	60.2	0.0	69.1	129.3	0.0	0.0	Complete	Rolling programme
Access for Disabled (schools)	129.3	129.3	93.0	0.0	69.1	129.3	0.0	0.0		
Minor Works	5.9	5.9	0.0	0.0	5.9	5.9	0.0	0.0	Complete	In progress
Youth Service Suitability	0.3	0.3	0.0	0.0	0.3	0.3	0.0	0.0	Complete	Awaiting final account.
Suitability	0.3	0.3	0.0	0.0	0.3	0.3	0.0	0.0		
Planned Maintenance (schools)	719.6	367.4	433.1	30.7	367.4	367.4	352.2	0.0	In progress.	Rolling programme
Planned Maintenance (non Schools)	153.7	150.0	81.8	19.6	148.0	150.0	3.7	0.0	In progress.	Rolling programme
Ufton Court	30.0	30.0	0.0	0.0	30.0	0.0	0.0	-30.0	Dispute resolved.	Liability under this joint arrangement in dispute.
Caretakers Housing - Decent Homes Standard	10.0	10.0	0.0	0.0	10.0	10.0	0.0	0.0	Complete.	Rolling programme
Education ICT	15.5	15.5	0.8	0.0	14.7	15.5	0.0	0.0	Complete.	Options being considered for pupil forecasting system
Extended Schools	159.0	100.0	0.0	0.0	100.0	100.0	59.0	0.0	In Progress	Suitable schemes being identified.
Children's Centres	616.0	500.0	406.0	13.2	94.0	500.0	116.0	0.0	In Progress	Various schemes currently in different stages of completeness.
Children's Services System Integration	498.9	400.0	129.9	0.0	270.1	400.0	98.9	0.0	Complete.	ICS is phase 1b compliant
Children's Services System - Contact Point	133.7	0.0	70.4	1.8	0.0	0.0	133.7	0.0	In Progress	Pre deployment shielding complete
Portman Close refurbishment	0.0	0.0	0.2	0.0	0.0	0.0	0.0	0.0	Complete.	Complete.
Children's Play Programme	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	N/A - in-year grant	Requirement investigation and prioritisation.
Information System for Parents and Providers	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	N/A - in-year grant	Order placed
Capita One (EMS) upgrade	80.0	80.0	88.6	0.0	0.0	80.0	0.0	0.0	Complete	New software implemented.
ICT Harnessing Technology	299.0	299.0	-114.4	0.0	413.4	299.0	0.0	0.0	Delegated to schools.	Preferred option for delegation to schools identified.
Mobile technology to support children's social workers	11.7	11.7	1.3	0.0	10.4	11.7	0.0	0.0	Complete.	Equipment in the process of being procured.
Other (Education)	1,853.8	1,446.2	583.0	14.9	942.5	1,416.2	407.6	-30.0		
Section 106 Contributions - Community	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Complete	Under development
Youth Service Website Development	29.9	29.9	0.0	0.0	29.9	29.9	0.0	0.0	Complete	Under development
Youth Capital Fund	65.0	65.0	-19.6	2.1	84.6	65.0	0.0	0.0	Programme agreed	Works on schemes at various stages
Youth Facilities	94.9	94.9	-19.6	2.1	114.5	94.9	0.0	0.0		


Social Care and Learning Capital Monitoring										
2008-09 monitoring at 28 February 2009										
Cost Centre Description	Total Budget	Cash Budget 2008/09	Expenditure to date	Current commitment	Amount left to Spend	Estimated Total Funding Required for the year	Cash Budget 2009/10	(Under) / Over Spend against approved budget	Key Target for 31 March	Current status of the project including changes to Cash Profile
	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)		
Community Health Service reposition	58.8	58.8	86.6	1.3	0.0	95.0	0.0	36.2	In progress.	Requirement investigation and prioritisation.
Improving the Care Home Environment	6.4	6.4	7.8	0.0	0.0	6.4	0.0	0.0	In progress.	Requirement investigation and prioritisation.
Improvements and capitalised repairs	95.0	95.0	90.3	0.0	4.7	95.0	0.0	0.0	In progress.	Requirement investigation and prioritisation.
Adult Social Services general	160.2	160.2	184.6	1.3	4.7	196.4	0.0	36.2		
Care Management Replacement Programme	446.4	392.3	-11.8	0.0	404.1	392.3	54.1	0.0	Implementation stage	Tenders evaluated, awaiting Director decision to agree supplier.
Electronic Social Care Record	111.4	100.0	15.4	0.0	84.6	100.0	11.4	0.0	Complete.	Evaluating tenders.
Mental Health	70.0	50.0	0.0	0.0	50.0	50.0	20.0	0.0	Complete.	Options being considered
Social Care	61.0	40.0	0.0	20.1	40.0	40.0	21.0	0.0	Complete.	Options being considered
Adult Social Care IT projects	688.8	582.3	3.6	20.1	578.7	582.3	106.5	0.0		
CAPITAL PROGRAMME - DEPT CONTROLLED [current year schemes]	3,878.2	3,008.2	1,373.9	91.0	2,288.3	3,014.4	870.0	6.2		
Percentages			45.7%	3.0%	76.1%	100.2%		0.2%		
CAPITAL PROGRAMME - DEPT CONTROLLED [all schemes]	10,764.4	6,841.6	3,672.3	616.4	3,876.8	6,782.3	3,922.8	-59.3		
Percentages			53.7%	9.0%	56.7%	99.1%		-0.6%		
Schemes outside department control										
Edgbarrow - Specialist School (s106)	2.3	2.3	2.2	0.0	0.1	2.3	0.0	0.0	Complete.	Complete.
Curriculum Development	2.3	2.3	2.2	0.0	0.1	2.3	0.0	0.0		
NOF Harmans Water All Weather Pitch	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Complete.	Complete.
NOF Brakenhale Trampoline Centre	488.0	400.0	223.0	0.0	177.0	400.0	88.0	0.0	On site.	On site.
NOF Edgbarrow Tennis Court Modernisation	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Complete.	Complete.
NOF Orienteering Course	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Complete.	Complete.
Primary Capital Strategy for Change	100.0	100.0	0.0	0.0	100.0	100.0	0.0	0.0	In progress	Recruitment of staff underway.
Rebuild of Garth Hill College	5,408.0	5,408.0	3,047.9	226.7	2,360.1	5,408.0	0.0	0.0	On site.	On site.
Jennetts Park Primary School	99.5	99.5	5.9	67.3	93.6	99.5	0.0	0.0	Tender preparation.	Designer and Project Manager appointed.
School Improvements	6,095.5	6,007.5	3,276.8	293.9	2,730.7	6,007.5	88.0	0.0		
Devolved Capital	3,088.5	1,800.0	1,351.2	0.5	1,800.0	1,800.0	1,288.5	0.0	In Progress	School managed projects at various stages of progress
CAPITAL PROGRAMME - OUTSIDE DEPT CONTROL	9,186.3	7,809.8	4,630.3	294.4	4,530.7	7,809.8	1,376.5	0.0		
Percentages			59.3%	3.8%	58.0%	100.0%		0.0%		
TOTAL CAPITAL PROGRAMME	19,950.7	14,651.4	8,302.6	910.8	8,407.5	14,592.1	5,299.3	-59.3		
Performance Monitoring Report - Social Care and Learning - 2008/09 Quarter 4										
Percentages			56.7%	6.2%	57.4%	99.6%		-0.3%		


Annex C: Corporate strategic risks owned by Director of Social Care & Learning



RISK SHORT NAME	LINK TO MTOS	RISK SCORE	ACTION ALREADY IN PLACE	FURTHER ACTION TO ADDRESS RISK	TARGET DATE	PROGRESS ON FURTHER ACTION TO ADDRESS RISK	COMMENTARY
Demographic and socio economic changes	6, 7 & 9	B2	<u>Housing Development</u> <ul style="list-style-type: none"> As a result of the economic downturn construction work on the major housing developments has been postponed. It is therefore unlikely that this risk will have any impact in the near term, however we will continue to monitor the situation 	<u>Impact of Socio-Economic Change on Schools</u> <ul style="list-style-type: none"> Expect an increase in number of children eligible for free school meals. Results of next Census awaited to confirm this. 	31/1/2009		Census data available in late January 2009 when further analysis will be undertaken.
			<u>Effect of Migration on Schools</u> In response to this Education have <ul style="list-style-type: none"> increased support for EAL (English as an additional language) increased resources in community languages Plans have been developed with schools to ensure support is timely, focussed and effective in relation to ethnic groups and EAL children in schools. This is monitored as part of the regular school census. Demographic trends for the 0-19 	<ul style="list-style-type: none"> Anticipate an increase in schools numbers as fewer parents opt for private education. Level of admissions to be monitored. 	Ongoing		Monitoring is ongoing with no major variance to be reported.



			<p>age range in SC& L are monitored via regular data collections and statistical analysis. 5-year forecasts of pupil numbers for all schools in the Borough are published in the annual School Places Plan and any trends are highlighted in the commentary.</p> <ul style="list-style-type: none">• Good communication channels have been developed with schools who raise awareness of additional needs arising from demographic change very rapidly				
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Demand led services	5, 6, 7 & 9	B2	<p><u>Children's Services</u> There is corporate commitment subject to satisfactory business case for CMT/the Executive that additional resources would be made available for unplanned demands for children's services.</p> <p><u>High Cost of Children's Placements (LAC & SEN)</u></p> <ul style="list-style-type: none"> • Close budget monitoring • Joint procurement of placements with neighbouring authorities to obtain placements needed and increase value for money • Membership of Herts arrangement for managing fee increases <p><u>Older People</u></p>	<p><u>Children's Placements (LAC & SEN)</u></p> <ul style="list-style-type: none"> • Contracts Officer being recruited to monitor contracts and ensure placement costs are accurate 	31/3/09		<p>External appointment of Contracts Officer was not successful. Internal staff changes and appointments have been undertaken. Further training and development is required and is in place.</p> <p>Heads of Service are actively managing the use of placements which has contained costs throughout the financial year.</p>
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		<ul style="list-style-type: none"> Purchasing Plan for Older People's Health and Social Care sets out the assumptions and approach to delivery of services. This includes estimates of population ages through to 2025 based on ages of current population to determine demand for services. This includes projections of numbers of people requiring residential care places, extra –care housing, support at home, etc. <p><u>People with Disabilities</u></p> <ul style="list-style-type: none"> Transition Policy for People with Disabilities covers policy for young people with learning disabilities, disabilities or complex needs as they approach adulthood and responsibility moves from Children's Services to Adult 	<p><u>Older People</u></p> <ul style="list-style-type: none"> Projections in Purchasing Plan for Older People to be updated annually 	31/3/09		This will be achieved by 31/3 using 08/09 figures. Indications to date are an increase in OP ongoing support.
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			<p>Community care Services.</p> <ul style="list-style-type: none"> Impact of transition on budgets considered at DMT as part of budget pressures discussions <p><u>Packages of Care</u></p> <ul style="list-style-type: none"> Continued close monitoring of the revenue budget and projected costs around costed packages of care will remain in place. Early warning in relation to changes in demand and projected spend will be highlighted as soon as they become apparent. 	<p><u>Mental Health</u></p> <p>Economic downturn could impact on numbers of residents with mental health issues and increase level of domestic abuse. Demand levels are being monitored.</p>	Ongoing		<p>Monitoring ongoing.</p> <p>Undertaken for 09/10 budget build.</p> <p>This is being done and reported in budget variations. Workload by Adult Management team.</p>
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Project management	1, 6 & 10	D2	<u>Project Management</u> <ul style="list-style-type: none"> Project managers are appointed with responsibility for delivery and project boards established for individual projects with responsibility for overseeing project delivery. 	<u>Programme Manager</u> Given the large number of projects that the Directorate has ongoing and the fact that central government have brought forward a number of capital investment schemes, consideration is being given to employing a Programme Manager to oversee delivery of the capital programme in Social Care and Learning.	31/1/09		Advertisements are placed for a Project Manager to oversee the Primary Capital Programme. Major review of Project Management arrangements, completion date 31 May 2009.
			<u>Project Methodology</u> <ul style="list-style-type: none"> Council project methodology principles applied to all significant projects. 	<u>Project Monitoring</u> <ul style="list-style-type: none"> Project progress is monitored in accordance with Council project methodology. Project Boards for major projects monitor progress on project delivery Updates on significant variances on major projects are included in quarterly Performance Monitoring Reports which are presented to the Overview and Scrutiny Panel by the Director of SCL and also distributed to the Chief Executive and all Executive Members. Progress on the Capital Plan which 	<u>Primary Capital Strategy (rebuild of primary schools)</u> DCFS have agreed the Capital Programme and a plan for this is being developed to prepare for 1 st April start for the first phase of the project...	31/1/09	

			<p>covers capital projects is discussed at SCL DMT.</p> <p><u>Brakenhale</u></p> <ul style="list-style-type: none"> Land sale receipts to fund the project have been significantly lower than anticipated. This has been mitigated by putting school refurbishment plans on hold. 	<p><u>Children's Centres</u></p> <p>Deadlines for completion are now being brought forward by central government. Action plan being developed to address this.</p>	31/1/09		Action Plan completed.
Garth Hill	6 & 10	C1	<p><u>Project Management</u></p> <ul style="list-style-type: none"> Project managers, Faber Maunsell appointed with responsibility for delivery. and project board established with responsibility for overseeing project delivery. <p><u>Project Methodology</u></p> <ul style="list-style-type: none"> Council project methodology principles applied. <p><u>Risk Management</u></p> <ul style="list-style-type: none"> Risk register in place prepared and maintained. Risk workshops to identify risks held attended by all key stakeholders (the school, governors, Procurement, Legal, Accountants). 	<p><u>Economic Downturn</u></p> <ul style="list-style-type: none"> A further risk workshop for the Garth Hill project is to be held to address escalating risk due to the economic downturn. In particular this will focus on construction risks and financial risk arising from potential reduced land sale receipts. 	31/1/09		Risk Workshop was held on 22 nd Dec 2008. Further Risk Management Workshop planned for Q1 2009/10.

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
1.5	Ensure local people gain the skills for employment in the new town centre.			
1.5.1	Create the post of Community Development Worker (CDW) for people with long-term conditions to work with the local college and businesses to ensure that training and employment opportunities are made available.	Oct 2008	SCL	✓ Achieved.
1.5.2	Fully implement the Pathways to Employment following the signing of the Service Level Agreement between A4e and BFBC: nine referrals to have been made to A4e by December 2008.	Dec 2008	SCL	✓ Achieved.
1.5.3	Establish a new Economic & Skills Development Partnership.	Apr 2008	SCL	✓ Objective met.
1.5.4	Develop local service provision to meet existing local need in Bracknell Forest prior to town centre regeneration, via the Grow Our Own project.	Mar 2009	SCL	✓ Delayed to September 2009. O&S provided with update of progress.
1.5.5	Begin strategic planning with town centre developers and BFBC to create the time-line for skills training for employed and non-employed local people to access employment resulting from regeneration.	Jul 2009	SCL	✓ Delay linked to town centre regeneration timetable.
1.5.6	Helping jobless parents/carers get back into training/employment through partnership working with FE College and Job Centre Plus via Children's Centres.	TBC	SCL	✓ Current JCP vacancies displayed in Children's Centres. Touch-screen booths, which have access to JCP and Family Information Services, are sited in Children's Centres and free to access. Self-help websites, e.g. writing CVs etc, are also available. Benefits Officer from FIS holds surgeries on CC sites. "New Year, New Start" event held - 50 people attended and were supported through the multi-agency attendance. Outreach Workers from CCs signpost parents/carers through to JCP and/or the local College.

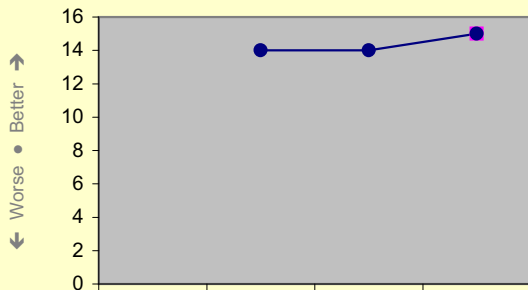
OPERATIONAL RISKS TO MTO 1		<u>Owner</u>	<u>Progress on Mitigation Actions</u>
1.11	The Grow Our Own contribution to BFBC LAA was based on original timescale for Regeneration of Town Centre; subsequent slippage has offered no realistic opportunity for delivery in 2007/8 but can be caught up in subsequent years. All future planning of provision based upon Town Centre Regeneration opportunities for employment are subject to a confirmed timescale. Mitigation: Not within our direct control. Details in Grow Our Own project plan and Adult Learning Plan.	SCL	Actions to mitigate risk continue – no further risks identified. Revised/New Risk: None.
1.12	The Grow Our Own project is currently funded by external grant sources; predominantly SEEDA. All future provision is based upon the availability of funding, whether this be from external sources, LAAs or Section 106 contributions. Mitigation: Alternative funding would be sought if required.	SCL	Actions to mitigate risk continue – no further risks identified. Revised/New Risk: None.
PRIORITY TWO: PROTECTING AND ENHANCING OUR ENVIRONMENT			
Medium-Term Objective 3: Promote sustainable housing and infrastructure development.			
PERFORMANCE INDICATORS FOR MTO 3			
ACTIONS IN SUPPORT OF MTO 3			
		<u>Due Date</u>	<u>Owner</u> <u>Comments</u>
3.6	Provide more choice for social housing applicants through the introduction of Choice-Based Lettings.		
3.6.4	Work in partnership with Housing to increase the number of people living in the community, by providing suitable accommodation.	Mar 2009	SCL ✓ <i>Achieved.</i>
OPERATIONAL RISKS TO MTO 3		<u>Owner</u>	<u>Progress on Mitigation Actions</u>
Medium-Term Objective 4: Keep Bracknell Forest clean and green.			
PERFORMANCE INDICATORS FOR MTO 4			
ACTIONS IN SUPPORT OF MTO 4			
		<u>Due Date</u>	<u>Owner</u> <u>Comments</u>
4.7	Improve energy management in Council and school facilities.		
4.7.5	Promote environmental management and recycling in schools through a training and workshop event.	Aug 2008	SCL ✓ <i>Completed.</i>
4.7.6	Produce an annual environmental management report for schools.	Dec 2008	SCL ✓ <i>Completed.</i>
OPERATIONAL RISKS TO MTO 4		<u>Owner</u>	<u>Progress on Mitigation Actions</u>
4.4	Budgets for waste are devolved to schools. Achievement of targets therefore depends on schools' willingness and ability to follow the Council's advice. Mitigation: Schools will be encouraged via training, workshop and Environmental Management Report.	SCL	Training workshop and Environmental Management Report completed. 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 51: Effectiveness of child and adolescent mental health (CAMHS) services



LAA INDICATOR (Designated)

Department: SCL

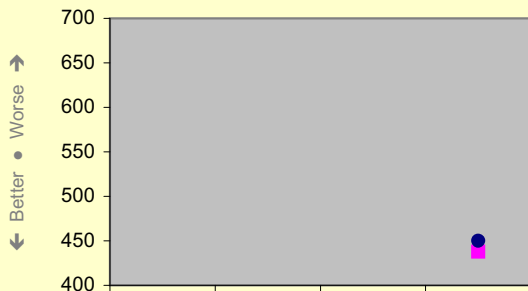
✓

The Bracknell Forest Local CAMHS Partnership has completed the annual assessment of CAMHS services during this quarter and scored local services at 15 out of a maximum of 16, therefore achieving target for the year.

The current estimate is based on latest available (unvalidated) data. This LAA (Designated) 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: Score (0-16) • Polarity: High • BFC Lead: Martin Gocke

**NI 120.1: All-age all cause mortality rate:
(1) Female**



LAA INDICATOR (Designated)

Department: SCL

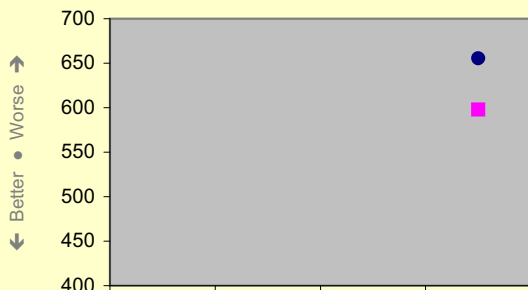
✗

This is draft data not provided directly by the PCT. Bracknell Forest is below England average. Overall trend is downwards. Smoking cessation and vascular risk reduction initiatives underway.

The current estimate is based on data taken from the draft report from the Joint Strategic Commissioning Board. It has not been provided directly or verified by Berkshire East PCT.

Unit: Rate per 100k pop. • Polarity: Low • BFC Lead: Belinda Clack

**NI 120.2: All-age all cause mortality rate:
(2) Male**



LAA INDICATOR (Designated)

Department: SCL

✗

This is draft data not provided directly by the PCT. Bracknell Forest is below England average. Overall trend is downwards. Smoking cessation and vascular risk reduction initiatives underway.

The current estimate is based on data taken from the draft report from the Joint Strategic Commissioning Board. It has not been provided directly or verified by Berkshire East PCT.

Unit: Rate per 100k pop. • Polarity: Low • BFC Lead: Belinda Clack

NI 123: Stopping smoking



LAA INDICATOR (Designated)

Department: SCL

✗

This is draft data not provided directly by the PCT. Quit rate is 46.5%. One provider experienced difficulties in Quarter 1; service now refocused. Extra support from NHS/BE Community Services. Quarter 4 figures will not be available until mid-June.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	296
LAA Target ■	[annual]	[annual]	[annual]	517
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 data taken from the draft report from the Joint Strategic Commissioning Board. It has not been provided directly or verified by Berkshire East PCT.

Unit: Rate per 100k pop. ≥16 yrs ● Polarity: High ● BFC Lead: TBC

NI 39: Rate of hospital admissions per 100,000 for Alcohol Related Harm



CAA Indicator (non-LAA)

Department: SCL

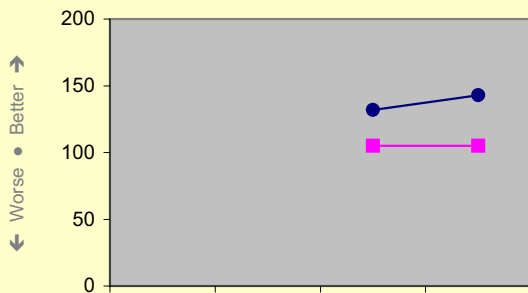
Work is still ongoing to determine how data can be sourced for this complex new indicator. Given the nature of the indicator, it is unlikely that data will ever be available without a significant time lag.

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 data collection. No outcome for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Rate ● Polarity: Low ● BFC Lead: Mira Haynes

NI 40: Number of drug users recorded as being in effective treatment



CAA Indicator (non-LAA)

Department: SCL

✓

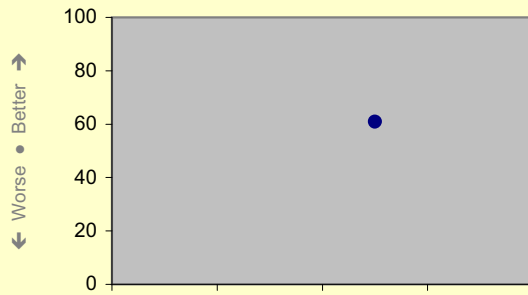
Data is reported by the National Treatment Agency through the National Drug Treatment Monitoring System. The target for month 7 (latest available data) is being exceeded and we are predicted to exceed target by 20 at year end.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	132	143
Local Target ■	TBC	TBC	105	105
Last Reported	N/A	N/A	132	132
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 data which relates to an earlier period. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from the National Treatment Agency. Benchmarking and quartile information is not currently available for this indicator.

Unit: Number ● Polarity: High ● BFC Lead: Mira Haynes

NI 50: Emotional health of children



CAA Indicator (non-LAA)
Department: SCL

This is the outcome of the TellUs 3 Survey. England average is 63.3% and the average for our statistical neighbours is 58.0%.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	[annual]	[annual]	60.9	[annual]
Local Target ■	[annual]	[annual]	N/A	[annual]
Last Reported	N/A	N/A	60.9	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

The current figure uses validated final 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: Martin Gocke

NI 53.1: Prevalence of breastfeeding at 6-8 weeks from birth: (1) percentage of infants being breastfed at 6-8 weeks



CAA Indicator (non-LAA)
Department: SCL

Data and commentary on this indicator is still awaited from the PCT.

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 information on this indicator has been received from the PCT.

Unit: % • Polarity: High • BFC Lead: Mary Purnell

NI 53.2: Prevalence of breastfeeding at 6-8 weeks from birth: (2) percentage of infants for whom breastfeeding status is recorded



CAA Indicator (non-LAA)
Department: SCL

Data and commentary on this indicator is still awaited from the PCT.

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 information on this indicator has been received from the PCT.

Unit: % • Polarity: High • BFC Lead: Mary Purnell

NI 58: Emotional and behavioural health of looked after children



CAA Indicator (non-LAA)
Department: SCL

No estimated outturn data is available for this indicator on a quarterly basis. This is a new annual indicator, and baseline data is currently not available until data returns are submitted (end of May 2009).

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	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: Penny Reuter

NI 113.1: Prevalence of chlamydia in under 25 year olds:

(1) Percentage of the resident population aged 15-24 accepting a test/screen for chlamydia



CAA Indicator (non-LAA)
Department: SCL

Data and commentary on this indicator is still awaited from the PCT.

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 information on this indicator has been received from the PCT.

Unit: % ● Polarity: High ● BFC Lead: Mary Purnell

NI 113.2: Prevalence of chlamydia in under 25 year olds:

(2) Number of positive diagnoses for chlamydia in the resident population aged 15-24 years



CAA Indicator (non-LAA)
Department: SCL

Data and commentary on this indicator is still awaited from the PCT.

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 information on this indicator has been received from the PCT.

Unit: % ● Polarity: Low ● BFC Lead: Mary Purnell

NI 121: Mortality rate from all circulatory diseases at ages under 75



CAA Indicator (non-LAA)
Department: SCL

Data and commentary on this indicator is still awaited from the PCT.

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 information on this indicator has been received from the PCT.

Unit: Rate • Polarity: Low • BFC Lead: Belinda Clack

NI 126: Early access for women to maternity services

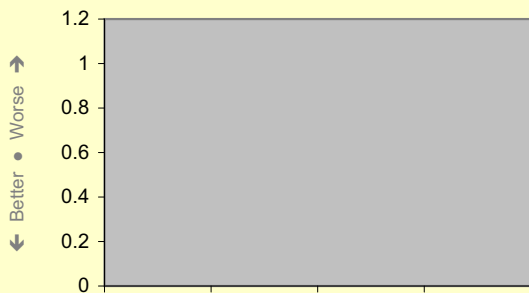


CAA Indicator (non-LAA)
Department: SCL

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

Unit: % • Polarity: High • BFC Lead: Belinda Clack

NI 134: The number of emergency bed days per head of weighted population



CAA Indicator (non-LAA)
Department: SCL

Data and commentary on this indicator is still awaited from the PCT.

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 information on this indicator has been received from the PCT.

Unit: Number • Polarity: Low • BFC Lead: Joan Gittins

ACTIONS IN SUPPORT OF MTO 5		Due Date	Owner	Comments
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.			
5.1.2	Develop movement project aimed at adults, children and young people to increase physical movement. Roll out through Children's Centres into schools, pre-schools and nurseries. Particular focus on 0-5 year olds for preventative work.	2008-11	SCL	✓ Ongoing.
5.5	Implement and monitor the ban on smoking in public spaces.			
5.6	Work with health partners to improve mental health services for children and young people.			
5.6.1	Implement CAMHS strategy.	Sep 2008	SCL	✓ Progress continues to be made in implementing the strategy. An updated strategy has been drafted and will be considered by the Children's Trust shortly.

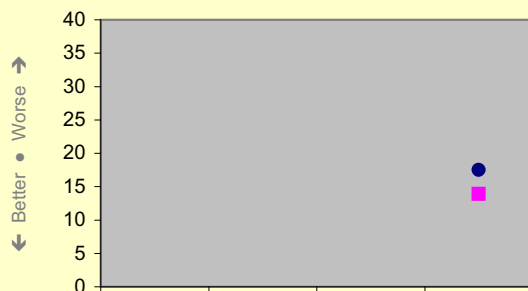
OPERATIONAL RISKS TO MTO 5 Owner Progress on Mitigation Actions

Medium-Term Objective 6:

Improve the outcomes for children and families through the Children and Young People's Plan.

PERFORMANCE INDICATORS FOR MTO 6

NI 56.4: Obesity in primary school age children in Year 6:
(4) Percentage of children in Year 6 with height and weight recorded who are obese



LAA INDICATOR (Designated)
Department: SCL

✗

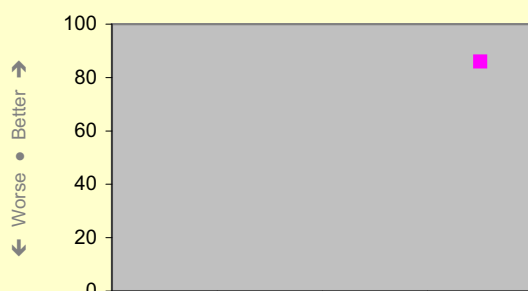
Data and commentary on this indicator is still awaited from the PCT.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	17.5
LAA Target ■	[annual]	[annual]	[annual]	13.9
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 information on this indicator has been received from the PCT.

Unit: % • Polarity: Low • BFC Lead: Mary Purnell

NI 56.5: Obesity in primary school age children in Year 6:
(5) Percentage of children in Year 6 with height and weight recorded



LAA INDICATOR (Designated)
Department: SCL

Data and commentary on this indicator is still awaited from the PCT.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	N/A
LAA Target ■	[annual]	[annual]	[annual]	86
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 information on this indicator has been received from the PCT.

Unit: % • Polarity: High • BFC Lead: Mary Purnell

NI 57: Children and young people's participation in high-quality PE and sport



LAA INDICATOR (Designated)

Department: SCL

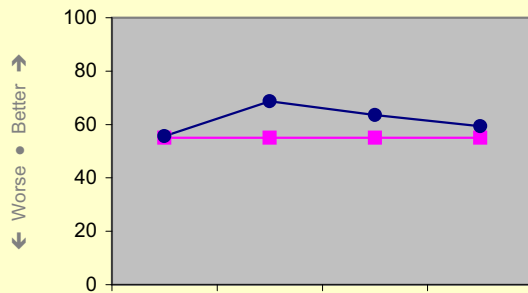
This indicator has been deferred until 2009/10.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	N/A
LAA Target	[annual]	[annual]	[annual]	78
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 LAA 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: Bob Welch

NI 68: Percentage of referrals to children's social care going on to initial assessment



LAA INDICATOR (Designated)

Department: SCL

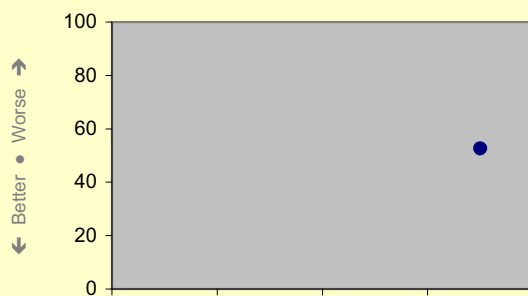
Cumulative to date figure at end of Quarter 4 is 61.8%. Data is currently unvalidated as data returns are not submitted until end of May 2009.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	55.6	68.7	63.6	59.4
LAA Target	55.0	55.0	55.0	55.0
Last Reported	N/A	54.4	54.4	54.4
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 LAA (Designated) indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from APA Dataset (September 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Within median (locally: High) • BFC Lead: Penny Reuter

NI 69: Children who have experienced bullying



LAA INDICATOR (Designated)

Department: SCL

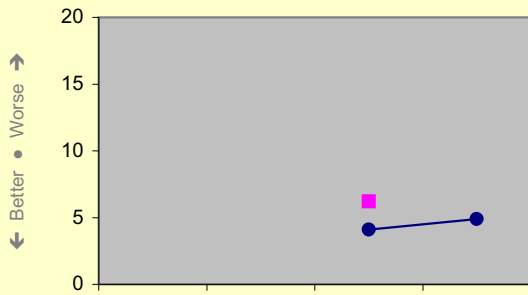
This is the outcome of the TellUs 3 Survey. Following DCSF instruction, the target for this indicator has been renegotiated. It is now 49.0% in Year 2 and 46.6% in Year 3.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	53
LAA Target	[annual]	[annual]	[annual]	N/A
Last Reported	N/A	N/A	N/A	53
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

The current figure uses validated final data. This LAA (Designated) 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: Low • BFC Lead: Martin Gocke

NI 87: Secondary school persistent absence rate



Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	4.1	4.9
LAA Target	[annual]	[annual]	6.2	[annual]
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 (Education)
Department: SCL

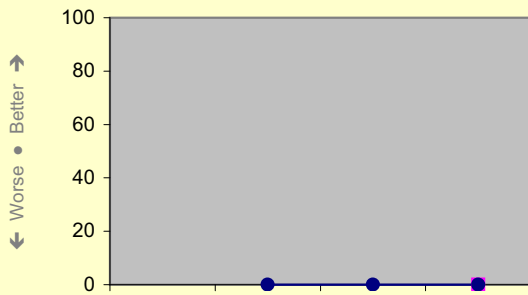
✓

This outturn is based on full academic year 2007/08, and represents a 1.9% improvement on previous academic year. Data for full 2008/09 academic year will be available Feb 2010.

The current estimate is based on unvalidated current data. This LAA (Education) 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: Gloria King

NI 90: Take up of 14 -19 learning diplomas



Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	0	0	0
LAA Target	[annual]	[annual]	[annual]	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

LAA INDICATOR (Designated)
Department: SCL

The programme of 14-19 learning diplomas is not due to commence until 2010.

No estimated outturn is currently available for this indicator. 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 • Polarity: High • BFC Lead: Martin Surrell

NI 112: Under 18 conception rate



Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	25.5
LAA Target	[annual]	[annual]	[annual]	24.0
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

LAA INDICATOR (Designated)
Department: SCL

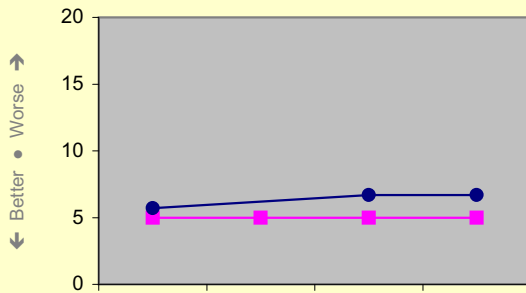
✗

This is draft data not provided directly by the PCT. Actual number of conceptions was 52 in 2007. Rate per 1,000 is annualised rate over three-year period.

The current estimate is based on data taken from the draft report from the Joint Strategic Commissioning Board. It has not been provided directly or verified by Berkshire East PCT.

Unit: Rate per 1k pop. 15<18 yrs • Polarity: Low • BFC Lead: Don McLaren

NI 117: 16 to 18 year olds who are not in education, training or employment (NEET)



LAA INDICATOR (Designated)

Department: SCL

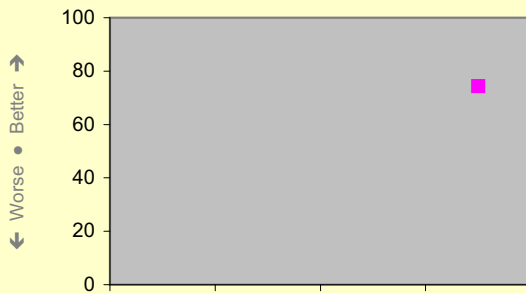


This represents a lower performance than in previous years and reflects the increasing difficulties that some young people are encountering in accessing suitable opportunities.

The current estimate is based on unvalidated current 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: Martin Gocke

NI 163: Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 2 or higher



LAA INDICATOR (Designated)

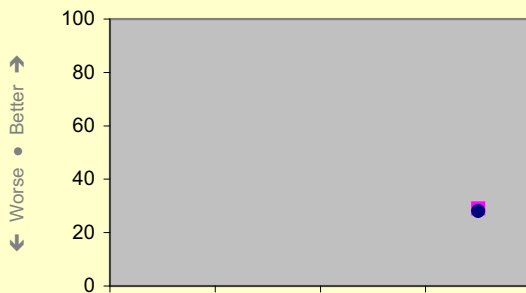
Department: SCL

BFC (SCL) does not record input data relating to activity. National/locally extrapolated data sets are to be published annually; the LSC are, as yet, unable to confirm the publication date.

No estimated outturn is currently available for this indicator. This LAA (Designated) indicator has a snapshot target measured by survey. No outturn for this indicator has yet been formally reported or published. Benchmark is from 2006/07 figures.

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

NI 52.1: Take up of school lunches: (i) Primary schools



CAA Indicator (non-LAA)

Department: SCL



Historically the Borough has a low uptake, affected by a low free school meals entitlement, some children opting out of new healthy menus and, recently, the economic downturn. To address this, we are undertaking pupil and parent food tastings, competitions, improved branding and promotion of healthy eating, and working with the School Food Trust on strategies to increase uptake.

The current estimate is based on unvalidated current 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: Chris Taylor

**NI 52.2: Take up of school lunches:
(ii) Secondary schools**



CAA Indicator (non-LAA)
Department: SCL

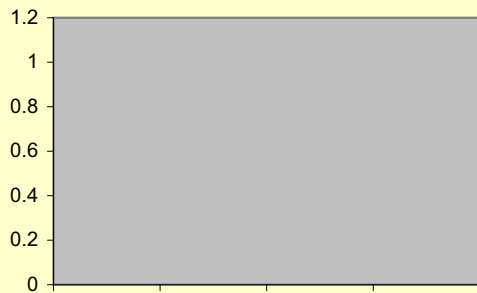
Historically the Borough has a low uptake, affected by a low free school meals entitlement, some children opting out of new healthy menus and, recently, the economic downturn. To address this, we are undertaking pupil and parent food tastings, competitions, improved branding and promotion of healthy eating, and working with the School Food Trust on strategies to increase uptake.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	31.0
Local Target ■	[annual]	[annual]	[annual]	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

The current estimate is based on unvalidated current 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: Chris Taylor

NI 54: Services for disabled children



CAA Indicator (non-LAA)
Department: SCL

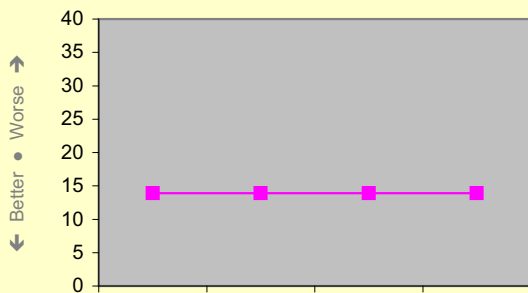
This indicator has been deferred until 2009/10.

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 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: TBC ● Polarity: TBC ● BFC Lead: Simon McKenzie

**NI 55.4: Obesity in primary school age children in Reception:
(4) Percentage of children in Reception with height and weight recorded who are obese**



CAA Indicator (non-LAA)
Department: SCL

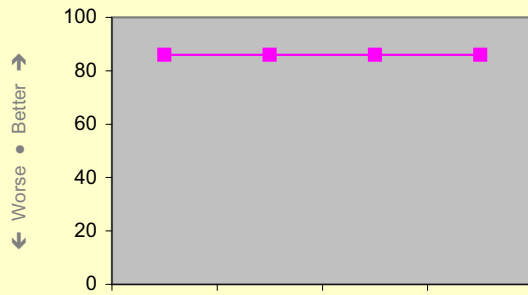
Data and commentary on this indicator is still awaited from the PCT.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	N/A
Local Target ■	14	14	14	14
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 information on this indicator has been received from the PCT.

Unit: % ● Polarity: Low ● BFC Lead: Mary Purnell

**NI 55.5: Obesity in primary school age children in Reception:
(5) Percentage of children in Reception with height and weight recorded**



CAA Indicator (non-LAA)
Department: SCL

Data and commentary on this indicator is still awaited from the PCT.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	N/A
Local Target ■	86	86	86	86
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 information on this indicator has been received from the PCT.

Unit: % • Polarity: High • BFC Lead: Mary Purnell

NI 59: Percentage of initial assessments for children's social care carried out within 7 working days of referral



CAA Indicator (non-LAA)
Department: SCL

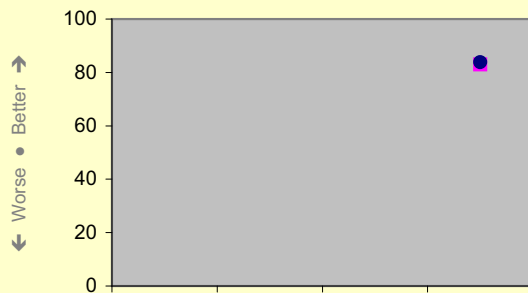
Cumulative to-date figure at end of Quarter 4 is 70%. Data is currently unvalidated as data returns are not submitted until end of May 2009. The England average for this indicator is 70%, and that of our statistical neighbours 67% (2007/08).

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	70.0
Local Target ■	[annual]	[annual]	[annual]	78.0
Last Reported	N/A	75.9	75.9	75.9
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 Annual Performance Assessment Dataset (September 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Penny Reuter

NI 60: Percentage of core assessments for children's social care that were carried out within 35 days of their commencement



CAA Indicator (non-LAA)
Department: SCL

Cumulative to date figure at end of Quarter 4 is 83.8%. Data is currently unvalidated as data returns are not submitted until end of May 2009.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	83.8
Local Target ■	[annual]	[annual]	[annual]	83.0
Last Reported	N/A	82.0	82.0	82.0
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 Annual Performance Assessment Dataset V2 (September 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Penny Reuter

NI 61: Timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption



CAA Indicator (non-LAA)
Department: SCL

✘
Cumulative to date figure at end of Quarter 4 is 0%. Three children ceased to be looked after as a result of the granting of an adoption order between 1 April 2008 and 31 March 2009.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	0.0
Local Target ■	[annual]	[annual]	[annual]	50.0
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

The current estimate is based on unvalidated current 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: % • Polarity: High • BFC Lead: Penny Reuter

NI 62: Stability of placements of looked after children: Number of placements



CAA Indicator (non-LAA)
Department: SCL

Cumulative to-date figure at end of Quarter 4 is 13.4%. This equates to 11 out of 82 young people. Although this is slightly short of target, it nonetheless represents the highest level of performance ("very good") under the NPIS definition. Data is currently unvalidated as data returns are not submitted until end of May 2009.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	13.4
Local Target ■	[annual]	[annual]	[annual]	12.0
Last Reported	N/A	12.0	12.0	12.0
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 APA Dataset (September 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Penny Reuter

NI 63: Stability of placements of looked after children: Length of placement



CAA Indicator (non-LAA)
Department: SCL

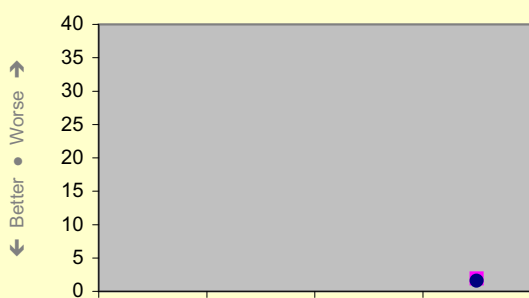
Cumulative to date figure at end of Quarter 4 is 52.4%. This equates to 11 out of 21 young people. Data is currently unvalidated as data returns are not submitted until end of May 2009.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	52.4
Local Target ■	[annual]	[annual]	[annual]	50.0
Last Reported	N/A	55.6	55.6	55.6
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 APA Dataset (September 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Penny Reuter

NI 64: Child Protection Plans lasting two years or more



CAA Indicator (non-LAA)
Department: SCL

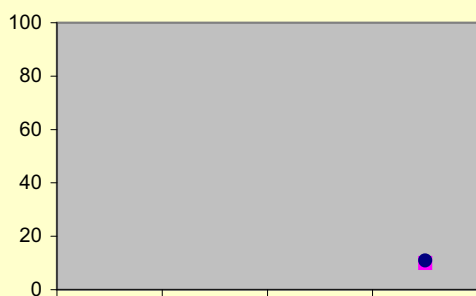
✓
Cumulative to date figures at end of Quarter 4 is 1.6%. This equates to one out of 64 children. There are currently no children who have been subject to a Child Protection Plan for two years or more. This indicator provides a cumulative result as at 31 March in any given year and is based on the number of children deregistered during the course of the whole year.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	1.6
Local Target ■	[annual]	[annual]	[annual]	1.9
Last Reported	N/A	1.9	1.9	1.9
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 APA Dataset (September 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Penny Reuter

NI 65: Percentage of children becoming the subject of a Child Protection Plan for a second or subsequent time



CAA Indicator (non-LAA)
Department: SCL

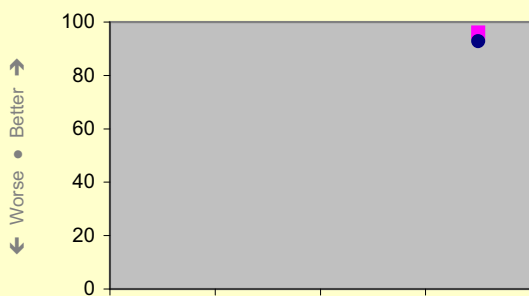
✓
Cumulative to date figure at end of Quarter 4 is 10.9%. This equates to six out of 55 children. This indicator provides a cumulative result as at 31 March in any given year and is based on the number of children registered throughout the course of the whole year. Optimal performance is within a median band.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	10.9
Local Target ■	[annual]	[annual]	[annual]	10.0
Last Reported	N/A	8.2	8.2	8.2
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 APA Dataset (September 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Within median • BFC Lead: Penny Reuter

NI 66: Looked after children cases which were reviewed within required timescales



CAA Indicator (non-LAA)
Department: SCL

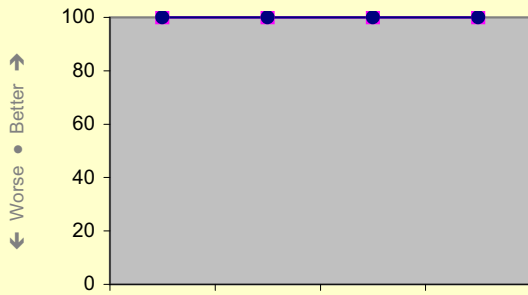
Cumulative to date figure at end of Quarter 4 is 92.8%. This equates to 64 out of 69 young people. (Note that 100% is not our target as reviews will be postponed if key people are not available.) Data is currently unvalidated as data returns are not submitted until end of May.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	92.8
Local Target ■	[annual]	[annual]	[annual]	96.0
Last Reported	N/A	96.0	96.0	96.0
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 APA Dataset (September 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Penny Reuter

NI 67: Percentage of child protection cases which were reviewed within required timescales



CAA Indicator (non-LAA)
Department: SCL

All Child Protection Reviews have been held on time. This indicator provides a snapshot of data for children subject to Child Protection Plans, as at 31 March in any given year, and the timeliness of all their reviews held during the year.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	100.0	100.0	100.0	100.0
Local Target	100.0	100.0	100.0	100.0
Last Reported	N/A	100.0	100.0	100.0
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 APA Dataset (September 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Penny Reuter

NI 70: Reduce emergency hospital admissions caused by unintentional and deliberate injuries to children and young people



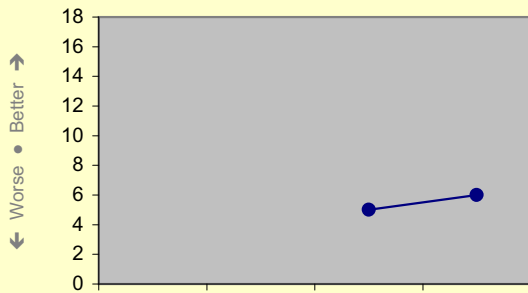
CAA Indicator (non-LAA)
Department: SCL

Data and commentary on this indicator is still awaited from the PCT.

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

Unit: Rate per 10,000 • Polarity: Low • BFC Lead: TBC (interim: TBC)

NI 71: Children who have run away from home/care overnight



CAA Indicator (non-LAA)
Department: SCL

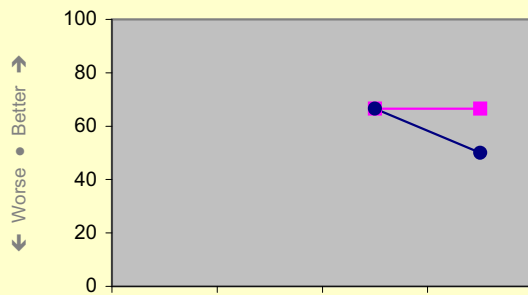
The outturn provided is based on a self-assessment in five discrete areas. Scoring is out of a possible 18 across the five areas.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	5	6
Local Target	N/A	N/A	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 a preliminary self-assessment. This CAA indicator has a snapshot 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.

Unit: Score (5-15) • Polarity: High • BFC Lead: Penny Reuter

NI 86: Secondary schools judged as having good or outstanding standards of behaviour



CAA Indicator (non-LAA)
Department: SCL

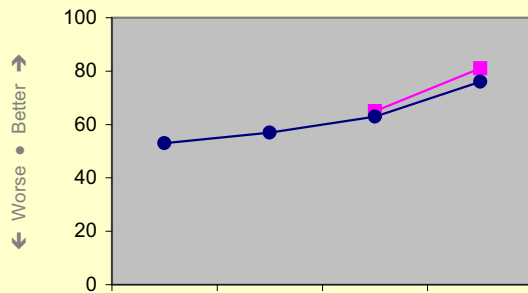
✗

The reduction is due to the change in grading for behaviour in one secondary school from the six in the Borough. Behaviour in the six secondary schools has been judged to be at least satisfactory and often good or outstanding. Where behaviour has been judged overall to be satisfactory, the inspection reports comment on a minority of students who show a lack of respect.

The current figure uses validated final data. This CAA indicator has a snapshot target measured by formal inspection. The 'last reported' figure is from OfSTED (April 2009). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Bob Welch

NI 88: Percentage of schools providing access to extended services



CAA Indicator (non-LAA)
Department: SCL

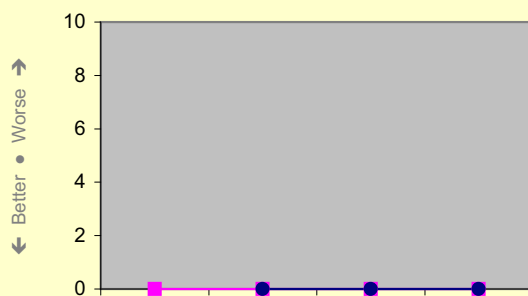
✗

The target for this indicator was just missed, though remedial action has been taken to meet the target. Schools must demonstrate that they meet all five elements of the core offer for extended services.

The current estimate is based on unvalidated current 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: % • Polarity: High • BFC Lead: Graham Symonds

NI 89.1: Reduction in number of schools judged as requiring special measures and improvement in time taken to come out of the category: (a) total number of schools in special measures



CAA Indicator (non-LAA)
Department: SCL

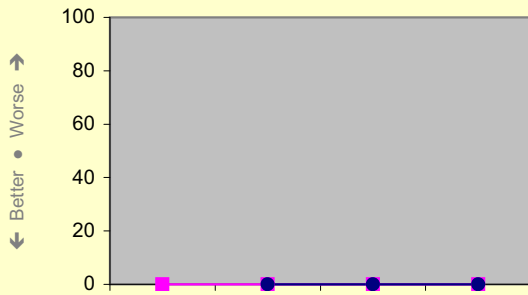
✓

There are no schools in the Borough judged as requiring special measures.

The current figure uses validated final data. This CAA indicator has a cumulative target measured by data collection. The 'last reported' figure is from OfSTED (October 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: Number • Polarity: Low • BFC Lead: Bob Welch

NI 89.2: Reduction in number of schools judged as requiring special measures and improvement in time taken to come out of the category: (b) average time spent by schools in special measures



CAA Indicator (non-LAA)
Department: SCL

There are no schools in the Borough judged as requiring special measures.

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

The current figure uses validated final data. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from OfSTED (October 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: Number • Polarity: Low • BFC Lead: Bob Welch

NI 91: Participation of 17 year-olds in education or training



CAA Indicator (non-LAA)
Department: SCL

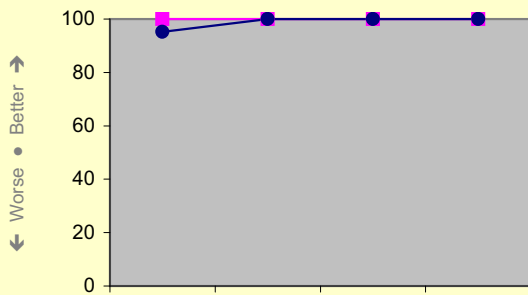
This indicator is calculated by the DCSF and is not dependent on local data. However, Connexions reports that 74 seventeen-year-olds were NEET in December 2008.

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 data collection. 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: Martin Surrell

NI 103.1: SEN statements issued within 26 weeks: (a) Percentage of final SEN statements issued within 26 weeks, excluding exception cases, as a proportion of all statements issued in the year



CAA Indicator (non-LAA)
Department: SCL

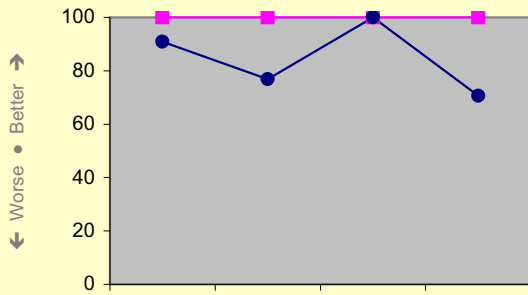
Cumulative to date figure at end of Quarter 4 is 97.8%. One statement was one day over the 26-weeks limit.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	95.2	100.0	100.0	100.0
Local Target ■	100.0	100.0	100.0	100.0
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

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 N/A (N/A). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Simon McKenzie

NI 103.2: SEN statements issued within 26 weeks: (b) Percentage of final SEN statements issued within 26 weeks as a proportion of all such statements issued in the year



CAA Indicator (non-LAA)
Department: SCL

Cumulative to date figure at end of Quarter 4 is 84.1%. During the year, nine statements with exception were not issued within 26 weeks - reasons for delays included parents requesting additional time to consider the school they wished to name, further assessment/advice required, etc.

The current figure uses validated final 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: % • Polarity: High • BFC Lead: Simon McKenzie

NI 104: The Special Educational Needs (SEN)/non-SEN gap: achieving Key Stage 2 English and Maths threshold



CAA Indicator (non-LAA)
Department: SCL

Provisional result for academic year 2007/08 is 47.3%.

The current estimate is based on unvalidated current 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 (% points) • Polarity: Low • BFC Lead: Simon McKenzie

NI 105: The Special Educational Needs (SEN)/non-SEN gap: achieving five A*-C GCSEs including English and Maths



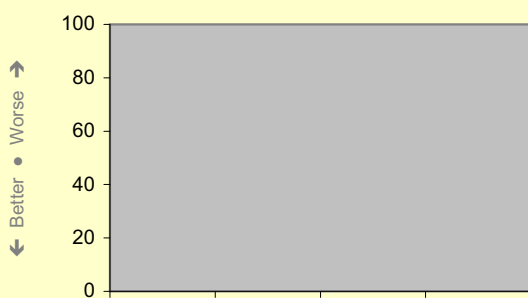
CAA Indicator (non-LAA)
Department: SCL

Result for academic year 2007/08 is 48%.

The current estimate is based on unvalidated current 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 (% points) • Polarity: Low • BFC Lead: Simon McKenzie

NI 106: Young people from low income backgrounds progressing to higher education



CAA Indicator (non-LAA)
Department: SCL

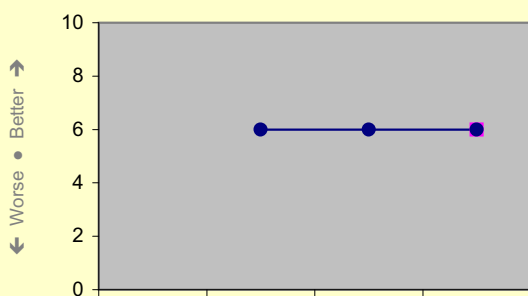
No outturn is currently available for this indicator.

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. 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 (% points) • Polarity: Low • BFC Lead: TBC

NI 109: Delivery of Sure Start Children's Centres



CAA Indicator (non-LAA)
Department: SCL

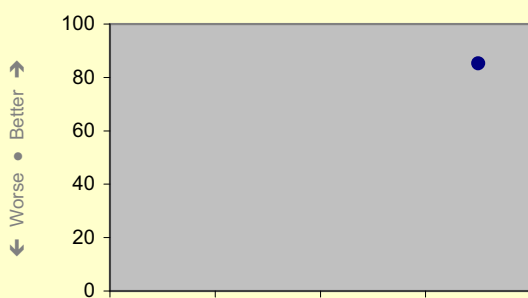
Good progress. The Authority was required to deliver six Children's Centres in Phase 2 of the programme, which ended in March 2008. All six were designated by the DCSF as meeting the criteria well in advance of this. Phase 3 requires the delivery of two more Children's Centres by March 2010.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	6	6	6
Local Target	[annual]	[annual]	[annual]	6
Last Reported	N/A	N/A	6	6
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. 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: Karen Frost

NI 110: Young people's participation in positive activities



CAA Indicator (non-LAA)
Department: SCL

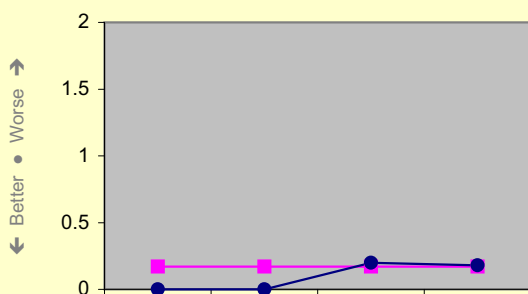
This is the outcome of the TellUs 3 Survey. The England average is 69.5% and the average of Bracknell Forest and its statistical neighbours is 74.6%. This represents excellent performance by Bracknell Forest.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	85.2
Local Target	[annual]	[annual]	[annual]	TBC
Last Reported	N/A	N/A	N/A	85.0
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	Best

The current figure uses validated current data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from the TellUs 3 Survey. Benchmarking information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Don McLaren

NI 114: Rate of permanent exclusions from school



Year: 2008/09	Q1	Q2	Q3	Q4
Current	0.00	0.00	0.20	0.18
Local Target	0.17	0.17	0.17	0.17
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: SCL

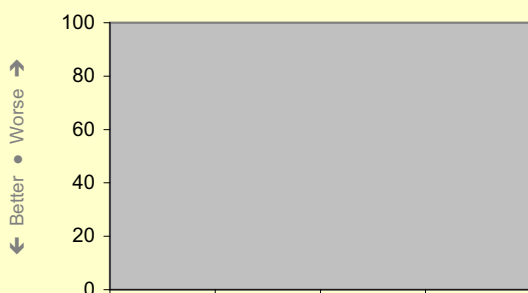
✘

Based on full academic year 2007/08. 27 Permanent exclusions, NOR 14840.

The current estimate is based on unvalidated current 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: % • Polarity: Low • BFC Lead: Gloria King

NI 116: Proportion of children in poverty



Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	N/A
Local Target	[annual]	[annual]	[annual]	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

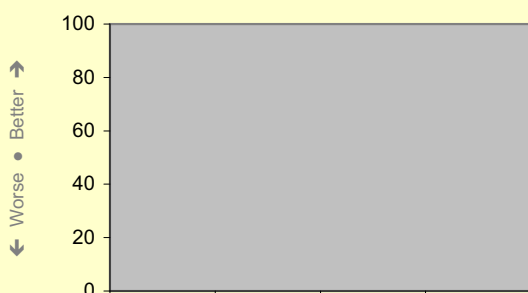
CAA Indicator (non-LAA)
Department: SCL

This is a new indicator for which data will be sourced and reported by DWP from national statistics not collated by local authorities. It is an annually reported indicator, with the first year's data being expected in late Spring 2009; however, it is not certain at this stage which year this data will relate to. Once this baseline data becomes available, we will be able to set targets.

No estimated outturn is currently available for this indicator. 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: Low • BFC Lead: Martin Gocke

NI 118: Take up of formal childcare by low-income working families



Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	N/A
Local Target	[annual]	[annual]	[annual]	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

CAA Indicator (non-LAA)
Department: SCL

This is a new indicator for which data will be sourced and reported by HMRC from national statistics not collated by local authorities. It is an annually reported indicator, with the first year's data being expected in late Spring 2009; however, it is not certain at this stage which year this data will relate to. Once this baseline data becomes available, we will be able to set targets.

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: Martin Gocke

NI 161: Number of Level 1 qualifications in literacy (including ESOL) achieved



CAA Indicator (non-LAA)
Department: SCL

BFC (SCL) does not record input data relating to activity. National/locally extrapolated data sets are to be published annually; the LSC are, as yet, unable to confirm the publication date.

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 outcome is currently available for this indicator. This CAA indicator has a cumulative target measured by data collection. No outcome 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: David Jones

NI 162: Number of Entry Level qualifications in numeracy achieved



CAA Indicator (non-LAA)
Department: SCL

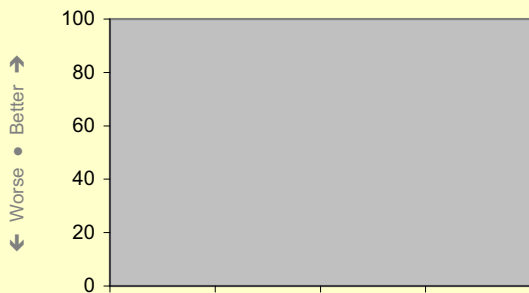
BFC (SCL) does not record input data relating to activity. National/locally extrapolated data sets are to be published annually; the LSC are, as yet, unable to confirm the publication date.

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 outcome is currently available for this indicator. This CAA indicator has a cumulative target measured by data collection. No outcome 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: David Jones

NI 164: Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 3 or higher



CAA Indicator (non-LAA)
Department: SCL

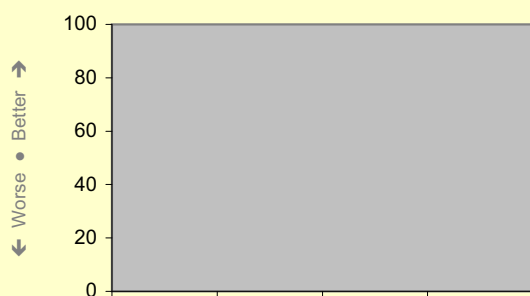
BFC (SCL) does not record input data relating to activity. National/locally extrapolated data sets are to be published annually; the LSC are, as yet, unable to confirm the publication date.

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	52.2	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 snapshot target measured by survey. No outcome for this indicator has yet been formally reported or published. Benchmark is from 2006/07 figures.

Unit: % ● Polarity: High ● BFC Lead: David Jones

**NI 165: Proportion of population aged 19-64 for males
and 19-59 for females qualified to at least Level 4 or higher**



CAA Indicator (non-LAA)
Department: SCL

BFC (SCL) does not record input data relating to activity. National/locally extrapolated data sets are to be published annually; the LSC are, as yet, unable to confirm the publication date.

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 ■	N/A	N/A	N/A	N/A
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	33.4	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 snapshot target measured by survey. No outcome for this indicator has yet been formally reported or published. Benchmark is from 2006/07 figures.

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

ACTIONS IN SUPPORT OF MTO 6		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
6.1	Ensure all schools are good schools and continue to raise standards.			
6.1.1	Deliver actions of the CYPP 2006-2009 to support improvement (EA1-7, PC1-4, EW1-4, WT1).	As in CYPP	SCL	✓ <i>Actions continue to be completed in line with timetable. Key Stage 2 and Key Stage 4 test results show improvement in school performance in primary schools.</i>
6.1.2	Develop Draft 14-19 Education Plan (2008-2013) for consultation and subsequent approval. Plan to include implementation schedule for Diplomas.	Draft: Mar 08. Adoption: Jul 08	SCL	✓ <i>Plan approved and Diploma Gateway 3 application submitted.</i>
6.1.3	Support providers in the development of coordinated delivery (including timetable model, policies and procedures and Diploma Development Groups).	Review annually	SCL	✓ <i>Timetable model agreed in principle and included in Diploma Gateway 3 application.</i>
6.1.4	Continue to influence providers of learning programmes to match provision with the needs of the learner, including support for teachers in the analysis of data, and strategies to promote access to the curriculum and effective interventions.	Review annually	SCL	✓ <i>Support agreements (RAPs) monitored and issues reported to schools.</i>
6.1.5	Support schools in the implementation of the new secondary curriculum (phased from 2008).	Review annually	SCL	✓ <i>Planning for the new curriculum continues. Further work planned on increased flexibility at Key Stage 4.</i>
6.1.6	Support senior leaders in schools to evaluate school, group and individual attainment and progress and secure continued improvement.	Review annually	SCL	✓ <i>Meetings with all headteachers and their SIP to discuss pupil progress. Data supplied to schools.</i>
6.1.7	Support the implementation of the NEET Strategy Action Plan.	Review annually	SCL	✓ <i>Ongoing implementation of the plan.</i>
6.1.8	Work effectively towards strengthening partnership working to address needs of 14-19 year olds by means of the Children's Trust.	2009	SCL	✓ <i>Elements of Targeted Youth Support continue to be developed.</i>
6.1.9	Work with East Berkshire EBP to enhance the level of employer engagement in the 14-19 reform agenda.	Review annually	SCL	✓ <i>Work continues to strengthen links with local employers.</i>
6.1.10	Identify any gaps in provision, particularly for young people with LDD.	May 2008	SCL	✓ <i>SEN progression enhanced through use of target setting at special school.</i>

6.1.11	Increase participation in physical education and school sport through developing school club links, leadership and volunteering and competition.	Annually to 2011	SCL	✓	Confirmed data shows that 89% of young people are participating in two hours of high quality PE and sport; this remains 4% higher than the National PSA target for 2008, although it is 1% below the national average. Due to the strategy expanding to include 16-19 year olds, the percentage is predicted to fall due to a greater volume of young people being surveyed in the future.
6.1.12	Embed Early Years Foundation Stage across all early years provision, including schools, to improve FSP results, reducing the attainment gap.	Sep 2008	SCL	✓	CLLD consultant recruited. Ten settings to be targeted for support, advice and training to improve profile results in CLLD. Awareness training completed and more training being rolled out, to include observation planning and assessment. Training to implement EYFS ongoing. Whole staff training is making a difference, and the impact can be evidenced. Inclusion Development Programme being planned for roll out.
6.1.13	Ensure all schools are engaged in the National Healthy Schools Programme.	Annually to 2010	SCL	✓	Two further schools have achieved NHSS (increase to 89.4% of schools).
6.1.14	Promote healthy eating through encouraging increased take up of the Council-contracted school meals service by working with the Council-administered caterer and schools.	Mar 2009	SCL	✓	School Food Trust has promoted its Million Meals campaign to headteachers. Working group focussing on resolving impediments to increasing meal take-up.
6.1.15	Ensure that the Council-contracted school meals service complies with the nutritional guidelines set out in the new School Food Regulations.	Sep 2008	SCL	✓	Completed.
6.1.16	Lead the development of the Funding Formula for Schools to allocate objectively an appropriate level of resources through deprivation and low attainment data.	Apr 2008	SCL	✓	Funding Formula and level of resources updated.
6.1.17	Provide timely and consistent financial support to schools in difficulty.	Apr 2008 ongoing	SCL	✓	Support provided to four schools, all with satisfactory outcome.
6.1.18	Review recruitment and retention policies to ensure a professional qualified workforce is in place.	Review annually	SCL	✓	The bid to the TDA for secondary return-to-teaching programme was successful. Further work will begin on the course structure.
6.2	Make sure there are enough good school buildings for an expanding Borough, including building a replacement for Garth Hill College.				
6.2.1	Manage the Capital Programme and major projects such as Garth Hill College, Jennetts Park and the Open Learning Centre.	Mar 2009 (GHC); Review annually	SCL	✓	Management ongoing. Garth Hill College completion September 2010; Jennetts Park September 2011; Brakenhale OLC Summer 2009.
6.2.2	Produce and adopt the School Places Plan incorporating sufficiency planning.	Dec 2008	SCI	✓	Completed and adopted.
6.2.3	Complete the Primary Capital Strategy and submit to DCSF for approval.	Jun 2008	SCL	✓	Completed and submitted.
6.2.4	Complete and adopt the SC&L Capital Framework.	Jul 2008	SCL	✓	Completed and adopted.
6.2.5	Establish and implement a programme to review existing secondary masterplans and create new primary masterplans in conjunction with the Borough Planners.	Mar 2009	SCL	✓	Work ongoing and deadline extended into 2009/10 following invitation to revisit BSF programme from DCSF.

6.2.6	Design, procure and construct the new Post-16 Centre at Edgbarrow School.	Sep 2009	SCL	✓	<i>Design complete, tenders back at end of March 2009. Start delayed by LSC grant approval. Completion January 2010.</i>
6.2.7	Evaluate site options and undertake a feasibility and cost exercise for the creation of new Vocational Education accommodation and facilities in the Borough.	Mar 2009	SCL	✓	<i>Business cases received from schools and being evaluated.</i>
6.3	Commission a wide range of 'extended services', including opportunities in music and sport.				
6.3.1	Co-ordinate, plan and facilitate the delivery of extended services in and around schools and in the community.	Ongoing	SCL	✓	<i>Continued good progress. It is expected that five further schools will achieve 'full core offer' status by the end of March; there is active work with other schools to ensure 2009 targets are met. New work plan in place, informed by external review and recent Overview and Scrutiny report.</i>
6.3.2	Support local area ownership, accountability, planning and delivery through Area Steering Groups (ASG).	Ongoing	SCL	✓	<i>ASGs have all met and are currently effective. All have current area plans and will be planning work for 2009/10 in the April/May cycle.</i>
6.3.3	Promote high quality and appropriate support for children and families through the implementation of the Parenting Strategy, and the Common Assessment Framework.	Mar 2009	SCL	✓	<i>Common Assessment Framework continues to develop. Assessments completed now total 320 and cover a wide range of age groups of children with additional needs. Training ongoing and now built into a quarterly programme for multi-agency participation, jointly delivered by the CAF co-ordinator and the central training resource. Implementation of the Parenting Strategy continues and is progressing well: a parenting co-ordinator has been appointed to support continued development and implementation of the strategy. Two parenting experts now in post, located in the behaviour support team, delivering evidence-based programmes to support parents, as well as a wide range of one-day programmes being delivered across the Borough, commissioned by Extended Services. New funding is currently becoming available to support further development in parenting through targeted evidence-based intervention.</i>
6.4	Establish six new children's centres to give families access to integrated multi-agency services for young children.				
6.4.1	Improving basic skills across Early Years Services and Children's Centre workforce.	Ongoing	SCL	✓	<i>Staff with basic skills identified. Courses to be developed and accessible to PVI sector. Funding is now available through corporate training and local college. For all staff, and especially those who wish to progress to graduate leadership, bursaries available to pay for GSCE Maths and English.</i>
6.4.2	Evaluate site options and undertake a feasibility and cost exercise for new accommodation and facilities for the Family Tree Town Centre Nursery.	Aug 2008	SCL	✓	<i>Options report completed. Feasibility and cost report drafted.</i>
6.4.3	Establish two to three additional Children's Centres.	2011	SCL	✓	<i>Two new Children's Centres sites still in development.</i>
6.5	Invest in new youth facilities and targeted youth support.				

6.5.1	Commission new youth facilities.	Dec 2008	SCL	✓ <i>The partnership application made to BLF for MyPlace funding for the Wayz was unsuccessful in the first instance. However the bid has been kept on a reserve list. Plans are in hand for the bid to be refreshed and submitted to the BLF for next round. Research is informing future provision in the South Bracknell area, and draft proposals have been discussed with the Portfolio Holder for Children & Young People. The needs of the young people have been recognised within the masterplan for Great Hollands. Pilot activity with young people is taking place, which will test the ground for providing a young people's space in the town centre, given the effect of the economic downturn on the town centre regeneration project.</i>
6.5.2	Develop the integrated youth support arrangements into an effective mechanism for providing support for young people.	Mar 2009	SCL	✓ <i>This week saw the first of planned, regular meetings for staff from across all the teams based at 7, Portman Close. An action plan with SMART targets has been drafted for delivery over the next 18 months as part of a refocused Integrated Youth Support overview paper.</i>
6.5.4	Continue development of Xpresionz (young people's website) to provide up-to-date information on activities available to young people.	Ongoing	SCL	✓ <i>The Xpresionz website project is to be revisited by the Youth Forum. A development plan is anticipated, which will drive the future scope of this key communication channel.</i>
6.5.5	Target young people to take part in the Positive Activities for Young People Scheme (PAYP).	Ongoing	SCL	✓ <i>The PAYP scheme has been refocused to help deliver better planned outcomes for vulnerable young people. This has been achieved by more targeted referrals and a closer working partnership with referring agencies. An expansion of the number of places available is being scoped for 2009/10.</i>
6.5.6	Co-ordinate interagency delivery of support resources at NRG (NEET) centre.	Ongoing	SCL	✓ <i>The re-established stakeholders group is bedding in. The widening of the membership of this group has assisted in sourcing and using resources appropriately against need. This model of work is being successfully trialled in the Great Hollands area. There is a strong link being built between the work of the teenage pregnancy co-ordinator with a young parents group and NRG.</i>

6.6	Help schools manage behaviour and supporting young people at risk of exclusion from education, training or employment opportunities.			
6.6.1	Lead the development of the Funding Formula for Schools to allocate objectively an appropriate level of resources to support behaviour and attendance management.	Apr 2008	SCL	✓ <i>Funding Formula and level of resources updated.</i>
6.6.2	(i) Complete research project examining impact of behavioural interventions and (ii) disseminate to schools and support services.	(i) Sep 2008; (ii) Jan 2009	SCL	✓ <i>Overview and narrative report complete.</i>
6.6.3	Extend availability of online behaviour management training to staff in all Bracknell Forest schools.	Mar 2009	SCL	✓ <i>Behaviour Support Team trained and able to support training for schools staff.</i>
6.7	Set up effective integrated services for children and young people with special educational needs and disabilities.			
6.7.1	Develop a short break service transformation plan in line with Aiming Higher for Disabled Children and in partnership with the PCT.	Mar 2009	SCL	✓ <i>Achieved. Transformation and short break plan has been agreed by LA, PCT and Children's Trust and submitted to DCSF.</i>
6.7.2	Improve the dissemination of information to hard to reach parents of disabled children.	Mar 2009	SCL	✓ <i>The Aiming High for Disabled Children (AHDC) Strategy submitted to DCSF includes actions to improve the provision of information. A parent participation event and actions such as writing to all parents of statemented children has increased parental involvement in the AHDC agenda.</i>
6.7.3	Ensure sufficient childcare for disabled children and young people.	2011	SCL	✓ <i>Ongoing.</i>
6.8	Improve the lives of children in care through better corporate parenting and effective commissioning of placements.			
6.8.1	Establish the Children in Care Council.	Sep 2008	SCL	✓ <i>Achieved.</i>
6.8.2	Increase the range of placements available within Bracknell Forest, particularly for older young people and those with complex needs, including those with disabilities.	Mar 2009	SCL	✗ <i>Recruitment activities for short break carers has raised the number of people interested in being assessed and this is being taken forward. The demand for placements for teenagers is volatile and cannot always be met locally.</i>
6.8.3	Further develop the support for the education of looked after children to extend the range of provision.	Sep 2008	SCL	✓ <i>A conference is being arranged in the summer term for designated teachers within schools to develop understanding and plans for looked after children and children on the edge of care. Work with schools and parents regarding the education needs of adopted children has also started.</i>
6.9	Put in place new measures to ensure the safety and well-being of children and young people.			
6.9.1	Implement the 'Signs of Safety' model for working with children, young people and their families.	Mar 2009	SCL	✓ <i>The LSCB has endorsed a pilot of the Signs of Safety approach with CP Conferences from April to July 2009. This will be evaluated and brought back to the LSCB in December 2009.</i>
6.9.2	Implement the multi-agency needs / risks matrix across all agencies.	Dec 2008	SCL	✓ <i>The matrix has been distributed to schools and a number of other agencies. A plan has been made to disseminate the matrix to adult services.</i>
6.9.3	Implement a comprehensive auditing programme for social care records.	Ongoing	SCL	✓ <i>The audit has been adapted to reflect the Haringey JAR findings and will be utilised from April 2009.</i>

6.9.4	Provide safer recruitment/workforce training to managers across the children's workforce, including PVI sectors.	Mar 2009	SCL	✓	76% of headteachers completed training programme. 109 managers across the children's workforce trained. 35 school governors completed training. HR team received refresher training.
6.9.5	Lead on the introduction of the Vetting and Barring Scheme.	Autumn 2008	SCL	✗	The government has announced a further delay in the implementation of the Vetting and Barring Scheme. The scheme will now be introduced from July 2010, when applications for membership will commence.
6.9.6	Improve support in pre-schools, nurseries and child-minding provision. Partnership project with PLA and joint working with Extended Services Coordinators. Work through Children's Centres into other provision.	2011	SCL	✓	Possibility of exploring the development of the project into primary schools, for continuity.
6.9.7	Develop the new Children's Trust into an effective body that analyses local need and commissions appropriate services.	Mar 2009	SCL	✓	The CYP Trust continues to develop in line with local and national drivers. Engagement with the DCSF Commissioning Support Programme is ongoing and a draft Joint Commissioning Framework is almost completed, which will support further development in this area; engagement with the programme remains ongoing. A review of the Trust in relation to structure and governance has also been underway, with a view to improving the structure and to respond to the recommendations in the Lord Laming report recently published. A workshop is due to take place between the CYP Trust Executive and the consultant engaged to carry out the review, the outcome of which will inform the future workplan of the Trust.
6.9.8	Continue to develop innovative approaches to reducing under-18 conceptions in line with the local strategy.	Mar 2009	SCL	✓	Providing young people with access to sexual health support and services in schools and the community. Supporting schools in the delivery of SRE; delivery of Speakeasy training targeted at parents. Sexual Health Promotion campaigns throughout Bracknell Forest planned. Discussions are in hand with representatives from the PCT to consider the appointment of a young people's worker based on a health-led agenda.

OPERATIONAL RISKS TO MTO 6		Owner	Progress on Mitigation Actions
6.5	Achievement of targets will continue to depend on consistent improvement in schools, stability of staffing, and in particular the contribution of high quality leadership. A significant number of experienced headteachers will retire over the next three years. Mitigation: Recruitment, retention and succession planning, particularly of high calibre senior leaders will be a key focus of the LA team.	SCL	Actions to mitigate risk continue – no further risks identified. Revised/New Risk: None.
6.6	Further development of the synchronised timetable requires schools to consult with stakeholders – may be some opposition to the proposals which delays implementation. Mitigation: Advisors will continue to monitor.	SCL	Actions to mitigate risk continue – no further risks identified. Revised/New Risk: None.

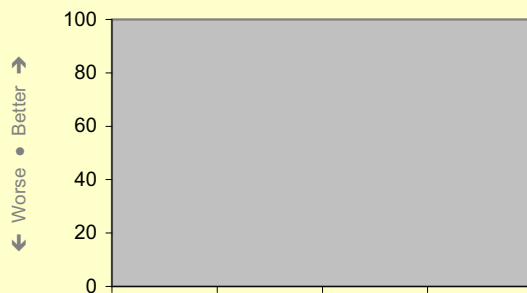
6.7	Partners may fail to agree on the details of the 14-19 Education Plan. Mitigation: Document widely consulted on prior to approval.	SCL	Risk no longer valid. Revised/New Risk: None.
6.8	Employers may be reluctant to engage in the education agenda, which would inhibit the success of the East Berks EBP action plan. Mitigation: See East Berks EBP Action Plan.	SCL	Actions to mitigate risk continue – no further risks identified. Revised/New Risk: None.
6.9	Further resource may be required to address the proportion of young people NEET. Mitigation: See CYPP and NEET Strategy Action Plan.	SCL	NEET numbers have risen as a result of the economic downturn. Further measures are currently being considered to address this issue. Revised/New Risk: None.
6.10	Number of School Sports Coordinators in post. Mitigation: See CYPP.	SCL	Actions to monitor risk in place. No adverse effect during this quarter. Revised/New Risk: None.
6.11	Recruitment and retention of high quality staff. Mitigation: Recruitment, retention and succession planning. Advisors will continue to monitor.	SCL	Actions to monitor risk in place. No adverse effect during this quarter. Revised/New Risk: None.
6.12	Target for school meals is largely dependent on promotional activity by schools and response from parents over which the Council has no direct control. Mitigation: See CYPP.	SCL	Actions to monitor risk in place. No adverse effect during this quarter. Revised/New Risk: None.

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

NI 13: Migrants' English language skills and knowledge



CAA Indicator (non-LAA)
Department: SCL

BFC (SCL) does not record input data relating to activity. National/locally extrapolated data sets are to be published annually; the LSC are, as yet, unable to confirm the publication date.

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 data collection. 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: David Jones

ACTIONS IN SUPPORT OF MTO 7

Due Date Owner Comments

		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
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.			
7.2.16	Prepare user involvement strategy for Adult Social Care.	Aug 2008	SCL	✓ <i>Achieved.</i>
7.2.17	Engage communities in identifying needs, with particular attention to the needs of vulnerable and disadvantaged groups.	Dec 2008	SCL	✓ <i>Where possible, continued support to schools to focus activities at vulnerable and disadvantaged children and families. Preparatory work undertaken to implement government-funded pilot scheme to address economic disadvantage in 2009/10.</i>
7.4	Improve support in schools for minority ethnic communities with English as an additional language needs.			
7.4.1	Develop learning and teaching opportunities across the curriculum to value diversity whilst promoting shared values.	Sep 2009	SCL	✓ <i>"Induction and Support Pack for Admitting New Arrivals" introduced in two secondary schools - indications of accelerated progress in language development.</i>

7.4.2	Further develop teachers' knowledge, skills and confidence in: teaching pupils who are at the early stages of acquiring English as an additional language; and teaching learning and literacy for advanced EAL learners.	Sep 2009	SCL	✓	<i>EAL coordinators network meeting used as an opportunity for colleagues to showcase examples of good practice in their schools. Current action plans devised in conjunction with National Strategies recommendations.</i>
7.4.3	Support for bilingual parents to participate actively in the education of their children.	Sep 2009	SCL	✓	<i>"Welcome to Bracknell Forest Guide" translated into Urdu. Schools encouraged to identify their "priority" languages.</i>
7.4.4	Citizenship schemes of work include opportunities for pupils to learn about the legal and human rights that underpin society and encourage pupils to examine their own beliefs and preconceptions.	Sep 2009	SCL	✓	<i>A multicultural calendar, developed by the EAL & Diversity team, supports schools to celebrate significant dates in pupils' lives.</i>
7.4.5	Promote equity and high standards for all by identifying underachievement by any particular group of minority ethnic pupils.	Sep 2009	SCL	✓	<i>Underachieving groups identified. Subject-specific resources developed to address individual pupils' teaching and learning needs.</i>
7.4.6	Analyse SATs and GCSE data to identify underachieving groups. Plan and monitor interventions to address underachievement. Record impact on pupils' rate of progress.	Sep 2009	SCL	✓	<i>Data analysed by individual schools and underachievement identified. Relevant summaries passed to department/year heads. Interventions planned.</i>
7.4.7	Establish school systems and policies and disseminate to staff to meet the academic and social needs of all pupils.	Sep 2009	SCL	✓	<i>Community drop-in events and open evenings planned for particular sections of the community. Community link worker, based in the College Town schools, has been appointed.</i>
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	✓	<i>CPS: Activities in plans underway. Full annual monitoring will be completed in Q1 2009/10. ECC: All actions on target.</i>
7.5.8	Conduct impact assessments on all new and revised policies and strategies.	Ongoing	CPS CXO ECC SCL	✓	<i>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.</i>

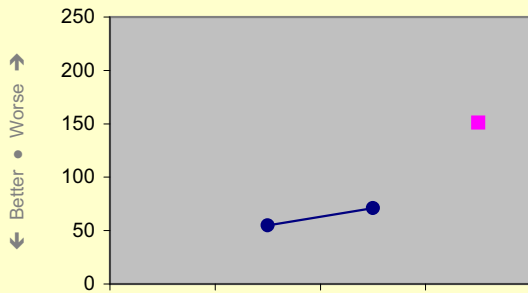
7.6	Increase access to services by electronic means.			
7.6.7	Project manage the implementation of software to support electronic referrals from the Acute Trust, PCT and Social Care across East Berkshire for Single Assessment Process in Adult Social Care.	May 2008	SCL	✓ Complete.
7.6.8	Implement an electronic process for requesting and receiving a blue badge.	Oct 2008	SCL	✓ Online request now available; phase two of this project will look at the possibility of using the photos people currently use to obtain their Edge card, which will further enhance and streamline the process.
7.6.9	Make the self-assessment questionnaire (to determine the resource allocation) for adult with learning disabilities available for completion and submission on line.	Mar 2009	SCL	✓ As the work with Transforming Adult Social Care progresses, the SAQ is being reviewed to ensure that there is one RAS in line with government expectations.
OPERATIONAL RISKS TO MTO 7			Owner	Progress on Mitigation Actions
7.7	The level of diversity is increasing in the LA and the speed of change presents a challenge. 73 languages other than English are spoken in Bracknell Forest schools. Mitigation: See CYPP.		SCL	Actions to monitor risk in place. No adverse effect during this quarter. Revised/New Risk: None.
7.8	Withdrawal of the additional funding to support further work with learners for whom English is not their first language would put at risk the progress that has already been made. Mitigation: See CYPP.		SCL	Actions to mitigate risk continue – no further risks identified. 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 111: First time entrants to the Youth Justice System aged 10-17



LAA INDICATOR (Designated)

Department: SCL

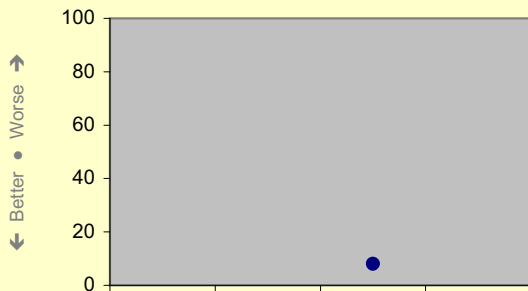
✓

Cumulative to-date figure at end of Quarter 3 is 71. Baseline is 155, with target reduction of 2% per annum. It should be noted that the DCSF are now using data drawn from PNC database to measure this indicator. Locally, only YOS and local police data is available - this may differ from data on the PNC database.

No estimated outturn is currently available for this indicator. 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: Rate per 100k pop. 10<18 yrs • Polarity: Low • BFC Lead: K. Roberts

NI 19: Rate of proven re-offending by young offenders



CAA Indicator (non-LAA)

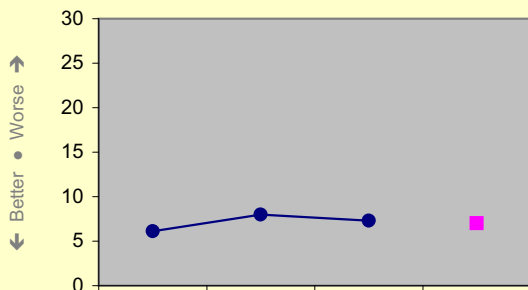
Department: SCL

Cumulative to date figure at end of Quarter 3 is 8. Data at end of Quarter 4 will be unavailable until end of May 2009.

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: Rate • Polarity: Low • BFC Lead: Karen Roberts

NI 43: Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody



CAA Indicator (non-LAA)

Department: SCL

Cumulative to date figure at end of Quarter 3 is 7.3%. Data at end of Quarter 4 will be unavailable until end of May 2009.

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: Karen Roberts

NI 44: Ethnic composition of offenders on Youth Justice System disposals



CAA Indicator (non-LAA)
Department: SCL

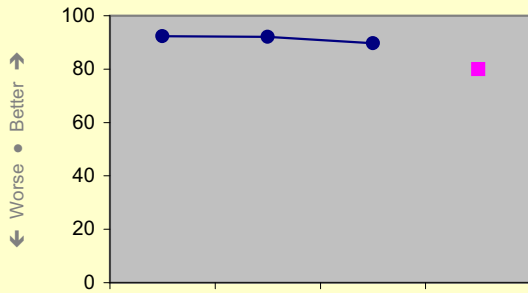
No target set as numbers not significant (too small).

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 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: Karen Roberts

NI 45: Young offenders' engagement in suitable education, employment or training



CAA Indicator (non-LAA)
Department: SCL

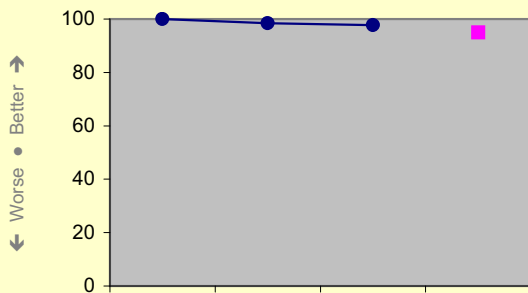
Cumulative to date figure at end of Quarter 3 is 89.7%. Data at end of Quarter 4 will be unavailable until end of May 2009.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	92.3	92.1	89.7	N/A
Local Target	[annual]	[annual]	[annual]	80.0
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

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: Karen Roberts

NI 46: Young offenders' access to suitable accommodation



CAA Indicator (non-LAA)
Department: SCL

Cumulative to date figure at end of Quarter 3 is 97.7%. Data at end of Quarter 4 will be unavailable until end of May 2009.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	100.0	98.4	97.7	N/A
Local Target	[annual]	[annual]	[annual]	95.0
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

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: Karen Roberts

NI 115: Substance misuse by young people



CAA Indicator (non-LAA)
Department: SCL

This is the outcome of the TellUs 3 Survey. The average for England is 10.9% and the average for Bracknell Forest and its statistical neighbours is 10.9%. This represents very good performance.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	4.5
Local Target ■	[annual]	[annual]	[annual]	TBC
Last Reported	N/A	N/A	N/A	4.5
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.

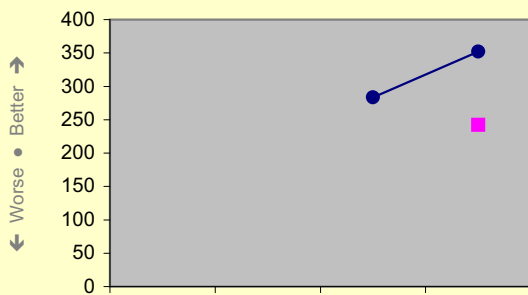
Unit: % • Polarity: Low • BFC Lead: Jillian Hunt

ACTIONS IN SUPPORT OF MTO 8		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
8.1	Work with the Crime and Disorder Reduction Partnership to reduce crime by 3% each year by 2011.			
8.1.6	Implement actions in the new Capacity and Capability Self- Assessment.	TBC	SCL	✓ <i>Actions being implemented as YOS core business.</i>
8.1.7	Implement new national YOS performance framework (relating to six YOS targets in the new national indicator set).	TBC	SCL	✓ <i>Implemented.</i>
8.1.8	Implement the YOS Inspection Improvement Plan.	Mar 2009	SCL	✓ <i>Implemented.</i>
8.5	Reduce the number of people, particularly young people, abusing drugs and alcohol.			
8.5.1	Implement the young people's substance misuse treatment plan.	Mar 2009	SCL	✓ <i>Achieved.</i>

OPERATIONAL RISKS TO MTO 8	<u>Owner</u>	<u>Progress on Mitigation Actions</u>
Medium-Term Objective 9: Promote independence and choice for vulnerable adults and older people.		

PERFORMANCE INDICATORS FOR MTO 9

NI 130: Social Care clients receiving Self Directed Support per 100,000 population



LAA INDICATOR (Designated)
Department: SCL

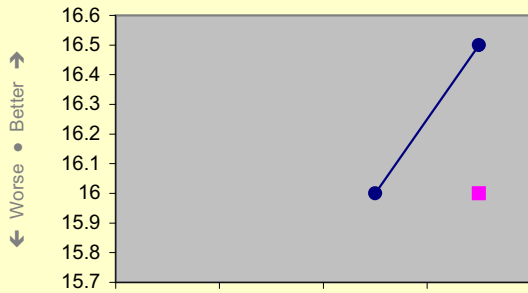
Figures include self-directed support clients from the Learning Disabilities team and represent performance above target.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	283.4	351.8
LAA Target ■	[annual]	[annual]	[annual]	242.0
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

The current estimate is based on latest available data which relates to an earlier period. 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: Rate per 100k pop. • Polarity: High • BFC Lead: Zoe Johnstone

NI 135: Carers receiving needs assessment or review and a specific carer's service, or advice and information



LAA INDICATOR (Designated)

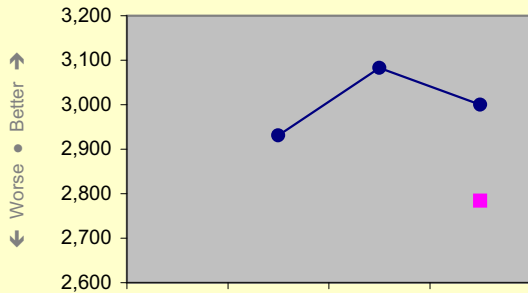
Department: SCL

This outturn exceeds the target and represents good performance.

The current estimate is based on unvalidated current data. 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: High • BFC Lead: Mira Haynes

NI 136: People supported to live independently through social services (all adults)



LAA INDICATOR (Designated)

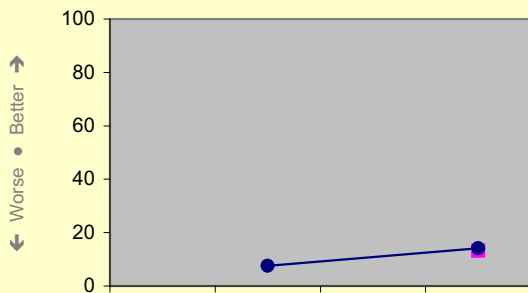
Department: SCL

Outturn includes this year's Grant Funded Services data and is exceeding target.

The current estimate is based on unvalidated current 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: Rate per wghtd 100k pop • Polarity: High • BFC Lead: Zoe Johnstone

NI 146: Adults with learning disabilities in employment



LAA INDICATOR (Designated)

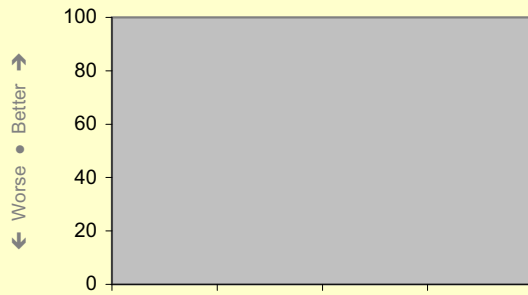
Department: SCL

We have hit our target of 39 people, despite the challenging economic climate.

The current estimate is based on unvalidated current data. 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: High • BFC Lead: Zoe Johnstone

NI 124: People with a long-term condition supported to be independent and in control of their condition



CAA Indicator (non-LAA)
Department: SCL

Data, which is to be sourced from the PCT's Patient Survey, is not yet available.

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 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: Mira Haynes

NI 125: Achieving independence for older people through rehabilitation/intermediate care



CAA Indicator (non-LAA)
Department: SCL

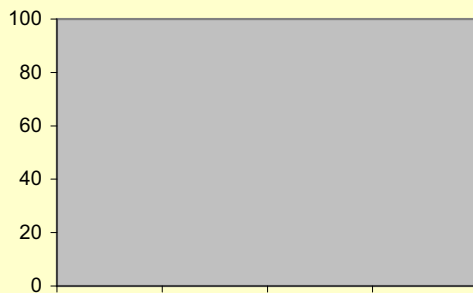
Figures represent those aged 65 and over discharged from hospital who were at home 91 days following discharge, as a percentage of all people discharged where the intention was for the person to return home.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	77.4
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 unvalidated current 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: % ● Polarity: High ● BFC Lead: Joan Gittins

NI 127: Self reported experience of social care users



CAA Indicator (non-LAA)
Department: SCL

This indicator has been deferred until 2009/10.

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. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: TBC ● Polarity: TBC ● BFC Lead: Glyn Jones

NI 128: User reported measure of respect and dignity in their treatment



CAA Indicator (non-LAA)
Department: SCL

This indicator has been deferred until 2009/10.

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. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: TBC • Polarity: TBC • BFC Lead: Glyn Jones

NI 129: End of life care -- access to appropriate care enabling people to be able to choose to die at home



CAA Indicator (non-LAA)
Department: SCL

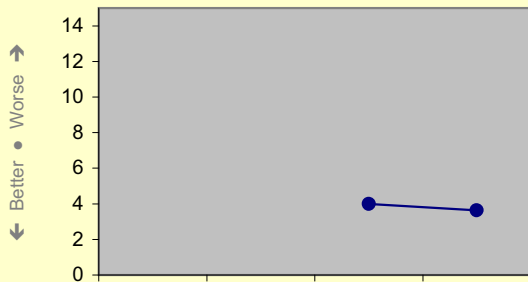
Data and commentary on this indicator is still awaited from the PCT.

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 information on this indicator has been received from the PCT.

Unit: % • Polarity: High • BFC Lead: Joan Gittins

NI 131: Delayed transfers of care



CAA Indicator (non-LAA)
Department: SCL

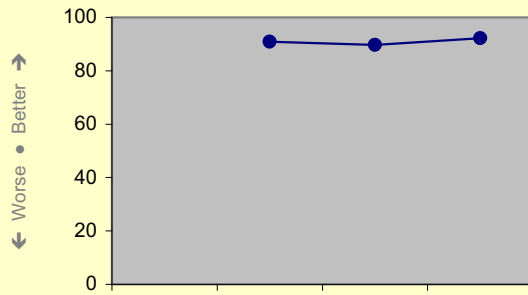
Data is obtained via monthly update from the NHS UNIFY system, and discharges are monitored continually within the Community Response & Reablement team. This represents very good performance.

Year: 2008/09	Q1	Q2	Q3	Q4
Current	N/A	N/A	3.99	3.63
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 data which relates to an earlier period. 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: Rate • Polarity: Low • BFC Lead: Joan Gittins

NI 132: Timeliness of social care assessment (all adults)



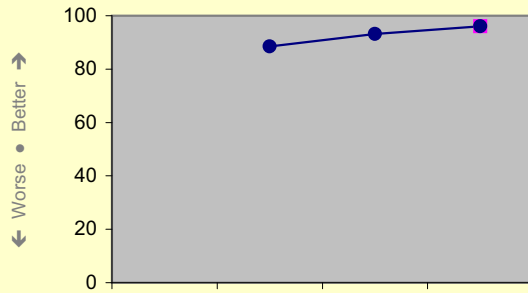
CAA Indicator (non-LAA)
Department: SCL

Data is collated from BFC's own database systems.

The current estimate is based on unvalidated current 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: % • Polarity: High • BFC Lead: Joan Gittins

NI 133: Timeliness of social care packages following assessment



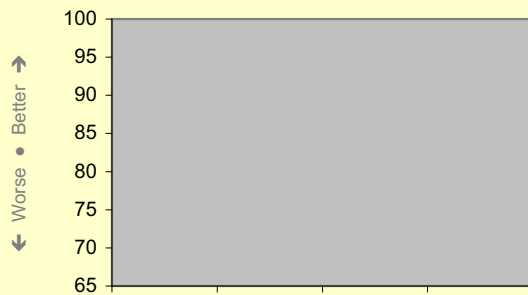
CAA Indicator (non-LAA)
Department: SCL

This data is collated from Bracknell Forest's own database systems and although not targeted, represents strong performance.

The current estimate is based on unvalidated current 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: % • Polarity: High • BFC Lead: Joan Gittins

NI 137: Healthy life expectancy at age 65



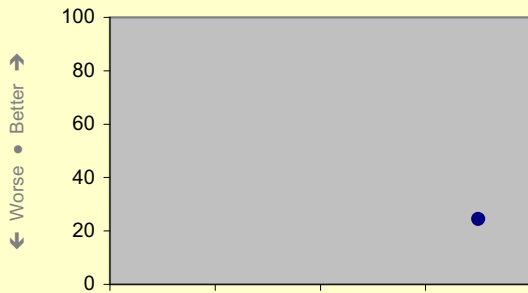
CAA Indicator (non-LAA)
Department: SCL

This indicator has been deferred until 2009/10.

No estimated outturn is currently available for this indicator. 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: Mira Haynes

NI 139: The extent to which older people receive the support they need to live independently at home



CAA Indicator (non-LAA)
Department: SCL

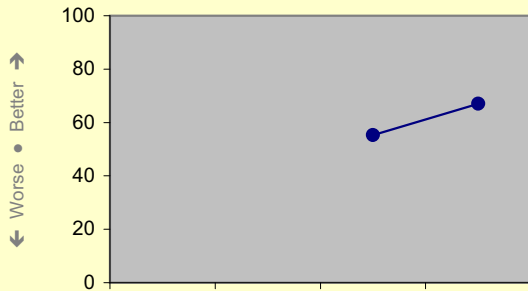
The outturn cited is the weighted result of the 2008 Place Survey. The CLG has still not yet released the national dataset, so this figure will continue to be reported in quarterly reports until we can include some national comparative and benchmarking information.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	24.5
Local Target ■	[annual]	[annual]	[annual]	TBC
Last Reported	N/A	N/A	N/A	24.5
Benchmark	N/A	N/A	N/A	31.5
Current Quartile	N/A	N/A	N/A	Worst

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: TBC ● Polarity: High ● BFC Lead: Mira Haynes

NI 145: Adults with learning disabilities in settled accommodation



CAA Indicator (non-LAA)
Department: SCL

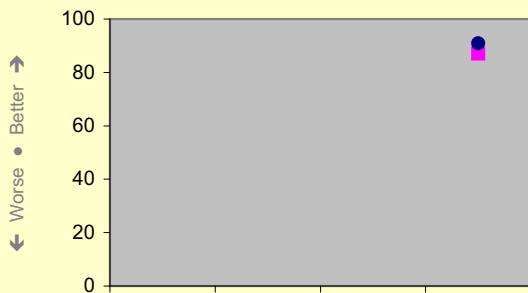
Outturn for this indicator has been calculated using internal systems and represents an improvement on last quarter.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	55.3	67.0
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

The current estimate is based on unvalidated current 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: % ● Polarity: High ● BFC Lead: Zoe Johnstone

NI 147: Care leavers in suitable accommodation



CAA Indicator (non-LAA)
Department: SCL

Cumulative to date figure at end of Quarter 4 is 90.9%. This equates to 10 out of 11 young people.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	90.9
Local Target ■	[annual]	[annual]	[annual]	87.0
Last Reported	N/A	87.5	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. The 'last reported' figure is from N/A (N/A). Benchmarking and quartile information is not currently available for this indicator.

Unit: % ● Polarity: High ● BFC Lead: Penny Reuter

NI 148: Care leavers in suitable education, employment or training



CAA Indicator (non-LAA)
Department: SCL

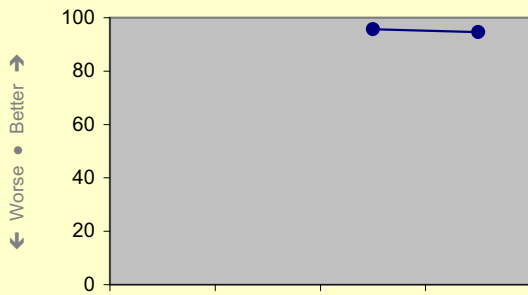
X
Cumulative to date figure at end of Quarter 4 is 36.4%. This equates to four out of 11 young people. It should be noted that four of the young people have complex learning difficulties.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	36.4
Local Target ■	[annual]	[annual]	[annual]	68.0
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

No estimated outturn is currently available for this indicator. 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 no currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Penny Reuter

NI 149: Adults receiving secondary mental health services in settled accommodation



CAA Indicator (non-LAA)
Department: SCL

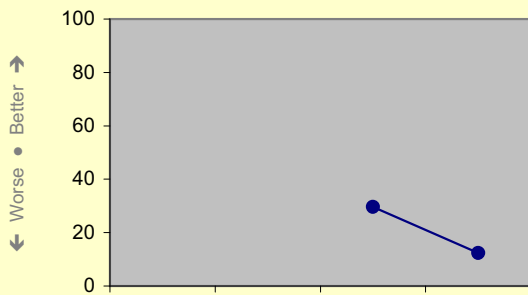
Data is extracted from the Epex system. There is no target for 2008/09.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	95.7	94.6
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 unvalidated current 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: % • Polarity: High • BFC Lead: Barbara Rodriguez

NI 150: Adults receiving secondary mental health services in employment



CAA Indicator (non-LAA)
Department: SCL

Data is extracted from the Epex system. There is no target for 2008/09.

Year: 2008/09	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	29.6	12.4
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 unvalidated current 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: % • Polarity: High • BFC Lead: Barbara Rodriguez

ACTIONS IN SUPPORT OF MTO 9		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
9.1	Modernise services for vulnerable adults and older people by reducing reliance on residential care and improving access to community-based services.			
9.1.1	Submit project plan to CMT regarding social care transformation.	May 2008	SCL	✓ <i>Achieved.</i>
9.1.2	All referrals to Adult Social Care will be supported by the Integrated Community Response Team, who will work with the individual to optimise their independence, enabling them to access appropriate community services, reducing the need for ongoing support and residential care.	Oct 2008	SCL	✓ <i>Achieved.</i>
9.1.3	Work in partnership with Berkshire East Primary Care Trust to develop an integrated team for people with a long-term condition, to enable support, advice and a multi-agency approach to promoting well-being.	Apr 2008	SCL	✓ <i>Achieved.</i>
9.1.5	Undertake a review of accommodation for older people.	Mar 2009	SCL	✓ <i>On target – linked to production of Housing Strategy (consultation version in January 2009).</i>
9.2	Increase the number of people having direct control of the budgets for their care.			
9.2.1	Work with the Learning and Skills Council to develop an outcome-based commissioning tool for people with a long-term condition, which will put the individual in control of their care and support.	Sep 2008	SCL	✓ <i>Initial partnership work with Skills for Care now complete. Awaiting the launch of the commissioning tool from Skills for Care.</i>
9.2.2	Develop a specialist brokerage service to provide support to individuals to enable them to use a direct payment to recruit and employ their own staff.	Mar 2009	SCL	✓ <i>We are working actively with Shop4Support to establish this service within the requirements of employment law.</i>
9.2.3	Develop a safeguarding adults awareness-raising programme to provide support and advice to vulnerable groups.	Mar 2009	SCL	✓ <i>Achieved.</i>
9.4	Improve the Council's star rating for Adult Social Services by 2008.			
9.4.1	Monitor performance against all key targets in monthly performance monitoring meetings, and agree and plan appropriate action.	Jan 1900	SCL	✓ <i>Complete though ongoing review.</i>
9.5	Provide advice and support to vulnerable people to help maintain them in their own homes.			
9.5.1	Develop practical and accurate data collection processes.	Jan 1900	SCL	✓ <i>Complete though ongoing review.</i>
9.5.2	Produce advice and information in a range of appropriate formats and use all communication channels to disseminate, including internet. This will be developed through the ongoing 'transforming ASC' work.	Jan 1900	SCL	✓ <i>Work is ongoing.</i>
OPERATIONAL RISKS TO MTO 9			<u>Owner</u>	<u>Progress on Mitigation Actions</u>

PRIORITY FIVE: VALUE FOR MONEY				
Medium-Term Objective 10: Be accountable and provide excellent value for money.				
PERFORMANCE INDICATORS FOR MTO 10				
ACTIONS IN SUPPORT OF MTO 10				
		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
10.2	Implement a four year 'efficiency' programme to reduce spending to sustainable levels.			
10.2.10	Establish regional commissioning opportunities for placements of children in care or with disabilities.	2010/11	SCL	✓ <i>The Children's Regional Arrangements Group (CRAG) continues to meet. This group sets the South East region's anticipated percentage increase in charges for independent special schools and children's homes. Percentages in excess require follow-up from a regional representative. This has resulted in recent years in reducing annual percentage increases. CRAG representatives also visit schools and children's homes to monitor practice. Work continues with the PCT and neighbouring authorities to develop further short break and placement opportunities for disabled children.</i>
10.2.11	Deliver the financial analysis to support the feasibility of creating a purpose-built residential home for looked after children.	Dec 2008	SCL	✓ <i>Financial analysis does not support this development. Not now to proceed.</i>
10.2.12	Improve management of contracts for external placements of looked after children.	Aug 2008	SCL	✗ <i>Resignation of a member of staff in the critical Student Finance function has required short-term unplanned diversion of the contracts monitoring officer.</i>
10.2.13	Review/update existing building surveys. Update, consult on and finalise adoption by DMT of Asset Management Plan (AMP), to include Adult Social Care establishments.	Aug 2008	SCL	✓ <i>AMP completed - building surveys of Adult Social Care establishments being commissioned.</i>
10.4	Work effectively with partners to improve the quality of life in the Borough.			
10.4.11	Put in place a Section 75 agreement (Health Act 1999) to cover all aspects of finance and governance for the Community Response and Reablement Services of Adult Social Care and PCT.	May 2008	SCL	✓ <i>Achieved.</i>
10.4.12	Work with partner agencies to implement the national ContactPoint database.	Feb 2009	SCL	✓ <i>Work is continuing on ContactPoint with those partner organisations who work with Bracknell children, in order to identify training requirements and local data sources for the national database. In this quarter various teams within Children's Social Care have identified those records which require 'shielding'.</i>
OPERATIONAL RISKS TO MTO 10			<u>Owner</u>	<u>Progress on Mitigation Actions</u>

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ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL 2 JUNE 2009

COMPLAINTS MANAGER FOR ADULT SOCIAL CARE: ANNUAL REPORT 2008/09 (ANNEX 1) (The Director of Social Care & Learning)

1 INTRODUCTION

- 1.1 The purpose of this report is to present the annual report of the Complaints Manager Adult Social Care to the Panel. The annual report is to be considered by the Executive on 27 May 2009 and any changes made will be reported to the Panel at its meeting.

2 SUGGESTED ACTION

- 2.1 That the report set out in Annex 1 is received by the Panel and consideration is given to any actions that should be taken arising from the reports.

3 REASONS FOR SUGGESTED ACTION

- 3.1 The Adult Social Care Complaints function performs a statutory role in assuring the quality of response to adults and carers who make complaints. The annual report which is also statutory supports the continuing development and review of the service and learning from complaints.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None considered.

5 SUPPORTING INFORMATION

- 5.1 The attached report sets out the work of the Complaints function for Adult Social Care over the period, 1 April 2008 – 31 March 2009.
- 5.2 The purpose of the report is to inform the Panel of the number and nature of complaints received by the department and the learning from those complaints.
- 5.3 Procedures state that Complaints Service should produce an annual report for consideration by the Panel for Adult Social Care.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

- 6.1 Borough Solicitor
The relevant legal provisions are contained within the main body of the report
- 6.2 Borough Treasurer
The Borough Treasurer is satisfied that there are no significant financial implications arising from this report.

Equality Impact Assessment

6.3 Available upon request

Strategic Risk Management Issues

6.4 Efforts are continually made to deal with concerns before they become complaints. Bracknell also has an active policy of learning from complaints which minimises risk of re-occurrence. Compliance with the Council's statutory requirements also minimises risk.

Other Officers

6.5 Complaints Manager, Adult Social Care
Head of Performance and Information, Social Care and Learning

7 CONSULTATION

Principal Groups to be Consulted

Adult Management Team, Social Care and Learning

Method of Consultation

Draft report presented

Representations Received

Not applicable

Background Papers

The Local Authority Social Services Act (1970) Section 7B
The National Health Service and Community Care Act 1990
The Mental Health Act 1983
The Disability Discrimination Act 1995
The Registered Homes Act 1984 (Parts 1 & 2)
Human Rights Act 1998
Data Protection Act 1998
The Public Interest Disclosure Act 1998
The Freedom of Information Act 2000
The Care Standards Act 2000
The Local Government Act 2000
The Race Relations Amendments Act 2002
Special Guardianship Regulations 2005
The LASS Complaints (England) Regulations 2006 Statutory Instrument 2006 no. 1681
Learning From Complaints, Social Services Complaints Procedure for Adults 2006

Contacts for further information

David Watkins, Chief Officer Performance and Resources, Social Care & Learning
david.watkins@bracknell-forest.gov.uk

Mark Gittins, Head of Performance & Information, Social Care & Learning
mark.gittins@bracknell-forest.gov.uk

Complaints Manager for Adults Social Care

Annual Report April 2008- March 2009

DRAFT PENDING EXECUTIVE MEMBER'S DECISION – 27 MAY

April 2009

1. Introduction

This is the Complaints Manager's annual report for Adult Social Care. It is a statutory requirement to produce an annual report about the complaints activity within Adult Social Care and this is a public document.

The purpose of the report is to provide an overview of this work and to summarise the issues that have arisen from 1 April 2008 through to 31 March 2009.

The report will be presented to the Bracknell Forest Overview & Scrutiny Panel in June 2009.

2. Context

2.1 Legislation

The Regulations for the management of the statutory complaints procedures for social services complaints are set out in The Local Authority Social Services Complaints (England) Regulations 2006 (Statutory Instrument 2006 No 1681).

The legislation requires local authorities to appoint a Complaints Manager with the remit of:

- Managing, developing and administering the complaints procedure
- Providing assistance and advice to those who wish to complain
- Overseeing the investigation of complaints that cannot be managed at source and appointing Investigators, Panel members and Independent Persons as required
- Supporting and training of staff
- Monitoring and reporting on complaints activity

The legislation is supported by detailed guidance from the Department of Health in 'Learning from Complaints, Social Services Complaints Procedure for Adults'.

Complaints from self-funded users of independent services cannot be considered under the local authority complaints procedures. The Care Standards Act 2000 requires providers to have their own complaints procedures in place.

2.2 Who can complain?

A person is eligible to make a complaint where the local authority has a power or duty to provide, or to secure the provision of, a service for him or her and that this need has come to the attention of the authority.

A complaint may also be made by a representative acting on behalf of an eligible person. The Complaints Manager has a responsibility for establishing if the representative is acting in the person's best interests and has to decide what action should be taken.

2.3. The Statutory Complaints Procedure in Bracknell Forest

Responsibility for statutory complaints rests with the Director of Social Care and Learning.

In order to provide independence from operational management and services, the Complaints Manager reports to the Head of Performance and Information.

2.4. The Statutory Procedure

The regulations and guidance are intended to create greater consistency nationally and to contribute to a local culture of viewing complaints positively as they can provide a valuable contribution to learning and development.

There are 3 stages to the procedure:

- Stage 1 - Local Resolution
- Stage 2 - Formal Investigation
- Stage 3 – Review Panel

The complaints procedure aims to be as accessible as possible. Adult Social Care publicises information about how to make a complaint in its booklet 'How to Make a Complaint or Give a Compliment'. The same information is also available on the Bracknell Forest public website.

The use of external Investigators assists in the resolution of complex complaints. However, complaints are not automatically referred to an external Investigator as Bracknell Forest has its own experienced managers who, providing they are from a different care group to the service being complained about, may be in a position to undertake an investigation.

The role of the Independent Person is to ensure that an investigation carried out at Stage 2 is comprehensive, transparent and fair to all parties. The Complaints Manager may exercise discretion to suggest an Independent Person where this is deemed appropriate. No Independent Persons were required during the past year.

When a complaint is raised by or on behalf of a vulnerable person, it is good practice to consider whether an advocate should be appointed. An Independent Person may also be appointed to support and provide comment on the fairness and transparency of the investigation process. In complex matters, it is important to be able to demonstrate that a fair process has been followed.

2.5 The Local Authority Procedure

Complaints not covered by The Local Authority Social Services Complaints (England) Regulations 2006, may be dealt with under the local authority procedures.

2.6 Timescales for resolution of complaints

Under Stage 1 of the procedures the full response should be provided to the complainant within 10 days.

At Stage 2, the local authority provides an investigation that should result in a report for the complainant within 25 working days but this may be extended to up to a maximum of 65 working days.

Complainants who are not satisfied with the response at Stage 2 may request a Stage 3 Review Panel. They need to make their request known to the Complaints Manager within 20 days from receipt of the Stage 2 report and the Panel must take place within 30 days of the request.

3. Overview of Work

3.1 Number of complaint investigations

There were approximately 3,700 people in receipt of support through Adult Social Care during the course of the past year.

19 complaints were dealt with at Stage 1. These were managed at service delivery level and/or with the assistance of the Complaints Manager.
No complaints were dealt with at Stage 2
No complaints were dealt with at Stage 3
3 complaints were referred to the Local Government Ombudsman.

3.2 Findings from complaints by stage

The following findings were made in respect of the 19 complaints raised:

At Stage 1 of the statutory procedures	16 complaints were resolved 2 complaints were unresolved 1 complaint was outstanding at year end
At Stage 2 of the statutory procedures	No complaints
At Stage 3 of the statutory procedures	No Panels held
At Ombudsman Stage	3 complaints were referred

3.3 Area of service provision

At Stage 1 of the 19 complaints:

5 were in respect of Older People and Long Term Conditions services
4 were in respect of Learning Disability services
7 were in respect of Community Response and Reablement services
1 was in respect of Mental Health services
2 were in respect of financial matters

At Stage 2 and 3 of the Local Authority Procedures

No complaints

At Local Government Ombudsman Stage:

1 complaint was in respect of care and support services
1 complaint was in respect of funeral arrangements and costs
1 complaint was in respect of the Council's choice of an independent provider

3.4 Nature of complaints received at Stage 1

Access to Services	3
Assessment decision	1
Service response time	1
Department procedures/policy	3
Communication with service user	3
Standard of Service	3
Staff behaviour	2
Support from staff	2
Other	1

3.5 Timescale for completion within complaint procedures

The Complaints Service has worked effectively throughout the year to provide complainants with a substantial and objective response to their complaint within the specified time frame.

However, it should be remembered that this is balanced by the need to ensure in all cases that a comprehensive and thorough response can be provided to the complainant.

The vast majority of cases were either fully resolved or partially resolved within 10 working days, with the complaints process being fully engaged in reaching a full resolution.

In two cases however, it was not possible to reach a resolution due to the complainants objecting to policies that could not be changed:

- In one case, the complainant objected to having two carers visit her for her shower call as she found the presence of two carers overpowering. This was assessed as being necessary from a health and safety and environmental safety perspective and the complaint was not upheld.
- In the second case, the Council was unable to change nationally agreed financial assessment criteria.

In the case of the one outstanding complaint, a face to face meeting is being arranged with the complainant in order to reach a resolution.

3.6 Cost of complaint investigations

No external investigations were undertaken.

3.7 Reporting to managers in adult social care

The Complaints Manager meets with the Head of Service for Older People and Long term Conditions and the Head of Adults and Commissioning on a monthly basis. In the meeting, attendees review the progress on active cases, share any relevant information and discuss any issues relevant to the management of the procedures.

4. Representations in adults social care

Compliments

Adult Social Care receives significantly more compliments than complaints. During the past year, the Branch received a total of 115 thank you cards and letters in respect of services and teams within the following areas:

- Car Park badges
- Bridgewell
- Appreciation of the Caribbean Day at Heathlands attended by the Mayor
- The Learning Disability Team for their support and the activities at the Sports Centre
- The Care & Support received across all care groups
- Installation of equipment

Concerns

The complaints manager is sometimes contacted about matters that are problems and worries rather than complaints. In these situations, the individual is given advice and re-directed to the appropriate team or officer. A judgment then needs to be made as to how best to deal with the issue. This type of contact is recorded as a 'concern'. In the past year, 12 such contacts were filed as 'concerns'.

5. Development of Policies and Procedures

5.1 Development of complaint management expertise

As part of their induction, 27 new staff received training in relation to the complaint procedure. In addition, the Complaints Manager attended regular team meetings to provide an update on complaints management for existing staff.

The Berkshire Complaints Manager's Group meets quarterly. It is well attended and provides a network for support and information sharing. This helps to promote high standards and consistent practice.

For the period 2008-9 a key issue has been anticipating the new complaints regulations for adult social care.

6. Commentary on complaints received

6.1 Comments on the Local Government Ombudsman complaints

Following a Review Panel, complainants have up to 12 months to take their complaints to the Ombudsman.

The outcomes of the 3 complaints referred to the Ombudsman in the past year were as follows:

- i) The department was advised to pay the complainant a 'time and trouble' payment of £500.
- ii) The department was advised to share the costs of a funeral with the complainant on an equal basis.
- iii) The complainant was advised that the council was not under any obligation to use a provider's services.

6.2 Learning from Complaints

The following areas of learning from complaints were identified in respect of complaints across 2008/9:

- 1:1 meetings with the Ombudsman have proved to be both helpful and successful in resolving complaints.
- Improvement of database cross-checks across different departments will be undertaken to ensure robust data quality.
- Relevant managers to be made aware of appropriate funeral arrangements where a person dies out of the area in the absence of involvement from a next of kin.

7. Issues about the Complaint Procedure from the Complaints received

7.1 The parameters of the complaints process

No issues have been raised in adult social care

7.2 Good practice in complaints handling

The Local Government Ombudsman has produced 3 helpful publications:

- Principles of Good Complaint Handling
- Principles of Good Administration
- Principles for Remedy

The Ombudsman's principles for good complaint handling are:

- Getting it right
- Being customer focused
- Being open and accountable
- Acting fairly and proportionately
- Putting things right
- Seeking continuous improvement

Bracknell Forest seeks continuously to apply these principles.

8. Areas for future development

Adult Social Care is in the process of implementing the new complaints Regulations that came into force on from 1st April 2009. The Regulations were laid before Parliament on 27 February and there will be updating of guidance, procedures and provision of staff training.

The most significant change is that adult social care will no longer have a 3 stage procedure. The guidance is less prescriptive than before and Bracknell Forest will ensure that its processes remain transparent and robust.

We anticipate completing this work during the course of Q2 2009/10.

The other areas identified for potential development are:

- Revising the categories for recording complaints in accordance with the recommendations of the Southern region Complaints Managers Group
- Developing new working relationships with the NHS complaints managers to facilitate effective joint investigations as required in the new Regulations
- If agreed, assisting with the implementation of the recommendations in the equality impact assessment i.e. consider the collection of data on religion and sexual orientation, review the availability of advocacy and mediation, produce easy read leaflets for the public

9. Conclusion

Over the period of this review, the complaints function for Adult Social Care has met the requirements of the relevant guidance and regulations.

Good working relationships have been fostered with front line staff and their managers and this contributes to a culture in which complaints can be seen positively and constructively.

There will need to be ongoing work to ensure that the Council learns from complaints it receives and that there is evidence to demonstrate that improvements are made when necessary.

The next annual report will cover the period from 1 April 2009 to 31 March 2010.

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL 2 JUNE 2009

ADULT SOCIAL CARE REPRESENTATIVE ON THE PANEL (Assistant Chief Executive and Director of Corporate Services)

1 INTRODUCTION

The purpose of this report is to invite Members of the Adult Social Care Overview and Scrutiny Panel to consider the possible co-option of a representative of Adult Social Care to its membership.

2 SUGGESTED ACTION

2.1 That the Adult Social Care Overview and Scrutiny Panel consider whether to recommend to the Overview and Scrutiny Commission that:

- (a) the Bracknell Voluntary Sector Forum be invited to nominate a representative of Adult Social Care for co-option to the Panel to fill the existing vacancy; or
- (b) a co-opted representative of Adult Social Care be not included in the Panel's membership in the future.

2.2 In the event that the Panel agrees to recommend the co-option of an Adult Social Care representative, the following terms be recommended to the Overview and Scrutiny Commission:

- (a) the length of the term of office of the co-option be one year rotating on an annual basis to allow the full range of Adult Social Care organisations to be represented over time; and
- (b) the co-option be on a non-voting basis.

3 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 3.1 The Local Government Act 2000 expressly permits non-councillors to be co-opted to Overview and Scrutiny Committees and their sub-committees but the co-optees cannot vote unless expressly permitted to do so by a scheme approved by the Council.

Borough Treasurer

- 3.2 Co-optees appointed by the Council are eligible to claim travel allowance for in-Borough approved duties (including travel expenses when attending meetings) and travel and subsistence allowance for out-of-Borough approved duties in accordance with the Council's Allowances Scheme. It is anticipated that the cost to the Council of the additional co-optee will be small and can be met from within existing budgets. There will be resource implications as officer time will be required to support the appointment of the representative including the cost of any elections required. Again it is expected that this will be contained within existing staff resources.

Equalities Impact Assessment

3.3 None.

Strategic Risk Management Issues

3.4 None.

4 SUPPORTING INFORMATION

- 4.1 During 2008/09, the former Social Care and Learning Overview and Scrutiny Panel recommended to the Overview and Scrutiny Commission that two teacher and two social care representatives be co-opted to that Panel for a term of four years each in a non-voting capacity, in addition to the statutory requirement of two Parent Governor and two Church representatives. There is no statutory requirement to do this and the purpose was to reflect the Panel's expanded remit to include both Children's and Adults' Social Care in addition to education. It was considered appropriate to amend the externally drawn membership of the Panel to balance overall representation and reflect the scope of the restructured Panel's work by giving social care representatives an opportunity to express their views on related matters. The intention was to co-opt one representative of Children's Social Care and one of Adults' Social Care. The recommended co-option was subsequently adopted by the Overview and Scrutiny Commission.
- 4.2 The report to the former Social Care and Learning Overview and Scrutiny Panel suggested that the social care representatives be sought via the new Bracknell Forest Local Involvement Network (LINK), an organisation concerned with health and social care. However, it was subsequently recognised that a representative of the LINK may be inappropriate as conflicts of interest may occur owing to the LINK's separate statutory remit of holding the Council to account over health and social care matters. As a subsequent re-structuring of the Social Care and Learning Overview and Scrutiny Panel was anticipated, the Social Care co-options were postponed pending the outcome of the re-structure. The Council agreed a re-structuring of that Panel at its Annual Meeting held on 6 May 2009 to form this Panel and the new Children's Services & Learning Overview and Scrutiny Panel.
- 4.3 The membership of this Panel agreed by Annual Council includes a social care representative for which there is currently a vacancy for a term of four years. The Panel is invited to consider whether it wishes to co-opt a representative to fill this vacancy or carry the vacancy in 2009/10. Although there are a significant number of organisations representing facets of Adult Social Care, there does not appear to be an 'umbrella' organisation representing all aspects and therefore, should the Panel wish to fill the vacancy, careful consideration needs to be given to the organisations from which a co-optee may be drawn (e.g. Rethink, Be Heard, Mencap etc, Carers UK, Age Concern, Alzheimer's Association) and the length of the term of co-option. Owing to the variation of organisations, annual co-options may be appropriate to ensure that the full range of Adult Social Care organisations are represented over time. Given the diverse range of organisations, it would be appropriate to seek a nomination from the Bracknell Voluntary Sector Forum, on a rotating annual basis.

Background Papers

Reports and minutes of the meetings of the former Social Care and Learning Overview and Scrutiny Panel and the Overview and Scrutiny Commission held on 2 and 17 July 2008, respectively.

Contact for further information

Richard Beaumont – 01344 352283

e-mail: richard.beaumont@bracknell-forest.gov.uk

Andrea Carr – 01344 352122

e-mail: andrea.carr@bracknell-forest.gov.uk

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ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL 2 JUNE 2009

REVIEW OF SOCIAL CARE AND COMMUNITY TRANSPORT Director of Corporate Services

1 INTRODUCTION

- 1.1 The purpose of this report is to seek comments on the attached Social Care and Community Transport Review. The Review has already been considered and endorsed by the Council's Corporate Management Team. Comments from the Adult Social Care Overview and Scrutiny Panel are welcomed to assist with the preparation of the detailed business case and implementation of the recommendations.

2 SUGGESTED ACTION

- 2.1 **To note and comment on the attached review report.**

3 SUPPORTING INFORMATION

- 3.1 The Review was carried out by a group of officers between September 2008 and April 2009 and involved detailed analysis of service information and consultation with users. The recommendations of the review are as follows:

4 REVIEW RECOMMENDATIONS

- 4.1 Produce a robust business case to enable appropriate resource to manage the above services including, budgets, staff and vehicles required. Subject to the outcome of a detailed working model the changes listed below are recommended.

4.2 Social Care and Learning Transport:

- Centralise transport provision for clients accessing services at Downside, Heathlands, Waymead, Larchwood, the Family Centre, the Learning Disabilities trial and Bracknell Day Services. This should also include the management of the Youth Services bus;
- All transport bookings for the above centres as well as the Learning Disabilities transport trial to be managed by the Integrated Transport Unit;
- Replace Bracknell Forest Council fleet with more fit for purpose vehicles as leases expire where there is a business need for a new vehicle;
- Continue with the Learning Disabilities transport trial until it can be part of the wider transport provision of the Integrated Transport Unit;
- Manage all regular taxi bookings for Bracknell Forest Council clients through the Integrated Transport Unit.

4.3 **Keep Mobile:**

- Centralise the management of the Keep Mobile Service Level Agreement to the Integrated Transport Unit;
- When the existing Keep Mobile SLA (31st March 2011) and the home to school transport contracts expire (31st July 2011) review all options for how the service might be provided;
- Reduce administration from Keep Mobile by amalgamating separate subsidised fares invoices into one monthly payment;
- Review the subsidised fares element of the grant paid to Keep Mobile;
- Consider using Keep Mobile as a training provider for transport related courses;
- Consider how to further promote Keep Mobile;
- Consider the terms of the SLA to meet the requirements of current demand for services;
- Discuss the results of the consultation with Keep Mobile.

4.4 The detailed business case when completed will need to be considered by the Council's Corporate Management Team before consideration by the Executive in July.

Background Papers

None

Contact for further information

Alison Sanders 01344 355621
alison.sanders@bracknell-forest.gov.uk

Alan Nash 01344 352180
alan.nash@bracknell-forest.gov.uk

Damian James 01344 355157
damian.james@bracknell-forest.gov.uk

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Review of Social Care and Community Transport for Bracknell Forest Council

**Final Report
April 2009**

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EXECUTIVE SUMMARY

This report builds on the work carried out on the best value review of Bracknell Forest Council transport which was completed in 2005. That review recommended centralisation of transport as the key to efficiency and cost management. It led to the setting up of the Integrated Transport Unit and the transfer of Education Transport from Education into Corporate Services. This Review recommends that centralisation should be now extended further to include elements of Social Care and Community Transport.

The review has found that the internal vehicle fleet within Social Care is fragmented and consequently poorly managed, underutilised and generally not fit for purpose particularly with the Personalised Agenda becoming essential to Bracknell Forest Council's clients.

The outsourced Community Transport currently provided by Keep Mobile whilst well regarded by users, is underutilised, poorly publicised, and expensive.

Under the chair of the Director of Corporate Services this second review has given the subject areas a very detailed inspection and has come up with the following recommendations.

Review Recommendations

Produce a robust business case to enable appropriate resource to manage the above services including, budgets, staff and vehicles required. Subject to the outcome of a detailed working model the changes listed below are recommended.

Social Care and Learning Transport:

- Centralise transport provision for clients accessing services at Downside, Heathlands, Waymead, Larchwood, the Family Centre, the Learning Disabilities trial and Bracknell Day Services. This should also include the management of the Youth Services bus;
- All transport bookings for the above centres as well as the Learning Disabilities transport trial to be managed by the Integrated Transport Unit;
- Replace Bracknell Forest Council fleet with more fit for purpose vehicles as leases expire where there is a business need for a new vehicle;
- Continue with the Learning Disabilities transport trial until it can be part of the wider transport provision of the Integrated Transport Unit;
- Manage all regular taxi bookings for Bracknell Forest Council clients through the Integrated Transport Unit.

Keep Mobile:

- Centralise the management of the Keep Mobile Service Level Agreement to the Integrated Transport Unit;

- When the existing Keep Mobile SLA (31st March 2011) and the home to school transport contracts expire (31st July 2011) review all options for how the service might be provided;
- Reduce administration from Keep Mobile by amalgamating separate subsidised fares invoices into one monthly payment;
- Review the subsidised fares element of the grant paid to Keep Mobile;
- Consider using Keep Mobile as a training provider for transport related courses;
- Consider how to further promote Keep Mobile;
- Consider the terms of the SLA to meet the requirements of current demand for services.
- Discuss the results of the consultation with Keep Mobile.

Next Steps

April 2009: Corporate Management Team

Departmental Management Teams

Access Advisory Panel

Development of business case

June: Overview and Scrutiny – Social Care and Learning

July: Executive

September: Start of implementation of recommendations

Introduction

This review builds on the work carried out on the best value review of Bracknell Forest Council transport which was completed in 2005 which recommended centralisation. In addition the 'Balancing the Budget' report published in 2007 identified transport centralisation as an important development and set a £50k savings target on completion.

A project to provide people with learning disabilities an additional transport service is currently being piloted by the Council. It has been working successfully and generally positive feedback has been received from users. The service started in April 2008 and is a dial-a-ride type service where clients book individual transport journeys to take place between 9am and 10.00pm seven days a week.

However, at a meeting of the Access Advisory Panel on 11 June 2008 a number of concerns were raised about the pilot, including:

- its restriction to certain groups of residents
- potential duplication with services provided by Keep Mobile, and
- the lack of a clear strategy to evaluate the success of the pilot.

In view of the above, together with concerns about the under utilisation of Social Care vehicles, and the identified need to further review the Council's transport function following the establishment of the Integrated Transport Unit, Corporate Management Team decided that a full review of the Council's Social Care and Community Transport Provision should be undertaken.

1.0 Terms of Reference

1.1 The terms of reference for the review were agreed at Corporate Management Team on the 17th July 2008.

1.2 Purpose

To review the transport arrangements currently provided by Bracknell Forest Borough Council Social Care vehicles.

- To review the transport provided by 'Keep Mobile' (the current community transport provider for Bracknell Forest Borough Council who are funded through an existing service level agreement).
- To put forward recommendations for the future delivery of Social Care and Community Transport

1.3 Scope

The project included all Social Care and Community transport but excludes the following areas –

- Public transport
- Subsidised fares
- Home to school transport
- Staff business travel or commuting
- External ad hoc transport provision
- Other voluntary sector transport

1.4 Objectives

Using best value principles:

- Review Social Care Transport and the potential for further integration of this service within the Integrated Transport Unit.
- Review Community Transport in relation to current providers.
- Identify opportunities for improving the delivery of Social Care and Community Transport.
- Identify opportunities for Social Care and Community Transport to work together for the benefit of residents and social care clients.
- Identify opportunities for collaboration with other bodies.
- To develop an implementation plan for the recommendations which are sensitive to the needs of the relevant client groups.

1.5 Approach

- Analyse existing Social Care and Community Transport by the monitoring and logging of journeys on software held within the Integrated Transport Unit.
- Benchmark journey data and costs with other local authorities and public bodies through the Berkshire Procurement and Shared Services Unit.

- Participate in the National Health Service – LA Personal Transport Shared Service for Berkshire project being led by the Berkshire Procurement and Shared Services Unit.
- Consult stakeholders about the future provision of the service.
- Review internal vehicle fleet usage with the intention of increasing utilisation.
- Ascertain the approach adopted by similar authorities.
- To report back findings and recommendations to Corporate Management Team.

1.6 Review Membership

Alison Sanders – Director of Corporate Services (Chair)
 Alan Nash – Chief Officer – Financial Services
 Zoë Johnstone – Head of Adults and Commissioning
 Damian James – Head of Transport Provision
 Nick Ireland – Head of Learning Disabilities Services
 Roger Cook – Transport Development Manager
 Simon McKenzie – Head of Service: Learning Difficulties and Disability –
 Children’s Social Care
 Sandie Gill – HR Advisor (when required)
 Keith Woodman – Chief Officer: Customer Services (when required)
 Corporate Services legal advisor (when required)

2.0 Current Service Profile

2.1 SOCIAL CARE TRANSPORT VEHICLES

There are currently 23 passenger carrying vehicles on the Bracknell Forest Council fleet (see appendix 1 A). These are managed by 9 separate locations across all three Council departments. There are 254 passenger seats available on the fleet although that number would reduce if seats were removed in order to transport people in wheelchairs. 10 vehicles are wheelchair accessible. The average age of these vehicles is 6 years which is well above the industry average of 3-4 years. At the start of this review there were 25 passenger carrying vehicles but two minibuses have since been sold. Both minibuses were spare vehicles located at Central Depot. One was for Heathlands (and was included in the data used for this review) and the other for Bracknell Day Services.

The vehicle fleet is location based which means that responsibility for day to day usage lies with the site and the site manager. There is little evidence of vehicle sharing or collaborative working. This results in the vehicles being significantly underutilised. The average monthly distance travelled is 900km (560 miles) compared to an industry average of between 2,680km (1,666 miles) to 3,352km (2,083 miles) per month. This equates to 34% average utilisation against the lower figure quoted above of 32,180km (20,000 miles) per annum. In addition this has caused increased maintenance costs due to underutilisation of vehicles. Typical examples of this are numerous flat batteries and hydraulics not working as pressure is lost over time.

22 out of the 23 vehicles are on a finance lease arrangement which had been used for many years by Bracknell Forest Council. These vehicles were acquired using this lease arrangement through competitive tender in order to keep the purchase of vehicles off the balance sheet. This means that the vehicle has been purchased by Bracknell Forest Council and then sold to a finance company. Bracknell Forest Council then pays an annual lease charge to the finance company. These leases do not include any maintenance which remains at the risk of the Council. As the vehicles have aged the maintenance costs have increased which has led to budget pressure in the Social Care and Learning department. The leases are also reliant on Bracknell Forest Council having to negotiate direct with the manufacturers and dealers to obtain any vehicle discount. The vehicle fleet as a whole has declined recently due to Bracknell Forest Homes and other services being outsourced. This has meant that discounts have reduced as they are volume based. In addition there are five separate manufacturers badges (Ford, Toyota, Iveco, Mercedes and Optare) represented out of the 23 vehicles reducing further the potential buying power of Bracknell Forest Council. The finance leases have historically been arranged over long periods (the average is 6 years) in order to reduce the annual lease cost.

As many of these vehicles are on lengthy leases the business need has changed significantly since the vehicle was first ordered. This has caused a number of vehicles to be no longer fit for purpose. The finance leases arranged by the Council do not have an early termination clause. Therefore if vehicles are no longer needed or are unsuitable as the clients needs have changed over the years the only way to return the vehicle early is by paying off the remainder of lease years left in one lump sum. This means that it is not financially viable to return vehicles.

When vehicles are returned, end of term damage charges can be significant. As there are six different finance companies used they have different expectations in terms of fair wear and tear and end of lease collection charges. There is no overarching agreement which they have to abide by.

Since 2007 new arrangements have been used for contract hire. These arrangements include all maintenance, road fund licence, tyres, and vehicle recovery in their annual lease cost. New vehicles have been sourced using an existing national framework agreement which gives far superior discounts with manufacturers and dealers due to the volume purchased nationally. This has resulted in an average saving of 10% on annual lease costs and further saving on maintenance as this is included within the annual lease cost. All suppliers are covered by a contract which includes details on return conditions and termination penalties for returning vehicles early. The framework agreement used by Bracknell Forest Council is benchmarked against other agreements each time a vehicle is ordered to make sure that best value for money is achieved. It should be noted that this new arrangement covers accessible vehicles from 2009 and so the benefits detailed above can now be gained across the fleet that Bracknell Forest Council is likely to need.

It has become evident that the current transport arrangements within Social Care do not meet the aspirations of the Department. The Personalised Agenda is starting to gain momentum within Bracknell Forest and a much more individual service is envisaged as far as transport provision is concerned. A range of vehicles within a centralised fleet under control of the Integrated Transport Unit would be able to provide services for a much broader population. In addition this should be supplemented by increased utilisation of Community Transport as a separate arrangement.

2.2 FLEET COSTS

The fleet utilisation data that has been used has originated from the Berkshire Procurement Shared Services Unit which collected one week's worth of trip data during June 2008. This information has then been used to calculate passenger numbers and journey details.

The 23 passenger vehicles included in this review cost £190k in the 10 months up until the end of January 2009. £90k of this was in annual lease costs and the remaining £100k was split between £27k fuel costs, £25k in insurance and management fees, and the remainder £48k in maintenance, and road fund licence costs.

A comparison of cost per passenger km of Bracknell Day Services (including Waymead), Downside and Heathlands (the three main Social Care Locations) transport can be seen in appendix 1 B. It shows that Bracknell Day Services and Heathlands have costs of £1.59 and £1.74 per passenger km which are comparable to Keep Mobile and the Learning Disabilities trial. Downsides costs are £4.02 per passenger km.

2.3 OTHER PASSENGER CARRYING VEHICLES

There are four other locations which have passenger carrying vehicles-

- Forest Care – two cars and one minibus
- Larchwood – one minibus now shared with the Family Centre

- Glenfield House – one car
- Youth Services – one minibus

Forest Care want to give up their minibus as it is very rarely used. The lease currently expires on the 25/07/2011. The cost of sending this vehicle back early would be around £8k (£4k per year left on the lease). Ideally this vehicle should be re-allocated but if this is not possible it should be returned to the leasing company after negotiation on the final settlement figure.

During the review, two sites, Larchwood and the Family Centre, have made a decision that they could share one vehicle as they currently have one vehicle each. This saves around £5k per annum although some of this will be reinvested in other transport services which could be provided by the Integrated Transport Unit to meet any needs. The Family Centre minibus lease expires at the end of March 2009. It will then be returned and not replaced. This vehicle reduction is possible because the Family Centre uses the vehicle Monday to Friday and Larchwood need it in the evenings and at weekends. It is recommended that this shared approach is reviewed after 12 months.

There is little data available on the car based at Glenfield House other than it does very low annual kilometres (5,279km). It is recommended that this vehicle be centralised to the Integrated Transport Unit as it is not needed at Glenfield House. They will be able to access transport as required through the Integrated Transport Unit or with external taxi companies.

The Youth Services minibus is based at the Depot and again covers very low annual kilometres (6,439km). It is available for booking through Groupwise. It is recommended that this vehicle comes under the control of the Integrated Transport Unit to increase its utilisation and Youth Services book this vehicle from the Integrated Transport Unit when required.

2.4 TAXI COSTS

Analysis of taxi costs charged to Social Care during the financial year to date is £87k (see appendix 1 C). Pro rata this would be £122k per annum. Of this spend £37k year to date is managed through the Integrated Transport Unit using their approved suppliers. There is however significant spend identified with one non approved contractor (Burgundy cars – £20k up to the end of January 2009). On investigation this is for a single Bracknell Forest Council client to be transported to Oakbridge Day Services. On benchmarking this cost against Bracknell Forest Council approved contractors a minimum saving of 50% can be achieved, although as the Integrated Transport Unit already contracts a service to the nearby location and if sharing a taxi is an option the total saving would be around £27k per annum. Altering this particular arrangement would require sensitive handling.

There are also two other approved contractors being used although these journeys are booked direct by Social Care and Learning and not through the Integrated Transport Unit. If these journeys were booked through the Integrated Transport Unit there is the potential for further shared transport and therefore reduced costs.

2.5 LEARNING DISABILITIES TRANSPORT TRIAL

The Integrated Transport Unit has been engaged in a dial-a-ride transport trial for people with Learning Disabilities since April 2008. The trial is funded by existing Learning Disabilities budgets and is only available to those clients (approximately

370). Learning Disabilities has provided one accessible minibus from Bracknell Day Services and a driver to resource this initiative. Bookings for the service are made through Customer Services. Booked journeys are then completed by the Integrated Transport Unit. Success criteria for the trial were developed and are shown in appendix 1 D. This shows that the trial has achieved success in a number of different areas. Of particular note is the increase in destinations that have been accessed by the clients. The range of destinations listed is listed in appendix 1 E.

Total costs incurred 2008/2009 year to date for the Learning Disabilities trial are shown in appendix 1 H as a comparison to Keep Mobile charges.

The feedback from the Learning Disabilities transport trial has recently been collected using a questionnaire and is generally positive (see appendix 1 F). Unfortunately the response was poor with 270 questionnaires being sent out and only 25 being returned (9%). However 65% of respondents were very satisfied or satisfied with the transport being provided but only 25% gave the same response when asked about the booking process. This information correlates with the independent consultation undertaken by QA Research and presented later in this report. Over 70% thought that the trial provided value for money. The client pays £2.00 per trip by buying a voucher from Bracknell Forest Council locations. This voucher is then clipped by the driver when a client travels. A third of respondents felt the trial reduced the need for transport provided by Parents or Carers i.e. increased the independence of clients and a similar percentage considered it reduced the need to use taxis. It should also be noted that some customers in this client group only feel comfortable travelling with vehicles and drivers that they know. This means that whilst often taxis may be the most economical transport available it is not necessarily the most suitable for the client's needs.

One of the findings that has come out of the Learning Disabilities trial is that the booking process is not effective enough. This is currently handled by Customer Services through a dedicated telephone number (01344 352002). This number is ring fenced to ten Customer Services call handlers who have been trained to use the software. The agents enter the booking onto the system and then allocate that booking onto the minibus used for the trial.

Whilst this initially worked well with a low number of journeys, as the numbers of passengers has increased (see appendix 1 G) the allocation of journeys onto the minibus has proved problematic. Frequently journeys are booked for the bus that are not possible to complete e.g. four bookings at 10.00am in four different locations. It is likely that the agents in Customer Services do not fully appreciate the complexity of the software package or the logistical difficulties of moving around Bracknell which leads to this scenario.

It is a recommendation of this report that, if the trial moved to more permanent arrangement, then this booking process should be handled by the Integrated Transport Unit. They have a much greater understanding of the particular clients needs, the activities that they are travelling too, the traffic conditions and the time taken to travel around the Borough. This would then stop the need for an additional vehicle being used to supplement the existing service.

Around 10% of Learning Disabilities trial journeys are cancelled by the client. This may be by the client phoning up and cancelling using the booking telephone number or by phoning the Integrated Transport Unit direct. Where a booking has been cancelled in advance of the journey this has not always been cancelled off the software but just off the driver's paperwork. This has then been shown as a

completed trip on reports. There has now been a new procedure put in place to ensure all cancellations are made on the software.

More frequently cancellations occur when the vehicle arrives to pick up the client who has made a booking. Again previous procedure has been altered and drivers have been instructed to clip the client's voucher in all practical circumstances. This is why when comparing revenues with journeys completed there is a mismatch between the two figures.

However, going forward, income collection is still a difficult area to manage and it is recommended that further investigation on use of the Smart Card or some form of prepayment as a method for transport payment is undertaken.

The information collected as part of the consultation for this report highlighted the need for a transport service for clients in the weekday evenings and at weekends. This was particularly appreciated by LD clients. The local public transport infrastructure was seen by the respondents as being not frequent enough 'out of hours' and also was felt to be intimidating for some vulnerable users. Keep Mobile does not offer an evening and weekend service for their Dial-a-ride service.

2.6 STAFFING

There are currently 18 staff (appendix 1 H) connected with driving and or escorting in Social Care and Learning. Three of these staff also have some responsibility for handy work within their job description. Seven staff are permanent employees with Bracknell Forest Council and two of these are full time. The other five are contracted to work 20 hours per week. The salaries of these seven staff total £65.5k. The remaining 11 staff are on a casual contract and are paid on an hourly basis through time sheets.

2.7 PURPOSE AND USES

The sites where the 23 vehicles are located are detailed in appendix 1 I. Appendix 1 J gives details of vehicle data collected from Heathlands, Downside and Bracknell Day Services (and Waymead) as part of the Berkshire Procurement Shared Services Unit project and shows number of passengers carried and the total seating capacity of the available vehicle fleet.

2.8 BUDGETS

The recommendation to centralise transport provision from Social Care and Learning and Environment, Culture and Communities is dependant on sufficient budget for vehicles and staffing being transferred to the Integrated Transport Unit. This will enable the Integrated Transport Unit to manage the services effectively whilst providing for the right level of client expectation. The budget for vehicles in 2008/2009 within Social Care and Learning was £152k. This did not include the three vehicles within Forest Care. This budget figure does not include any staffing costs. It is recommended that as part of the business case staff that are responsible for driving / caring duties on vehicles are analysed in detail in order to build up an accurate picture of how much of their time is spent related to transport activity.

2.9 STATUTORY REQUIREMENTS

If potential service users are assessed by Social Care to need transport then it is provided free of charge. Bracknell Forest Council do not currently charge for

transportation but this was recently highlighted as a potential opportunity in the income generation report completed by Price Waterhouse Coopers. To charge clients for transport the 'fairer charging' policy would need to be reviewed and subject to consultation altered. Any service user would be means tested prior to a final decision being made.

2.10 MOTABILITY VEHICLES

Motability is the leading car scheme for disabled people. It is available to anyone who qualifies for the higher rate mobility component of the Disability Living Allowance or the War Pensioners' Mobility Supplement. Part or all of the allowance can be given up in return for a vehicle. Eligible drivers can top up their payments to get the car of their choice. The vast majority of the vehicles on the scheme are contract hires over three years.

There has been some concern raised during the review that some Bracknell Forest Council clients have a Motability vehicle and these are either not used by the eligible client, but a member of their family, or that the client does not use them and Bracknell Forest Council still pick them up on one of the minibuses.

To clarify the position and authorised use of vehicles, Motability issue a guidance booklet 'Authorised Use of Motability Scheme Vehicles'. This states in section three that –

- 'The Motability car may only be used by, or for the benefit of, the disabled person who qualifies for the scheme'.
- 'The car may be used by the household e.g. spouse may use the car to and from a place of work, grocery shopping or other routine activities from which the disabled person derives an identifiable benefit'.

Given the guidance above if a Motability vehicle is not used by the eligible person or their family but Bracknell Forest Council still provide transport this support should be withdrawn and the client should use their vehicle for all journeys.

3.0 Keep Mobile

3.1 SERVICE LEVEL AGREEMENT

Keep Mobile were appointed as the providers of the Borough's community transport service in 2002. The existing service is managed in Environment, Culture and Communities by Roger Cook, Transport Development Manager. This team are also responsible for Public Transport. The service provided by Keep Mobile is managed by this Department because there is a link with Public Transport. However the service is far more personalised and therefore there are some synergies with the individual type of services that are currently located within the Integrated Transport Unit such as the Learning Disabilities trial and home to school transport.

The service was tendered again in 2004 through the European Journal as the total spend was above the minimum threshold. The tender was not successful and only attracted one potential supplier (Keep Mobile). As a result a service level agreement (appendix 1 K) was negotiated with them on the 1st March 2007 which runs until 31st March 2011.

The service provided by Keep Mobile and grant funded by Bracknell Forest Council divides into three areas –

- Dial-a-ride - Members can telephone to reserve a journey but must book the journey at least 2 days in advance. This service is available to any UK destination subject to availability.
- Shopping trips - regular weekly services to local towns with sufficient time to shop or meet friends.
- Group transport – Member groups can book Keep Mobile to take them on trips.

To be eligible for a Dial-a-ride or shopping trip the potential user must be over 70, or have a disability. Appendix one of the Keep Mobile service level agreement states that 'The Borough Council has for some years supported Community Transport Services on behalf of approximately 3,000 eligible Bracknell Forest residents. Annual operational mileage of the supported services is estimated to be in the region of 100,000 miles plus. Based on the August 2008 to January 2009 data (6 months) the prorated annual mileage for each service is:

Dial a ride - 26,091 miles (6 months data is 21,007 kms)

Group - 7,288 miles (6 months data is 5,868 kms)

Shopping - 2,464 miles (6 months data is 1,984 kms)

Therefore total mileage is 35,843, just a third of what was envisaged by the service level agreement and therefore it is a recommendation of this report that further work is done with Keep Mobile in order to increase the utilisation of this valuable service. This would centre on increasing the publicity for the service. The management of the approved list of groups supported by the Bracknell Forest Council grant needs closer monitoring and updating as it was found to be out of date.

It has been noted during this review that Keep Mobile preferred the centralised transport management model that is used by Wokingham Borough Council to the

current arrangement at Bracknell. Currently there is no incentive for Keep Mobile to increase the utilisation as they get a fixed amount of grant from Bracknell Forest Council. As part of any new contract arrangements in 2011 a part of the grant payable could be used to cover fixed costs but also a further element could be based on passenger numbers.

3.2 CHARGES

Bracknell Forest Council pays Keep Mobile an annual grant of £123,876.00 (2008/2009). A more detailed breakdown and cost comparison with other forms of transport is in appendix 1 L. Keep Mobile charges are detailed in appendix 2. This is split over the three services as following –

- Dial-a-ride - £63,176.76 (51% of total)
- Shopping trips - £34,685.28 (28% of total)
- Group transport - £26,013.96 (21% of total)

In addition to the above grant Social Care and Learning contract Keep Mobile for some additional transport. The cost of this is around £16k for the full year 2008/2009 (detail contained in Appendix 1 M and N).

Currently Bracknell Forest Council pay a 50% subsidised fare for registered users on shopping trips only. Wokingham Borough Council pays 100% of the cost for all dial a ride and shopping trips. As users from both Council areas regularly use the Keep Mobile service, this is a cause of concern from the Bracknell Forest users. It should also be noted that all subsidised fares paid to Keep Mobile are invoiced separately. There is potential for encompassing this cost into the service level agreement to avoid unnecessary invoice processing administration.

3.3 USAGE

Using the last six months worth of data provided by Keep Mobile the average passenger journeys per month are

- Dial-a-ride - 239
- Shopping trips - 79
- Group transport – 118

When equating these monthly passenger figures with the amount of grant paid and the average journey distance travelled, the subsidy paid by Bracknell Forest Council per passenger kilometre works out as –

- Dial-a-ride - £1.50
- Shopping trips – £8.74 (£9.16 if a subsidised fare is paid)
- Group transport – £2.22

This is in addition to the cost paid by the user. Information that has been fed back from the data provided by Keep Mobile and subsequently backed up by the consultation is that group excursions (currently not supported by the Bracknell Forest Council grant) are extremely popular. This is something that should be reviewed when this service is re-tendered as it supports the Council's objective of community cohesion by encouraging older and vulnerable people to meet and socialise with others. The independent consultation carried out by QA research showed that those using the Keep Mobile service generally feel that it is effective and meets their needs.

Keep Mobile are also a training organisation for courses related to transport and the carrying of passengers. It is recommended that this should be investigated further as this could be beneficial to both parties. There were a number of areas for improvement to the Keep Mobile service arising out of the consultation which should be discussed with Keep Mobile.

3.4 STATUTORY REQUIREMENTS

There are no statutory requirements for Bracknell Forest Council to provide community transport although there is a high expectation from clients that it should continue and will continue to be supplied.

4.0 Vision for Personalised Transport Provision

The future vision for transport provision is very different to what is provided now by Bracknell Forest Council and Keep Mobile. It is likely to be more about individual services and is not daily transport into and out of Social Care Centres. This vision is being driven by the Personalised Agenda which will give users choice and control about what services they wish to access. The aspirations and options for the different areas managed by Bracknell Forest Council are set out below.

4.1 Community Transport

- Need for independent dial a ride, group and shopping type service.
- Dial a ride type service could be provided by private hire vehicles but is dependent on users' perception of the safety of the service.
- Can't stop current services due to public expectation
- The promotion of community cohesion could be helped by a focus on group transport and excursions and redirecting the available grant to support this

4.2 Social Care Transport

4.2.1 Learning Disabilities

- Need affordable individual journeys (taxi type) to access community opportunities
- Moving away from providing bus transport to and from day centres
- More individual control of timing and destinations
- Need clear and simple payment mechanism (e.g. e-card)
- Need clear and simple booking mechanism
- MUST be reliable
- Drivers and escorts will need specific training:
 - awareness of the impact of having a learning disability
 - communication skills
 - supporting people with mobility problems
- Service must be consistent with familiar drivers, vehicles etc.
- Accessible vehicles
- All vehicles should be non-stigmatising – i.e. no Bracknell Forest Council logo/labels
- Need affordable transport to access further education opportunities
- It will remain appropriate for some journeys to have care staff driving (e.g. shopping/leisure related journeys whilst staying at Waymead Short Term Care)

4.2.2 Mental Health

- Need affordable individual journeys (taxi type) to access community opportunities
- Moving away from providing bus transport to and from day centres
- More individual control of timing and destinations
- Need clear and simple payment mechanism (e.g. e-card)
- Need clear and simple booking mechanism
- MUST be reliable

- Drivers and escorts will need specific training:
 - awareness of the impact of having a mental health problem
 - communication skills
 - supporting people with mobility problems
- Service must be consistent with familiar drivers, vehicles etc.
- All vehicles should be non-stigmatising – i.e. no Bracknell Forest Council logo/labels
- Need affordable transport to access further education opportunities
- It will remain appropriate for some journeys to have care staff driving

4.2.3 Older People & Physically Disabled

- Need affordable individual journeys (taxi type) to access community opportunities
- Moving away from providing bus transport to and from day centres
- More individual control of timing and destinations
- Need clear and simple payment mechanism (e.g. e-card)
- Need clear and simple booking mechanism
- MUST be reliable
- Drivers and escorts will need specific training:
 - awareness of the impact of age-related issues.
 - communication skills
 - supporting people with mobility problems
- Service must be consistent with familiar drivers, vehicles etc.
- Accessible vehicles
- All vehicles should be non-stigmatising – i.e. no Bracknell Forest Council logo/labels
- Need affordable transport to access further education opportunities
- It will remain appropriate for some journeys to have care staff driving (e.g. shopping/leisure related journeys whilst staying at Heathlands)

4.2.4 General

- Some potential for group excursion type activities
- Personalised agendas will start to have an impact within a year

4.3 Children's Services

Like Adult Social Care the need for flexibility in service provision is crucial in the development of transport provision to respond to changing needs of children and young people. There is a need to balance the promotion of children and young people independence with the need of the Local Authority to safeguard children.

4.3.1 Children with learning difficulties and disability

- Support to increase independence especially during transition period to adulthood.
- Aiming High for disabled children transformation agenda will promote and develop greater inclusion within mainstream activities as well as increasing the number of short breaks. Transport issues are being considered within these developments.

- Larchwood Short Break Unit will continue to need access to a vehicle to enhance the experience of young people using the Unit as well as enabling access to community services and resources.

4.3.2 Safeguarding

- The Family Centre provides in depth risk assessments and support for families, in order to enable and ensure access to the service appropriate transport is critical.

4.3.3 Looked After Children

- Flexibility to meet transport needs with regards contact with families, access to mainstream activities and services.
- Support to increase independence especially during transition period to adulthood.

4.3.4 Opportunities

- The existing pool of staff trained and providing home to school transport provides for a potential workforce to support social and community transport.

5.0 Consultation

The consultation for this review has been undertaken by QA Research. They are the Council's specialist consultation providers. A summary of key findings is in appendix 1 O. The full consultation report is provided as appendix 3.

The aim of the research was to review and evaluate current awareness, usage and satisfaction with the existing community and social care transport services and to identify ways, if any, in which the service can be improved.

This research has been delivered in the following three key phases:

- 310 **postal surveys** (59 with carers, 137 with Life Line users, who are potentially vulnerable people, and 114 with users of Keep Mobile).
- 39 **depth interviews** (24 with service users, 7 with staff and 8 with voluntary groups).
- One **discussion session** with the Access Advisory Group

Postal surveys were also available through the Bracknell Forest Council public website and members of the review team attended the Older Peoples Conference in January in order to hand out further questionnaires.

5.1 KEY FINDINGS ON JOURNEYS MADE

5.1.1 Eligibility

Postal survey respondents were likely not to know whether they, or the person they cared for, would be eligible for free social care operated by Bracknell Forest Council.

5.1.2 Journeys

Respondents are likely to be currently making journeys to:

- Travel to / from out-of-town shopping centres or supermarkets
- Visit the hospital or doctors
- Travel to / from town centre shops

These are also the journeys they are most likely to want to make.

Different groups of service users are using transport differently, which may reflect their support needs. For example, older respondents are likely to be using Keep Mobile services or social care transport provided by Bracknell Forest Council to get them to day centres or support groups in addition to using Keep Mobile to go on outings and shopping trips.

5.1.3 Choice of how to make local journeys

Keep Mobile service users and carers who are likely to have used / or have access to some form of transport service are more likely to agree that they

have a choice of transport in Bracknell. Conversely, Life Line users are significantly more likely to have no opinion. This suggests Life Line respondents are less likely to be aware of transport services available to them.

Taxis were not widely considered by respondents as a viable alternative form of transport due to the cost and concerns over door-to-door safety. They did not believe that the drivers would care for them adequately.

5.1.4 Service awareness

Postal survey respondents are particularly likely to have heard of Shopping Trips, Dial a Ride and Excursions provided by Keep Mobile. Carers are significantly more likely to have heard of social care transport services provided by Bracknell Forest Council (60%) compared to Keep Mobile users (31%).

5.1.5 Transport services used

Carers (57%) and Life Line (48%) service users are significantly more likely to be using social care services provided by Bracknell Forest Council than those currently registered with Keep Mobile (5%). This is likely to reflect the level of social care eligibility for each group.

Service users with learning disabilities were likely to be using, or to have heard of, the learning disabilities Transport Trial. This is widely considered by them to be a crucial service enabling them to access services or places they would not otherwise be able to.

5.1.6 Other local journeys made

Respondents are likely to make other journeys locally without using community and or social care transport services; 71% of Keep Mobile respondents, 78% of Life Line users and 89% of Carers.

Respondents are likely to be making other journeys by car either driven by someone else or by themselves.

5.1.7 Factors affecting how journeys are made

Different groups of respondents prioritise elements of the services differently. For example, carers are significantly more likely to consider whether there will be an escort or assistant on the service as important (48%) compared to those currently registered with Keep Mobile (23%).

Carers are also significantly more likely (46%) to identify the qualities of the driver, escort or staff training to be important compared to either Life Line service users (38%) or Keep Mobile users (21%).

Whilst cost was identified as an important factor for all groups of respondents, a simple cost structure was considered to be particularly important for respondents with learning disabilities.

Barriers to travelling with social and / or community transport services

There are a number of specific barriers identified by respondents as key reasons why they or the person they cared for did not use community and / or social care transport to make some local journeys. The most frequently identified were:

- Not knowing the service was available or how to access this
- Being able to drive themselves or have support to drive them locally
- Convenience and ease of use
- Cost of the service
- Misconception around the costs of Keep Mobile 'dial-a-ride' service and charging structure

5.1.8 Experience of service use

Respondents who have used local transport services operated either by Keep Mobile or Bracknell Forest Council social care are broadly very positive about the services received.

For respondents with learning disabilities, the Transport Trial was commented on more frequently than other forms of transport available to them. Despite some initial problems encountered, these were widely considered to be 'teething problems;' respondents remain largely very positive about this service.

5.1.9 Extent to which needs are met

The greatest proportion of respondents to the postal survey consider that their needs are met either fully or most of the time by Keep Mobile and Bracknell Forest Council social care transport services.

Respondents are broadly positive about the range and type of journeys they are able to make using existing community and social care transport services in Bracknell.

5.1.10 Service availability and arranging travel

The greatest proportions of survey and depth interview respondents are satisfied with the availability of community and social care transport services. Respondents are likely to have found it easy to arrange travel with each service, with the exception of respondents with learning disabilities who were unlikely to have accessed Keep Mobile transport. Staff working with this group identified having found this service difficult to book.

In addition, staff are unable to cancel bookings for service users, which given that some service users have memory problems for example, can cause difficulties for staff.

Respondents were less positive about the learning disabilities Transport Trial booking system, based on their experiences of double booking and the timings of pick-ups and drop-offs scheduled.

5.1.11 Personal security

Respondents feel very safe when travelling with each form of transport. Some safety concerns were raised due to time spent waiting for services to arrive, particularly social care transport provided by Keep Mobile and the learning disabilities Transport Trial.

5.1.12 Attitude of drivers

Respondents were strongly positive about drivers' attitude having found them consistently helpful and friendly.

5.1.13 Punctuality

For all services, the greatest proportion of postal survey respondents considered themselves satisfied.

Respondents from all service groups identified that services which took them to and from Day Centres and other services were often early or late in the mornings. This could become a concern where sessions were effectively shortened for some respondents with activities being 'squeezed out.'

The learning disabilities Transport Trial was considered often to be late or early. This raised concerns relating to reaching destinations on time and also safety concerns should respondents be left outside waiting.

5.1.14 Ease of access

Respondents widely considered that services were physically easy to access.

5.1.15 Service information

Findings suggest there is a need for further information regarding the social and community transport services available in the Bracknell area to be publicised.

Respondents who are using Keep Mobile services are consistently more likely to be satisfied with how easy it has been for them to find out information about community and transport services compared to Life Line users.

Respondents would like to find out further information through leaflets / letters, and through carers or social services staff.

Written publicity material is less accessible for respondents with learning disabilities who are more dependent on information being verbally supplied to them through carers, friends and support services used.

5.1.16 Learning Disabilities Transport Trial

Service users with learning disabilities and staff working with this group have not historically used Keep Mobile services; the Transport Trial is considered to be meeting a previously unmet demand.

Respondents widely considered the booking system for the Learning disabilities Transport Trial to be the aspect of the service most in need of improving.

Difficulties with the service experienced were seen to be problems stemming from the booking system such as return journeys not being booked, being booked but not included on the drivers schedule or the bus being late.

5.2 CONCLUSIONS OF CONSULTATION

- Respondents are satisfied overall with the community and social care transport services in Bracknell.
- Respondents are very satisfied with the service provided by drivers.
- Respondents are likely to feel that community and / or social care transport needs to be further publicised.
- Keep Mobile fares are perceived to be expensive and the fare schedule has caused some confusion.
- Greater flexibility needed in the Keep Mobile booking system particularly for staff to be able to make changes to some vulnerable respondents' journeys.
- Concerns regarding day centre being able to make trips with high number of wheelchair users and 'walkers'
- Improvements are needed to the learning disabilities Transport Trial booking system to improve service reliability.

6.0 Strengths, Weaknesses, Opportunities and Threats Analysis

A Strengths, Weaknesses, Opportunities and Threats analysis was carried out as part of meetings with both Social Care and Keep Mobile.

6.1 SOCIAL CARE TRANSPORT

Strengths

1. Location based
2. Always available
3. One to one service
4. Carers know the passengers
5. Passenger trust of drivers
6. Flexible for the Centre
7. Ad hoc easily accommodated

Weaknesses

1. Significant over capacity
2. Large vehicles carrying low numbers of passengers most of day
3. Average vehicle utilisation only 30% of industry average
4. Carers carrying out driving duties which many are unhappy with
5. Fleet is old, unreliable and expensive to maintain
6. Many vehicles not fit for purpose
7. Majority of vehicles on long leases
8. Local management means no flexibility as a fleet
9. Still using Keep Mobile despite over capacity
10. No obvious booking or management of vehicle

Opportunities

1. Centralised management
2. Reduce use of Keep Mobile when cheaper alternatives available
3. More individualised service
4. Extended hours service
5. Recharging health service
6. Charging all clients
7. Reduced fleet size, more fit for purpose vehicles, cheaper vehicles
8. Support for Sandhurst Day Centre
9. Personalised agenda and where this is heading
10. Support from Centres

Threats

1. Resistance from Centres
2. Resistance from drivers/carers
3. Concern from Keep Mobile
4. Political support
5. Slow changes to fleet and fleet costs
6. Current vehicles not right for business need
7. Personalised agenda and where this is heading

6.2 KEEP MOBILE

This Strengths, Weaknesses, Opportunities and Threats analysis was compiled during a meeting between the Director of Corporate Service and representatives of Keep Mobile.

Strengths

1. Independent of Council: No area restrictions on where transport can be provided in addition to services included in service level agreement.
2. Volunteers: Keeps costs down: Use Long term unemployed and retired to provide useful activities. They bring additional skills. Act as drivers, escorts and admin and provide professional support.
3. Services: Can go outside service level agreement with voluntary money – events and socialising are additional services. Wider service than just transport e.g. Parties and functions, bingo. One taxi firm uses Keep Mobile for physically disabled customers.

Weaknesses

1. Affording service. Keep Mobile would like to provide: Evenings and weekends transport. They cannot afford additional buses and taxis for wheelchair users
2. Funding: Charge only covers running cost and depreciation of vehicles; driver's costs need additional funding.

Opportunities

1. Day excursions and dial-a-ride need additional capital.
2. Keep Mobile would like to work closer with Council.
3. Transport Management Software: Widely used by community transport providers across the country. Bracknell Forest Council purchased differently. Developed by 3 operators (Keep Mobile, Slough and Swindon).
4. Excursions: Would like to do more, gets people out from loneliness. No Bracknell Forest Council funding for this. West Berkshire Primary Care Trust gave £6,500 funding for excursions. East Berkshire Primary Care Trust currently considering funding these. Very popular.
5. Lost money last year (£14k) as had to pay additional drivers due to number of excursions.
6. Some indication in last month that demand is falling, possibly due to recession.
7. Recruitment of staff shown to improve in recession with driver and admin posts; 84 applicants for a post advertised in December.
8. Training: Training provided as agency Minibus Driver Assessment Scheme (MIDAS), Passenger Assistant Training Scheme (PATS) (escorts), training provided for other organisations. They would like to provide training for the Council.
9. Section 19 rules change from April which allows use of smaller vehicles, consideration being given to providing a demand responsive service using smaller vehicles (similar to taxis).

Threats

1. End of funding: Grants of £200k are currently received.
2. Bracknell Forest Council provides almost half of total income. Wokingham parishes (most of 22) also contribute. Sandhurst Town Council contributes. Wokingham Borough Council contributes – just under Bracknell Forest Council level. Work: 53% Bracknell Forest area 47% Wokingham area.
3. Fares: Need to raise another £100K to break even (approx £60k of which is fares for work done).
4. Vehicles expensive to buy (£44k). Planned replacement on hold due to concern over current review.

7.0 Compare

7.1 KEEP MOBILE WOKINGHAM

Wokingham Borough Council are also clients of Keep Mobile who are actually based in the Borough of Wokingham. It was natural as part of this review that we should want to speak to them about what services they receive from Keep Mobile and at what cost. However Wokingham Borough Council was unwilling, due to legal reasons, to give Bracknell Forest Council any data surrounding the use of Keep Mobile. As a result it was impossible to do any meaningful comparison with them.

7.2 OTHER LOCAL AUTHORITY COMMUNITY TRANSPORT

Adjacent authorities have varying information available on their websites but a summary of findings can be found in appendix 1 P

7.3 OTHER UA SOCIAL CARE & COMMUNITY TRANSPORT

In comparing Bracknell Forest Council provision with other authorities around the country questions were posed on two forum message boards. These were the Freight Transport Association Public Authority Transport Network (FTA PATN) and the Association of Transport Co-ordinating Officers (ATCO). The question that was posted was;

'I am in the middle of a transport review and am interested in what other authorities do in relation to Social Care transport and Community transport. Which of these services are in house and which are outsourced. If it is in house is it managed centrally or done at a local level by the Social Care sections.'

Responses were received from seven authorities from around the country and have been detailed in appendix 1 Q.

To summarise the responses given most Authorities are working along similar lines to what is being done in Bracknell Forest Council. The provision of transport was generally provided by a mixture of internal fleet vehicles and external support for Community Transport. A general finding was that most services were under review as a key part of Social Care modernisation. It is clear that transport is key to this agenda but one of the most challenging areas to get right.

There is one notable exception to the norm which was Spelthorne who provide an internal dial-a-ride service (similar to the Learning Disabilities trial). Some services were reported to be reviewing how they provided this service due to the implementation of personalised services in Social Care. Details of their services can be found as appendix 4. West Berkshire also produces a very detailed transport service brochure which is appendix 5

8.0 Options

The development of options takes the potential whole range of possibilities for the future provision of Social Care and Community Transport and looks at the pros and cons of each. When this was worked through with the review team a preferred option was revealed which has now been developed as the recommendations in the executive summary.

8.1 KEEP THE SERVICE AS IT CURRENTLY IS WITH KEEP MOBILE AND SOCIAL CARE TRANSPORT INDEPENDENT OF EACH OTHER
Pro

- Location based
- Always available
- One to one service
- Carers know the passengers
- Passenger trust of drivers
- Flexible for the Centre
- Ad hoc easily accommodated
- Relatively low cost and easy to manage

Con

- Significant over capacity
- Large vehicles carrying low numbers of passengers most of day and generally low take up of services due to lack of publicity
- Average vehicle utilisation only 30% of industry average
- Carers carrying out driving duties which many are unhappy with
- Fleet is old, unreliable and expensive to maintain
- Many vehicles not fit for purpose
- Majority of vehicles on long leases
- Local management means no flexibility as a fleet
- Still using Keep Mobile despite over capacity
- No obvious booking or management of vehicle
- Does not support personalised agenda

8.2 INCREASE USAGE OF KEEP MOBILE TO TAKE OVER SOME ELEMENTS OF SOCIAL CARE TRANSPORT
Pro

- Excursions/groups in support of community cohesion
- Reduces Bracknell Forest Council fleet
- Bigger Vehicles
- Reduction in taxi spend
- Greater flexibility in terms of service provision

Con

- Potentially poor value for money
- Low volume
- Out of hours inconsistent
- Cost of positioning from Wokingham
- Bigger vehicles
- Taxi appears better value
- Does not fit with personalised agenda

8.3 100% OF TRANSPORT PROVISION AWARDED TO KEEP MOBILE AND NO SOCIAL CARE TRANSPORT FLEET	
<p>Pro</p> <ul style="list-style-type: none"> • Single provider • Excursions/groups in support of community cohesion • No Bracknell Forest Council passenger carrying vehicles • Bigger Vehicles • Reduction in taxi spend • Specialist provider – software, vehicles and staff • Fits Keep Mobile desire to provide more transport 	<p>Con</p> <ul style="list-style-type: none"> • Single provider • Potentially poor value for money • Out of hours inconsistent • Cost of positioning from Wokingham • Bigger vehicles • Taxi appears better value • Does not fit with personalised agenda • Consistency of vehicles and staff • Contract management relationship • Over EU procurement threshold • Less flexibility at Centres • Keep Mobile's ability to cope with increased load
8.4 INCREASE BRACKNELL FOREST COUNCIL PROVISION TO TAKE OVER SOME ELEMENTS OF KEEP MOBILE TRANSPORT BUT DECENTRALISED AND MANAGED BY SOCIAL CARE CENTRES AS CURRENT	
<p>Pro</p> <ul style="list-style-type: none"> • Flexibility with 100% vehicle availability • More choice for residents • Improved vehicle utilization 	<p>Con</p> <ul style="list-style-type: none"> • Reduction in agreed Keep Mobile service level agreement (grant fixed until 2011) • Reduction in taxi use (taxi's appear to be good value for money for some journeys) • Current fleet not right (old, unreliable and expensive) • Does not satisfy personalised agenda • Centres difficulty in increasing transport provision • Difficulty in management of transport by centres

8.5 100% OF TRANSPORT PROVIDED BY BRACKNELL FOREST COUNCIL BUT DECENTRALISED AND MANAGED BY SOCIAL CARE CENTRES AS CURRENT	
<p>Pro</p> <ul style="list-style-type: none"> • More choice for residents • Improved vehicle utilization 	<p>Con</p> <ul style="list-style-type: none"> • Reduction in agreed Keep Mobile service level agreement (grant fixed until 2011) • Reduction in taxi usage (taxi's appear to be good value for money for some journeys) • Current fleet not right (old, unreliable and expensive) • Does not satisfy personalised agenda • Centres difficulty in increasing transport provision • Reduced flexibility due to increased vehicle and driver load • Need additional vehicles and drivers • Difficulty in management of transport by centres
8.6 100% OF TRANSPORT PROVIDED BY BRACKNELL FOREST COUNCIL BUT CENTRALISED MANAGEMENT WITHIN THE INTEGRATED TRANSPORT UNIT	
<p>Pro</p> <ul style="list-style-type: none"> • Integrated Transport Unit in place including software and client understanding • LD trial proves concept at a reasonable cost • Supports personalised agenda • One point of contact for customers • Reduced administration cost • Better vehicle utilisation • Co-ordinated approach to all passenger transport • Better management control possible 	<p>Con</p> <ul style="list-style-type: none"> • Reduction in agreed Keep Mobile service level agreement (grant fixed until 2011) • New vehicles required • More Integrated Transport Unit staff required • Level of acceptance by Centres • May not be better value than taxis or Keep Mobile for all occasions

8.7 SOCIAL CARE TRANSPORT RETAINED BUT MANAGED WITHIN THE INTEGRATED TRANSPORT UNIT AND KEEP MOBILE RETAINED PROVIDING THE SAME SERVICE AS CURRENT BUT MANAGED BY THE INTEGRATED TRANSPORT UNIT

Pro

- Integrated Transport Unit in place including software and client understanding
- Learning Disabilities trial proves concept at a reasonable cost
- Supports personalised agenda
- Reduced administration cost
- Better vehicle utilisation
- Contract management of Keep Mobile allows increased need to be accommodated by Keep Mobile
- Co-ordinated approach to all passenger transport and therefore optimise use
- Allows Social Care centres to concentrate on providing service they are meant to
- Could allow more group excursions through better fleet utilisation

Con

- New vehicles required
- More Integrated Transport Unit staff required
- Level of acceptance by Centres
- May not be better value than taxis for all occasions

8.8 GO TO MARKET FOR ALL TRANSPORT REQUIREMENTS	
<p>Pro</p> <ul style="list-style-type: none"> • Potential to be cheaper • Flexible • Should be an option for business case 	<p>Con</p> <ul style="list-style-type: none"> • Bracknell Forest Council staff impact • Vehicles currently on lease and the cost of ending these • No experience of this approach working in other Local Authorities • Internal resistance • Not possible to tender for Community Transport until 2011 • New contractor may undermine the current confidence of clients • Lack of flexibility to respond to changing personalised care agenda
8.9 SHARED SERVICE WITH OTHER LOCAL AUTHORITIES OR PUBLIC/VOLUNTARY ORGANISATION	
<p>Pro</p> <ul style="list-style-type: none"> • Potential for small saving 	<p>Con</p> <ul style="list-style-type: none"> • Already investigated by Berkshire Procurement Shared Services Unit and National Health Services not a good fit (both passenger experience and journey type) • Vehicles travelling longer journeys to pickup points • Agreement of standards • Different software systems • Management of logistics

8.10 KEEP AS IS BUT REDUCE PROVISION AND DE-CENTRALISE TO SOCIAL CARE CENTRES	
<p>Pro</p> <ul style="list-style-type: none"> • Location based • Always available • One to one service • Carers know the passengers • Passenger trust of drivers • Reduced fleet costs 	<p>Con</p> <ul style="list-style-type: none"> • Large vehicles carrying low numbers of passengers most of day • Carers carrying out driving duties which many are unhappy with • Fleet is old, unreliable and expensive to maintain • Many vehicles not fit for purpose • Majority of vehicles on long leases • Local management means no flexibility as a fleet • No obvious booking or management of vehicle • Less Flexible for the Centre • Ad hoc less easy to accommodate • Level of acceptance by Centres • Increased passenger time in vehicle • Reduced offering to client • Increased spend on external transport • Does not support personalised agenda • Requires driver/carer role shift

9.0 Preferred option

The preferred option recommended by the review team is to centralise the majority of the provision and management of transport to the Integrated Transport Unit. This would include all the vehicles from Bracknell Day Service, Downside, Heathlands and Waymead. Centralisation of the Youth Services bus should also be an option. All journeys for these centres would need to be booked through the Integrated Transport Unit and they would be recorded and scheduled on the routing and scheduling software. The relevant staff, vehicles and budgets would need to be transferred to the Integrated Transport Unit in line with when the service provision starts.

It should also be considered whether to move the contract management of Keep Mobile from Environment, Culture and Communities to the Integrated Transport Unit. This would allow greater usage of Keep Mobile services through optimisation in line with the demand from Social Care and raise value for money by increasing the number of Keep Mobile users. Use of Keep Mobile to provide training services to the Integrated Transport Unit should also be explored. Inclusion in the ITU could also help the promotion of the Keep Mobile service through active engagement.

Retaining the service within Environment, Culture and Communities would allow the management of the service to continue as an alternative to the public bus services currently provided.

A suitable business case would need to be developed if this centralised approach was agreed. This would include details of resource, budgets and vehicles. This would take place after the Executive decision in June 2009. It is anticipated that the new service provision arrangements would begin from September 2009.

This option was considered by the review team to be the best available although it was thought that a good commercial and management opportunities were likely to be obtainable in 2011 when the Keep Mobile service level agreement expired.

9.1 REVIEW RECOMMENDATIONS

Produce a robust business case to enable appropriate resource to manage the above services including, budgets, staff and vehicles required. Subject to the outcome of a detailed working model the changes listed below are recommended.

9.1.1 Social Care and Learning Transport:

- Centralise transport provision for clients accessing services at Downside, Heathlands, Waymead, Larchwood, the Family Centre, the Learning Disabilities trial and Bracknell Day Services. This should also include the management of the Youth Services bus;
- All transport bookings for the above centres as well as the Learning Disabilities transport trial to be managed by the Integrated Transport Unit;
- Replace Bracknell Forest Council fleet with more fit for purpose vehicles as leases expire where there is a business need for a new vehicle;

- Continue with the Learning Disabilities transport trial until it can be part of the wider transport provision of the Integrated Transport Unit;
- Manage all regular taxi bookings for Bracknell Forest Council clients through the Integrated Transport Unit.

9.1.2 Keep Mobile:

- Centralise the management of the Keep Mobile Service Level Agreement to the Integrated Transport Unit;
- When the existing Keep Mobile SLA (31st March 2011) and the home to school transport contracts expire (31st July 2011) review all options for how the service might be provided;
- Reduce administration from Keep Mobile by amalgamating separate subsidised fares invoices into one monthly payment;
- Review the subsidised fares element of the grant paid to Keep Mobile;
- Consider using Keep Mobile as a training provider for transport related courses;
- Consider how to further promote Keep Mobile;
- Consider the terms of the SLA to meet the requirements of current demand for services.
- Discuss the results of the consultation with Keep Mobile.

9.1.3 Next Steps

April 2009: Corporate Management Team
 Departmental Management Teams
 Access Advisory Panel
 Development of business case

June: Overview and Scrutiny – Social Care and Learning

July: Executive

September: Implementation of recommendations

10.0 Conclusion

This process has been more detailed than any previous transport best value review and as such has taken over six months to complete. However it has now given the Council some significant information on which it can make a suitable decision about the future of transport provision for the Borough. Subject to a robust business case implementation of recommendations should begin in September 2009 and progress be reviewed after 12 months. Savings are estimated to be in the region of £50k per annum.

During the course of this review savings were identified at Larchwood and the Family Centre by reducing two minibuses down to one (£5k). In addition there are potentially further savings connected to taxi travel within Social care and Learning (£27k).

It is clear that the future delivery of Social Care is going to be very different from current services and it is therefore essential that Bracknell Forest Council can respond to these changing needs. This report and the subsequent recommendations will ensure that the Council is in the right place to be able to respond flexibly to the future needs of its residents.

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Social Care and Community Transport

APPENDIX 1

Appendix A – Total passenger carrying fleet list

Vehicle reg	Vehicle type	Vehicle location	Seats	Accessible vehicle
RE05RZA	Avensis car	Waymead	4	N
LK04HVU	Transit Minibus	Bracknell Day Services	13	Y
LN54RNX	Transit Minibus	Bracknell Day Services	7	Y
LN54RNU	Transit Minibus	Bracknell Day Services	7	Y
X483JLK	Iveco 49.1 minibus	Bracknell Day Services	15	Y
LK54KKU	Transit Minibus	Bracknell Day Services	13	Y
X701GCF	Galaxy car	Bracknell Day Services	6	N
LR04MKZ	Transit Minibus	Bracknell Day Services	16	N
YN03ZWH	Alero minibus	Downside	16	N
R251FEG	Transit minibus	Downside	6	Y
YN03ZWG	Alero minibus	Downside	16	N
CN51BHZ	Sprinter minibus	Downside	16	Y
CE02LYX	413CDi Treka minibus	Downside	16	Y
RJ51URG	Transit Minibus	Family Centre	14	N
LT03YPV	Transit Minibus	Forestcare	7	Y
RN04VUW	Corolla car	Forestcare	4	N
RL04LNU	Corolla car	Forestcare	4	N
RF05VCD	Corolla Verso car	Glenfield House	4	N
X834ARD	Transit Minibus	Heathlands	11	N
CN51BKV	Sprinter minibus	Heathlands	16	N
WF08USE	Transit Minibus	ITU	16	N
LK54KLA	Transit Minibus	Larchwood	13	Y
LN06UYY	Transit minibus	Youth & Community	14	N

Appendix B Adult Social Care Fleet Data Costs

	Monthly Costs	Passenger journeys per month	Cost per passenger journey	Kms per month	Kms per month (carrying passengers)	Average passenger journey km	Cost per passenger km	
BDS								
	Vehicle	£5,390.37						Excludes 85% of trial vehicle costs 2 hrs per vehicle including ITU (1 hr per day) Includes 55% of 'other' Excludes 85% of trial vehicle kms Assumes 75% of kms carrying passengers
	Driving	£3,630.67						
	2.0 FTE							
	Admin	£227.00						
	0.125 FTE							
	Total	£9,248.04						
			1977		7739	5804.25	2.94	£1.59
Downside								
	Vehicle	£5,002.41						2 hrs per vehicle (1 hr per day) Includes 27% of 'other'
	Driving	£2,269.17						
	1.25 FTE							
	Admin	£227.00						
	0.125 FTE							
	Total	£7,498.58						
			981		2490			

			1867.5			Assumes 75% of kms carrying passengers
				1.90		
					£4.02	
Heathlands						
Vehicle	£1,792.89					
Driving	£907.67					2 hrs per vehicle
0.5 FTE						(1 hr per day)
Admin	£227.00					
0.125 FTE						
Total	£2,927.56	651	£4.50	2248	1686	Assumes 75% of kms carrying passengers
					2.59	Includes 18% of 'other'
						£1.74

Passenger data based on one week in June 08 (BPSSU data)
 Assumed FTE =
 £21,784

Appendix C – Taxi spend 2008/2009 in Social Care and Learning

Supplier	Cost	Period	Per Annum Pro-rated	Detail	Supplier type
A1 TAXI SERVICES	£2,060	April to Dec	£2,747	Various	
BURGUNDY PASSENGER CARS LTD	£20,108	April to Dec	£26,811	Single CTPLD client (ST)	Non approved firm, likely client could share
DIAMOND CARS	£3,663	May to July		Windsor College	Non approved firm, no longer used
JJM TAXIS & ZULU CARS LTD	£7,961	April to Dec	£10,615	Mostly single CTPLD client (Ap)	Approved firm with possible savings through sharing
MR C F BUNN	£15,299	April to Dec	£25,283	Various (absorbed Diamond Cars work)	Approved firm with possible savings through sharing
ITU Charge	£37,390	April to Nov	£56,085	Taxis provide through the Integrated Transport Unit	
Other	£523	April to Dec	£697		
Total			£122,238		

Appendix D - Social Care Transport Trial – Success Criteria

Success Area	Target Description	Metric	Notes	Actual measures (23/2/09)
154 Use by eligible residents	Increase use of BFC transport by eligible residents	Increase of 15% over existing (373 eligible residents)	10% of eligible residents already use BFC transport to the day centre plus an estimated 20% of those eligible have independent means of transport	73 total individual passengers (19.6%)
	Reduction in eligible residents use of taxis	No measurable benefit for BFC, but resident using the service could make savings	Enables better use of 'Individual Budgets'	
	Reduction in use of contractor (care provider) vehicles	50% reduction in transport costs at contract renewal	Achieving sufficient confidence to reduce level of transport when contracts come up for renewal	
	Reduction in parents and carers providing transport	10% of parents carers currently providing transport reporting reduced need to provide transport	A secondary impact is the potential to increase respite for parents and carers and also to increase the overall independence of the eligible resident	Survey
	Increase destinations provided by BFC and used by eligible residents	30% increase in overall destinations available	Pre trial destinations are: Coral Reef, BLC, Bracknell Day Services, Hollywood Bowl and Ravenswood.	Total destinations now 36, 620% increase
	Increase overall level of passenger journeys provide by BFC	Increase of 15%	Pre trial passenger journeys provided by BFC average 315 per week. Approx 35 of these have moved to the trial transport	10 week average is 90 passenger journeys a week (17.5% increase)
	Achieve positive customer feedback	80% of users satisfied	Customer survey of overall experience	Survey
Fare structure	Determine acceptable fare level	Increased fare from £1 to £2 does not impact demand. 80% of users see service as value for money	Customer survey	Survey
Vehicle utilisation	Demonstrate BFC ability to increase utilisation of fleet	See increase in overall level of journeys provided by BFBC above	To enable either fleet reduction or greater fleet usage in future	

	vehicles		
	Demonstrate BFC ability to accept transport bookings and deliver to promise	See increase in overall level of journeys provided by BFBC above plus customer feedback above.	Survey

Appendix E - LD trial locations visited

Location	Number of trips	Percentage
Bracknell Leisure Centre	827	17.79%
Ravenswood Village	665	14.31%
Unknown	551	11.85%
Priestwood Community Centre	440	9.47%
Downshire Golf Course	372	8.00%
Kerith Centre	286	6.15%
Hollywood Bowl	203	4.37%
South Hill Park	166	3.57%
Bracknell & Wokingham	144	3.10%
Lavendar Park Golf Centre	107	2.30%
The Wayz	105	2.26%
Coral Reef	91	1.96%
Bracknell Day Services	87	1.87%
The Point Cinema	77	1.66%
Headspace	66	1.42%
Worlds End Day Centre	66	1.42%
Easthampstead House	44	0.95%
Newtown Pippin	62	1.33%
Great Hollands Community	41	0.88%
Waymead	39	0.84%
Easthampstead Community Centre	28	0.60%
The Manor	24	0.52%
John Nike Centre	20	0.43%
Skimped Hill Health Centre	20	0.43%
Morrisons Supermarket	19	0.41%
Royal British Legion	18	0.39%
The Look Out Discovery Centre	16	0.34%
Jubilee Gardens	12	0.26%
Wyvale Garden Centre	12	0.26%
The Look In	11	0.24%
Bracknell Railway Station	10	0.22%
Edgbarrow Sports Centre	6	0.13%
K2 Community Centre	6	0.13%
Bracknell Family Centre	2	0.04%
Community Team for People with Learning Difficulties	2	0.04%
Easthampstead Baptist Church	2	0.04%
Heatherwood Hospital	1	0.02%

Appendix H – Keep Mobile and LD trial costs

	Subsidy / cost	Passenger Journeys Last Six Months Data	Pro Rated Subsidy or cost per passenger trip (excludes fares)	Aug	Sept	Oct	Nov	Dec	Jan	Notes	Subsidy or cost per passenger km (includes fares to BFC)	Assumed SLA Subsidy (at 2008 charges)	Cheapest taxi costs (non wheel chair)
KM Dial A Ride (51%)	£63,176.76	1439	£21.95	187	273	272	247	201	259	Average journey was 14.6km so average fare assumed as £6.75, therefore KM revenue = £28.70 per passenger trip	£1.50 (See note 2)	£25.27 per passenger trip	£11.60
KM Shopping (28%)	£34,685.28	472	£36.74	90	84	76	94	52	76	Fare is £7 per return with Council recharged £3.50 for subsidised fares. Average journey is 4.2km, KM revenue = £40.24 per passenger trip	£8.74 (or £9.16 if using subsidy) (See note 2)	£231.23 per vehicle return trip	£5.10
KM Group Transport (21%)	£26,013.96	706	£18.42	84	130	144	131	125	92	Average journey was 8.3km so average fare assumed as £8.31, KM revenue = £26.73 per passenger trip	£2.22 (See note 2)	£32.51 per vehicle trip	£7.70
Social Care Trial (includes £9,000 Customer Service costs)	£53,011.63	2561	£10.35	235	433	612	500	322	459	Average journey is 5.3km. Current fare is £2	£1.58		£5.80
Social Care S324A with KM (costs are annual extrapolated from last six months data)	£15,558.18	412	£18.88	58	58	80	75	60	81	Average journey is 12.11 km	£1.56		£10.00

Note 1 - Social Care trial and S324A mileage is for point A to B distance

Note 2 - KM mileage does include positioning to point A.

Note 3 - KM receives £5 per year subscription from members

Appendix F – LD trial Questionairre Responses

- A - very satisfied
- B - Satisfied
- C - Neither satisfied or unsatisfied
- D - Unsatisfied
- E - Very unsatisfied

How satisfied are you with transport provided for the trail ?

	A	B	C	D	E
Responses	3	8	6	0	0
Percentage	18%	47%	35%	0%	0%

How satisfied are you with booking the transport ?

	A	B	C	D	E
Question 4	3	1	6	6	0
Percentage	19%	6%	37.5%	37.5%	0%

Has the transport trail reduced the need for your parents or carers to transport you ?

	Yes	No
Question 5	6	10
Percentage	37.5%	62.5%

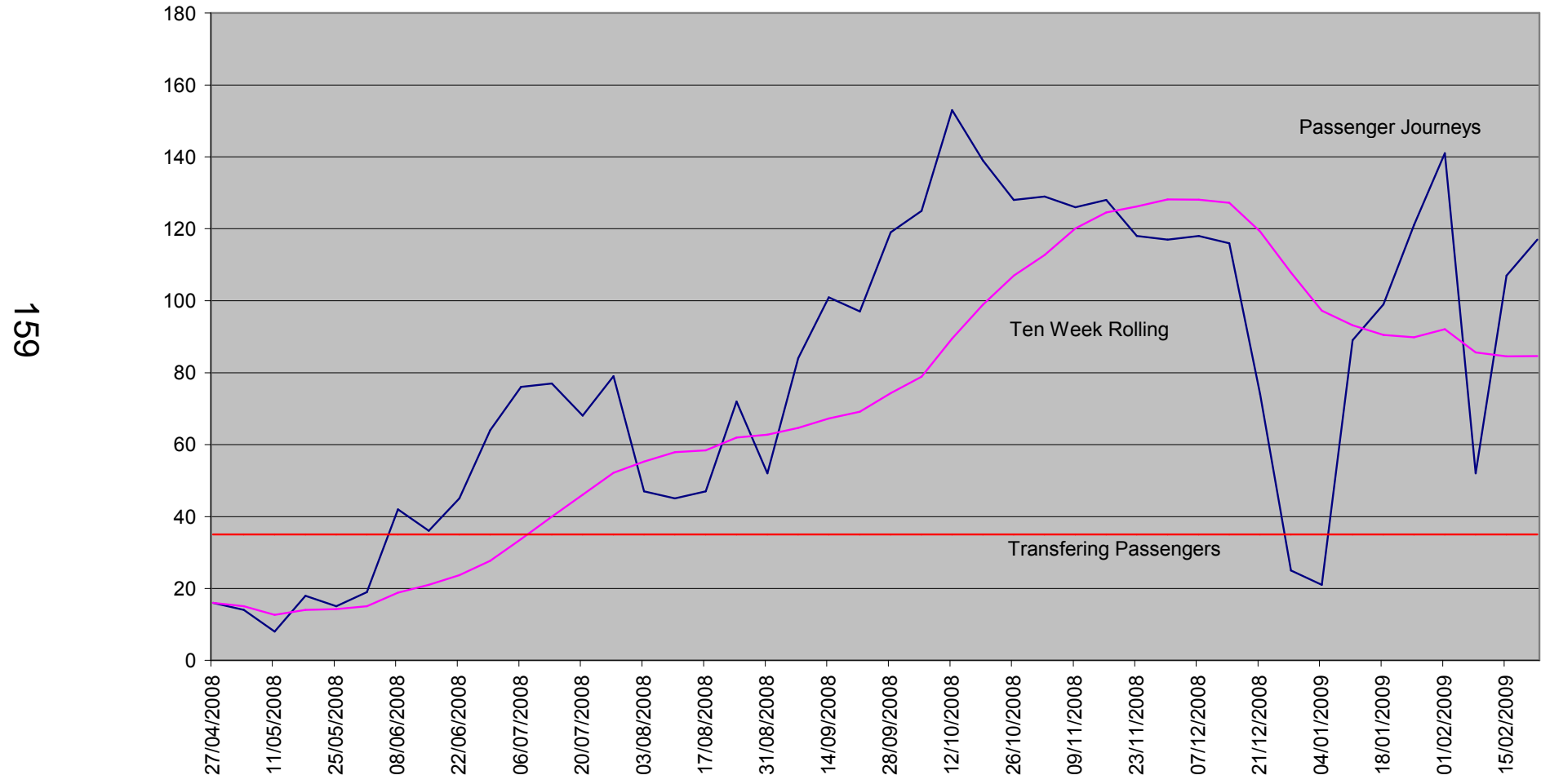
Has the transport trail reduced the need for you to use taxis ?

	Yes	No
Question 6	5	11
Percentage	31%	69%

Does the trail provided "value for money" ?

	Yes	No
Question 7	12	5
Percentage	70.5%	29.5%

Appendix G - Passenger Numbers on LD Trial April 2009 - February 2009 Single Vehicle



Appendix H – Social Care staff involved in driving / escorting duties February 2009

Title (Desc)	Preferred Name	Surname	Job Title	Org Unit
Mr	Stewart	Williams	RELIEF DRIVER/CARE ASST	Adult Services Casuals
Mrs	Susan	Riahi	RELIEF DRIVER/CARE ASST	Adult Services Casuals
Mrs	Andrea	Joyce	RELIEF DRIVER/CARE ASST	Adult Services Casuals
Mrs	Christine	Hambleton	RELIEF DRIVER/CARE ASST	Adult Services Casuals
Mrs	Lol	Memmott	RELIEF DRIVER/CARE ASST	Adult Services Casuals
Mrs	Lisa	Aspland-Bento	RELIEF DRIVER/CARE ASST	Adult Services Casuals
Mr	Iain	Harvey	DRIVER/ESCORT	LD - Day Services
Mr	William	Hempstead	DRIVER/HANDYPERSON	LD - Day Services
Mrs	Lol	Memmott	DRIVER/CARE ASSISTANT	Downside
Mrs	Pauline	Cleverly	DRIVER/CARE ASSISTANT	Downside
Mrs	Beryl	Foster	DRIVER/CARE ASSISTANT	Downside
Mrs	Doreen	Hibbert	DRIVER/CARE ASSISTANT	Downside
Miss	Stephanie	Bartrop	DRIVER/CARE ASSISTANT	Downside
Mr	Bill	Rayburn	DRIVER/CARE ASSISTANT	Downside
Mrs	Christine	Leonard	DRIVER/CARE ASSISTANT	Downside
Mrs	Lillian	Shelton	CARE ASSISTANT/DRIVER	Heathlands Day Centre
Mrs	Catherine	Patel	CARE ASSISTANT/DRIVER	Heathlands Day Centre
Mr	David	Reason	DRIVER/HANDYPERSON	Heathlands EPH
Mr	Christopher	Bowles	DRIVER/GARDENER/HANDYPERSON	Family Centre

Appendix I – Description of centres and locations

LARCHWOOD [1 vehicle, 13 seats]

Larchwood is a short break unit, providing respite care for children/young people who have a learning disability. The children and young people who access Larchwood are aged between 5 -18 years of age.

The unit is situated in a quite residential area close to the town centre, local resources and facilities. The accommodation is all on the ground floor level and has appropriate access to all areas.

Facilities in the unit include adapted bath, fixed and mobile hoisting equipment, sensory room, children's touch screen computer and a large garden which includes a trampoline and specialist play equipment.

Larchwood is registered with Ofsted as an eight bedded unit. The aim of the unit is to offer planned short breaks for children and young people, ensuring individual needs are being met and working closely with their families and other professional involved. The unit is a child-focused environment providing opportunity for children to meet new people, make friends, develop new skills and experience a range of activities within the local community. It offers :

- Overnight visits
- After school care
- Teenage club
- Weekend day care

DOWNSIDE [5 vehicles 70 seats]

Downside Resource Centre is in the heart of the community and provides day care and access to community facilities for people with long term conditions and the elderly.

Its main aim is to keep people active and interested in things around them. We achieve this through tutored college courses and an on-going programme of activities and special events within the Centre.

During the last year service users enjoyed eighty-seven trips out, including visits to local places of interest and coffee mornings out.

HEATHLANDS RESIDENTIAL HOME & DAY CENTRE [2 vehicles 27 seats]

Heathlands is a residential home that aims to provide a warm, friendly and secure environment for elderly people.

Adjacent to the home is a 12 place purpose built day unit for elderly, mentally infirm clients that's open 7 days a week and provides transport, meals and daily activities.

GLENFIELD HOUSE [1 vehicle 4 seats]

Glenfield House is a sheltered housing project for clients recovering from mental illness. Clients are allocated a self contained flat and become a tenant of the Council.

The unit has large communal areas for clients to use for daily interaction. Glenfield also provides 4 respite beds and one alternative to hospital bed for clients who become unwell but do not require a visit to a hospital. Respite has individual bedrooms and shared kitchen, barroom and lounge facilities. The alternative to hospital room is a self contained flat. The staff team consists of 13 staff who provide 24hr care (1 member of staff sleeps at the unit each night). The team consists of:

- unit manager
- deputy manager
- 8 residential care workers
- 2 outreach workers
- 1 admin officer

The staff provide support on a daily basis for budgeting, cooking, self-care skills and help with medication. Our overall aim is to move clients on to live on their own in the community. Support continues once they leave by our outreach workers.

The care managers in the Community Mental Health Team at Time Square refer all clients. All referrals come with an up to date risk assessment in order that all risks can be managed safely in this community setting.

The Council has an obligation to provide sheltered housing in line with the Community Care Act. We work closely with our colleagues in Housing and the local psychiatric ward at Heatherwood Hospital.

BRACKNELL DAY SERVICES [7 vehicles, 77 seats], Waymead [1 vehicle, 4 seats]

Services for people with a learning disability and their carers are provided by the Community Team for People with a Learning Disability, which is made up of people from local Health Services and Bracknell Forest Social Services.

Depending on needs and circumstances, the team may be able to arrange or provide:

- Counselling, support and information on benefits and voluntary groups
- Personal, practical and social care and support in your home if you are living independently (home care)
- Meals during the week for those people unable to provide for themselves by any other means
- Aids, equipment and house adaptations to help with daily living
- Day services or resource centres to develop everyday living skills joint in activities, meet new people and train for a job
- Short-term care (respite) can help you to experience life away from home and gives carers a break. Sometimes respite can be arranged in your own home
- Residential or nursing home care provides a long-term home and the opportunity to develop independent living skills
- Housing advice about what housing options are available to you
- Help with travel

BRACKNELL FAMILY CENTRE [1 vehicle, 14 seats]

Bracknell Family Centre provides support for families who are experiencing difficulties and where there is a risk of breakdown in family relationships. Support includes a general session for families, parent groups, individual work, intensive programmes for families, counselling and play therapy. If the family includes a child with a disability, there is a range of facilities and resources available, including a sensory unit.

YOUTH & COMMUNITY [1 vehicle, 14 seats]

Used to carry young people to events on an ad hoc basis.

FORESTCARE [3 vehicles, 15 seats]

The van is used occasionally by the 'Falls group' to transport elderly people from home to clinic and on adhoc non passenger use.

Both cars are used frequently in answer to life line calls or in the support of life line equipment, installations etc.

ITU [1 vehicle, 16 seats]

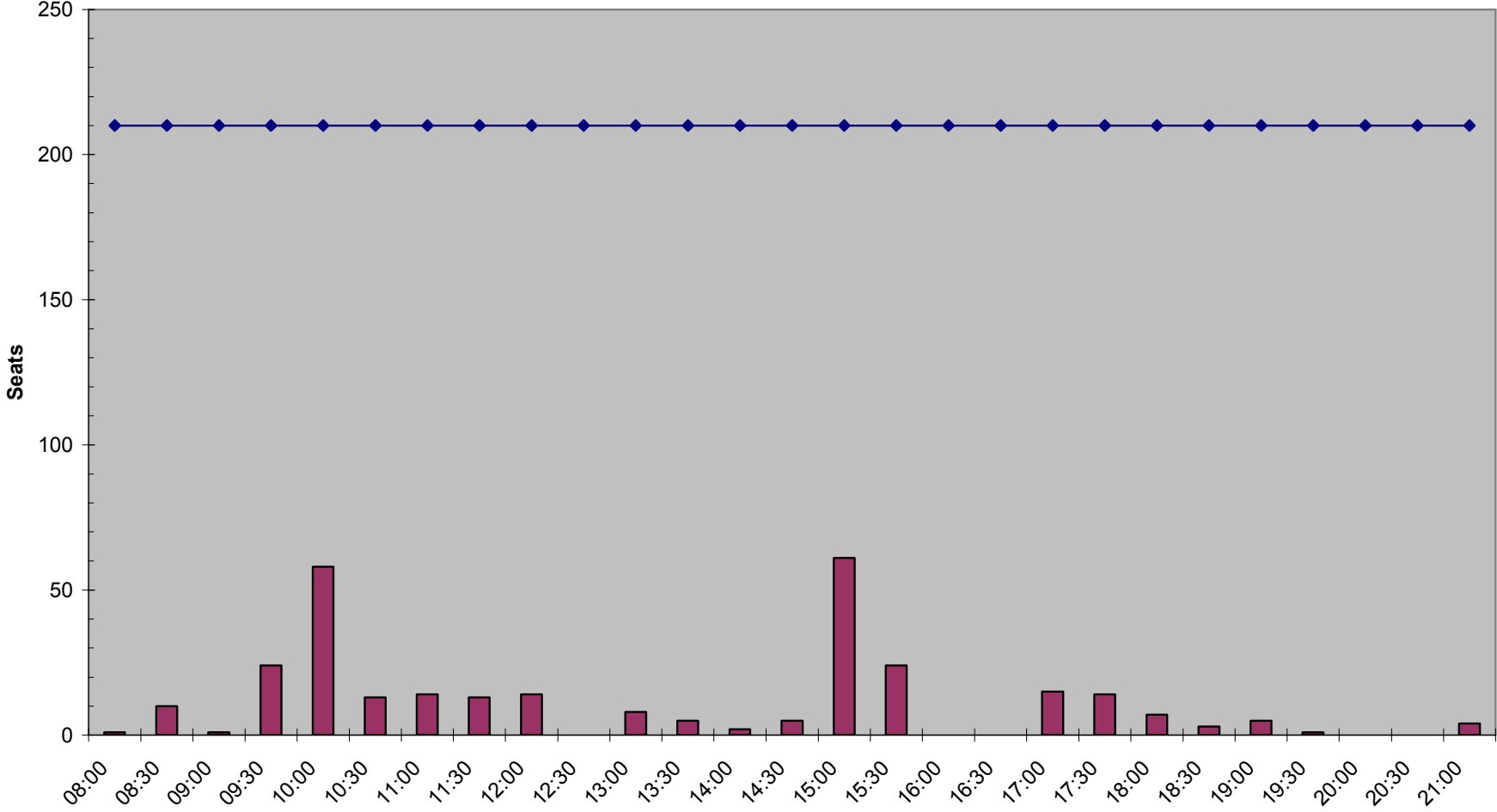
The Integrated Transport Unit (ITU) was set up in 2006 to provide internal and external transport services. The unit currently manages the administration and maintenance for the Council fleet of 70 vehicles. They provide advice on all transport related legislation, Council policy and vehicle related procurement. The Operator licence (O Licence) is also held within the ITU allowing the Council to use vehicles over 3.5 tones in weight.

The unit also manages the administration and contractors of home to school transport for all eligible pupils within the Borough.

The unit has a minibus which is hired out with a driver for passenger work both internally and externally. This vehicle has been operating regularly doing work for the Life Long Learning team, Sandhurst School, BFC ICT section, The Oaks Childrens Centre, Learning and Achievement and the Kerith Centre.

Appendix J - Total SC Transport - Wednesday

164



Appendix K – Keep Mobile Service Level Agreement

SERVICE LEVEL AGREEMENT

BETWEEN

BRACKNELL FOREST BOROUGH COUNCIL

AND

KEEP MOBILE

FOR

THE PROVISION OF COMMUNITY TRANSPORT

THIS AGREEMENT is made the _____ day of _____ 2007

BETWEEN

- (1) BRACKNELL FOREST BOROUGH COUNCIL** of Easthampstead House, Town Square, Bracknell, Berkshire, RG12 1AQ ("the Council") and
 - (2) KEEP MOBILE COUNTRY TOURS LIMITED** whose registered office is at Unit 8, 171 Evendons Lane, Wokingham, Berkshire, RG41 4EH (Industrial and Provident Society No. 27740) ("Keep Mobile")
- A. The Council requires the provision of Community Transport services for residents of Bracknell Forest. Keep Mobile has agreed to operate at least the level of Community Transport services for the Council as is set out in this Agreement (The Service).
- B. This Agreement sets out the terms upon which Keep Mobile will provide the Service and the Council will contribute towards the funding of the Service

IT IS AGREED as follows:-

Service

- 1.1 Keep Mobile shall provide the Service in accordance with Appendix 1 (The Specification)
- 1.2 In providing the Service Keep Mobile shall:-
 - (i) only employ staff for the provision of the Service who are properly trained and in particular have disablement awareness training
 - (ii) at all times during the Term employ sufficient staff with sufficient abilities to ensure that the Service is provided at all times and in all respects to the Specification
 - (iii) ensure that all staff employed by Keep Mobile in and about the provision of the Service is at all times properly and sufficiently trained and instructed with regard to:-

- the task or tasks that that person has to perform; and
 - health and safety at work; and
 - fire risks and fire precautions; and
 - the need to observe the highest standards of courtesy and consideration; and
 - the provisions within the Specification; and
 - the need to report to the Council situations which involve an actual or potential danger of personal injury to any person during the provision of the Service (where appropriate).
- (iv) comply with all relevant regulations rules and other legal requirements and in particular without affecting the generality of this obligation Health and Safety procedures and Department of Transport rules and regulations
- (v) maintain with reputable insurers adequate insurance to cover all liabilities that they might incur in providing the Service and in a sum not less than **FIVE MILLION POUNDS** (£5,000,000) for each and every claim made against the Council to Keep Mobile or either of them
- (vi) ensure that all vehicles used in the provision of the Service shall be insured in accordance with the requirements of the Road Traffic Act 1988
- (vii) prior to the commencement of the Agreement and thereafter at such other times as the Council may require, demonstrate to the satisfaction of the Council that policies for the insurances required in this clause are in effect
- (viii) provide to the Council, within 1 month of the date of commencement of this Agreement a set of documents on the following issues to assist in demonstrating that the requirements of the Specification will be met:-
- booking policies and procedures
 - membership policy

- fare structures for DAR, Voluntary Groups, and Shopping Scheme including the Council's current Concessionary Travel arrangements
- management and structure of the organisation
- member input to services and complaints procedure

together with a description of proposals for informing potential users about the Service. Keep Mobile shall thereafter inform the Council of any changes to those matters referred to in this sub-clause (viii) that are made during the Term as soon as reasonably practicable and provide relevant replacement documents

- (ix) operate and monitor a complaints procedure in a manner satisfactory to the Council. Keep Mobile shall allow the Council or the Council's agents to audit the records of any complaints upon reasonable request
- (x) gather and maintain accurate monitoring information on the Service to be made available and provided to the Council as described in the Specification
- (xi) provide the Council with copies of its annual accounts as soon as they are published
- (xii) not state or infer that it is acting as the Council's agent in any marketing material
- (xiii) obtain the Council's approval to all marketing or general information material describing the services offered under this agreement
- (xiv) not solicit any gratuity or tip or any other form of money token or reward for a trip made by a member either through itself or its employees or charge for the Service provided for in the Agreement from its members other than bona fide charges approved by the Council

Police Checks

- 2.1 In view of the Council's obligations for the protection of pupils and other vulnerable persons, the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended by the Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Orders No 1 and 2 of 1986 will apply to staff employed in the performance of the Service
- 2.2 Keep Mobile undertakes not to employ any person in the provision of the Service without having first obtained a satisfactory response to their check with the Police for previous criminal convictions of that person

Council's Obligation

- 3.1 In consideration of Keep Mobile's compliance with its obligations under this Agreement the Council shall pay Keep Mobile at the rate of £9,622 a month until the 1st April 2007. Payments for each following 12 month period of the Term shall be notified by the Council to Keep Mobile as soon as reasonably practicable once the Council's budget for the Service has been allocated and approved for the period concerned.
- 3.2 Payments shall be payable by the Council monthly in arrears in equal instalments.

Term

- 4.1 This Agreement shall commence on 1st March 2007 and shall continue until the 31st March 2011 or until the end of any period of extension of the Agreement in accordance with this clause 4.1 ("the Term"). This Agreement may be extended at the option of the Council for up to two consecutive periods of 12 months by the Council giving to Keep Mobile no less than 2 months written notice of intention to extend this Agreement which notice shall expire prior to the end of the then current contractual term

Termination

- 5.1 Either party may terminate the Agreement at any time by not less than three months' notice in writing to the other
- 5.2 The Council may terminate this Agreement forthwith if:-

- (i) there is a fundamental breach of this Agreement by Keep Mobile
- (ii) Keep Mobile fails to comply with any notices served by the Council for it to remedy any defects in the manner in which the Service is provided within the time specified in such notice
- (iii) Keep Mobile has distress levied against its goods or execution levied against it or the making of any composition or arrangement with creditors or the liquidation of Keep Mobile (other than a members' voluntary liquidation)
- (iv) in the event of recurrent failure to provide the Service in accordance with the Agreement

5.3 Keep Mobile may terminate this Agreement if the Council fails to pay for the Service in accordance with the terms of this Agreement

5.4 The Council shall be entitled immediately to terminate this Agreement and to recover from Keep Mobile the amount of any loss resulting from such termination if:-

- (i) Keep Mobile shall have offered or given or agreed to give any person any gift or consideration of any kind as inducement or reward for doing or forbearing to do or for having done or forborne to do any action in relation to this Agreement or any other Agreement with the Council
- (ii) the like acts shall have been done by any person employed by Keep Mobile or acting on behalf of Keep Mobile (whether with or without the knowledge of Keep Mobile)
- (iii) in relation to any Agreement with the Council Keep Mobile or persons employed by it or acting on its behalf shall have committed any offence under the Prevention of Corruption Acts 1889 to 1916 or have given any fee or reward the receipt of which is an offence under Section 117 of the Local Government Act 1972

Repayment to the Council

- 6.1 If this Agreement is terminated under either clause 5.2 or 5.4 hereof and the Council has made payments to Keep Mobile for any period beyond the date of termination then Keep Mobile shall repay the Council within 28 days of the date of the date of termination the proportionate amount of such payment

Confidentiality

- 7.1 Save for information already in the public domain or Keep Mobile's knowledge Keep Mobile and Keep Mobile's staff shall treat as confidential and shall not disclose to any person other than a person authorised by the Council any written and confidential information acquired by Keep Mobile or Keep Mobile's staff in or in connection with the provision of the Service concerning the Council's premises the Council its staff or procedures

Health & Safety

- 8.1 Keep Mobile shall in performing the Service adopt safe methods of work in order to protect the health and safety of its employees and the employees of the Council and of all other persons including members of the public and service users and shall comply with the requirements of the Health & Safety at Work Act 1974, the Management of Health and Safety Regulations 1992, the Control of Substances Hazardous to Health (COSHH) Regulations 1988 and 1994 and the Road Traffic Act 1988, HSE guidance notes and approved Code of Practice and of any other Acts Regulations Orders or any European Directive pertaining to the health and safety of persons and shall have regard to the Council's health and safety policy
- 8.2 Keep Mobile shall, prior to the commencement date of this Agreement make arrangements for an officer of the Council to view a written copy of its health and safety working procedures relating to the performance of the Agreement
- 8.3 Keep Mobile shall review its health and safety policy and safe working procedures as often as may be necessary and in the light of changing legislation or working practices and shall notify the Council in writing of any such revisions.

8.4 Keep Mobile shall advise the Council of the name address and telephone number of the person within its organisation responsible for health and safety and welfare matters

8.5 Keep Mobile shall be responsible for ensuring compliance with aforementioned safety policies

Disputes

9.1 If there is any dispute between the parties they agree to use reasonable endeavours for a period of 28 days to resolve it. If at the end of that period it remains incapable of resolution then the parties shall within 14 days jointly appoint a person to arbitrate on their dispute and all parties agree to:-

(i) comply with the requests for information of the arbitrator as soon as possible; and

(ii) abide by the decision of the arbitrator

Data Protection

10.1 Keep Mobile shall comply in all respects with the provisions of the Data Protection Act 1998 and will indemnify the Council against all actions costs expenses claims proceedings and demands which may be made or brought against the Council for breach of statutory duty under the Act which arises from the use disclosure or transfer of personal data by Keep Mobile and agents

Contracts (Rights of Third Parties) Act 1999 – Contracting Out

11.1 Notwithstanding any other provision of this Agreement nothing in this Agreement confers or purports to confer any right to enforce any of its terms on any person who is not a party to it

Variations

12.1 Any variation to or addition to this Agreement will only be binding on the parties if it is made in writing signed by authorised signatories of all the parties

12.2 The Schedules to and any amendments of or variations to this Agreement shall form part of this Agreement. The singular includes the plural and vice versa. One gender includes the others

Set Off

13.1 The Council may at any time set off money due to the Council from Keep Mobile against any money due from the Council to Keep Mobile whether under this Agreement or otherwise

Laws

14.1 A reference to an Act of Parliament or any Order Regulation Statutory Instrument or the like shall include any amendment extension or application by or under any other enactment or Order or re-enactment of the same

IN WITNESS whereof the parties have executed this Agreement the day and year above written

THE COMMON SEAL of BRACKNELL FOREST BOROUGH COUNCIL was hereunto affixed in the presence of:-

.....
MAYOR

.....
BOROUGH SOLICITOR

EXECUTED AS A DEED by **KEEP MOBILE COUNTRY TOURS LIMITED** acting by:

.....
.....

Authorised officers empowered to sign this Agreement on behalf of Keep Mobile Country Tours Limited

APPENDIX 1

SPECIFICATION OF THE SERVICE

1 BACKGROUND INFORMATION

1.1 The Borough Council has for some years supported Community Transport Services on behalf of approximately 3,000 eligible Bracknell Forest residents. Annual operational mileage of the supported services is estimated to be in the region of 100,000 miles plus. The services include:-

- Dial-A-Ride (DAR)
- Voluntary Group Travel
- Scheduled Shopping Trips

1.2 This Appendix records a minimum service level for the provision of the Service by Keep Mobile.

2 KEEP MOBILE'S SERVICE LEVELS AND CHARGES

2.1 The services detailed in this specification should be available to all residents of Bracknell Forest who are unable to access conventional public transport services because of mobility difficulties through age, physical disability, sensory impairments, learning disabilities or mental health difficulties.

2.2 The payments made under this Agreement may not be used for any purpose other than the provision of community transport services for those residents of Bracknell Forest as described.

2.3 Transport is to be provided within and across Borough boundaries and subject to the scope of services as detailed in this section to include the neighbouring districts of:

- Windsor & Maidenhead;
- Wokingham;
- Slough;
- Camberley;
- Reading.

This would not preclude Keep Mobile from entering into separate arrangements with users for trips further afield, though such journeys would be outside the scope of this proposed contract.

2.4 It is expected that users of the services would be required to contribute towards the cost of transport. These charges would be levied direct by Keep Mobile, and retained as part of the payment for the cost of the service. Charges made in 2006 are listed in **Table 1**.

2.5 *To ensure that all eligible residents are aware of the availability of Community Transport services, it will be the responsibility of Keep Mobile, assisted by, and in partnership with the Council, to advertise to*

that effect in appropriate ways, and to continue to promote the service proactively throughout the term of the Agreement.

2.6 Keep Mobile will use its best endeavours to support the following services:-

Voluntary Sector Group Services

Pre-booked transport for voluntary sector groups, providing a service to disabled and older residents unable to access mainstream public transport or vehicle hire. Transport provided under this category of the Service enables group members to attend meetings and participate in social events such as theatre trips, and includes transport for daytime, evening and weekend events. A current list of supported groups shall be maintained by Keep Mobile and a copy of the list supplied to the Council on each amendment. No group previously supported by the Council shall be removed from the list of supported groups without the agreement of the Council.

An estimated 800 one-way trips.

Shopping Trips Transport Service

Shopping trips services open to individual users. A Schedule of Shopping Trips running in 2006 is shown in **Table 2**, though this is subject to variation. A current list of trips should be maintained by Keep Mobile and a copy of the list supplied to the Council on each amendment. Holders of concessionary fares bus passes should have access at half fare cost to the scheduled Shopping Trips Transport Service. Separate payments will be made to the Contractor by the Council to recompense for the fare reduction as a result of this use of concessionary fare passes.

An estimated 150 return trips

Dial-a-Ride (DAR)

Trips by individuals, booked in advance through individual booking systems, with dedicated booking hours detailed by Keep Mobile, comprising of one-off trips in the following categories:-

- Shopping trips;
- Visiting friends and family (which may include visiting hospitals);
- Leisure based trips (e.g. sports facilities, cinemas, restaurants, etc.);
- Transport to work;
- GP/Dentist appointments;
- Transport to hospital appointments where the individual does not meet Health Authority transport criteria (not for use as regular hospital attendance transport)

An estimated 2,500 one way trips by individuals, though the service is subject to user demand and resource availability. It is expected that charges made to users shall be maintained at a level which shall be more than the lowest public transport fare for a similar journey.

Table 1
Charges payable by users to the Community Transport Contractor – 2006

Voluntary Sector Group Services

	Within Bracknell Forest	Outside Bracknell Forest
Weekday	£0.81/ km	£1.11 / km
Weekend	£0.81 / km	£1.35 / km
Excursions	Quote	Quote

Shopping Trips Transport Service – all destinations £6.00

Dial-a-Ride Services - for one way trip distances

<3.5 km	< 5 km	<8 km	<11 km	<16 km	< 20 km	<25 km	> 25 km
£1.30	£2.10	£3.40	£4.65	£6.25	£7.30	£8.40	Quote

Table 2
Schedule of Shopping Trips – 2006

Day	Destination
First Monday of Month	Camberley/Meadows
First Thursday of Month	Wokingham/Tesco
First Friday of Month	Bracknell
Second Monday of Month	Reading
Second Tuesday of Month	Farnborough
Second Friday of Month	Bracknell/Tesco(Warfield)
Third Monday of Month	Wokingham/Tesco
Third Tuesday of Month	Windsor/Slough
Third Wednesday of Month	Woodley
Third Friday of Month	Camberley/Meadows
Fourth Tuesday of Month	Farnborough
Fourth Wednesday of Month	Bracknell

OPERATING LICENCE AND VEHICLES

- 2.1 ***The service shall be provided by licence under Section 19 of the Public Transport Act 1985, and delivery of the service through this Agreement is on a not-for-profit basis.***
- 2.2 ***All transport provided by Keep Mobile under this Agreement shall be provided using accessible vehicles.***
- 2.3 Partnerships may be permissible, subject to approval by the Council, However, the ultimate responsibility for service provision will remain with Keep Mobile.

3 DRIVER TRAINING AND MONITORING

- 3.1 All staff and volunteers must be subject to a Criminal Records Bureau Disclosure, the cost of the checks to be borne by Keep Mobile. All driver licenses should be checked and regularly monitored. All staff will receive appropriate training as detailed in the MIDAS scheme and DTLR guidance on good practice prior to the commencement of duties. No person shall drive or be a driver assistant (excluding an individual's carer) for Bracknell Forest residents without training to MIDAS standards. The only exception to this will be when a new recruit is under supervision and being assessed, prior to commencement of training. Disability awareness training is recommended for all staff.

4 SERVICE MONITORING INFORMATION

- 4.1 Keep Mobile shall provide monthly information to the Council on travel provided under this agreement, detailed as follows:-.

The number of different individuals or groups using each category of service.
The number of shopping trips supplied
Any shopping trips which were cancelled
The number of trips supplied to voluntary groups
Operational mileage in each category
The number of trips refused, by category of service
List of vehicles in operation
Description of any significant operational problems

- 4.2 In addition, access to all computer held operational data relevant to this agreement shall be provided to an authorised officer acting on behalf of the Council when required, at the offices of Keep Mobile. Data will not be downloaded by the said officer.
- 4.3 A review meeting will take place between the Council and Keep Mobile on average every 2 months during the term of the Agreement. The meetings will allow Keep Mobile to demonstrate that the needs of Bracknell Forest community transport users, across all age ranges and groups, are being met and to enable either party to raise issues for discussion.

4.4 **PAYMENTS**

4.5 Payments shall be payable by the Council monthly in arrears in equal instalments.

4.6 Payment may be withheld if the Council is reasonably satisfied that any one or more of the following applies:-

- that services are not being provided to all sectors of the client base as detailed under **Section 2**;
- that the payments are not being used for provision of the Service;
- that full monitoring information as detailed in **Section 5** is not supplied.

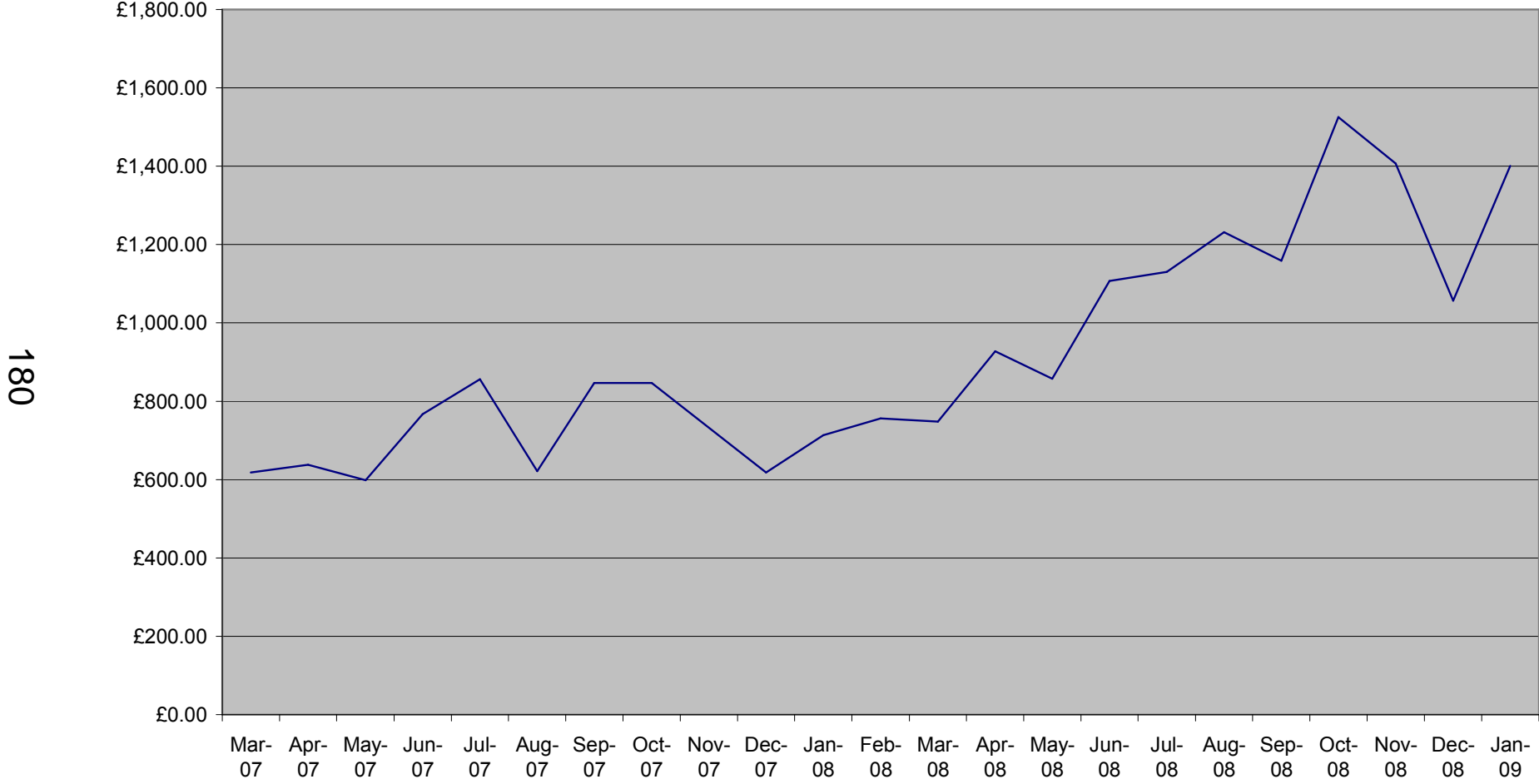
4.7 Reimbursement of concessionary fares discounts made during the period covered by this Agreement will be made, in arrears, on receipt of invoices.

RC 22-0207PT/CT/SLA

Appendix L - Total transport cost comparison

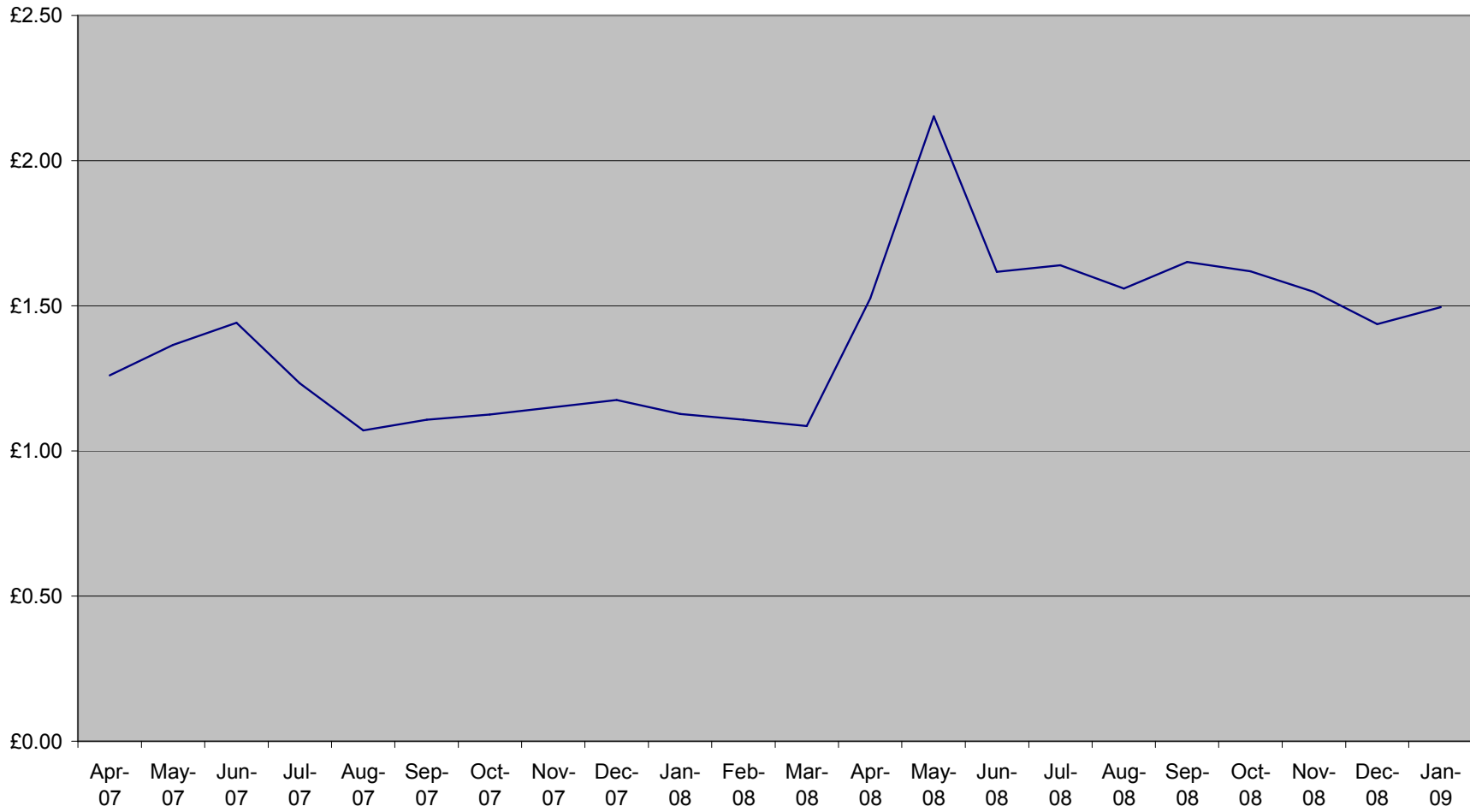
	Annual passenger trips (based on 6 months data (August to January))	Average Journey Length (km)	Cost to Client (per km)	Cost to BFC (per km)	Total Cost (per km)	Cost to Client (per journey)	Cost to BFC (per journey)	Total Cost (per journey)	Best Taxi (non wheel chair)	Best Taxi (wheel chair)
Keep Mobile Dial A Ride	2878	14.6	£0.46	£1.50	£1.97	£6.75	£21.95	£28.70	£11.60	£17.40
Keep Mobile Shopping (No subsidy)	944	4.2	£0.83	£8.75	£9.58	£3.50	£36.74	£40.24	£5.10	£7.70
Keep Mobile Shopping (Subsidy applied)	944	4.2	£0.42	£9.16	£9.58	£1.75	£38.49	£40.24	£5.10	£7.70
Keep Mobile Group Transport	1412	8.3	£1.00	£2.22	£3.22	£8.31	£18.42	£26.73	£7.70	£11.50
Keep Mobile Social Care (S324A)	824	12.1	£0.00	£1.56	£1.56	£0.00	£18.88	£18.88	£10.00	£15.00
Learning Disabled Trial	5122	5.3	£0.38	£1.58	£1.95	£2.00	£8.35	£10.35	£5.80	£8.70
Day Centre Transport	23724 *	2.9	£0.00	£1.61	£1.61	£0.00	£4.68	£4.68	£4.30	£6.50
Downside Transport	11772 *	1.9	£0.00	£4.02	£4.02	£0.00	£7.64	£7.64	£3.70	£5.50
Heathlands Transport	7812 *	2.6	£0.00	£1.73	£1.73	£0.00	£4.50	£4.50	£4.10	£6.20
* Passenger numbers derived from data collected for one week in June										

Appendix M - S324A Monthly Spend on Keepmobile

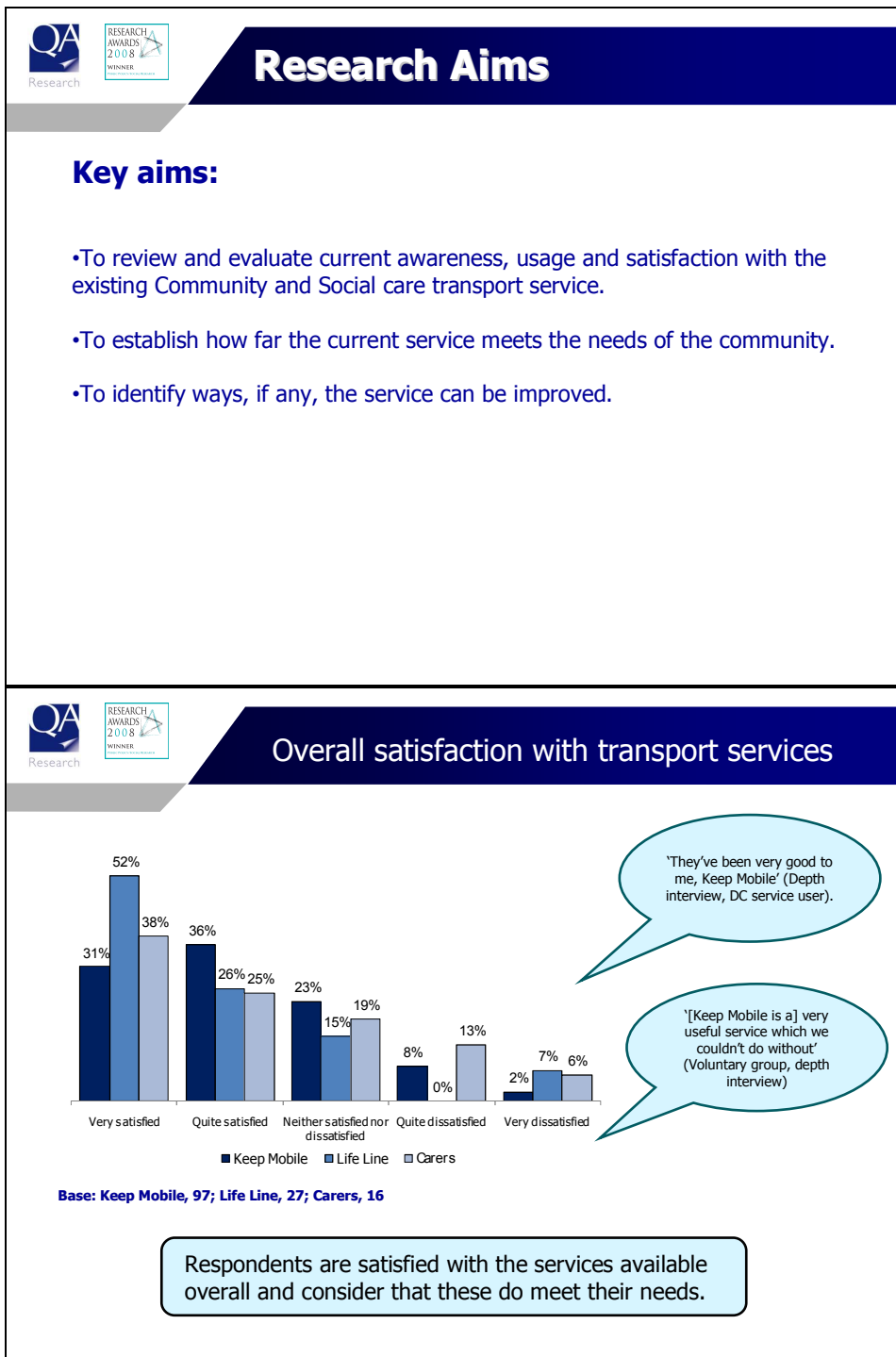


Appendix N - S324A Cost Per Kilometer Charged by Keep Mobile

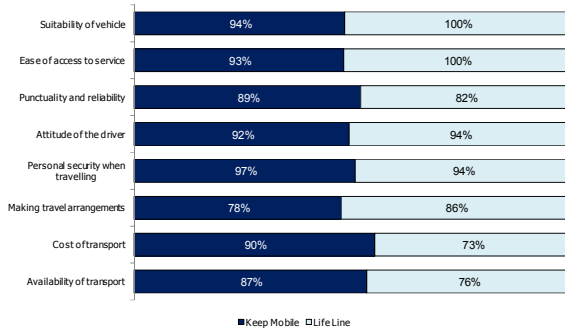
181



Appendix O – Consultation Key Findings



Overall satisfaction with transport services



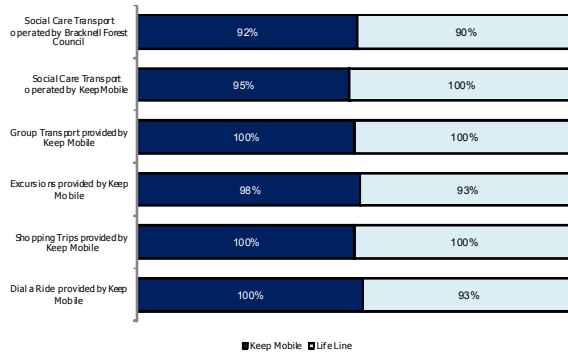
'They've been very good to me, Keep Mobile' (Depth interview, DC service user).

'[Keep Mobile is a] very useful service which we couldn't do without' (Voluntary group, depth interview)

Base: Range. Keep Mobile, 64-78; Life Line, 11-18

Respondents are satisfied with the services available overall and consider that these do meet their needs.

Satisfaction with the drivers' attitude



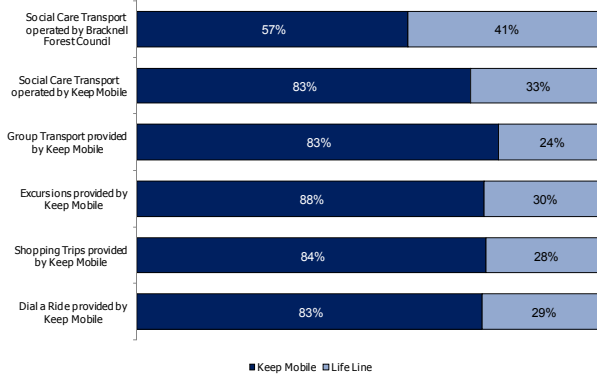
'The drivers are lovely, I can see that they do care a lot about their jobs' (Voluntary Group representative).

'I've found them very helpful and very good' (Day Centre service user, Older People and Physically Disabled).

Base: Keep Mobile, 16-31; Life Line, 7-15

Respondents were very positive about the service provided by drivers who were consistently felt to be very helpful and friendly.

Ease of finding information out about community and transport service



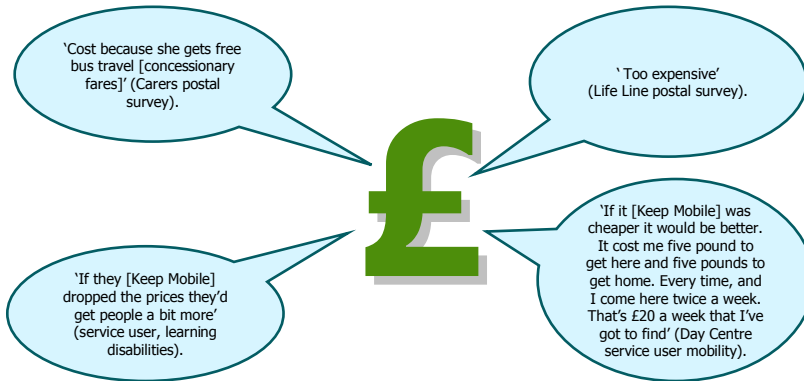
'I don't think everyone that might use them knows about them' (Day Centre Staff, Older People and Physically Disabled).

'I've been told that there were leaflets about the transport trial but, not to my knowledge' (Service user, learning disabilities).

Base: Range. Keep Mobile, 14-65; Life Line, 25-31

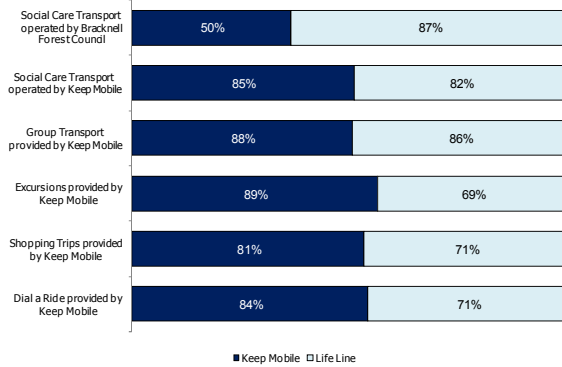
Respondents are unlikely to know whether they are eligible for free social care transport and are likely to want more information about the services available.

Transport cost



Cost was considered a key reason for not using the service. This was because some respondents felt costs were too high with others finding fare structures confusing.

Booking System



Base: Range. Keep Mobile, 14-63; Life Line, 15

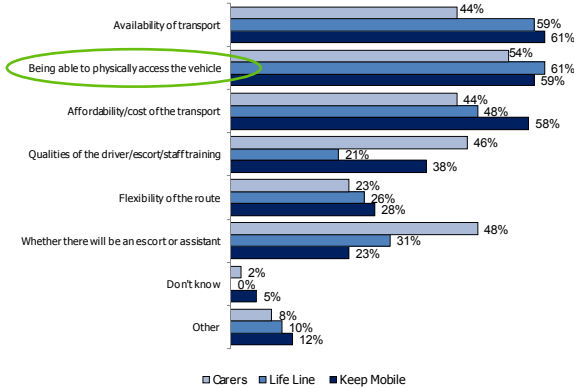
'We're not allowed to actually overrule the booking that they've got [with Keep Mobile] or make any changes to that unless they've been taken ill' (Day Centre staff).

'If we've phoned Keep Mobile before, they won't deal with us they say it has to come from the actual member, now if that's the case we've got people with short term memory problems or they get very nervous about using the phone, it would be nice if we were able to do that for them' (Voluntary Group representative).

Staff and voluntary groups feel service users would benefit if they could make some changes to travel arrangements in the case of particularly vulnerable clients.

Accessibility

Important factors when deciding whether or not to use community transport services



Base: Keep Mobile, 104; Life Line, 102; Carers, 48

'All Keep Mobile ones are adequate buses to do the service' (Day Centre staff).

'The Day Centre [BFC] bus is just very, very, very good' (Day Centre service users).

Service users mostly find vehicles very easy to access

Learning Disabilities Transport Trial: Value of the service

'It's [Transport Trial] an essential part of getting around and making them feel more like a community and it gives them a sense of independence' (service user, learning disabilities).

Without the Transport Trial 'I'd have to give up volunteering at Ravenswood' (service user, learning disabilities).

'I don't usually go out in the evening but because this £2 bus has come in I do now' (Service user, learning disabilities).

The Transport Trial is felt to be a highly beneficial service which gives service users a greater degree of independence, letting them travel at times and to places which would be difficult otherwise.

Learning Disabilities Transport Trial: Booking system

'There is a lot of trouble with bookings at the moment. You could say its early days but in my opinion it should have been sorted out because it's been 6 months' (Driver).

'I think it's very good and reliable'
(Service user, learning disabilities).

'When all the jobs pan out nicely, every half an hour or so it's the best job in the world but sometimes I had to be in seven different places at the same time. Why would they possibly book me to be in seven places at 10am?' (Driver).

Problems identified relate to timeslots being double booked, return journeys not being booked by the service user, or not being transferred to the driver's schedule.

Positives to retain:

- Respondents are satisfied with the community and social care transport services in Bracknell.
- Services are meeting users needs.
- Service users are very satisfied with drivers.

Areas for ongoing improvements:

- Respondents would like existing services to be better publicised
- Respondents feel some Keep Mobile services are expensive and would like to see fare structures simplified.
- Some staff and voluntary group representatives would like to be able to change journey details on behalf of service users.

Transport Trial

- Valuable service; meeting previously unmet need
- Improvements are needed to the booking system

Appendix P - Adjacent authority website information of Community Transport

	Community Transport	Subscriptions	Fares	Notes
Slough	Nil on website			
RBWM	Nil on website			Transport Related Direct Payment – Disability (Replaces travel tokens)
Reading (also list voluntary groups on the website)	ReadiBus		Variable	Dial A Ride & Time Tabled Service (Shopping) Dial A Ride - Available 7 days per week between 7.15am and 10.30pm, this service can be used for any purpose except going to day centres or to hospital appointments
	Door Step Travel			Wokingham registered taxi company They provide specialist multi-seater vehicles for the disabled and senior citizens of Berkshire Their aim is to improve the standard of life for these groups by keeping you informed of local events, social gatherings, organised trips and much more - as well as a reliable taxi service
Wokingham	ReadiBus and Keep Mobile			For use by over 60's – Provide travel tokens for use on taxi's, buses, trains, Keep Mobile and ReadiBus.
Rushmore	Dial- A-Ride			Provided by Rushmore Voluntary Services
Runneymede	Dial A Ride, Shopping, Leisure Centres and Excursions	£5 per annum	As per bus	Provided by Runneymede Council with support from Surrey Council. 6 days per week. 9:00 to 5:00 Monday to Saturday
Spelthornes	Spelride	Annual membership £8,	£4.20 return. Escorts free	Provides transport to Day Services 9 – 11 and 2 - 4 provides dial ride and shopping services 11 – 2. Excellent travel brochure
Surrey Heath			5 zonal	Since 1988, the Borough Council has provided a community transport service

			<p>fares from £2.80 to £7.00 return, reduction for those on benefit from 20p to 40p</p>	<p>for residents of the Borough who for various reasons cannot use public transport (eg residents whose mobility is restricted).</p> <p>Currently the service is operating six specially adapted minibuses and a small car conversion to provide a door to door service to these residents. All the vehicles carry sponsorship advertising as part of their livery.</p> <p>What is provided? Door to door transportation in specially adapted minibuses that can also take wheelchairs and motorised scooters. Journeys can be single, return and multiple.</p> <p>When? Monday - Friday - 8.30am to 4.30pm</p> <p>Which destinations may be used? We provide a door to door service to any location in Surrey Heath e.g. centres, clubs, shops, post offices, doctor, dentist and to visit friends.</p> <p>To similar locations outside the borough e.g. Woking, Guildford, Bracknell etc. if the vehicle schedule permits.</p>
West Berks				Excellent brochure covering all forms of transport. Travel tokens for disabled
Surrey County				The Surrey community transport directory provides information on community transport schemes throughout the whole of Surrey. These include dial-a-ride services, community minibus schemes and volunteer car/good neighbour schemes.

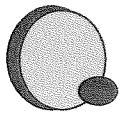
Appendix Q – Responses to ‘compare’ question

‘I am in the middle of a transport review and am interested in what other authorities do in relation to Social Care transport and Community transport. Which of these services are in house and which are outsourced. If it is in house is it managed centrally or done at a local level by the Social Care sections.’

Response	Location
<p>Social Care takes two forms in Derbyshire: we operate our own in-house fleet of adapted vehicles (with drivers) and we contract (via tender) minibuses/taxis etc to fill in the gaps. The service is managed centrally.</p> <p>For Community Transport: this is done by the various CT schemes (I think 8 in Derbyshire). They receive some subsidy from the Council in relation to capacity building but the schemes operate as independent charities/businesses. We have a Senior Transport Officer who acts as the liaison between the Council and the Schemes although this is a coordinating role rather than a managerial role.</p>	Derbyshire
<p>We deliver most of our Social Care transport in house using our own fleet. There are still some external providers; however we are in the process of reducing this number to bring them in house. The majority of requests are handled by the Council Travel Team, which has responsibility for all the transport functions in the council – Passenger transport, education transport, social work/care transport, fleet and miscellaneous transport. There are still occasions where some social work / care transport is procured at local level but this is being actively discouraged. We fund CT to provide some services for us.</p>	Midlothian
<p>Our Fleet Operation (Accessible Minibuses & drivers) supply approx 80% of Adult social Care transport. The remainder is provided by third party suppliers. This is all managed by the ITU. Community transport is provided by third party suppliers (Commercial & Vol Orgs) & managed traditionally by the Public Transport Policy Team. We are shortly entering a period of reshaping of the transport service & the latter may move to ITU. Social Care does have some LD services that have vehicles at their disposal & use support workers to drive them. All vehicles, wherever based are managed (specification, procurement, R&M, disposal) by the ITU Vehicle Management Team.</p>	Oxfordshire County Council
<p>Social care transport is managed in-house; using fleet vehicles, volunteer drivers and some outside contractors (mainly taxis for children and families). SEN transport is also arranged by this team using outside contractors. They are based at the council's depot to be near to the fleet. Community Transport was operated by a local charity, but our funding to them was withdrawn and awarded to a local taxi/psv operator who now runs the city based dial-a-ride. Unfortunately our in-house fleet did not have the capacity to run such a service.</p> <p>The CT scheme is managed by the Passenger Transport team based at the main civic centre.</p>	Stoke-on-Trent
<p>Currently at Walsall we have a mixed economy of some in-house, some contracted transport, our Community transport is a separate organisation which tenders for contracts with us and</p>	Walsall

<p>others for transport work. We have just introduced a blanket charge of £2 per trip so for service users being brought in and taken home from centres the cost is £4 per day. There is a dial a ride in the area which again operates separately.</p>	
<p>Here at Blackburn with Darwen Borough Council (Unitary) we provide Adult Day Care in-house using our own fleet, a charge of £1 each way is applicable for this all monies are collected at the Day Centres.</p> <p>Community Transport (If you can call it that!) is provided by Dial-a-Ride and a company called Community Wheels. The whole Transport function is currently under review at the moment. The Council are forming an all encompassing Integrated Transport Unit bringing together Adult Day Care transport, Schools transport (Currently managed by Capita) and Community Transport.</p> <p>The people leading the transport change is a company called Northgate Kendrick Ash, the Consultants have been with us for approx two years now with another year to go.</p>	<p>Blackburn</p>
<p>Our adult day centre transport is provided 100% in-house (although our SEN home to school transport is 100% external). We've been through a review and the report is just out and isn't recommending outsourcing adult transport currently. It's a horrible position to try to justify value for money. I consider my service to be relatively low cost even though the vehicles are expensive. The only disadvantage is the down time of the vehicles mid-day which is probably a national problem. We are going to be under pressure to introduce expensive route planning although I think my staff can plan the routes effectively through experience and far less cost.</p>	<p>Liverpool</p>

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KEEP MOBILE

Accessible Transport

Fare Structure as at August 2008

Dial a Ride Fares

Trip distance up to	3 km	5 km	8 km	11 km	15 km	20 km	25 km
Fare one way	£1.45	£2.40	£3.60	£5.00	£6.75	£7.90	£9.20

Social Services

Trip distance up to	3 km	5 km	8 km	11 km	15 km	20 km	25 km
Fare one way	5.75	£7.30	£9.80	£10.20	£12.50	£15.60	£18.80

All fares are plus 50% on cost

SLA/contract fares

Group travel	BFBC Area	WBC Area	Out of Area
Funded trips	1.00 per km	None	none
Unfunded trips	1.40per km	1.40 per km	Quotation
Contract trips	£2.10 per km	£2.10 per km	Quotation

Minimum cost for a one off trip is £20

Group service linked driver subject to our standard terms and conditions

	Charge	period	Plus km travelled	
One Session	£10	3 hours	First 30km = 50p per km	
Two Sessions	£14	6 hours	Over 30km = 35p per km	
Three sessions	£20	9 hours	Cancellation within 48hours is £15	
Overnight	£24	18:00 to 09:00	Vehicle cleaning charge is £25	
Weekend	£30	09:00 to 18:00		
Week	£70	09:00 to 09:00		
Session times	09:00 to 12:00	12:00 to 15:00	15:00 to 18:00	18:00 to 09:00 (over night)

Unit 8, 171 Evendons Lane WOKINGHAM RG41 4EH

Tel: 0845 3456696, Fax: 0118 977 1494, e-mail admin@keepmobile.org.uk

A charity Registered under the Industrial and Provident Act 1965 No 27740R

Member of the Community Transport Association, Member of Midas.

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Overview report: **Social Care and Community Transport Review**

For

Bracknell Forest Council



February 2009

QA Research,
Bracknell, St Georges Place, YORK, YO24 1DT
01904 632039
www.qaresearch.co.uk

Company registration: 3186539



Research

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Date:	11.03.09
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Approved by:	Michael Fountain
Authors:	Shonagh Cooper
Comments:	Michael.fountain@garesearch.co.uk



1. Executive Summary

The aim of this research was to review and evaluate current awareness, usage and satisfaction with the existing community and social care transport service and to identify ways, if any, in which the service can be improved.

This research has been delivered in the following three key phases:

- 310 **postal surveys** (59 with carers, 137 with Life Line users and 114 with users of Keep Mobile).
- 39 **depth interviews** (24 with service users, 7 with staff and 8 with voluntary groups).
- One **discussion session** with the Access Advisory Group

1.2 Key findings

1.2.1 Journeys made

Eligibility

- Postal survey respondents were likely not to know whether they, or the person they cared for, would be eligible for free social care operated by BFC.

Journeys

- Respondents are likely to be currently making journeys to:
 - Travel to / from out-of-town shopping centres or supermarkets
 - Visit the hospital or doctors
 - Travel to / from town centre shops

These are also the journeys they are most likely to *want* to make.

- Different groups of service users are using transport differently, which may reflect their support needs. For example, older respondents are likely to be using Keep Mobile services or social care transport provided by BFC to get them to day centres or support groups in addition to using Keep Mobile to go on outings and shopping trips.

Choice of how to make local journeys

- Keep Mobile service users and carers who are likely to have used / or have access to some form of transport service are more likely to be agree that they have a choice of transport in Bracknell. Conversely, Life Line users are significantly more likely to have no opinion. This suggests Life Line respondents are less likely to be aware of transport services available to them.
- Taxis were not widely considered a viable alternative form of transport due to the cost and concerns over door-to-door safety.

Service awareness

- Postal survey respondents are particularly likely to have heard of Shopping Trips, Dial a Ride and Excursions provided by Keep Mobile. Carers are significantly more likely to have heard of social care transport services provided by BFC (60%) compared to Keep Mobile users (31%).



Transport services used

- Carers (57%) and Life Line (48%) service users are significantly more likely to be using social care services provided by BFC than those currently registered with Keep Mobile (5%). This is likely to reflect the level of social care implied for each group.
- Service users with learning disabilities were likely to be using, or to have heard of, the learning disabilities Transport Trial. This is widely considered to be a crucial service enabling them to access services or places they would not otherwise be able to.

Other local journeys made

- Respondents are likely to make other journeys locally without using community and or social care transport services; 71% of Keep Mobile respondents, 78% of Life Line users and 89% of Carers.
- Respondents are likely to be making other journeys by car either driven by someone else or by themselves.

Factors affecting how journeys are made

- Different groups of respondents prioritise elements of the services differently. For example, carers are significantly more likely to consider whether there will be an escort or assistant on the service as important (48%) compared to those currently registered with Keep Mobile (23%).
- Carers are also significantly more likely (46%) to identify the qualities of the driver, escort or staff training to be important compared to either Life Line service users (38%) or Keep Mobile users (21%).
- Whilst cost was identified as an important factor for all groups of respondents, a simple cost structure was considered to be particularly important for respondents with learning disabilities.

1.2.2 Barriers to travelling with social and / or community transport services

- There are a number of specific barriers identified by respondents as key reasons why they or the person they cared for did not use community and / or social care transport to make some local journeys. The most frequently identified were:
 - Not knowing the service was available or how to access this
 - Being able to drive themselves or have support to drive them locally
 - Convenience and ease of use
 - Cost of the service

1.2.3 Experience of service use

- Respondents who have used local transport services operated either by Keep Mobile or BFC social care are broadly very positive about the services received.
- For respondents with learning disabilities, the Transport Trial was commented on more frequently than other forms of transport available to them. Despite some initial problems encountered, these were widely considered to be 'teething problems;' respondents remain largely very positive about this service.



Extent to which needs are met

- The greatest proportion of respondents to the postal survey consider that their needs are met either fully or most of the time by Keep Mobile and BFC social care transport services.
- Respondents are broadly positive about the range and type of journeys they are able to make using existing community and social care transport services in Bracknell.

Service availability and arranging travel

- The greatest proportions of survey and depth interview respondents are satisfied with the availability of community and social care transport services.
- Respondents are likely to have found easy to arrange travel with each service, with the exception of respondents with learning disabilities who were unlikely to have accessed Keep Mobile transport. Staff working with this group identified having found this service difficult to book.
- Staff are unable to cancel bookings for service users, which given that some service users have memory problems for example, can cause difficulties for staff.
- Respondents were less positive about the learning disabilities Transport Trial booking system, based on their experiences of double booking and the timings of pick-ups and drop-offs scheduled.

Personal security

- Respondents feel very safe when travelling with each form of transport.
- Some safety concerns were raised due to time spent waiting for services to arrive, particularly social care transport provided by Keep Mobile and the learning disabilities Transport Trial.

Attitude of drivers

- Respondents were strongly positive about drivers' attitudes having found them consistently helpful and friendly.

Punctuality

- For all services, the greatest proportion of postal survey respondents considered themselves satisfied.
- Respondents from all service groups identified that services which took them to and from Day Centres and other services were often early or late in the mornings. This could become a concern where sessions were effectively shortened for some respondents with activities being 'squeezed out.'
- The learning disabilities Transport Trial was considered often to be late or early. This raised concerns relating to reaching destinations on time and also safety concerns should respondents be left outside waiting.

Ease of access

- Respondents were widely considered that services were physically easy to access.

Service information

- Findings suggest there is a need for further information regarding the social and community transport services available in the Bracknell area to be publicised.



- Respondents who are using Keep Mobile services are consistently more likely to be satisfied with how easy it has been for them to find out information about community and transport services compared to Life Line users.
- Respondents would like to find out further information through leaflets / letters, and through carers or social services.
- Written publicity material is less accessible for respondents with learning disabilities who are more dependent on information being verbally supplied to them through carers, friends and support services used.

1.2.4 Learning Disabilities Transport Trial

- Service users with learning disabilities and staff working with this group have not historically used Keep Mobile services; the Transport Trial is considered to be meeting a previously unmet demand.
- Respondents widely considered the booking system for the Learning disabilities Transport Trial to be the aspect of the service most in need of improving.
- Difficulties with the service experienced were seen to be problems stemming from the booking system such as return journeys not being booked, being booked but not included on the drivers schedule or the bus being late.

1.2 Conclusions

- Respondents are satisfied overall with the community and social care transport services in Bracknell.
- Respondents are very satisfied with the service provided by drivers and escorts.
- Respondents are likely to feel that community and / or social care transport needs to be further publicised.
- Keep Mobile fares are perceived to be expensive and the fare schedule has caused some confusion.
- Greater flexibility needed in the Keep Mobile booking system particularly for staff to be able to make changes to some vulnerable respondents' journeys.
- Concerns regarding day centre being able to make trips with high number of wheelchair users and 'walkers'
- Improvements are needed to the learning disabilities Transport Trial booking system to improve service reliability.



2. Introduction

This report outlines the key findings of our review of community transport services provided by Bracknell Forest Council (BFC).

In the following sections we outline the Background and Context of this research and provide a statement of the Methods used in undertaking this. We then outline our Key findings, followed by our Conclusions and Recommendations.

3. Aims and objectives

We understand that currently Community Transport is the umbrella term for two distinctive local services:

1. Community Transport, operated by Keep Mobile. This not-for-profit service is aimed at meeting the transport needs of the over 70s and disabled residents. There is a charge for journeys made using this service.
2. Social Care transport, managed by BFC. This service uses a Council fleet of around 25 vehicles and is free to those registered on the social care database and eligible for Adult Social Care. Social Care Transport also extends to children and young people.

Both services operate with the vision to mobilise and provide access to life opportunities for those that may otherwise not have access to a mode of travel. This includes journeys made to Day Centres, shopping trips, adjacent Boroughs, as well as to events and opportunities for children and young people.

This review of both services has been designed to provide user-led recommendations for the future, to fully utilise available vehicles and time available as well as to ensure that budget available for the service is allocated appropriately to maximise the number of users who feel their transport needs are met.

Taking into account the context of the research, the aims of this research have been to:

- To review and evaluate current awareness, usage and satisfaction with the existing community and social care transport service
- To establish how far the current service meets the needs of the community
- To identify ways, if any, the service can be improved



4. Methodology

This research has been delivered in the following three key phases:

4.1 Postal research

In the process of delivering this research, **310** postal surveys were conducted, of these:

	Sent	Response rate
• 59 were completed with carers	311	19%
• 137 were completed with users of Life Line	715	19%
• 114 were completed with registered users of Keep Mobile	500	23%

The surveys used were targeted to each individual group whilst also providing opportunities for comparison between the responses of each group. Copies of the surveys used have been appended to this report.

To help maximise response rates, all residents who returned the survey were automatically entered into a prize draw. Overall, 310 completed surveys were returned and, using statistical rules, we can be 95% confident that these findings will not vary by any more than 6% overall.

Confidence levels: This indicates how representative findings are of the resident body as a whole. In this instance we have used 95% confidence levels – or more simply put – this requires that the chances of the sample group reflecting the wider resident population will be 95 out of 100. The confidence level is essentially a fixed value which must be looked at in conjunction with standard error.

Standard error: This demonstrates how answers provided by sampled residents potentially vary from the responses that would be obtained if all tenants had responded. In this instance, this means that if the observed statistic for any question is 50%, then if the research was repeated, this percentage will be no less than 44% and no more than 56%. The standard error is calculated on the basis of the total number of possible respondents and the number that have responded to the survey

This represents the statistical reliability for responses to the postal survey as a whole. Whilst for some key questions, we have used overall findings; in most instances we have instead provided findings for each group. This is because each sub-group represents a distinct group:

Group	Relationship
Life Line service users	Life Line respondents are members of the Life Line scheme, who are likely to be eligible to use the Keep Mobile transport service and who may also use other community and / or social care transport.



Keep Mobile service users	Keep Mobile respondents are registered members of the Keep Mobile transport service.
Carers ¹	As registered carers, the person cared for will be eligible to use community and / or social care transport services.

Where responses for each subgroup have been considered, statistical reliability is reduced. The table below outlines overall statistical reliability for subgroups:

Group	Total completions	Statistical reliability
Life Line service users	137	+/- 8%
Keep Mobile service users	114	+/- 9%
Carers	59	+/- 13%

For some questions, total base sizes of respondents are too small to be statistically robust. In these cases, findings are indicative only. Throughout the report, base sizes used are clearly identified.

A postal survey was also sent out to all drivers; 6 survey completions were received.

4.2 Depth interviews

Overall, 39 in-depth interviews were carried out with the following groups:

- 24 face to face interviews with service users
- 7 face to face interviews with staff
- 8 telephone interviews with local voluntary groups

These depth interviews were designed to provide an overview of the perceptions and experiences of service users and those delivering services alongside the transport service.

Participants were identified randomly from each service area to participate and were recruited by BFC.

4.3 Access Advisory Group discussion session

A discussion group was held with the local Access Advisory Group using Logo Visual Technology (LVT) tools to help participant's structure impressions of current service provision and to think strategically about future change.

This discussion was held during respondent's usual meeting times.

¹ Figures have not always been included on charts for carers. This is due to the very low base size of respondents who responded to some questions.



5. Key findings

This section of the report provides an overview of the key findings of this research.

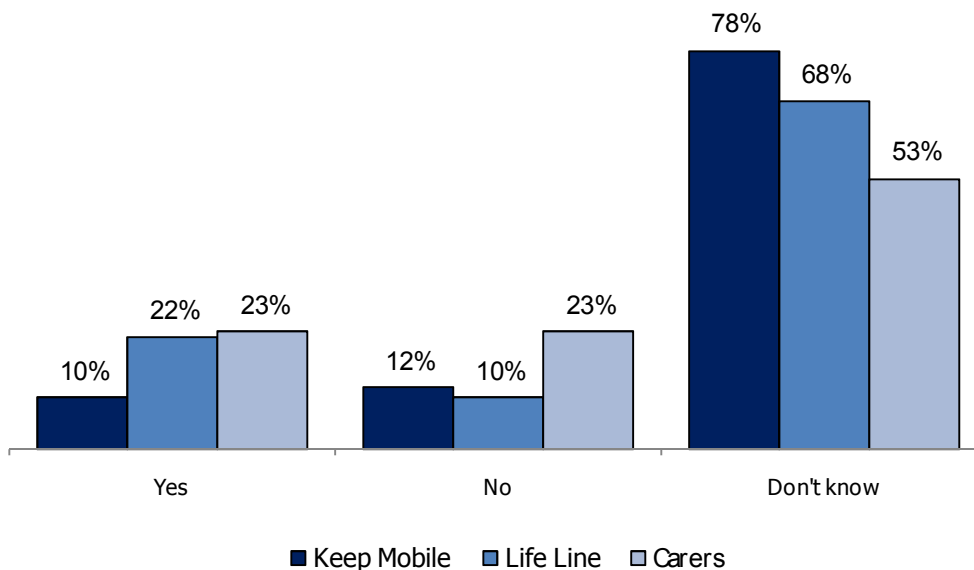
For clarity of reporting, throughout we refer to respondents as being either *satisfied* or *dissatisfied*. This refers to the grouped responses of survey participants who considered that they were either *fairly* or *very* satisfied, or *fairly* or *very* dissatisfied, for example.

5.1 Eligibility

All groups of respondents involved in the postal phase of research were likely not to know whether they, or the person they cared for, would be eligible for free social care operated by BFC.

This shows that respondents such as carers, who are perhaps more likely to have a greater experience of the social care system in Bracknell, are the least likely (53%) group not to know whether or not the person they care for would be eligible for social and / or community transport. Conversely, those already paying to use the Keep Mobile service are significantly² more likely (78%) not to know whether they would be eligible for free services.

Figure 1: Eligibility for free social care transport operated by BFC



Base: Keep Mobile, 81; Life Line, 110; Carers, 43

² Throughout the report, key differences are referred to as 'significantly' different; this refers to figures where the difference is statistically significant.

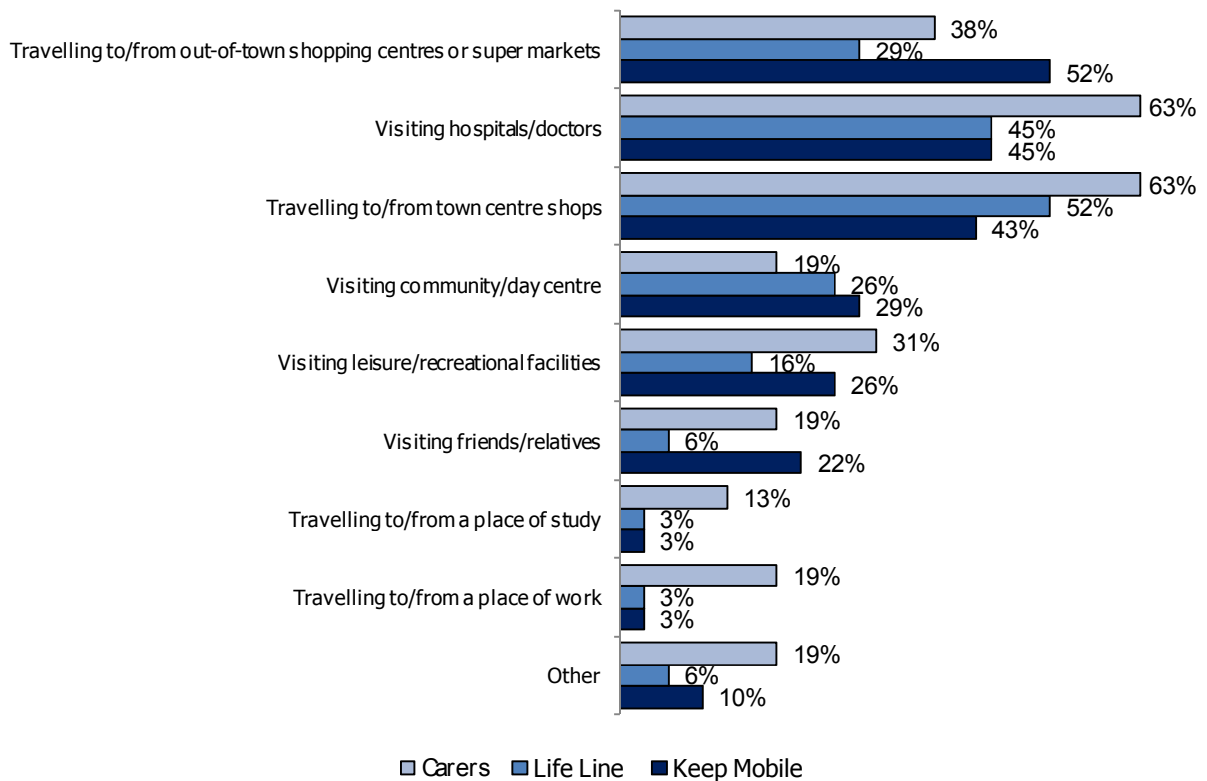
5.2 Journeys being made

5.2.1 Journeys made using social and community transport services

As Figure 2 shows, whilst the order of priority varies between groups of respondents, all postal survey respondents identified the same three key journeys being made. These are:

	KM	LL	C
• Travelling to / from out-of-town shopping centres or supermarkets	1	3	3
• Visiting the hospital or doctors	2	2	1
• Travelling to / from town centre shops	3	1	1

Figure 2: Journeys made using community transport service



Base: Keep Mobile, 58; Life Line, 31; Carers, 16

This view was reinforced during the qualitative phase of research, where findings showed that service users were using social and / or community transport services:

- For Shopping (typically less mobile groups without support)
- To attend work or volunteering placements (typically service users with learning disabilities)
- To get to doctors or hospital appointments
- To access day centres or group activities
- To socialise and see friends



Different groups of service users are using transport services very differently. This may reflect their support needs and how these are currently being supported, for example.

Typically, older respondents are likely to be using Keep Mobile services or social care transport provided by BFC to get them to day centres or support groups in addition to using Keep Mobile to go on outings and shopping trips. Indeed, when thinking about Keep Mobile services, this group tended to identify Keep Mobile with trips:

'For trips it's fine' (Day Centre service user, Older People and Physically Disabled).

'Smashing outings' (Day Centre service user, Older People and Physically Disabled).

This is a view also expressed by other potential user groups who consider Keep Mobile to be a service which organises days out or shopping trips for older people, but is not a service which they could or would consider using:

'For old ladies, Keep mobile, they should be on time, go where they want to go and bus drivers should help them to their door' (service user, learning disabilities).

'Especially this one [Keep Mobile] for old people' (service user, learning disabilities).

'I would say that the people who need it most, the people like the elderly and people who want to go shopping but can't get out and about' (Service user, learning disability).

'It's sensible for them [elderly] to go out in it [Keep Mobile]' (Service user, learning disability).

This view is not entirely consistent with their experience, however, given a proportion of service users with learning disabilities had used a Keep Mobile service to attend club marmalade within a week of depth interviews taking place.

This suggests that service users may not necessarily recognise who ultimately delivers services used, not relating this to their knowledge or perceptions of services.

5.2.2 Journeys respondents would like to make

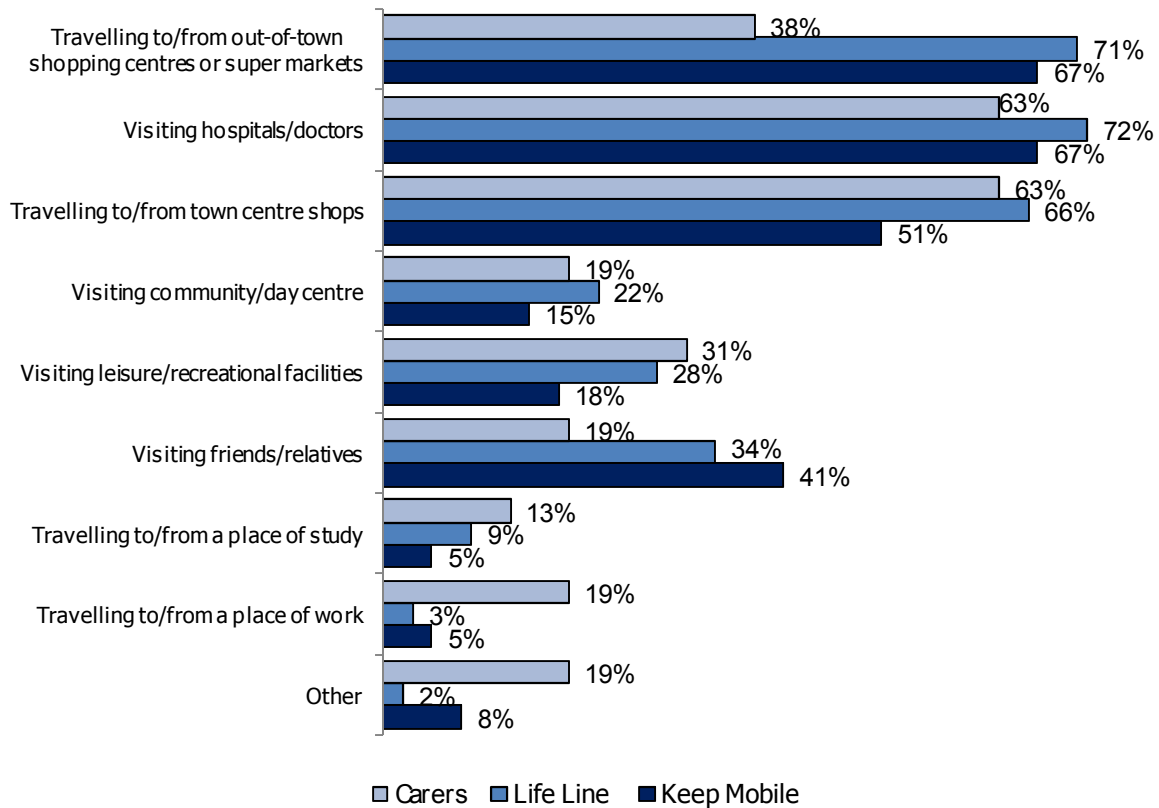
When asked to think about the journeys they would like to make using social and / or community transport services, Figure 3 shows that postal survey respondents would most like:

	KM	LL	C
• Travelling to / from out-of-town shopping centres or supermarkets	1	2	3
• Visiting the hospital or doctors	1	1	1
• Travelling to / from town centre shops	3	3	1



As Figure 3 highlights, carers are significantly less likely to identify that the person they care for would like to use services to go to out of town shopping centre or supermarkets. Whilst further research would be needed to establish the final cause of this finding, it seems likely that this is a reflection of the care support available to these service users, relieving the need from them to shop at supermarkets, for example.

Figure 3: Journeys would like to make using community transport service



Base: Keep Mobile, 39; Life Line, 58; Carers, 16

Some suggestion was made during the qualitative phase of research that typically older, less mobile respondents may be keen to make other types of local journeys using similarly supported transport services.

Comments suggested that there may be some demand for a more flexible, affordable service which they could use to make ad-hoc journeys, with (typically older) respondents keen to retain the level of support available through Keep Mobile of Day Centre services. This need was seen to reflect concerns expressed by some service users and staff regarding making any additional journeys by taxi. Whilst some service users remained very positive about the ability of existing taxi services used, others highlighted cost, support and safety concerns:

‘I wouldn’t want to get a taxi because I’m not very good at walking. I’ve had three new hips. I’m a bit vulnerable’ (Day Centre service user, Older People and Physically Disabled).



5.2.3 Choice of how to make local journeys

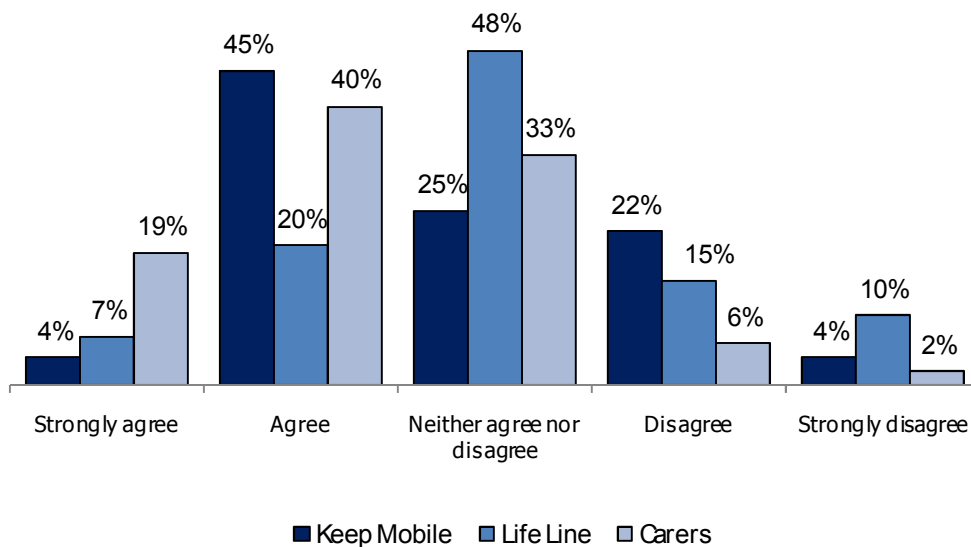
Postal survey respondents were asked to what extent they felt they, or the person they cared for, had a choice of transport in Bracknell.

As Figure 4 shows, agreement amongst postal survey respondents varies between groups. Life Line users in particular are significantly *less* likely than either of the other groups to agree to some extent that there is a choice of transport for them in Bracknell. However, this has not translated into higher levels of disagreement, with half (48%) instead considering that they neither agree nor disagree with this.

This is likely to reflect Life Line service user’s status as a group of respondents whose travel situation is less readily categorised than Keep Mobile service users, for example.

Figure 4 shows a strong pattern that those respondents who we know are likely to have used / or have access to some form of transport service (i.e. Keep Mobile users and carers) are more likely to be agree that they have a choice. Conversely, Life Line users are significantly more likely to have no opinion. This suggests Life Line respondents are less likely to be aware of transport services available to them.

Figure 4: Agreement that there is a choice of transport in Bracknell



Base: Keep Mobile, 97; Life Line, 109; Carers, 48

Comments made during the qualitative phase of research, however, tended to suggest that respondents did not feel that there was a choice of social and / or community transport services for them. This was reinforced when respondents were asked to think about what it would mean for them if Keep Mobile or their usual mode of social and / or community transport service was no longer available. Comments showed respondents struggled to suggest alternative means of transport they could access, with many tending to identify that this would have a dramatic impact on their quality of life:



'I'd get a bus but not in the dark' (Service user, learning disabilities).

'I would have to stay at home' (Service user, learning disabilities).

'It would mean me staying at home' (Day Centre service user, Older People and Physically Disabled).

'I would just stay at home and watch TV' (Day Centre service user, Older People and Physically Disabled).

Taxis, for example, were widely not considered a viable alternative for many due to the cost and concerns over safety:

'I used to get a taxi and they used to cost money' (Service user, learning disabilities).

'I won't get in a taxi if I don't know the driver' (Service user, learning disabilities).

'I wouldn't want to get a taxi because I'm not very good at walking. I've had 3 new hips. I'm a bit vulnerable' (Day Centre service user, Older People and Physically Disabled).

Whilst respondents did not consider that there was a choice of services available to them, this was not necessarily considered to have been a negative point.

Whilst suggesting improvements to the services they did use, respondents widely considered themselves satisfied with the overarching aims of their usual mode of social and / or community transport suggesting that choice may be less important than an effective and reliable service which meets their needs.



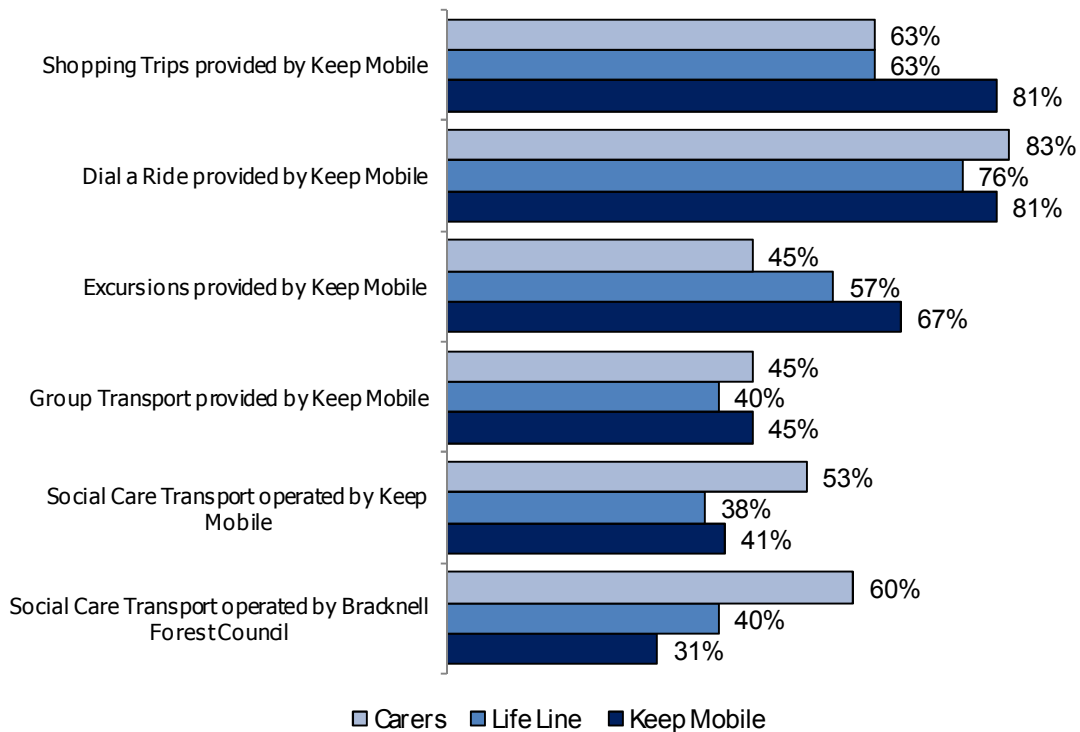
5.2.4 Transport service awareness

Whilst postal survey respondents are broadly likely to have heard of Shopping Trips, Dial a Ride and Excursions provided by Keep Mobile, some key differences emerged in terms of the levels of awareness between groups.

For example, statistically significant differences can be seen between the proportion of carers who have heard of social care transport services provided by BFC (60%) compared to registered users of Keep Mobile (31%).

Likewise, registered users of Keep Mobile are consistently more likely to be using services provided by Keep Mobile compared to either Life Line users, or carers. For example, 81% of Keep Mobile service users have heard of Shopping Trips compared to 63% of other respondents.

Figure 5: Transport services heard of



Base: Keep Mobile, 96; Life Line, 89; Carers, 40

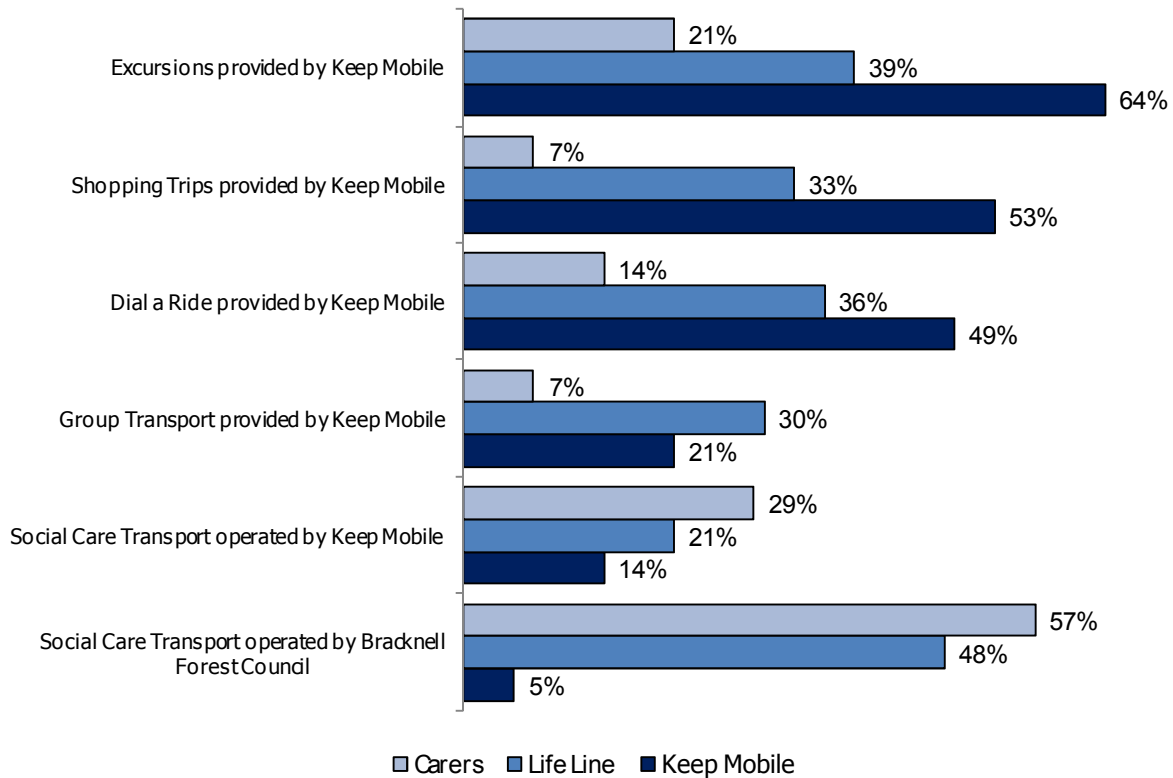


5.2.5 Transport services used

Reflecting patterns seen in levels of service awareness, as Figure 6 shows, carers (57%) and Life Line (48%) survey respondents remain significantly more likely to be using social care services provided by BFC than those currently registered with Keep Mobile (5%).

This is a finding we would have anticipated seeing, given the likely level of social care dependency implied for each of the groups considered.

Figure 6: Transport services used



Base: Keep Mobile, 91; Life Line, 33; Carers, 14

In addition to these services, service users with learning disabilities were also likely to be using, or to have heard of, the learning disabilities Transport Trial. This is widely considered to be a crucial service for this group of users as it enabled them to access services or places they would not otherwise be able to:

Without the Transport Trial 'I'd have to give up volunteering at Ravenswood' (service user, learning disabilities).

'I don't usually go out in the evening but because this £2 bus has come in I do now' (service user, learning disabilities).



Were the learning disabilities Transport Trial not to continue, respondents and staff considered that this would be a significantly backwards step for this group of service users:

'I would have to stay at home' (service user, learning disabilities).

'All their independence would be taken away' (Staff, learning disabilities).

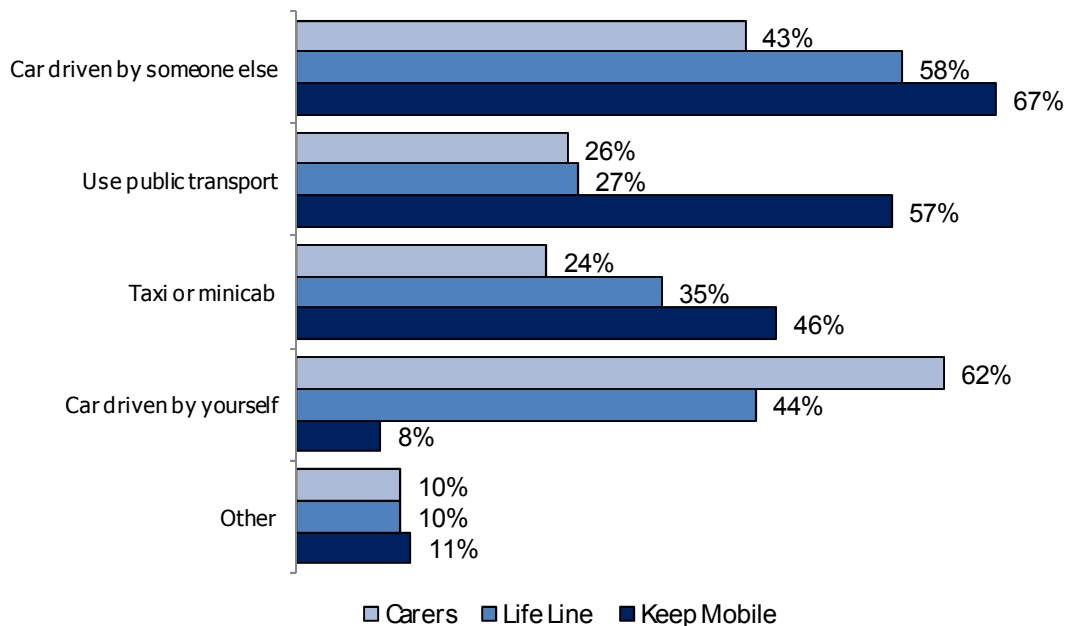
5.2.6 Other local journeys made

When asked whether they, or the person they care for, made any other journeys locally without using community and or social care transport services, the greatest proportion of all groups of postal survey respondents responded that they did (71% of Keep Mobile respondents, 78% of Life Line users and 89% of Carers).

All groups of postal survey respondents were significantly more likely to be making other journeys by car, either being driven by someone else or driving themselves.

Those respondents registered with Keep Mobile were particularly less likely to be able to drive themselves (8%) compared to either Life Line (44%) users or carers (62%) which may suggest a greater level of dependency on social care and community transport services.

Figure 7: How other journeys are being made



Base: Keep Mobile, 63; Life Line, 77; Carers, 42

Comments made during the qualitative phase of research support this finding that service users are likely to be making other journeys by car:

'I have my mum to drive me' (Service user, learning disabilities).

'My wife would drive me' (Day Centre service user, Older People and Physically Disabled).

There is some suggestion that this can leave service users heavily dependent on the help and support of others, reducing their independence and flexibility. This is evidently leaving some respondents feeling reliant on friends and family:

'[Keep Mobile] takes me out and about and I am less dependent on family members who are very busy' (Keep Mobile user, postal survey).

'Independence - able to access services and activities without relying on family' (Keep Mobile user, postal survey).

'Relieves carer from driving' (Carer, postal survey).

'Has given my son independence. He is able to access all his activities without relying on family transport' (Carer, postal survey)

'On Fridays I have a car. My support worker takes me in her car' (Learning disabilities service user)

For service users with learning disabilities, such reliance may be seen to run counter to the aims of the social care being provided to them, which aims to enable service users to lead as independent lives as possible:

'We're directing and educating members to be involved in the local community and leading much more independent lives. So they need to be able to get there!' (Staff, learning disabilities)

'The people who are using the service, they're trying to make them independent' (Staff, driver).

Further to this, when considering the transport options available to service users with learning disabilities, comments highlighted the potential disabilities to them should others need to drive them. For example, whilst respondents may expect that carers would drive them if needed, this would not necessarily be the case as care policies may not allow for this, or where the carers themselves may be unable to drive.

Where support workers were able to drive service users, this would have a significant time impact on the number of support hours then left available to the individual service user, as their support time would effectively be taken up by driving the individual to a venue rather than helping them with other care needs.

For some service users, however, driving is unlikely to be an option at all; with some staff highlighting some groups of service users are unlikely to be able to have access to a car at all:



'The type of people we work with don't have their own transport' (staff, family centre).

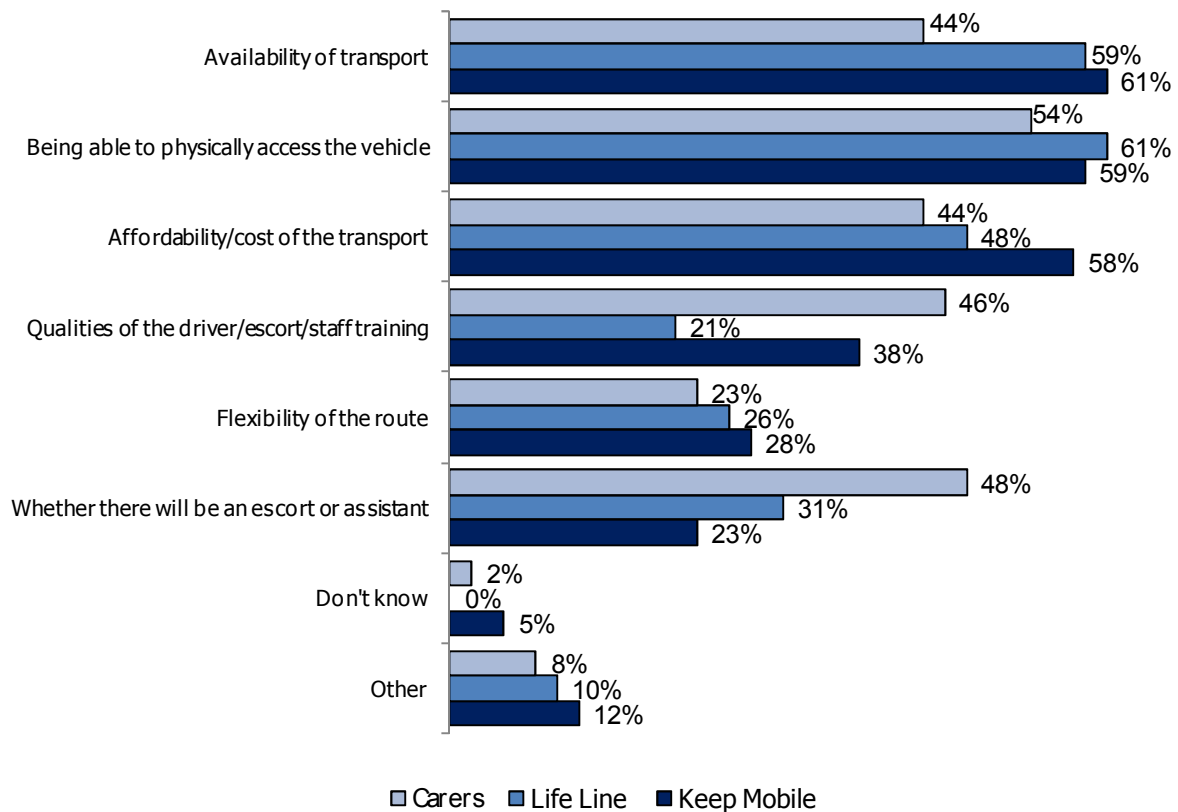
5.2.7 Factors affecting how journeys are made

When asked to consider the factors which they felt were the most important to them when deciding whether or not to use social and community transport services, Figure 8 highlights some key differences in perceived factors importance between groups of respondents.

For example, carers are significantly more likely to consider whether there will be an escort or assistant on the service important (48%) compared to those currently registered with Keep Mobile (23%).

Likewise, carers are also significantly more likely (46%) to identify the qualities of the driver, escort or staff training to be important compared to either Life Line service users (38%) or Keep Mobile users (21%).

Figure 8: Important factors when deciding whether or not to use community transport services



Base: Keep Mobile, 104; Life Line, 110; Carers, 48

Likewise, comments made during the qualitative phase of research suggest that the perceived importance of factors also differs in importance between groups of service users.

For example, whilst cost was identified as an important factor for all groups of respondents, a simple cost structure was considered to be particularly important for respondents with learning disabilities.

This reflected two key factors. Firstly, the current fare structure for Keep Mobile services was considered to be overly complicated for some service users. Secondly, emphasis was placed on the importance for service users to know exactly how much their proposed journey would cost them, to enable them to effectively budget for this:

'The other thing is, the feedback that I get is that it [Keep Mobile] is expensive and that kind of restricts their needs for the day centre because they can only afford to come once or max twice a week and they do say that it is quite expensive' (Voluntary Group representative).

'They [Keep Mobile] cost a lot, that's the only thing. They do mileage, don't they? They charged me about £24 and I could never work out why and they never gave me a receipt thing. So I rang them up one day and I asked for one and they didn't send one. The lady was really sharp on the phone' (Service user, learning disabilities).

'[Keep Mobile have] very complicated fare structures' (Staff interview, learning disabilities).

'We have clients who say they can't come in this week because they can't afford it, or Keep Mobile won't pick them up or they're too expensive if they hire them' (Day Centre service user, Older People and Physically Disabled).



5.3 Barriers to travelling with social and / or community transport services

When postal survey respondents were asked to consider whether there were any specific reasons why either they or the person they cared for did not use community and / or social care transport to make some local journeys, the most frequently identified barriers were:

1. Knowing the service was available and how to access these (33):

Overall, postal survey respondents were likely to consider that they either were unaware what transport services were available to them, or that they did not have enough information about these. Those registered with Keep Mobile were more likely to report having had information about the range of services available:

'I was absolutely unaware that they [transport services] existed. I would very much like more information about them. I am 84 and a little disabled. I walk with a frame' (Life Line postal survey).

'Details not available, so haven't considered it [transport services]' (Keep Mobile postal survey).

'Do not know anything about them [transport services]' (Life Line postal survey).

This was a barrier frequently identified by all other groups of respondents during the qualitative phase of research.

2. Respondents are able to drive themselves or have support to drive them locally (26):

Respondents from the postal survey were likely to identify having access to a car. This could either be as a driver or passenger:

'I can cope with local journeys by car but did not know there was any alternative' (Life Line postal survey).

'Our daughter has her car and takes us where we need or want to go.' (Life Line postal survey).

Having access to a car remained a strong presumption against using social and community transport for respondents in the qualitative phase of research also. However, as previously noted, for some service users such as those using Family Services, it is unlikely that they will have reliable access to a car. Likewise, being dependent on others driving them to locations can be considered counter to the aim of independent living for service users such as those with learning disabilities.

3. Convenience and ease of use (15):

For some groups of respondents, the perceived convenience of the service has been cited as a barrier to using community and social care transport services. Comments made by postal survey respondents suggest that services may not be seen as the easiest way for



respondents to make journeys (e.g. those with their own car may find this more convenient) or lack the confidence to go out using any unfamiliar service:

'Convenience. Confidence' (Life Line postal survey).

'I am nearly 94 years old. I can't walk very well so I don't go out' (Life Line postal survey).

This was not a finding strongly reflected in findings from the qualitative phase of research. However, this is perhaps not surprising given all respondents involved in depth interviews were likely to be using some form of social and / or community transportation.

For these respondents, this barrier instead tended to relate to the time spent either waiting for services to arrive and also to the length of time which some respondents could spend on the bus. This related to the perception that the first people to be picked up could then be on the bus for a considerable period of time before reaching day centres, for example:

'The first person is on the [Keep Mobile] bus for an awfully long time because they have to go around and pick everyone up' (Voluntary group).

4. Cost of the service (14):

Respondents to the postal survey were likely to identify cost as a key barrier to them using social and / or community transport services in Bracknell. This related both to the actual cost of Keep Mobile services and also to the perception that any change of transportation would be more expensive than their current mode of transport:

'Too expensive' (Life Line postal survey).

'Cost because she gets free bus travel [concessionary fares]' (Carers postal survey).

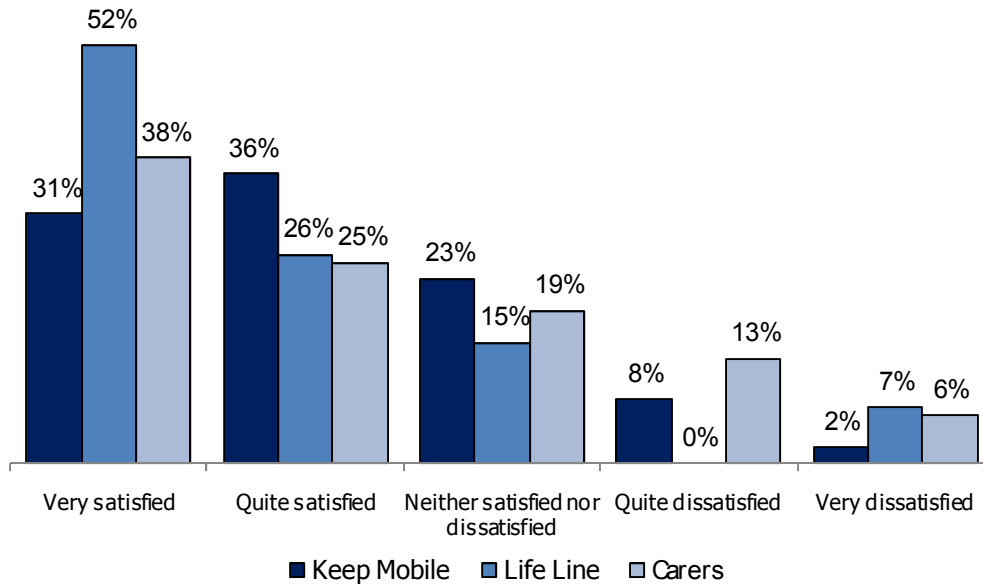
Cost was also highlighted as a key barrier by respondents to the qualitative phase of research. This related both to the perceived high cost of using Keep Mobile, particularly for individual journeys, and also to feelings that the existing fare structure was not transparent for users, and could cause confusion.



5.4 Experience of service use

As Figure 9 shows, in the case of each group of postal survey respondents, the greatest proportions of those who have used local travel services operated either by Keep Mobile or BFC social care consider themselves satisfied with the services overall.

Figure 9: Overall satisfaction with transport services



Base: Keep Mobile, 97; Life Line, 27; Carers, 16

This is reflected in the comments made by service users during the depth interview phase of research. Thinking specifically about the Keep Mobile service provided, comments included:

'They've been very good to me, Keep Mobile' (Depth interview, DC service user).

'Very useful service which we couldn't do without' (Voluntary group, depth interview)

Likewise, thinking about the social care transport services provided directly by BFC, comments were broadly very positive:

'You absolutely get first class attention' (Depth interview, DC service user).

'As soon as the bus arrives it's enjoyable because you get someone to talk to when you're on your own all the time. Immediately on the bus you've got company' (Depth interview, DC service user).

For respondents with learning disabilities, the Transport Trial was commented on more frequently than other forms of transport available to them. Despite some initial problems encountered, these were widely considered to be 'teething problems,' respondents remain largely very positive about this service:



'I think it's very good and reliable' (Service user, learning disabilities).

'I didn't like the idea of Keep Mobile. I like that one [Transport Trial] better because that's better' [sic] (Service user, learning disabilities).

'I don't usually go out in the evening but because this £2 bus has come in I do now' (Service user, learning disabilities).

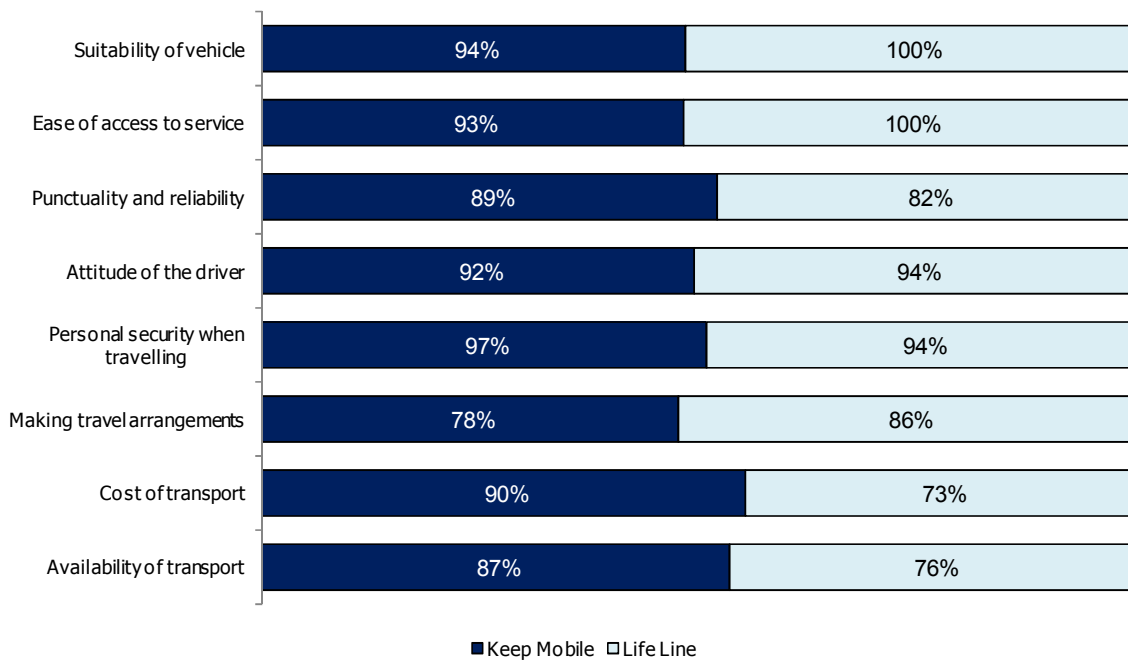
5.4.1 Extent to which needs are met

Respondents were asked to consider to what extent they considered that the transport services provided by Keep Mobile and BFC meet their travel needs.

As Figure 10 shows, for each of the criteria given, the greatest proportion of respondents consider that their needs are met either fully or most of the time.

Those respondents currently registered with Keep Mobile are significantly less likely (78%) than Life Line users (86%) to consider that their needs are being met with regards to making travel arrangements.

Figure 10: Extent to which the service provided by Keep Mobile and BFC meet travel needs



Base: Range Keep Mobile, 64-78; Life Line, 11-18

Respondents are broadly positive about the range and type of journeys they are able to make using existing community and social care transport services in Bracknell. However, satisfaction with services available is linked to whether or not they were aware of services available, e.g. Dial a Ride for local journeys.

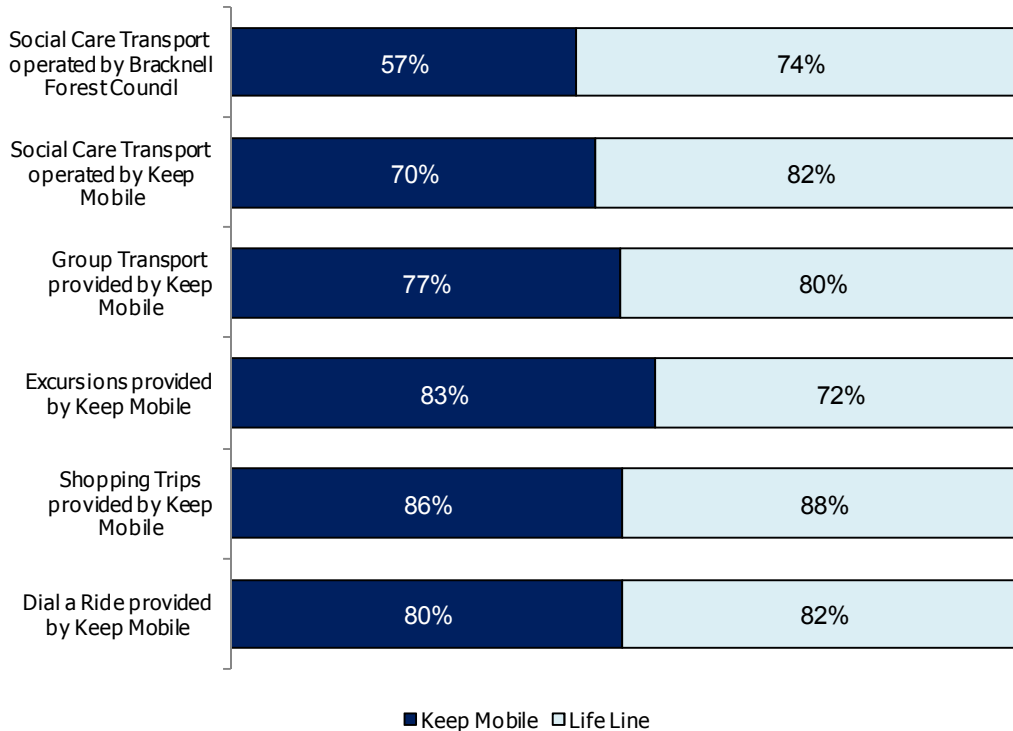


5.4.2 Service availability

Figure 11 outlines the proportions of registered Keep Mobile and Life Line survey respondents who considered themselves to be satisfied to some extent with the availability of each of the community and or social care transport services suggested.

As Figure 11 shows, for each service, the greatest proportions of respondents consider that they are satisfied with the availability of community and social care transport services.

Figure 11: Satisfaction with the availability of community and or social care transport services



Base: Range Keep Mobile, 14-66; Life Line, 17-23³

This is a finding reflected in responses during the qualitative phase of research, with respondents being broadly satisfied with the availability of services.

This was not, however, a universal experience, with service users with learning disabilities being unlikely to have accessed Keep Mobile services. Staff working with this group identified clear difficulties in booking this service:

'Only on very few occasions have members been able to use the [Keep Mobile] service' (Staff interview, learning disabilities).

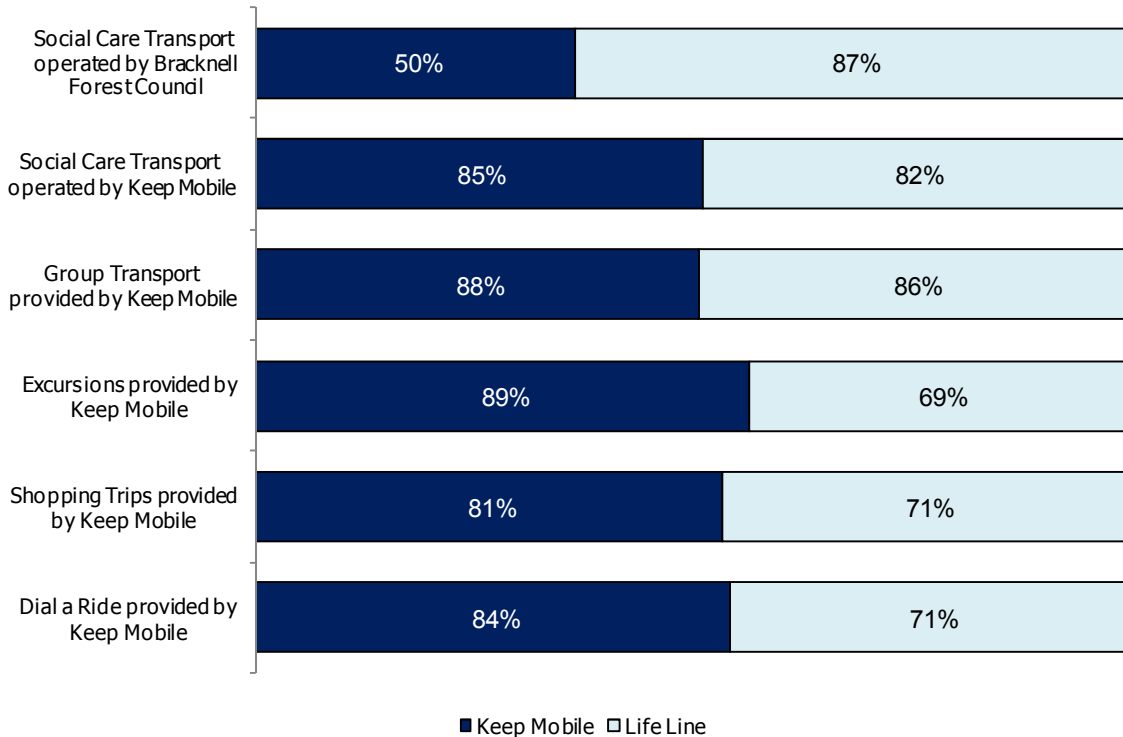
'A partnership that never really got started' (Staff interview, learning disabilities).

³ Carers have not been included in this section of the research due to the exceptionally low base size of respondents to this Section.

5.4.3 Arranging travel

As Figure 12 shows, when thinking about how easy or difficult respondents have found it to arrange travel services using each of the suggested services the greatest proportion of respondents are likely to consider it had been easy to some extent to arrange travel using each type of service.

Figure 12: Ease of arranging travel services



Base: Range Keep Mobile, 14-63; Life Line, 7-15

Respondents are broadly satisfied with the way all transport services are booked. However, others have found services difficult to always plan journeys so far ahead of time, and to book journeys:

'There have been times in the past when I have had to have a talk with Keep Mobile and I know it sounds awful, I hate saying this but they haven't been very helpful at all' (Voluntary Group representative).

'As we have to work with crisis [situations], you can't account for everything' (Staff, family centre).

'It [Keep Mobile] isn't a friendly service, I can't say they are nasty or rude, but it just isn't friendly' (Voluntary Group representative).

'I know they [Keep Mobile] are harassed with old people ringing them up all the time, but I just feel they could be a little bit nicer down there, I actually



volunteered my services as a courier, but was treated so badly' (Voluntary Group representative).

For those respondents responsible for organising day centre or service transport, it was noted that it would be more helpful if changes were made to the cancellation service. Staff are unable to cancel bookings for service users, which given that some service users can have memory problems, for example, can cause difficulties for staff:

'We're not allowed to actually overrule the booking that they've got [with Keep Mobile] or make any changes to that unless they've been taken ill' (Day Centre staff).

'Better communication between call centre and drivers as I personally waste a lot of time going to pick up clients only to be told sorry I cancelled or I don't want to go to the place I've booked for [Day Centre services and learning disabilities Transport Trial]' (Driver, postal survey).

'If we've phoned Keep Mobile before, they won't deal with us they say it has to come from the actual member, now if that's the case we've got people with short term memory problems or they get very nervous about using the phone, it would be nice if we were able to do that for them' (Voluntary Group representative).

'Sometimes we get members because of short-term memory impairment and things like that, they forget to cancel [Keep Mobile] and when they do they get this letter through that quite frightens them, this is the feedback that I've got from a couple of members, a letter demanding that they've got to pay money and they've actually forgotten to cancel the transport, [...] there was one lady who had been taken into hospital and she lived on her own and she didn't have a family, obviously she couldn't cancel the transport and that was quite upsetting for her'(Voluntary Group representative).

Suggestion was also made that, particularly for older or physically disabled respondents, they would like to be able to travel more flexibly or spontaneously:

'Sometimes it would be nice if we could be a bit more spontaneous' (Day Centre service user, older people).

This was typically less likely to be identified by service users with learning disabilities, who have access to the learning disabilities Transport Trial which enables them to travel to any destination within the designated area boundaries.

Whilst respondents were broadly very positive about the learning disabilities Transport Trial booking system, one barrier had been experienced by some who had, on occasion, found staff struggled to either understand what they were saying and the journey they wanted to make.

Staff, however, were significantly less positive about the learning disabilities Transport Trial booking system, based on their experiences of double booking and the timings of pick-ups and drop-offs scheduled:



'There is a lot of trouble with bookings at the moment. You could say its early days but in my opinion it should have been sorted out because it's been 6 months' (Staff interview, driver).

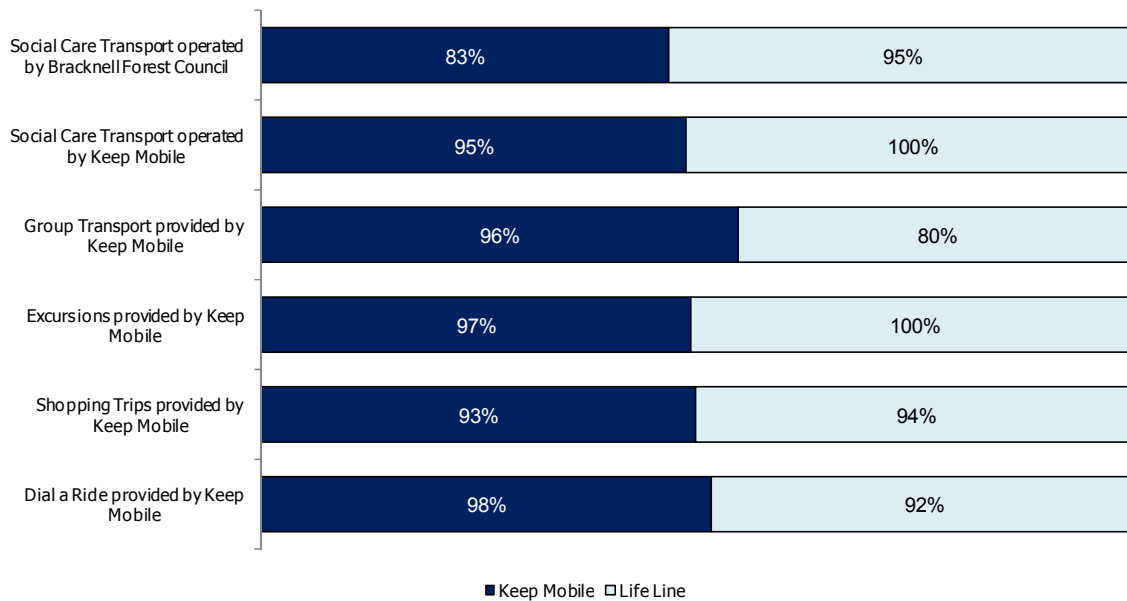
'When all the jobs pan out nicely, every half an hour or so it's the best job in the world but sometimes I had to be in seven different places at the same time. Why would they possibly book me to be in seven places at 10am?' (Staff interview, driver).

'What I'm having to do, because I know most of the people I'm picking up, I know I can get there a few minutes early, say ten or fifteen minutes early and be ten or fifteen minutes late for the next one instead of being in two places at 10am' (Staff interview, driver).

5.3.4 Personal security

As Figure 13 shows, the majority of respondents using each of the services feel safe when travelling with each of the services suggested.

Figure 13: Respondents feeling safe using services



Base: Range Keep Mobile, 12-65; Life Line, 10-20

Comments from the qualitative phase of research reinforced this, with strong feelings of safety being expressed for each form of transport:

'Very safe' (Day Centre service user, Older People and Physically Disabled).

'The girls come straight to the door. We get assistance all the time' (Day Centre service user, Older People and Physically Disabled).



'No need to worry about anything' (Day Centre service user, Older People and Physically Disabled).

Some safety concerns were raised, however, in relation to time spend waiting for services to arrive. For example, in the case of Keep Mobile, where transport is late to pick up from Day Centre services, service users have on rare occasions been left waiting outside.

Safety concerns due to late arrivals were, however, also frequently attributed to the learning disabilities Transport Trial. Difficulties outlined related to what respondents saw as 'teething problems' related to the booking system, with ensuring returned journeys had both been booked and were registered on the drivers log being identified as repeat problems, and also in ensuring that service users were called if the service would be late:

'It was booked for half past three and it didn't turn up. She was worried, she was waiting in the dark, she didn't have no phone on her because she'd left it at her sisters and she was crying, she was cold and I was expecting her at my house at 4 o'clock and she didn't turn up so I was getting worried. The bus didn't pick her up at all' (Service user, learning disabilities).

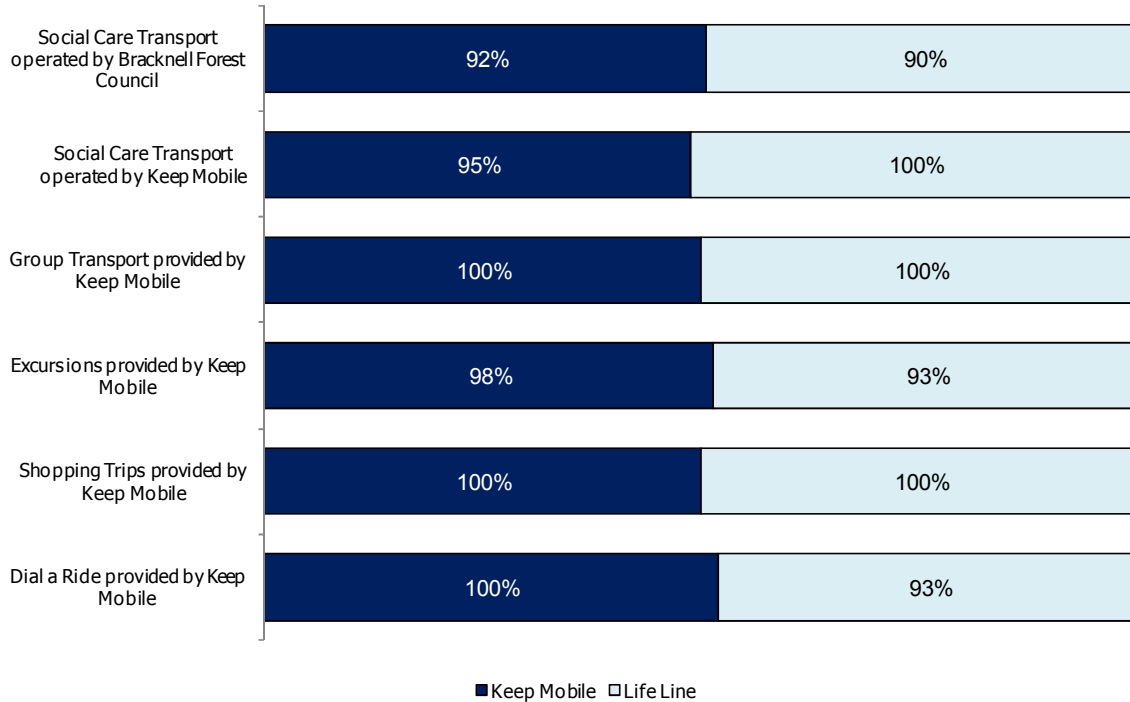
'I'd booked it for seven o'clock to pick me up and bring me back at nine o'clock and they didn't pick me up until ten o'clock. Something could have happened in that time' (Service user, learning disabilities).



5.3.5 Attitude of drivers

Respondents were asked to what extent they considered the attitude of service drivers to have been good or poor. As Figure 14 shows, for each of the services, the majority of respondents considered that the driver's attitude had been good.

Figure 14: Satisfaction with the drivers' attitude



Base: Range Keep Mobile, 13-61; Life Line, 7-15

This was reinforced during the qualitative phase of research, with comments being strongly positive regarding driver's attitudes. Whilst some respondents have experienced problems in the past, respondents tended to know or recognise drivers and to consider them very helpful and friendly:

'The [Transport Trial] driver is friendly' (Service user, learning disabilities).

'The [Keep Mobile] drivers are lovely, I can see that they do care a lot about their jobs' (Voluntary Group representative).

'I've found them [BFC drivers] very helpful and very good' (Day Centre service user, Older People and Physically Disabled).

'99.9% of the [Keep Mobile] drivers are absolutely wonderful and lovely' (Voluntary Group representative).



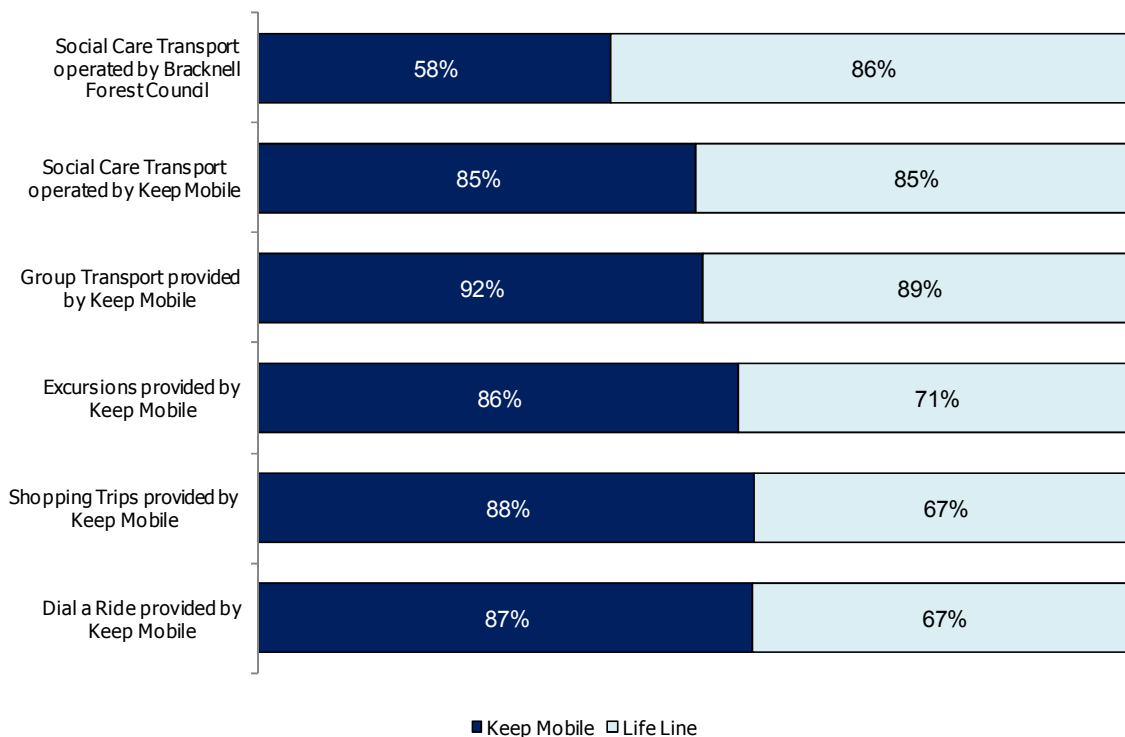
5.3.6 Service punctuality and reliability

When asked to consider the extent to which they were satisfied or dissatisfied with the overall punctuality and reliability of services provided, as Figure 15 shows, for all services, the greatest proportion of respondents consider themselves satisfied.

However, some differences do emerge, with Life Line service users being less satisfied than Keep Mobile users with services such as the Excursions, Shopping Trips and Dial a Ride services.

Keep Mobile users are also significantly less likely (58%) than Life Line users to be satisfied with the social care transport services operated by BFC.

Figure 15: Satisfaction with the punctuality and reliability of services



Base: Range Keep Mobile, 12-59; Life Line, 9-21

The qualitative phase of research highlighted the punctuality and reliability of all services to be an area which could be improved.

Overall, the degree to which punctuality was actually an issue appeared to depend largely on the type of services respondents were using:

Social care transport operated by Keep Mobile and Bracknell Forest Council

Respondents from all service groups identified that services which took them to and from Day Centres and other services were often early or late in the mornings:



'They [Keep Mobile] might be a bit late sometimes or a bit early on other days but on the whole they're very good really' (Day Centre service user, Older People and Physically Disabled).

'It [BFC service] comes when it comes' (Day Centre service user, Older People and Physically Disabled).

'Sometimes they're [BFC service] a bit late but usually they're just very good' (Day Centre service user, Older People and Physically Disabled).

This is not, however, widely identified as necessarily being a problem. Both service users, staff and voluntary group organisers recognise that the timeliness of the service is often reflection of service users simply not always being ready to leave when the transport arrives.

However, there was some feeling that services, particularly Keep Mobile should be able to build more time into their timetable to allow for this. This was raised as a concern in response to a feeling that some service users and their families were not receiving the service they were entitled to due to late arrival and early pick-ups from group sessions and services:

'The only bad thing about them [Keep Mobile] is that they sometimes turn up late then they turn up early to take them home again' (Day Centre service user, Older People and Physically Disabled).

'Pick up / drop off times [BFC services] vary enormously depending on the route and the particular driver' (Driver, postal survey)

'I can guarantee you if you are here today around about 2.30, quarter to three you will see people getting their coats on and getting ready to be on the [Keep Mobile] bus when some of them haven't got here to half past ten, quarter to eleven. Keep Mobile will turn up about that time' (Day Centre service user, Older People and Physically Disabled).

'Sometimes they [Keep Mobile] drop the stroke victims off at 11 [...] and it finishes at 12.30' (Voluntary Group representative).

'Because they tend to come in later there's a lot of negative about the time they [Keep Mobile] get in here because if they get here late they've missed out on some of the activities' (Day Centre staff, Older People and Physically Disabled).

'One lady who was on crutches, she was picked up at 10.15, taken all round the houses [by Keep Mobile] and arrived at the hall at 12.40 and we finished at 1pm (Voluntary Group representative).

This can have implications for the running of sessions with groups being interrupted and disrupted; shortened sessions can see activities 'squeezed out.' For example, one respondent noted that their session raffle was vulnerable to short sessions which was a particular concern as this was their 'main source of income.'



Whilst recognising that timings were highly dependent on service users being ready when the transport arrived, there was also some feeling that timings could sometimes be excessive and unfair for the individuals involved:

'You're paying for a service and you want it to meet your needs not Keep Mobile's needs' (Day Centre service user).

'There were a few times in the past where they've been dropped off [by Keep Mobile] at lunch time but still picked up at half past 2 and then obviously they have to pay for the service that we give and we charge them for a full day and they've only been there for a couple of hours' (Voluntary Group representative).

Whilst a degree of movement in pick up and drop of times were expected by all groups of respondents, it was felt that Keep Mobile could do more to minimise this:

'I've got to speak to them [Keep Mobile] again because I don't know whether they've misunderstood and they think we start a bit later, but it's been getting later. Sometimes it's the traffic which is understandable [...].I tried to tactfully say perhaps you could come a bit earlier but it's very difficult' (Voluntary Group representative).

Alongside this, some suggestion was made that where Keep Mobile drivers arrived early but were not intentionally pressurising service users to leave, there was an impression that users could feel compelled to leave as soon as they became aware that their driver had arrived:

'If you see someone waiting for you, you think it's time to go, even if it isn't your time to go' (Day Centre service user, Older People and Physically Disabled).

This was seen to relate to 'pressure from the depot,' and was not a problem identified with similar transport services provided by BFC.

Learning disabilities Transport Trial

Service users were likely to consider that the learning disabilities Transport Trial had often been late or early when collecting them.

Similarly, this was considered likely to be a problem when service users needed to reach their destination by a specific time:

'I'm not going to use it [Transport Trial] because if they're late I'm going to lose my job' (Service user, learning disabilities)

Concerns instead centred on the worry caused by late services and the potential safety concerns raised:

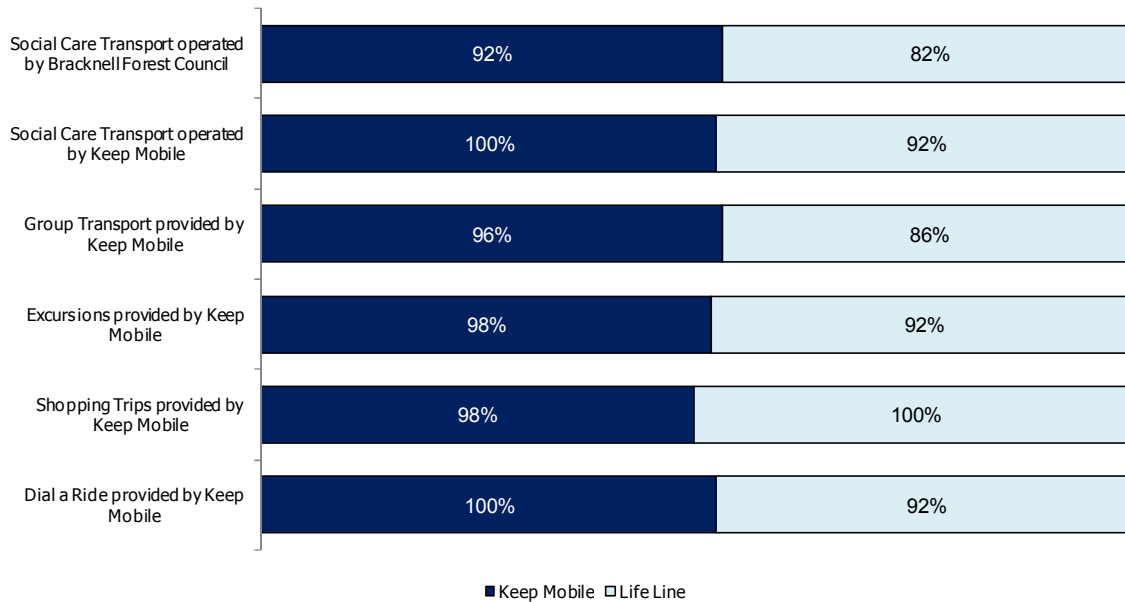
'These people tend to panic a bit when there's no carers with them' (Staff, driver).



5.3.7 Ease of access

Respondents were then asked to consider how easy or difficult they found it to access services. As Figure 16 shows, the majority of respondents considered themselves satisfied with their ease of access to each type of service.

Figure 16: Satisfaction with the ease of access to services



Base: Range Keep Mobile, 12-5; Life Line, 7-22

All groups of respondents were broadly very satisfied with the vehicles used for each service in terms of their physical accessibility.

A key area of difficulty identified by staff and voluntary group organisers responsible for arranging transport, however, was that they had experienced difficulties relating to the number of wheelchair and walker places vehicles were actually able to provide.

This could be a particular problem for Day Centre and Keep Mobile social care transport services which are likely to have high numbers of physically disabled service users.

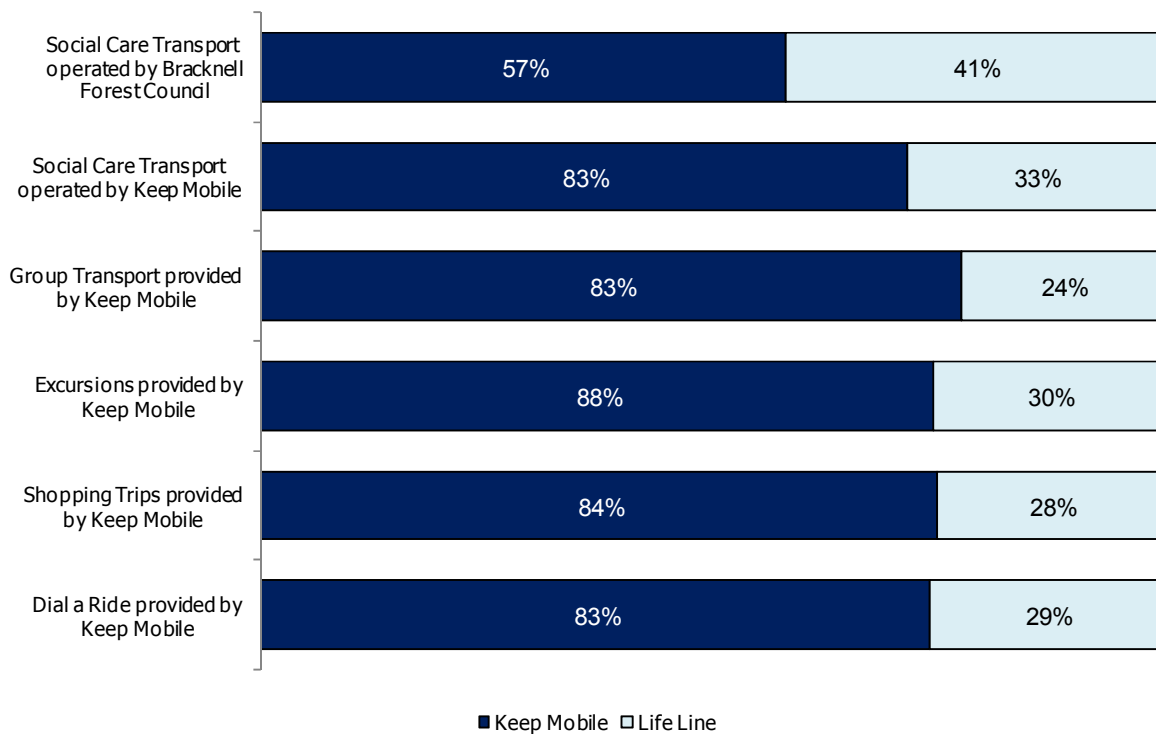


5.3.8 Service information

As Figure 17 shows, respondents who are using Keep Mobile services are consistently more likely to be satisfied with how easy it has been for them to find out information about community and transport services compared to Life Line users.

For example, whilst 83% of Keep Mobile users are satisfied with ease of finding out information about Group Transport services provided by Keep Mobile, compared to just 24% of Life Line service users.

Figure 17: Ease of finding information out about community and transport service



Base: Range Keep Mobile, 14-65; Life Line, 25-31

Findings suggest there is a need for further information regarding the social and community transport services available in the Bracknell area to be publicised:

'I don't think it's advertised what they're [Keep Mobile] providing' (Day Centre Staff, Older People and Physically Disabled).

'I don't think hardly anyone knows they [Keep Mobile] run the shopping trips or Dial a Ride' (Day Centre Staff, Older People and Physically Disabled).

'I don't think everyone that might use them knows about them [Keep Mobile]' (Day Centre Staff, Older People and Physically Disabled).



'I think they [Keep Mobile] could advertise more' (Day Centre staff, Older People and Physically Disabled).

When postal survey respondents were asked how they had found out about the transport services available to them, most frequently identified methods were:

- Word of mouth from friends, neighbours and family (40)
- From Day Centres or other services and groups attended (22)
- Information sent to home (16)

When asked to think about how they would like to find out information about the transport services available to them, by leaflet or letter (137) was the strongest preference identified, with carers or social services also a preferred option (23).

This was a preference reinforced during the qualitative phase of research, where Day Centre service users were keen to have further information posted to them, or passed on by their carers.

However, interviews with respondents with learning disabilities highlighted that this group in particular are highly dependent on information being verbally supplied to them, either through carers, friends and support services used. This was considered to be a particularly important information route given with reading material may be difficult to access:

'Members don't access literature well' (Staff interview, learning disabilities).

'They don't even know the [Transport Trial] system exists. The paperwork's been sent out to homes and some people say they don't know anything about it. Maybe they don't read the stuff that comes through the mail' (Staff interview, driver).

Prior to the arrival of the learning disabilities Transport Trial, staff working with service users with learning disabilities had tried to overcome this barrier by inviting representatives of Keep Mobile into the Day Centre to introduce the service available. Whilst this is based on the perceptions of one respondent only, this was felt to have proven to be an exceptionally difficult task, although the visit did take place:

'Seemed to be a great reluctance to give a few hours of their time' (Staff interview, learning disabilities).

It was also highlighted that information about the learning disabilities Transport Trial had been sent to all eligible service users, yet users frequently identified not having received any information about this service:

'I've been told that there were leaflets about the transport trial but, not to my knowledge' (Service user, learning disabilities).

This further supports the view that leaflets or other literature may not be a widely effective way of reaching these service users.



6. Looking forwards

All groups of respondents were asked to think about how they would like to see community and/ or social care transport improved in the future. A discussion group was also held with the Access Advisory panel to consider their impressions of the services provided and how these could be improved going forwards.

Overall, service users, staff and carers identified six key areas where they would like to see service improvements. These have been outlined in further detail in the sub-sections below:

6.1 Booking transport

Key suggestions

Keep Mobile:

- Easier for groups to arrange travel
- Longer hours to contact Keep Mobile and scope for others to arrange travel for some individuals.

Learning disabilities Transport Trial

- Improve reliability of booked system
- Practical pick-up times agreed



Keep Mobile

Services users with learning disabilities and staff working with this group have not historically used Keep Mobile services. Staff have found it difficult to arrange group travel with Keep Mobile and service users have found the service complicated.

Whilst the learning disabilities Transport Trial now seems to be substantially meeting service users individual travel needs, respondents identified that they would like to book and use Keep Mobile for group travel in the future.

Respondents using Keep Mobile to attend support groups or Day Centres tended to identify the communication side of the booking process as the key area they would like to see improved.

For example, whilst transport may be booked for a specific time, services tend to arrive within a 'window' around the booked time. Respondents would like precise pick-up times to be better communicated as uncertainty can cause some users to worry.

Centre staff and voluntary group respondents suggested they would like to be able to have greater involvement in arranging journeys for some service users. For example, in the cases of respondents with mental health problems, centre staff would like the booking system to allow them to cancel journeys on their behalf.

Learning disabilities Transport Trial

Respondents widely considered the booking system for the learning disabilities Transport Trial to be the aspect of the service most in need of improving.

Difficulties with the service experienced were seen to be problems stemming from the booking system such as return journeys not being booked, being booked but not included on the drivers schedule or the bus being late.

Comments suggested that times being booked for journeys were often not realistic, with time-slots being double booked or insufficient time being left between booked pick-ups for the driver to reach the second pick-up on time.

Overall

Respondents were keen to see communication with Keep Mobile and the learning disabilities Transport Trial improved. Comments suggested respondents would like to see an out of hours contact number which they can use to contact services over the weekend and at night.

In the case of the learning disabilities Transport Trial this was felt to be particularly important in case of emergency, or in the event of the bus not arriving when expected.

6.2 Marketing and publicity

Key suggestions

All groups of respondents consider there is a need for more information to be available about the range of services available across the Bracknell area.



Respondents felt all social and community transport services needed to be more effectively publicised. Information and awareness is considered to be limiting current levels of service use:

'I'm just amazed that there's not more people using this service' (Staff, driver).

For the greatest proportion of those eligible to use these services, leaflets or letters are a widely suggested form of publicising and increasing awareness of services available. Information being passed on by carers and day centre staff was also suggested, however respondents also noted this approach can have limitations were more than one carer is supporting individuals.

Written literature is not considered to be an appropriate way to reach service users with learning disabilities. For this group, word of mouth seems to dominate existing



information routes with some suggestion made that carers and Day Centre staff play a key role in promoting services. This suggests that effectively communicating with relevant staff and carers may be an effective way to target service users with learning disabilities.

6.3 Reliability and timings

Key suggestions

- Ensure service users consistently reach Day Centres and support groups on time
- Ensure return journeys are booked with Keep Mobile or noted if not required
- Improve the learning disabilities Transport Trial booking system



Keep Mobile and BFC services

Respondents regularly identified that transport taking service users to Day Centres or support groups was early or late and are keen for this to be improved.

Whilst a weekly 'variation' in pick-up and drop-off times was accepted, it was highlighted that arrivals were often consistently late and departures likely to be early. Early pick-ups was particularly considered to be a problem with Keep Mobile services.

This was highlighted as an area for improvement as arriving late and leaving early reduces the time spent by individuals in the services they are entitled to or have paid to attend, and is disruptive for planned sessions.

Learning disabilities Transport Trial

Respondents identified that the learning disabilities Transport Trial service was regularly late or early to collect service users. Problems with the booking system were widely attributed as the cause of this, with common problems being that:

- Return journeys are not always being booked
- Pick-up times were double booked or impossible for drivers to make

Respondents are strongly positive about the role performed by the learning disabilities Transport Trial and consider that improving the booking system is crucial to fulfilling the services potential:

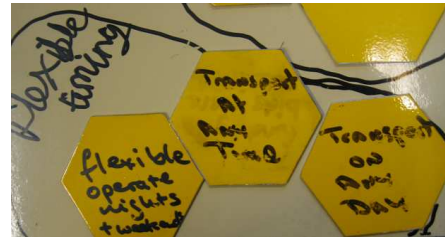
'If they can sort out the booking side of it, then it will be a brilliant service' (Staff, driver)



6.4 Flexibility

Key suggestions

- Respondents would like to be able to use services more flexibly to make local journeys.



The flexible travel afforded to service users with learning disabilities through the learning disabilities Transport Trial is considered to play an important role in enabling services users to live as independently as possible.

A greater level of flexibility is something which service users, staff and voluntary groups would also like to see in the transport services available to them:

'One that's a bit more flexible during the day' (Day Centre staff, Older People and Physically Disabled).

'I just wish they were a bit more flexible' (Voluntary Group representative).

As respondents are currently using family, friends, or voluntary schemes such as the 'Good Neighbours' scheme to reach doctors or hospital appointments, this is an aspect of the service they would like to see improved.

However, a more flexible travel services is provided by using Dial a Ride service; although journeys can only be booked by service members a minimum of two working days before travel.

Suggesting flexible travel as an area in need of improvement suggests respondents are either not aware of this service, or that the service is not meeting needs effectively.

This is both in terms of the journeys already being made (e.g. easier to arrange slight changes to pick up times or venues) and also in terms of services similar to those provided by Dial a Ride. Respondents and groups both identify using local voluntary schemes, such as 'Good Neighbours' but highlight that these services are limited and can only be used for limited journeys:

'We do use the voluntary taxi service but it can only be used for things like the doctor or hospital – they can't extend the service due to manpower' (Voluntary Group representative).

Whilst comments suggest that additional journeys they may wish to make could be made using a taxi, service users are likely to feel cost is a barrier and also feel that insufficient support would be provided by using a mainstream taxi company.



6.5 Realistic prices

Key suggestions

- Keep Mobile prices are felt to be too high for some journeys
- The Keep Mobile fare structure is confusing and respondents would like to see this simplified
- The learning disabilities Transport Trial price is widely considered to be value for money with respondents keen for this to be maintained



Keep Mobile

There is a strong belief that Keep Mobile services are expensive to use, with cost being a key area identified as in need of improvement:

'If they dropped the prices they'd get people a bit more' (service user, learning disabilities).

'If it was cheaper it would be better. It cost me five pound to get here and five pounds to get home. Every time, and I come here twice a week. That's £20 a week that I've got to find' (Day Centre service user mobility).

There is a feeling that whilst for group booking, the service is value for money, for ad hoc or individual journeys, this is 'a waste of money' (Day Centre service user mobility).

Respondents therefore consider that fares for some local journeys need to better value for money.

Fare structures are also considered in need of simplification. These are considered by respondents to be a barrier to both groups and service users accessing services available:

'They [Keep Mobile] do mileage, don't they? They charged me about £24 and I could never work out why and they never gave me a receipt thing. So I rang them up one day and I asked for one and they didn't send one. The lady was really sharp on the phone' (Service user, learning disabilities).

'I couldn't go on with the variation in the money, I wanted a set price but they [Keep Mobile] couldn't do that, I didn't understand why it was so different every month with the money' (Voluntary Group representative).

Learning disabilities Transport Trial

Whilst some respondents considered that the learning disabilities Transport Trial should be a free service, it was widely considered by respondents that the current cost of journeys was about right. Respondents considered that this cost should be maintained with journey tokens being considered particularly positive.

Cost concerns were raised, however, regarding the initial outlay of £20 to buy tickets. Given the difficulties some respondents experienced with finances and budgeting, respondents suggested an instalment payment scheme would be appropriate and may broaden use of the scheme.

6.6 Service structure

Key suggestions

- Greater involvement for service users in directing services delivered
- Greater coordination between services



Respondents made two suggestions relating to the way in which community and social care transport services are managed in the Bracknell area:

6.6.1 User led management

Suggestion is made throughout that services available are not being used to capacity by eligible service users with a number of specific barriers being identified as contributing to this.

Suggestion was made that barriers could be more readily identified and addressed by involving service users and those working directly with transport services in the management of these services.

6.6.2 Greater service coordination

Respondents would like to see greater coordination between transport services in the Bracknell area.

For example, respondents identified that whilst some Day Centres find their vehicles too expensive to run on a regular basis, other voluntary groups reported struggling to find transport when Keep Mobile is unavailable. Reflecting this, some respondents' highlighted greater coordination between services would be beneficial.



7. Conclusions

1. Respondents are satisfied overall with the community and social care transport services in Bracknell.

Respondents are satisfied with the transport services available in Bracknell overall and consider that the existing service does meet their needs.

2. Respondents are very satisfied with the service provided with drivers.

Respondents were very positive about the service provided by transport drivers. Drivers were widely considered to have been very helpful and friendly to service users.

3. Respondents are likely to feel that community and / or social care transport needs to be further publicised.

Respondents are unlikely to know whether or not they are eligible for free social care transport operated by BFC and, more broadly are likely to consider that they would like to have more information about the range of transport services available to them. Respondents tended to have used only one type of transport, and identified that they would like to make other types of journeys which are already available within the area.

Leaflets and letters are a popular way of reaching those who are likely to be eligible for services with alternative approaches needing to be considered to reach groups who would not find this appropriate.

Literature relating to the learning disabilities Transport Trial has recently been sent to services user with learning disabilities, yet this research has highlighted that eligible service users have remained relatively unaware of the service. Word of mouth has been suggested as an appropriate alternative to reaching this group.

4. Keep Mobile fares are perceived to be expensive and the fare schedule is confusing.

Respondents tend to feel that Keep Mobile is expensive, particularly for individual journeys. The fare system can be confusing for some, particularly those with learning disabilities suggesting some simplification and clarity may encourage further use.

5. Greater flexibility needed in the Keep Mobile booking system

Staff identify a need to be able to make changes to some service users travel arrangements, particularly where family are not able to make these on their behalf, in the case of particularly vulnerable service users.



6. Concerns regarding day centre being able to make trips with high number of wheelchair users and 'walkers'

This research highlights that respondents are likely to consider it important that vehicles are accessible.

Some staff and voluntary groups expressed concern regarding the capacity of Keep Mobile and Day Centre transports to accommodate all types of wheelchairs, and also the increasing number of wheelchair and walker users attending some venues and support groups.

7. Improvements are needed to the learning disabilities Transport Trial booking system.

The learning disabilities Transport Trial is considered a highly beneficial service which enables service users a greater degree of independence and enables travel at times and to places which may have been difficult to access previously.

Difficulties experienced with the learning disabilities Transport Trial have led to some negative impressions of overall reliability of this service. Problems identified relate almost exclusively to return journeys not being booked by the service user, or not being transferred to the driver's schedule. This suggests improving the booking system would increase service user's satisfaction and confidence in the service.

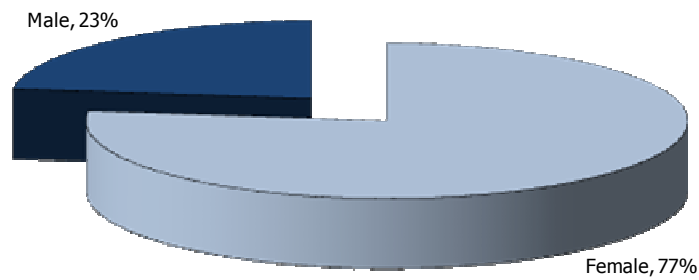


Appendix 1: Postal survey demographics

Gender

As Figure 18 shows, the greatest proportion (77%) of respondents to the postal surveys were female.

Figure 18: Gender

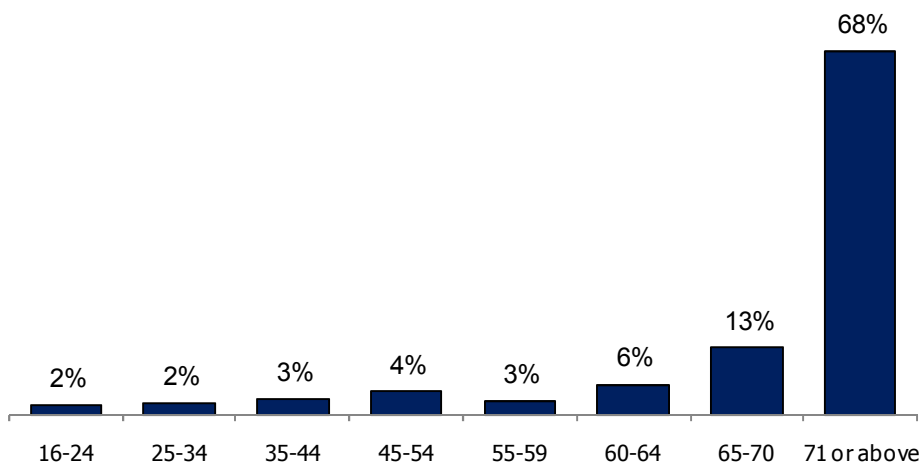


Base: 277

Age

The greatest proportion (68%) of respondents are aged 71 years or above.

Figure 19: Age



Base: 278

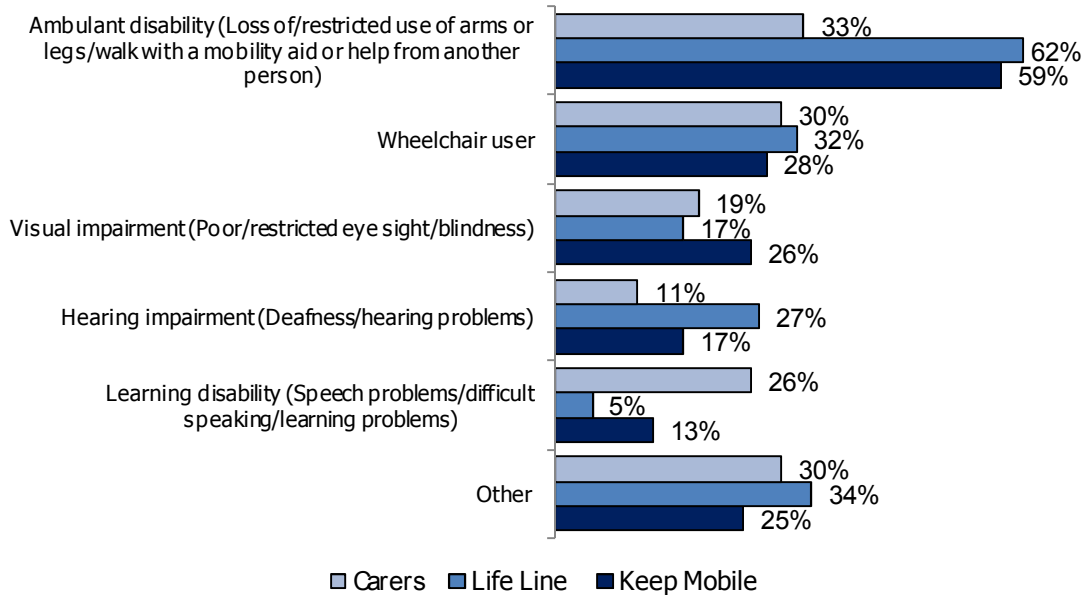


Research

Type of disability

Respondent were most likely to report having an ambulant disability.

Figure 20: Type of disability

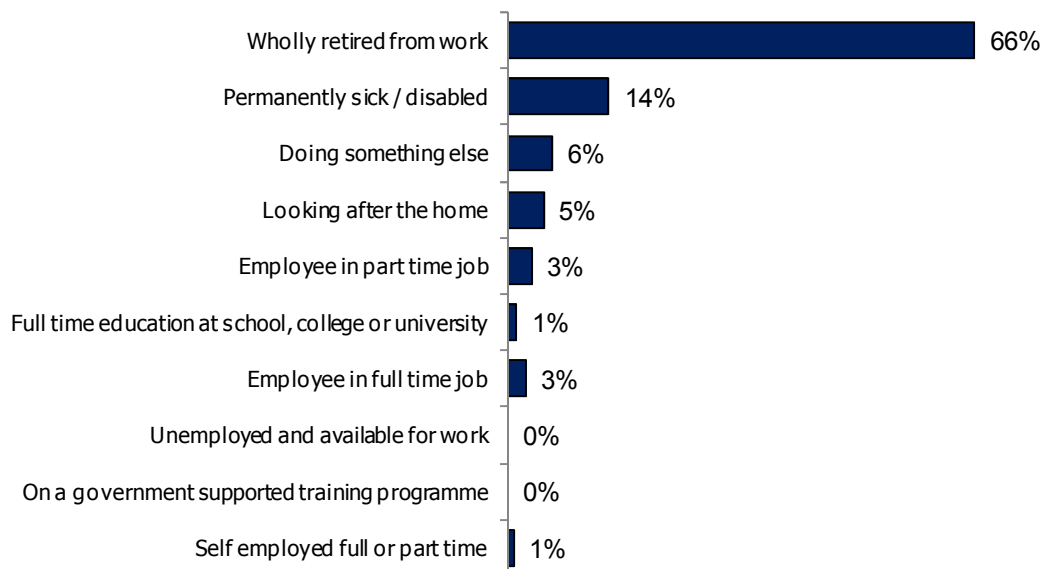


Base: Keep Mobile, 69; Life Line, 77; Carers, 27

Economic activity

Overall, as Figure 21 shows, two thirds (66%) of respondents are wholly retired from work,

Figure 21: Economic activity



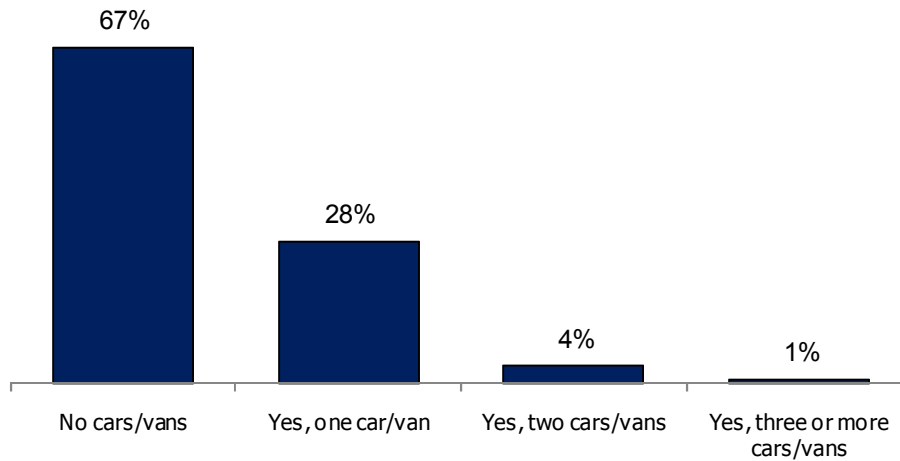
Base: 237



Vehicle ownership

Whilst 67% of respondents do not own either a car or van, a third (32%) own one or more of these.

Figure 22: Vehicle ownership

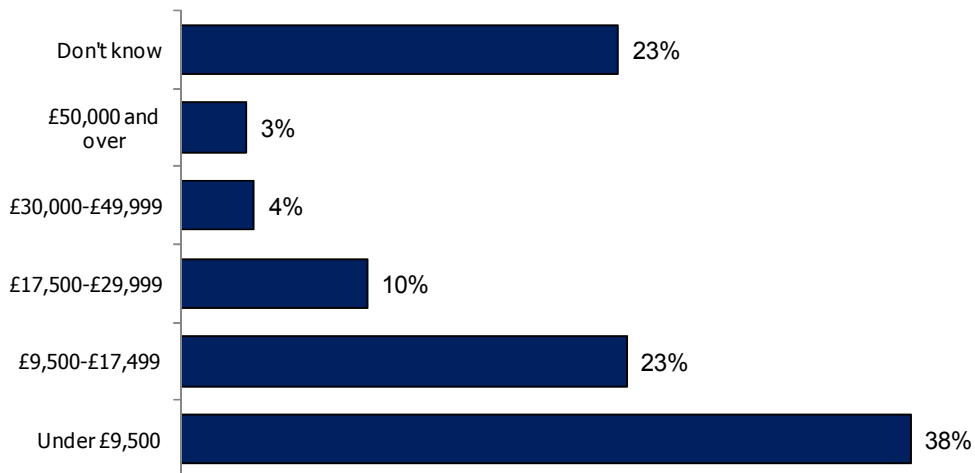


Base: 218

Household income

Whilst almost a quarter (23%) of respondents do not know what their households income is, the greatest proportion (38%) report having an income below £9,500.

Figure 23: Household income



Base: 239

Ethnicity

The majority (95%) of respondents consider themselves to be White British or Irish.



Accessible Transport Guide

produced by the
Local Spelthorne Partnership



A guide to accessible transport
and concessions available for people
of all ages around Spelthorne including

■ ASHFORD ■ SHEPPERTON ■
STAINES ■ STANWELL ■ SUNBURY

Second edition



Local
Spelthorne
Partnership

Together, improving Spelthorne.

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Introduction

This is the second Accessible Transport Guide for Spelthorne. The first was produced in May 2004 by the Local Spelthorne Partnership to help tackle the challenge of getting around the area, especially for the young, disabled and older people.

I am pleased that the guide has now been updated so that it may continue to be of use to the local community. It provides information on the range of services and schemes designed to make transport more accessible, with a particular emphasis on access to local health services.

I hope that you will find it a useful resource.



Nick Dunkley
Chair
Local Spelthorne Partnership

November 2006

Key

- ☎: telephone
- @: e-mail address
- 🌐: website address

About the Local Spelthorne Partnership

The Local Spelthorne Partnership (LSP) is made up of public, private, voluntary and community organisations who are, together, committed to improving Spelthorne. The LSP's priorities are set out in the Spelthorne Community Plan and include issues relating to health and transport.

For more information, visit www.spelweb.com



**Local
Spelthorne
Partnership**

Together, improving Spelthorne.

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Assisted transport and lifts

This section gives information about a number of organisations offering lifts to people.

British Red Cross

British Red Cross has volunteers who provide a transport service for people who need little or no help in and out of the car for shopping, trips to the doctor or hospital etc.

☎: 0845 054 7222

Good neighbour schemes

These are organisations with caring volunteers able to help in your local area with things such as shopping, befriending etc. Please contact the individual group for more information on what transport they may be able to offer.

Ashford Helping Hands

Bookings taken Monday to Friday 10am-12 noon.

☎: 01784 423222

Care in Shepperton

Bookings taken Monday to Friday 9.15am-1.30pm (sometimes unavailable).

☎: 01932 254604

Stanwell Good Neighbour Scheme (SIGNS)

Bookings taken Monday to Friday, 10am-12 noon.

☎: 01784 244378

Sunbury Neighbours

Bookings taken Monday to Friday, 10am-12 noon.

☎: 01932 779867

Spelride

Spelride is a door-to-door transport service using specially adapted minibuses to carry passengers with a mobility problem in Spelthorne. The service is available Monday to Friday between the hours of 9am-11am and 2pm-4pm for transport to local day centres within Spelthorne and 11am-2pm for other journeys such as shopping. Telephone bookings can be made between 9am-12pm Monday to Friday.

☎: 01784 446253

@: spelride@spelthorne.gov.uk

💻: www.spelthorne.gov.uk

Spelthorne Volunteer Drivers

Volunteers who provide a variety of journeys such as shopping, doctor and hospital appointments etc. Bookings taken Monday to Friday 10am-12pm.

☎: 07817 926736

Concessionary travel

This section deals with schemes that offer a range of concessions for travel.

Hospital Travel Costs Scheme

Patients on a low income who receive NHS treatment under the care of a consultant may be entitled to help with travelling costs to and from hospital. Further information is available in leaflet **HC11: Help with Health Costs**, which is available from hospitals and health centres or from the Department of Health.

☎: 08701 555455

🌐: www.dh.gov.uk

For more information about help with health costs:

☎: 0845 8501166

London Buses

Children under 16 can travel for free on services operated by London Buses, including those that cross into Surrey. The services which enter Spelthorne are: 116, 117, 203, 216, 235 and 290. Children aged 14 or 15 (or those who are younger but may appear to be 14 or 15) must be in possession of an Under 16 Oyster photocard in order to gain free travel. 16-17 year olds are able to travel at half the adult fare if they are in possession of 16-17 Oyster photocard. For further information, contact Transport for London.

☎: 0207 222 1234 or 0207 918 3015 (textphone)

🌐: www.tfl.gov.uk

Surrey bus permits

Spelthorne residents who are aged 60 and over or who are disabled can apply for a bus pass that entitles them to free travel on bus services in Surrey. Senior citizens' permits are valid for journeys along the entire route of any service which runs within the administrative county of Surrey at some point. They are accepted after 9am Mondays to Fridays and any time at weekends and on bank/public holidays. Disabled permits are accepted at any time. Proof of eligibility is required for the permits, which are available free from Spelthorne Borough Council.

☎: 01784 446464

@: buspasses@spelthorne.gov.uk

🌐: www.spelthorne.gov.uk

Railcards

Various railcards can be purchased, which entitle the cardholder to 1/3 off rail fares (subject to certain exclusions). Railcards (except the Disabled Person's Railcard) can be purchased in person at a railway station or from South West Trains on 08456 000 650 or 0800 692 0792 (textphone).

Disabled Persons Railcard

This card entitles both the holder and an adult travelling with them to reduced rail fares. Certain criteria must be met to be eligible to purchase a card.

☎: 0845 6050525 or 0845 6010132 (textphone)

🌐: www.disabledpersons-railcard.co.uk

Family Railcard

The Family Railcard gives children 60% off and adults 1/3 off most rail fares. Up to four adults and four children can travel on one card.

🌐: www.family-railcard.co.uk

Network Railcard

This card offers discounts on most rail fares in the south east. The card holder and up to three adults can save 1/3 and children can save 60%.

🌐: www.railcard.co.uk

Senior Railcard

Those aged 60 and over can purchase a Senior Railcard to qualify for 1/3 off most rail fares.

🌐: www.senior-railcard.co.uk

Young Person's Railcard

Young people aged between 16 and 25 can buy a Young Person's Railcard which entitles them to 1/3 off most rail services

🌐: www.youngpersons-railcard.co.uk

Student fare cards

Rail

A train student fare card enables 16 to 18 year old Surrey students attending full-time education to buy season tickets at half the adult rate for their home to school/college train journey. The card currently costs £10 for the academic year.

☎: 020 8541 9187

🌐: www.surreycc.gov.uk

Bus

A bus student fare card enables 16 to 18 year olds living in the administrative county of Surrey and attending full time education to travel on buses at the same fare as under 16s. The card currently costs £10 and can be used at any time on virtually all bus services in Surrey. Student fare cards are not valid on London Buses services in Spelthorne (see above). For further information, contact the Surrey County Council Passenger Transport Group:

☎: 020 8541 9187

🌐: www.surreycc.gov.uk

Wheels to Work and Wheels to Learn

This scheme loans mopeds to young people aged 16+ who have an offer of employment, education or training, which they are unable to reach by public or private transport. A monthly administration fee is charged, half of which is reimbursed when the moped is returned in good condition.

For further information, contact East Surrey Rural Transport Partnership:

☎: 01883 732791

✉: rtp@tandridge.gov.uk

🌐: www.eastsurreyrtp.org.uk

Public transport

This section provides information on bus and rail services.

Bus services

Accessibility

On the main local bus services, approximately 75% of vehicles are low floor accessible (all of London Buses services are operated by accessible buses). These make it easier for people in wheelchairs, with buggies, with mobility impairments or carrying heavy shopping.

Services in the Spelthorne area that are normally operated by low floor buses are:

41/43	116	203	305	400	555	950
	117	216		(Saturdays)	556	
		218		426/446	557	
		235		438	566/567	
		290		441	570	
				451	571	
				461	572	
					574	

Due to operational requirements, it may sometimes be necessary to use non low floor buses so it is recommended that passengers check direct with the operator before travelling to establish if low floor vehicles will be operating on the journeys they require (see page 12 for operator details).

Details of accessibility of buses in other areas can be found in the Surrey County Council bus and train guide for that area. These are available from Surrey County Council:

☎: 08456 009 009

@: passenger.transport@surreycc.gov.uk

Bus routes

A quick reference to bus services in Spelthorne and others mentioned in this guide follows. Some of the details listed are subject to change; please check before travelling. Some services run less frequently in the evenings or not at all.

Bus routes - quick reference guide

No.	Start and Times	Destination	Operator*
H28	Bulls Bridge Mon to Sat every 20 mins, Sun every 30 mins	Osterley	London Buses
41, 43	Staines Mon to Sat every 30 mins	Slough	First
116	Ashford Hospital Mon to Sat every 15 mins, Sun every 20 mins	Hounslow	London Buses
117	Staines Mon to Sat every 20mins Sun every 30 mins	West Middlesex Hospital	London Buses
203	Staines Mon to Sat every 20 mins Sunday every 30 mins	Hounslow	London Buses
216	Staines Mon to Sat every 20 mins, Sunday every 30 mins	Kingston	London Buses
218	Staines Mon to Sat every hour	Kingston	London Buses
235	Sunbury Mon to Sat every 8 mins, Sun every 12 mins	Brentford	London Buses
237	Hounslow Heath Mon to Fri every 5-8 mins, Sat every 8-12 mins, Sun every 12 mins	Sheppard's Bush Green	London Buses
290	Staines Mon to Sun every 20 mins	Twickenham	London Buses
305	Staines Mon to Sat irregular times	Poyle	Ashford Luxury Coaches
400	Shepperton Mon to Sat irregular times	Staines	Surrey Connect, London Buses
438	Staines Mon to Sat every hour	Shepperton	London Buses
441	Heathrow Airport Mon to Sat every 30mins Sun every hour	Englefield Green	London Buses

No.	Start and Times	Destination	Operator*
426	Staines	Woking	Surrey Connect
446	Mon to Sat every 30 mins, Sun five journeys		
451	Staines	Kingston	London Buses
	Mon to Sat every hour		
461	Staines	Kingston	London Buses
	Mon to Sat every hour		
471	Woking	Kingston	London Buses
	Mon to Sat every hour		
500	Staines	Camberley	Dicksons Travel
	Mon to Sat irregular times		
551 593	Woking	Ottershaw	Carlone Buses
	Mon to Fri irregular times		
555	Walton	Heathrow Airport	London Buses
	Mon to Sun every hour		
556	Walton	Heathrow Airport	London Buses
	Mon to Sun every hour		
557	Addlestone	Heathrow Airport	London Buses
	Mon to Sat every hour		
570	Grovebarns	Staines/Ashford Tesco	Surrey Connect
	One journey each way Mon, Wed and Fri		
571 572	Grange Farm/ Sunbury Common	Tesco Sunbury/ Staines	Surrey Connect
	One journey, Mon, Tues, Wed, Fri		
574	Royal Estate	Sunbury Tesco	Surrey Connect
	One journey Tues only		
591	Stanwell Moor	Staines	Carlone Buses
	Mon to Fri irregular times		
950	Staines	Thorpe Park	Sullivan Buses
	Mon to Sun every 15-20 mins. No service when Thorpe Park is closed.		

**Please note that bus operators are subject to change.*

For further information

Bus operators

Operator	☎	💻
Ashford Luxury Coaches	020 8890 6394	
Carlone Buses	01784 488009	
Dicksons Travel	01252 344117	
First	01753 524144	www.firstgroup.com
London Buses	020 7222 1234	www.tfl.gov.uk/buses
Sullivan Buses	01707 646803	www.sullivanbuses.com
Surrey Connect	01932 859250	www.flightshallmark.com
Wiltax	01932 856655	www.wiltaxbuses.com

Egham, Staines and Ashford Bus and Train Guide

For detailed bus timetables, use the Egham, Staines and Ashford Bus and Train Guide. This is available free from various community venues such as the Council Offices and local libraries, or from Surrey County Council:

☎ : 08456 009 009

@ : passenger.transport@surreycc.gov.uk

You can also view the latest bus timetables and maps at:

💻 : www.surreycc.gov.uk/passenger_transport

London Buses Travel Information Line

Passengers can telephone this line 24 hours a day for details of delays and timetables for London Buses.

☎ : 020 7222 1234

Traveline

Traveline gives impartial information on planning your journey, by bus, coach or train. Lines are open daily 7am to 10pm.

☎ : 0870 608 2 608

💻 : www.traveline.org.uk

Rail services

Accessibility

The entries below give brief information on accessibility at each station in Spelthorne. In addition, all stations in the Borough have a hearing loop and customer help points on the platforms. For further information on facilities at local railway stations, contact South West Trains.

☎: 0845 6000 650 or 0800 692 0792 (textphone)

🌐: www.southwesttrains.co.uk.

Guide to Spelthorne railway stations

Ashford railway station

Access: Through the side gate on the down platform and then into the main station building via the step-free platform

Ticket office: Monday to Friday 6.25am-8.05pm,
Saturday 7am-1.50pm, Sunday 8.55am-4.25pm

Access to trains: Both platforms have mobile disabled ramps, which can be unfolded and laid at the foot of the train door to assist access from the train to the platform

Platform to platform: A pedestrian footbridge links the two platforms. The step free route from the up to the down platform is via Station Road, Church Road and up the footpath leading to the platform

Bus connections: 216, 400, 555-7 (from Royal Hart)

Up platform

Access: Via a long paved path from Church Road

Destinations: London Waterloo via Hounslow and Richmond

Facilities: Benches, ticket machine

Toilets: None

Car park: None

Down platform

Access: Via a gate (beside ticket office) from Station Approach

Destinations: Weybridge, Windsor and Eton Riverside, Reading

Facilities: Benches, waiting room, ticket machine (outside station)

Toilets: Men and ladies

Car park: 92 spaces (two spaces reserved for disabled drivers)

Shepperton railway station

Access	Via a dropped curb from the drop off point and a wide glass door
Ticket office	Monday to Friday 6.55am-6pm, Saturday 6.55am-1.45pm, Sunday 8.55am-4.25pm
Access to trains	Train guard can assist with a ramp
Platform to platform	N/A
Bus connections	218, 400, 438, 555-7, 574 (from Station Approach)

Up platform

Access	Via the station or direct from Station Approach
Destinations	London Waterloo via Kingston
Facilities	Benches, ticket machine (outside station)
Toilets	None
Car park	7 spaces (one reserved for disabled drivers)

Staines railway station

Access	The main entrance to the station is not wheelchair accessible. Access can be gained via the up platform.
Ticket office	Monday to Friday 6.15am-8pm, Saturday 6.10am-7.55pm, Sunday 7.10am-6.40pm
Access to trains	Both platforms have mobile disabled ramps, which can be unfolded and laid at the foot of the train door to assist access from the train to the platform
Platform to platform	Only a pedestrian footbridge is available at the station. To get from the up platform to the down involves leaving the station completely and going via Station Approach, Kingston Road and Gresham Road (~25 minute walk)
Bus connections	117, 290, 438, 571, 572 (from Kingston Road)

Up platform

Access	Via a path leading from Station Approach
Destinations	London Waterloo via Hounslow and Richmond
Facilities	Benches, waiting room, ticket machine (outside station)
Toilets	Men
Car park	None

Down platform

Access	Via a ramped path from Gresham Road. Quite narrow with two difficult turns and comes out at the bottom of footbridge
Destinations	Weybridge, Windsor and Eton Riverside, Reading
Facilities	Benches, small waiting room, ticket machine
Toilets	Ladies and disabled
Car park	64 spaces (one space reserved for disabled drivers)

Sunbury railway station

Access	The main station building is on the up platform. Sunbury is inaccessible to wheelchair users who are advised to join services at Kingston
Ticket office	Monday to Friday 6.55am-1.45pm, Saturday 7.55am-2.45pm Sunday not open
Access to trains	Inaccessible to wheelchair users
Platform to platform	There is only a pedestrian footbridge within the station.
Bus connections	216, 235, 555-7 (from Sunbury Cross)

Up platform

Access	Directly through a side gate from Station Road or via the ticket office
Destinations	London Waterloo via Teddington, Kingston and Wimbledon.
Facilities	Benches, ticket machine (outside station)
Toilets	None
Car park	65 spaces (two spaces reserved for disabled drivers)

Down platform

Access	Directly from Downside, through wide ramped gateway
Destinations	Upper Halliford and Shepperton
Facilities	Benches
Toilets	None
Car park	None

Upper Halliford railway station

Access	The main station building is on the down platform. Upper Halliford is inaccessible to wheelchair users who are advised to use Shepperton. There is no direct vehicular access to this station
Ticket office	Monday to Saturday 6.10am-1.30pm, Sunday not open
Access to trains	No ramp access to trains
Platform to platform	Via footbridge only
Bus connections	556 (from Upper Halliford Road/Nursery Road)

Up platform

Access	Via the footbridge from the down platform
Destinations	London Waterloo via Teddington, Kingston and Wimbledon
Facilities	Benches
Toilets	None
Car park	None

Down platform

Access	Via paths from Nursery Road, Windmill Road and Kelly Close
Destinations	Shepperton
Facilities	Ticket machine
Toilets	None
Car park	None

For further information

Egham, Staines and Ashford Bus and Train Guide

For detailed train timetables, use the Egham, Staines and Ashford Bus and Train Guide. This is available free from various community venues such as the Council Offices and local libraries, or from Surrey County Council:

☎: 08456 009 009

@: passenger.transport@surreycc.gov.uk

National Rail Enquiries

National Rail Enquiries gives information on train times and fares as well as destinations, stations and train companies.

☎: 08457 48 49 50 or 0845 60 50 600 (textphone)

🌐: www.nationalrail.co.uk

South West Trains

Information on station facilities and train services is available from South West Trains who operate trains in the Spelthorne area.

☎: 0845 6000 650 or 0800 692 0792 (textphone)

🌐: www.southwesttrains.co.uk

Traveline

Traveline gives impartial information on planning your journey, by bus, coach or train. Lines are open daily 7am to 10pm.

☎: 0870 608 2 608

🌐: www.traveline.org.uk

Getting to local health services

Hospitals For bus frequencies and operators, see pages 10-12.

To	Ashford Hospital	Bus no.
From	Ashford	216, 400, 555-7
	Ashford Common	216, 400, 555-7
	Charlton	400
	Shepperton	400, 555-7
	Staines	203, 216, 400, 441
	Stanwell	203, 441, 555-7
	Stanwell Moor	441
	Sunbury Cross	216, 555-7
Nearest station:	<i>Ashford (use buses 216, 400, 555-7 from Royal Hart or 10 min. walk)</i>	

To	Princess Alice Hospice, Esher	Bus no.
From	Staines	218
	Laleham	218
	Shepperton	218
Nearest station:	<i>Esher (use bus 218 or 471 from Portsmouth Road); or Walton-on-Thames (use bus 218)</i>	

To	St Peter's Hospital	Bus no.
From	Ashford	557
	Shepperton	557
	Staines	426, 446, 461
	Stanwell	557
	Sunbury	557
	Upper Halliford	557
Nearest station:	<i>Chertsey (use buses 426, 446, 461, 557 from Guildford Road or 20 minute walk)</i>	

To	Walton Communiy Hospital	Bus no.
From	Staines	461
Nearest station:	<i>Walton-on-Thames (use bus 461 or 20 minute walk)</i>	

To	West Middlesex University Hospital	Bus no.
From	Ashford	117
	Staines	117
	Sunbury	235

Nearest station: *Isleworth (use buses 235, 237 or H28 or 14 minute walk)*

To	Weybridge Community Hospital and Sam Beare Hospice	Bus no.
From	Staines	451, 461

Nearest station: *Weybridge (use bus 451 or 20 minute walk)*

Hospital Hopper

The Hospital Hopper is a free service travelling between the Ashford and St. Peter's Hospitals sites. The first bus departs from St Peter's Hospital at 6am and the journey time to Ashford Hospital is approximately 30 minutes. The first bus from Ashford Hospital is 6.30am and the last is 10pm. The last bus departs from St Peter's Hospital at 9.30pm. Detailed public transport guides for Ashford and St Peter's Hospitals, including a full timetable for the Hospital Hopper, are available from the hospitals and by visiting their website.

🌐: www.ashfordstpeters.nhs.uk

Hospital parking

Parking	Total spaces	Disabled bays	Drop off zones
Ashford Hospital	155	17	At the hospital entrance; in front of West Wing Entrance
Princess Alice Hospice	93	6	At the front of the hospice
St Peter's Hospital	496	30	Near Outpatients, Duchess of Kent Wing, Accident Centre, Abbey Wing
Walton Community Hospital (parking at the hospital and nearby health centre)	95	6	Outside the main entrance
West Middlesex University Hospital	353	24	At the front of the hospital
Weybridge Community Hospital and Sam Beare Hospice	37	4	At the front of the hospital

For further information, contact the relevant hospital.

For further information

Ashford and St Peter's Hospitals

☎: 01932 872000

@: comments@asph.nhs.uk

🌐: www.ashfordstpeters.nhs.uk

Princess Alice Hospice

☎: 01372 468811

@: enquiries@pah.org.uk

🌐: www.princess-alice-hospice.org.uk

Walton Community Hospital

☎: 01932 220060

West Middlesex University Hospital

☎: 020 8560 2121

🌐: www.west-middlesex-hospital.nhs.uk

Weybridge Community Hospital and Sam Beare Hospice

☎: 01932 852931

Health centres and GP surgeries

For bus frequencies and operators, see pages 10-12.

Ashford	①	Nearest buses
Ashford Clinic, Stanwell Road	01784 253565	216, 400, 555-7
Dr Carter, Stanwell Road Surgery	01784 253565	216, 400, 555-7
Dr Das and Dr Draper Fordbridge Medical Centre	01784 242251	290
Kandela Practice Feltham Hill Road	01784 252027	216, 290, 400, 555-7, 572
Studholme Medical Centre Church Road	01784 420700	117, 216, 290, 400, 555-7
Shepperton	①	Nearest buses
Dr Candappa Upper Halliford Medical Centre	01932 785496	555-557
Shepperton Health Centre Shepperton Court Drive	01932 220524	218, 400, 438, 574
Staines	①	Nearest buses
Dr Mills Knowle Green Surgery	01784 883654	117, 290, 438, 571-2
Dr Solahuddin Staines Health Centre	01784 456619 or 01784 454965	117, 290, 438, 571-2
Dr Palmer Staines Health Group	01784 465229,	117, 290, 438, 571-2
Dr Pittard and Partners Chertsey Lane	01784 454164	426, 446, 451, 461
Dr Jadalizadeh Staines Health Centre	01784 883670	117, 290, 438, 571-2
Stanwell	①	Nearest buses
St David's Health Centre Hadrian Way	01784 883933	441
Sunbury	①	Nearest buses
Sunbury Health Centre Green Street	01932 713399	216, 235, 555, 557
Homewaters Practice Green Street	01932 784004	216, 235, 555, 557

Car parking

This section provides information on car parking in Spelthorne. Details about hospital parking are on page 19.

Spelthorne Borough Council's car parks

This table gives information on the Council's main public car parks.

Location	Total spaces	Disabled bays	Opening hours
Short stay			
Ashford multistory	274	5	Monday to Saturday 7am-7pm
Elmsleigh surface, Staines	349	23	24 hours a day, seven days a week. Charging hours are 8am-7pm
Elmsleigh multistory, Staines	512	20	Monday to Saturday 8am-7pm Sunday 10am-5pm
Elmsleigh Road, Staines	21	4	24 hours a day, seven days a week Charging hours are 8am-7pm
Riverside underground, Staines	165	None	Saturday only 8am-7pm
South Street, Staines	33	None	Saturday only 8am-7pm
Long stay			
Bridge Street, Staines	207	2	24 hours a day, seven days a week Charging hours are 8am-7pm
Kingston Road, Staines	183	3	24 hours a day, seven days a week Charging hours are 8am-7pm
Tothill multistory, Staines	464	7	Monday to Saturday 8am-7pm Sunday 10.30am-5pm
Maximum stay			
Riverside surface car park, Staines	84	8	24 hours a day, seven days a week Charging hours are 8am-7pm

For further information about the Council's car parks:

☎: 01784 451499

@: car.parks@spelthorne.gov.uk

🌐: www.spelthorne.gov.uk

Blue badge permit

Drivers with blue badges can purchase reduced price season tickets for the Elmsleigh surface and multistory car parks. The current cost is £10 per month and £100 per year.

☎: 01784 462536

@: car.parks@spelthorne.gov.uk

🌐: www.spelthorne.gov.uk

Private car parks

Location	Total spaces	Disabled bays	Opening hours
Two Rivers Retail Park, Staines	965	54	24 hours Charging hours are 8am-6pm

For further information:

☎: 01784 493300

🌐: www.tworiverstaines.com

Blue Badge Scheme

The scheme helps registered blind people and people with certain disabilities park closer to shops and services they need to access. The badge applies whether they are the driver or a passenger in the vehicle. For further information, contact Surrey County Council:

☎: 08456 009 009

🌐: www.surreycc.gov.uk

Other useful information

This section contains other information, which you may find useful.

Access Guide to Staines

This guide was produced by Spelthorne Committee for Access Now (SCAN) to help people with disabilities when visiting Staines. It includes details on getting around, where to stay, public toilets and accessibility information for the main shops, bars and restaurants in the town centre. The guide is available at the Shopmobility office in Staines and on SCAN's website. For more information, contact Lesley Windle, Vice Chair, SCAN.

☎: 07967 499829

@: info@scanweb.org

🌐: www.scanweb.org

Accessible taxi operators

Currently there are two accessible taxi operators in the Spelthorne area.

Victor Hughes

Black car bodies with up to 11 wheelchairs in one vehicle with notice.

☎: 020 8831 0770

Steve Roberts

White Metrocab

☎: 07932 162469 or 07768 567249

Age Concern Spelthorne

Age Concern Spelthorne offer independent, confidential advice and information. Services provided vary from a 'Handyman Scheme' to the 'Road to Recovery Service', which offers short-term practical help to people who are unwell or have returned home from hospital. Services also include a visiting service, outings and tea dances, the short-term loan of wheelchairs and also a Library Scheme for the housebound. Service available Monday to Friday 9.30am-1.30pm.

☎: 01784 444200

@: ageconcern@spelthorne.gov.uk

🌐: www.ageconcernspelthorne.org.uk

Age Concern Surrey

Age Concern Surrey offers a wide range of services to help older people in Surrey make the most of life. Services include: Information and Advice; Advocacy; Counselling; Hometime (help with housework, laundry, shopping, pension and prescription collection and cooking light snacks); GO50 (healthy living activities); and Products and Services (including insurance, energy services and personal alarms).

☎: 01483 503414

@: admin@acsurrey.org.uk

🌐: www.acsurrey.org.uk

NHS Direct

NHS Direct is a 24 hour nurse led telephone helpline providing advice if a person or a family member is unwell. It has listings for local health services, such as dentists, pharmacies etc. It is not a service that people travel to in order to access but could prevent unnecessary journeys to use health services.

☎: 0845 4647

🌐: www.nhsdirect.nhs.uk

Staines Shopmobility

Staines Shopmobility is located on the ground floor of the Two Rivers Shopping Centre (next to the Waitrose store). It aims to provide freedom and independence, allowing for people of all ages with limited mobility to participate in shopping, leisure and other activities in Staines town centre.

The service enables people to use a range of mobility vehicles, including scooters and powered or manual wheelchairs. An escorted shopping service enables visually impaired people to enjoy shopping and leisure activities in the town. Please pre book this service. RADAR keys, giving entry to accessible toilet facilities locally and nationally, are available for purchase at £4 each. Opening times: Monday to Saturday (no bank holidays) 9.30am-4.15pm. Please call for more details or to book services.

☎: 01784 459416

🌐: <http://freespace.virgin.net/shopmo.staines/shopmo.htm>

Surrey Student Transport Partnership

The Surrey Student Transport Partnership's website provides students with advice on transport assistance and support, and up to date travel information for all public transport providers servicing schools and colleges in Surrey.

🌐: www.sstp.org.uk

Voluntary Association for Surrey Disabled

The Association has two adapted Renault Kangoos with ramps that can be loaned to transport a wheelchair bound passenger plus two other passengers. Drivers have to be over the age of 25 with a clean driving license. We would ask for a donation of £25.00 per day plus petrol towards the upkeep of the vehicles.

☎: 01306 741500

@: transport@vasd.org.uk

🌐: www.vasd.org.uk

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Acknowledgements



Local Spelthorne Partnership

Together, improving Spelthorne.

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Comments?

We hope you have found this guide useful. However, if you would like to make any comments about it, please let us know so that we can make improvements when it is next updated.

Additional help

A cassette and large print version of this guide is available for partially sighted and blind residents. For a copy, contact Spelthorne Borough Council. If you need help in understanding this guide, please contact us as we may be able to offer some assistance with interpretation.

Contact

To discuss this guide or the LSP, please contact Spelthorne Borough Council on 01784 451499 or e-mail partnerships@spelthorne.gov.uk.

Information in this guide was, to the best of our knowledge, correct at the time of printing.



Printed on recycled paper. When you have finished with this guide, please recycle it.

This booklet has been produced by:



www.westberks.gov.uk/transport

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Although every effort has been made to ensure all information in this booklet is correct at the time of going to print, West Berkshire Council cannot be held responsible for any loss or inconvenience caused by inaccuracies or omissions.

TRANSPORT GUIDE

Getting There!

Passenger Transport in West Berkshire

Bus Stop





















2 6 8A 12 13 49
1 3 X6 10 22 88
5 7 9 19 35 444
1 2B 7A 8 62 77
M1 X12 49 97 98
2 4 5 8D 203 218
8A 24 33 91 840
3 4 4A 5 6 6C 7
1A 1C 1D 5E 7E 70
15A 27 28 58 127
T1 T2 T6 T7 T10
T 2 3 7 14 18 19
30A 31C 32C 375
7 20A 710 711 712
6A 6B N7 11X 25C
24 38 58 X88 787
823 826 828 880
812 215A 381 341
85 X3 X4 X59 72
8 14B 48 88 267
01A 02A 028 080
809 818 810 819
68 69A 101 102
81 8 NE 91 94 98
M1 218 48 87 88
84 X18 28 29 100

Including services for people with restricted mobility



April 2008

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INTRODUCTION

This guide is designed to overcome some of the barriers to using public transport by introducing the various choices.

Telephone numbers are given for the service providers so that you can talk to them about your particular requirements and find out how they can meet your needs. Information can be accessed electronically via the Internet or email. Computers can be used at public libraries.

It is especially hoped that this guide will widen horizons for people who have restricted mobility and for their friends and relatives.

Please tell us whether you think it is easy to use, and also if you find the information has gaps or details have become out of date.



write to:
Transport Services Team
West Berkshire Council,
Faraday Road,
Newbury
RG14 2AF

01635 503248
Email: transport@westberks.gov.uk

BLUE BADGE PARKING SCHEME



The familiar orange badge has been replaced by a new European-style blue badge. (Orange badges expired on 31 March 2003). The European Union Disabled Parking Blue Badge Scheme provides parking concessions for people with severe walking difficulties who travel either as drivers or as passengers.

The scheme also applies to registered blind people and to people with severe upper limb disabilities that regularly drive a vehicle but cannot turn a steering wheel by hand.

Blue badges are issued by local Community Services departments and they usually enable holders to park closer to shops, and in some restricted areas.

Applicants do not need to own a car, or even to hold a driving licence, in order to get a badge. The Blue Badge is issued to an individual so that other people may drive them and display the badge when parking.

**For further information please telephone
West Berkshire Community Services:**

**Newbury
0845 601 4726
or
Theale
0118 930 2777**

CAR & MINIBUS SCHEMES IN WEST BERKSHIRE

COMMUNITY CAR SCHEMES

Volunteers, using their own cars, work to help elderly and disabled people who are unable to use public services and who do not have access to private transport.



These are not taxi services and at least 48 hours notice should be given when making a booking.

Contributions are requested to cover the running cost of the vehicle. Often travel tokens can be accepted.

I have a wheelchair!

Mostly the cars are privately owned. Some will take a foldaway chair. You will need to discuss your requirements with the operator before they take your booking.

COMMUNITY MINIBUS SERVICES

Community minibus schemes are often assisted financially by the local Council. They are primarily intended for group bookings, although if space is available individual bookings may also be taken. Whilst the focus is on the elderly and mobility impaired people, these schemes tend to provide specific solutions that complement the public bus services.



Snags

Community Minibus Services are provided by voluntary organisations. They are committed to providing this service, but are only able to help where volunteer drivers are available.



LIST OF ALL WEST BERKSHIRE COMMUNITY TRANSPORT SERVICES

The following symbols are used on this page to represent different services:



 Car scheme	 Minibus group travel
 Accessible car scheme	 Minibus with passenger lift
	 24-hour answering service

Please note that all operators listed, with the exception of Readibus, need a few days notice to prepare for a particular journey request. Readibus provide a 'dial-a-ride' service which means that you can book your journey on the day you wish to travel.




British Red Cross:

90 Eastern Avenue, Reading RG1 5SF
 Telephone: **0118 929 0519**
 Fax: **0118 966 6689**
 Times: **Mon-Fri 0900 – 1700**   + Ambulance
 Area covered: Greater Reading, Newbury, Thatcham and further afield.

Burghfield and Mortimer Volunteer Bureau:

Contact: Elaine Lombard on
0118 983 1814
 Times: **Mon-Fri 0930 – 1130**
 Area covered: Burghfield & Mortimer.  


Burghfield and Mortimer Handybus:

Contact: Martyn Sheppard on
0118 983 6611
 Area covered: Burghfield & Mortimer.   



Carebus Volunteer Group:

52 Parkers Corner, Englefield,
 Reading RG7 5JR
 Telephone: **0118 930 4837**
 E-mail: **carebusvg@aol.com**    
 Contact: **Graham Reeves**
 Area covered: Aldworth, Ashampstead, Basildon, Beenham, Bradfield, Bucklebury, Englefield, Holybrook, Pangbourne, Purley, Stanford Dingley, Streatley, Sulham, Tidmarsh, Tilehurst, Theale & Yattendon.





Chapel Row Community Service Group:

Telephone: **0118 971 3334**
 Contact: **Georgina Cardy**
 Times: **Mon, Wed, Fri 0930 – 1130**
 Area covered: Bucklebury, Upper Bucklebury, Woolhampton, Midgham, Lower Padworth, Beenham & Brimpton. 

Downland Volunteer Group:

c/o The Surgery, High Street,
 Compton RG20 0AJ
 Handybus: **01635 202519**
 Car scheme: **01635 578394**  
 Times: **Mon-Fri 1000 – 1200**
 Area covered: Within the area generally bounded by Winterbourne, Fawley, Aldworth, Ashampstead, Frilsham & Chieveley.

Hungerford Chain:

Unit 9, Kennet House, 19 High Street
 (enter by Church Street),
 Hungerford RG17 0NL
 Handybus: **01488 683304 or 682747**
 Car scheme: **01488 683727**    
 Contact: **Office Staff**
 Times: **Mon-Fri 0900 – 1100**
 Area covered: Eddington, Leverton, Froxfield, Hungerford & Hungerford Newtown.

Kintbury Volunteer Group:

2 Thatchers Yard, Kintbury RG17 0JG

Telephone: **01488 657119**

Contact: **Heather Turner**

Times: **Mon-Fri 0900 – 1100**



Area covered: Kintbury locality and catchment area of Kintbury Surgery.

Minibuses with passenger lifts are also available through an agreement with Hungerford Chain.

Lambourn Volunteer Group:

Telephone: **01488 71536 or 72119**

Contact: **Mrs J McCarthy**

Times: **Mon and Thurs 1000 – 1200**



Area covered: Aldbourne, Lambourn, Upper Lambourn, Welford, Great Shefford, Wickham, Eastbury & East Garston.

Pangbourne and District Volunteer Centre:

The Village Hall, Station Road,

Pangbourne RG8 7DY

Telephone: **0118 984 4586**

Times: **Mon, Wed, Thurs, Fri 0930 – 1130**



Area covered: Purley, Whitchurch, Sulham, Upper Basildon, Lower Basildon, Ashampstead, Pangbourne & Tidmarsh. Hospitals / Shopping.

ReadiBus:

Cradock Road, Reading RG2 0QX

Telephone: **0118 931 0000 (bookings & enquiries)**

Fax/Answerphone: **0118 987 6373**

E-mail: **info@readibus.co.uk**

Website: **www.readibus.co.uk**



Times: **Booking 0900 – 1500; enquiries 0900 – 1700**

Area covered includes: Brimpton, Burghfield, Crookham, Greater Reading, Hermitage, Lower Basildon, Mortimer, Newbury, Pangbourne, Streatley, Thatcham, Greenham, Woolhampton & Yattendon.

Standby Volunteer Group:

The Surgery, Cock Lane, Southend Bradfield,

Reading RG7 6HR

Telephone: **0118 974 4972**

Contact: **Fred Syrett**

Times: **Mon and Wed 1000 – 1200**



Area covered: Bradfield, Theale, Englefield, Stanford Dingley, and westward journeys from Calcot.

Thatcham Volunteer Bureau:

20 Gilbert Court, Thatcham, RG18 3AG

Car scheme: **01635 862306**

Handybus: **01635 874666**



Times: **Mon-Fri 1000 – 1200**

Area covered: Thatcham, Cold Ash, Ashmore Green & Woolhampton.

Thatcham Volunteer Centre also has a Chairman Car available (a people carrier modified to provide accommodation for a wheelchair and easy access for disabled people). To request this vehicle, call the Handybus number: **01635 874666**

Volunteer Centre West Berkshire:

1 Bolton Place, Newbury RG14 1AJ

Website: **www.volunteerwestberks.org.uk**

E-mail: **newbury@volunteerbureau141.fsnet.co.uk**

Car scheme: **01635 49004**

Mon - Thur 1000 - 1300, Fri 1000 - 1230

Handybus: **01635 37111 Mon - Fri 0930 - 1230**

Shopmobility: **01635 523854**

Tues-Sat 0930 – 1600



Area covered:

Newbury, Bagnor, Curridge, Donnington, Greenham, Shaw, Speen, Stockcross and further afield.

VOLUNTEER DRIVERS NEEDED

If you or someone you know has a little spare time, say a couple of hours a week, volunteer driving is a very enjoyable, rewarding and valuable way of helping your community. Please contact your Local Voluntary Community transport scheme to become involved or the Volunteer Centre

West Berkshire on **01635 49004**.

DIAL A RIDE

The Readibus West Berkshire Dial-a-Ride provides a door-to-door service for people with restricted mobility that cannot use ordinary public transport.

Weekday bookings are accepted the previous day and weekend bookings can be made anytime the previous week.

In either case telephone:

Readibus



0118 931 0000

On the day bookings, advance bookings, cancellations and information

Bookings accepted on a “first come, first served” basis.

The Falkland Surgery Monk's Lane, Newbury

Readibus provide door-to-door transport to the surgery on Monday, Wednesday and Friday mornings.

Book your transport to the surgery at the same time you make your doctor's appointment. It can all be done in one phone call

01635 279972

www.falklandsurgery.co.uk

SCHEDULED SERVICES

Readibus also operates scheduled weekday services for villages in the Reading to Newbury corridor. These services collect people from their home for shopping in Newbury or Reading or visiting someone in hospital. Calcot Savacentre and Calcot Coachway are also served, but it should be noted that connections with specific long distance buses cannot be guaranteed.



Services are scheduled for Thursday to arrive at their destination (from the Goring, Streatley and Pangbourne areas), subject to the number of pick-ups, by 1030 – 1100 hrs.

They then depart for the return journey between 1300 & 1400 hrs.

For details of services:

0118 931 0000

www.readibus.co.uk

Email: bookings@readibus.co.uk



Hospital Travel BENEFIT

If your travel is to a hospital and you are in receipt of Income Support, Family Credit, Jobseekers or Disability Working Allowance, or part or full NHS Certification, and you have the relevant documents with you, the cost of public transport, private car, or voluntary car service travel can be refunded at the hospital.

A leaflet entitled 'Help with Health Costs' (HC11), is available from the Post Office with information on travel to hospital for NHS treatments and other health costs.

For more details please ring 08701 555 455 and ask for 'HC11' or visit www.dh.gov.uk



Berkshire Disability Information Network (bdin) has unfortunately been forced to close. The Ark Trust Ltd has now taken over the running of the Information Database. All the services offered by bdin will now be provided through Dis:Course which is a new project supported by The Ark. It is run by disabled people and carers and provides a free confidential information service to anyone disabled or associated with disability.

bdin Head Office
01344 483311

E-mail: info@discourse.org.uk

Web: www.bdin.org.uk



WHY USE THE BUS?

"USE IT! OR LOSE IT!"

If more of us catch a bus instead of using our cars then we can be part of the solution to reducing traffic congestion. Buses can also help reduce pollution as their engines are required to meet demanding regulations on cleaner exhaust emissions. Quite simply, the Bus is the 'green' choice.

CAN I GET THERE BY BUS?

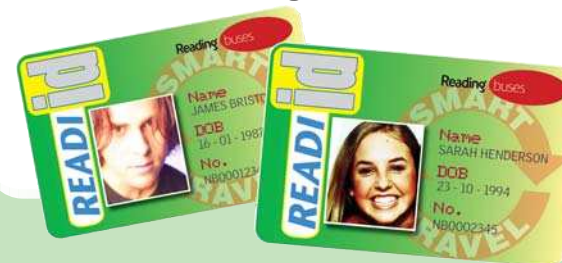
Contact Traveline for information on bus routes and times (Traveline also gives information on coach and rail services).

Most bus companies offer a range of tickets affording greater value for money over the basic single fare for travelling around West Berkshire and further afield.

For example, Newbury Buses, who have the largest route network in West Berkshire, offer a BusAbout ticket that allows a day's unlimited travel on any Newbury or Reading Buses service; currently prices are £7.00 for adults, £5.00 for children, and £14 for a family. A cheaper variant offers a day's unlimited travel in the Newbury local zone only; currently these cost £4.50 for adults, and £1.50 for children. Weekly tickets are available for regular users.

Please contact operators for details of their fares and any special tickets they may offer; full contact details can be found on pages 12-13.

Readi id offers savings on bus travel on Reading/Newbury Buses for 14 - 19 year olds in full time education. For further information/application form, please contact Reading Buses on: **01189 59400**






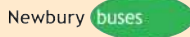
BUS SERVICE OPERATORS


Barnes Coaches 01793 821303
Great Shefford – Wantage (Service 82)
www.barnescoaches.co.uk **BARNES COACHES LTD.**

Jacs Travel 01635 582929
Hungerford Town Service (H1)
Hungerford – Lambourn (90) **L**
Newbury – Baydon (95) **L** *Jacs Travel*

Tourist Coaches 01722 338359
Marlborough – Hungerford & Newbury (222)


Horseman Coaches 0118 975 3811
Beech Hill – Reading (154)

HORSEMAN COACHES


Newbury Buses 01635 567500
Newbury – Thatcham Town Services **Some L**
Newbury – New Greenham Park (3A, 3B, 3C) **L**
Newbury – Great Shefford – Lambourn (4)
Newbury – East Ilsley (6 & 9) **L**
Newbury – Kintbury – Hungerford (13) **L**
Newbury – Greenham – Basingstoke (32)
Newbury – Bradfield – Reading (101)
Newbury – Woolhampton – Reading (102)
Newbury – Tadley – Calcot (104 & 105) **L**
Beenham – Hermitage – Newbury (118) **L**
Beenham – Ufton Nervet – Reading (73)
Newbury – Yattendon – Ashampstead (99)
Newbury – Brightwalton – Peasemore (107)
www.reading-buses.co.uk 
Newbury **buses**

National Express 08705 808080
Calcot Coachway (M4 J12) to:
Heathrow/Gatwick & other national destinations.
Newbury Bus Station to:
Bournemouth & Edinburgh (539). Frome & London
(402) (the latter also stops at Hungerford A4)
www.nationalexpress.com 
NationalExpress

L - Low Floor Buses tend to be used on these services


Reading Buses 0118 959 4000
Greater Reading Town Services **Majority L**
Reading – Burghfield – Mortimer – Tadley (143,
148, 149)
Purley – Tilehurst – Calcot – Reading (17, 18, 25,
26, 31, 33, 37, 38)
www.reading-buses.co.uk 


Stagecoach Hampshire Bus 01256 464501
Tadley – Basingstoke (1) **L**
Newbury – Penwood – Andover (20, X20)
Newbury – Greenham – Basingstoke (32A)
Tadley – Basingstoke (44A)
Newbury – Burghclere – Woolton Hill (Cango) **L**
Newbury – Ecchinswell – Burghclere – Kingsclere
(Cango) **L**
www.stagecoachbus.com 

Stewarts of Mortimer 0118 983 1231
Mortimer Church –
Mortimer Railway Station (ST)
www.somph.co.uk 

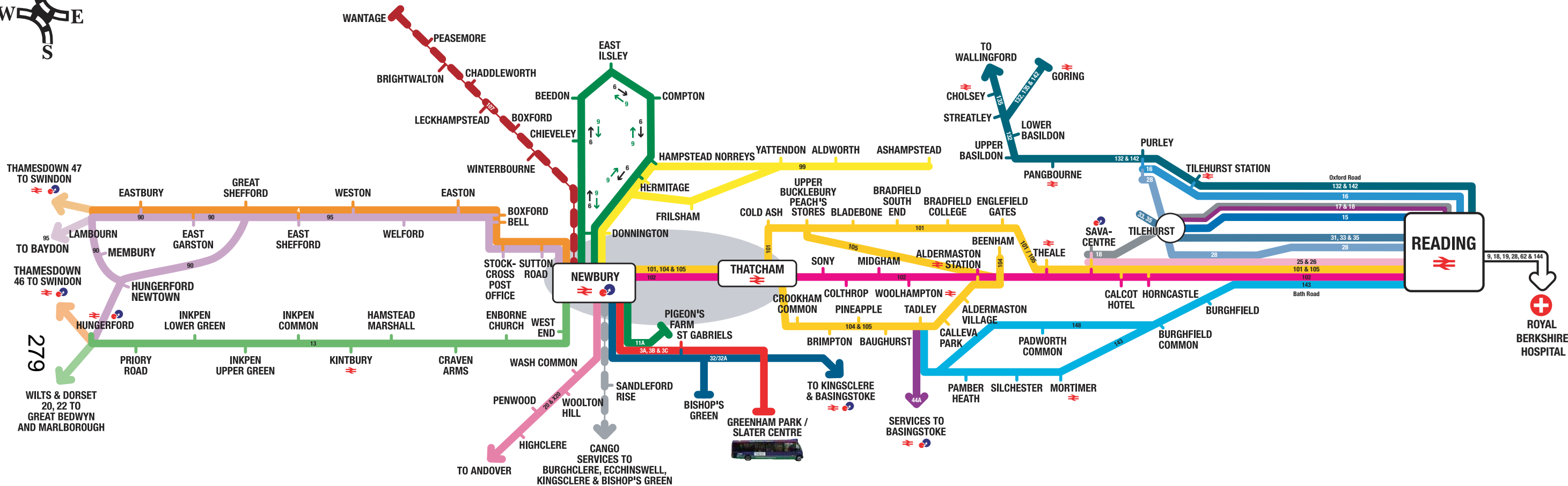
Thamesdown Transport 01793 428428
Hungerford – Aldbourne – Swindon (46)
Swindon – Lambourn (47)
www.thamesdown-transport.co.uk 

Thames Travel 01491 837 988
Wallingford – Streatley – Goring (135)
Goring & Streatley – Upper Basildon – Reading (132) **L**
Woodcote – Pangbourne –
Reading (142) **L**
www.thames-travel.co.uk 

Weavaway Travel 01635 820 028
Newbury – Thatcham Evening Town Services
Mon-Thur (10 & 12) **L**
West Ilsley – Upper Basildon –
Reading (74) 

Wilts & Dorset 01722 336 855
Hungerford – Great Bedwyn – Marlborough (20A,
22, 22A, X2)
www.wdbus.co.uk 
Wilts&Dorset
Serving Gloucester and Southampton

West Berkshire Public Service Bus Transport Map



SERVICES 1 & 44A Stagecoach	SERVICES 3A, 3B & 3C Newbury Buses	SERVICE 4 Newbury Buses	SERVICE 6, 9 & 11A Newbury Buses	SERVICE 13 Newbury Buses	SERVICE 20 & X20 Stagecoach	SERVICES 20 & 22 Wilts & Dorset	SERVICES 32 & 32A Newbury Buses/ Stagecoach	SERVICES 46 & 47 Thamesdown	SERVICES 31 33 & 38 Reading Buses	SERVICE 17 Reading Buses	SERVICE 15 Reading Buses
SERVICES 90 & 95 Jacs Travel	SERVICE 99 Newbury Buses	SERVICES 101, 104 & 105 Newbury Buses	SERVICE 102 Newbury Buses	SERVICE 107 Newbury Buses	SERVICES 135, 132 & 142 Thames Travel	SERVICES 143, 148 & 149 Reading Buses	CANGO Stagecoach Hampshire Bus	SERVICE 28 Reading Buses	SERVICES 25 & 26 Reading Buses	SERVICE 18 Reading Buses	SERVICE 16 Reading Buses

SOLID LINE = Service operates at least once every 2 hours Monday to Saturday
 DOTTED LINE = Service operates at least once per day Monday to Saturday
 Other less frequent services also operate in West Berkshire.
 For full details call Traveline on 0871 200 2233



NATIONAL RAIL CONNECTIONS
 08457 48 49 50
 www.nationalrail.co.uk
 Textphone: 0845 60 50 600

NATIONAL COACH CONNECTIONS
 08705 808 080
 www.nationalexpress.com
 Disabled Persons Helpline: 0121 423 847
 Textphone: 0121 455 00 86

National coach tickets sold at the Tourist Information Centre, The Wharf, Newbury.

CONCESSIONARY FARES SCHEME



West Berkshire Council operates two concessionary schemes to help people over the age of 60, and those over the age of 16 (for travel tokens) who are affected by one or more of the disabilities listed below. Applicants must reside permanently in the West Berkshire area. The scheme entitles individuals to choose between a national local off-peak bus pass or a supply of travel tokens.

- Is blind or partially sighted
- Is profoundly or severely deaf
- Is without speech
- Has a disability, or has suffered an injury, which has substantial and long-term adverse effect on the ability to walk
- Does not have arms or has long-term loss of the use of both arms
- Has a learning disability, that is, a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning
- Would, if she or he applied for the grant of a licence to drive a motor vehicle be refused on medical grounds other than on the grounds of persistent misuse of drugs or alcohol.

For a free national bus pass please return the completed application with suitable documents of identification (proof of age and address) with one colour passport size photograph to the address below:

Concessionary Fares Team,
West Berkshire Council,
Market Street,
Newbury,
Berkshire
RG14 5LD

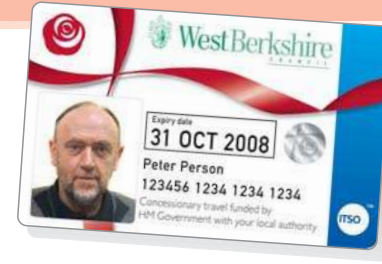
Application forms can be downloaded from the website address below or obtained from one of the centres listed on the opposite page, or by ringing the Concessionary Fares Team.

Please allow up to 10 working days for delivery of your new pass.

www.westberks.gov.uk/transport

01635 519800

Customers who require the help of a carer when travelling on the buses can apply for a Companion Bus Pass, which entitles the customer and their assistant to travel free only within West Berkshire, as it is a local enhanced scheme.



The new National Bus Concession -

Your questions answered.

From 1st April 2008 if you are 60 or over, or registered disabled and live in England, your concessionary bus pass is changing. The new pass will allow you to enjoy free off-peak travel on local buses anywhere in England – make sure you have arranged yours so you don't miss out.

Over the next few pages you'll find more information about the changes to the National Bus Concession. If there's anything else you need to know, visit www.direct.gov.uk/buspass

Some authorities choose to fund additional benefits to their residents, e.g. in West Berkshire, residents are allowed to use their pass on Readibus and West Berkshire Handybus services.



West Berkshire Council allows their pass holders to travel within West Berkshire from 9.00am to 11pm.

Q. What is the new National Bus Concession?

A. Since 1st April 2006, eligible bus users have been guaranteed a minimum of free off-peak local bus travel within the local authority area in which they live. But from 1st April 2008, the new National Bus Concession will enable eligible users to get free off-peak travel on local buses anywhere in England.

Q. Who is eligible for the new concession?

A. If you are aged 60 or over, or registered disabled and live in England, you are eligible. For more information about eligibility, visit www.direct.gov.uk/buspass

Q. When exactly is off-peak travel?

A. Off peak hours are 9.30am until 11pm Monday – Friday, and all day weekends and bank holidays.

Q. What is the definition of a 'local' bus?

A. The definition of a 'local' bus will be self-evident in most cases, but in a few instances could include some longer distance buses and coach services where part of their route is registered as a local bus service. If in doubt, pass holders can check with the service operator or local authority that issued the pass.

Q. Will I be able to enjoy free travel everywhere within the UK?

A. No, the concession will only apply within England.

Q. Is it only applicable to buses?

A. The new concession applies just to bus travel but some authorities offer additional services like trains or trams or travel before 9.30am. Check with your local authority to find out exactly what services are covered in your area.

Q. If I visit an area that offers additional services will I be entitled to them?

A. Probably not. As a general rule local authorities will only provide additional services for their own residents. Some authorities, however, may

provide them – check with the relevant authority in the area to which you intend to travel.

Q. I don't live in London, but I visit relatives there occasionally. Will I be able to enjoy the same benefits as a Freedom Pass holder if I travel there?

A. No. Because those benefits are paid for by the London authorities. Only London Freedom Pass holders will be able to enjoy additional local travel on the tube, trains and trams. You will, however, be able to enjoy the statutory national concession of free off-peak bus travel when visiting the capital.

Q. Lost/stolen pass?

A. A fee of £15 will be charged for lost passes. This fee will be waived if a crime reference number is quoted which can be checked. Please allow up to 10 working days for replacement.

TRAVEL TOKENS

The travel tokens are a local West Berkshire Council scheme. They can be used on local buses, trains, community transport, taxis and certain coaches on journeys made within West Berkshire. Please check with individual operators if they accept travel tokens before making your journey.

To obtain your travel tokens, an application form can be collected from West Berkshire Council Offices in Market Street, Newbury; your local West Berkshire library (not Newbury) or Community Information Centre. Please take along with you suitable documents of identification (proof of age and address) in order to collect your travel tokens. Please note travel tokens are reduced on a quarterly basis with the scheme year starting in April of each year.



SHOPMOBILITY

Shopmobility loans out electric scooters and both powered and manual wheelchairs – in main town centres – to people who need them for their shopping, personal business and/or leisure.

Depending upon the location a small charge may be made for the loan, or a donation may be accepted.

This service is aimed at people who have a mobility problem today. It is just as much for people who have a short-term mobility problem, as it is for registered disabled people.

Please note if you would like to register with any Shopmobility Centres in Newbury, Reading, Basingstoke or Swindon, you will need two forms of identification with your name and address on.

Longer-term loans can sometimes be arranged.

NEWBURY

Northbrook multi-storey car park (ground floor).

01635 523854

Tuesday – Saturday

09.30 – 16.00

READING (The Oracle)

Monday – Saturday 10.00 – 17.00

Sunday 11.00 – 15.00

Also for information on shoppers assistants phone:

0118 959 2020

OTHER NEARBY SCHEMES

**Basingstoke
(Lower Church Street, by the foot-bridge)**

Monday – Friday 09.00 – 16.30

Saturday 09.00 – 16.00

Sunday 11.00 – 16.00

01256 476066

Swindon (Wyvern Car Park, Islington Street)

01793 512621

BUSES TO HOSPITALS



IN NEWBURY



To West Berkshire Community Hospital

Newbury Buses 11, 11A & 12, Weavaway Travel 10 & 12. All depart from Newbury Bus Station & Thatcham Broadway.

Please note: There is a new guide with timings from Newbury bus station and Thatcham Broadway. Visit www.westberks.gov.uk or call 01635 503248 for a copy.



IN READING

All buses in Reading Town Centre follow the one-way bus loop, and serve specific stops around the loop. The stops in Reading are identifiable by a two letter code. The tables below list the bus stops at some key streets on the loop.



To Royal Berkshire Hospital

Service	Station Hill	Friar Street	Market Place	Kings Road
9 Reading Buses	SK	MA	MF
18 Reading Buses	SJ	FL, FS	MF
19 Reading Buses	SJ	FS	ME
28 Reading Buses	FL, FS	MF
42 Reading Buses	SC	FS	MF
144 Thames Travel	SK	MA	MF

Please note: Services 18 and 28 serve parts of Calcot, Tilehurst and Purley and may avoid a change of bus in central Reading.



Call-A-Bus is a different type of bus service operating within West Berkshire.

Like the bus services you are familiar with it has its own route and timetable. However, it differs in that in certain areas you can ask the driver to divert from the usual route to collect you, or drop you off. You will need to pre-book these arrangements (for which there is no additional fare!) on **0118 975 3070**.

Call-A-Bus 90 & 95 operate between Hungerford and Lambourn and Upper Lambourn. The areas where the bus will divert from its route to collect/drop you include Upper Lambourn, Lambourn, Eastbury, East Garston, Membury, Great Shefford, Shefford Woodlands & Hungerford Newtown.

Call-A-Bus is funded by the Government's Rural Bus Challenge Scheme.

VILLAGE SHOPPER CLUB

West Berkshire Council is trialing a "Village Shopper Club" to help those who do not have access to a local bus service to take them to Newbury for shopping, etc.

The scheme is currently in its infancy so full details are not yet available. To register your interest, or to receive a membership form, or just for up to date information, contact the Transport Services team at West Berkshire on **01635 503248**.

It should be noted that it will not be possible to provide a personal taxi-like service. Also, areas will only be served on one day per week or fortnight, and that because of the popularity of Thursday for shopping, it will not be possible to serve all areas on that day. Timings will not be negotiable, the service will run to a timetable just as a bus service does.

Aldworth and West Woodhay are the two villages taking part in the trial, and as the scheme is expanded, the local parish councils will be informed.



COMMUNITY CARE TRANSPORT

West Berkshire Council's Community Services and Community Care Departments provide transport to clients living independently in the community, or in residential or nursing homes.

Specialised vehicles are used with staff who are friendly, helpful and sensitive to your specific needs.

Transport is provided for a variety of activities including visits to day care centres, medical centres and outings further afield. It is also provided on behalf of a wide variety of organisations including the Stroke Club, Friendship Clubs, Dementia Club and Mencap.

To find out if you are eligible for help please phone Monday to Friday (0900 to 1700), the respective section:

- **Community Care (disabled, elderly or frail adults): 0845 601 4726**
- **Children, Young People and Families: 01635 503090**
- **People with Learning Disabilities: 01635 520120**
- **People with Mental Health Problems: 01635 292020**
- **Physical Disability Team: 01635 523108**

More information is available on the Council's website www.westberks.gov.uk

TAXIS & PRIVATE HIRE CARS



For contact details of Taxis and Private Hire Cars please refer to Yellow Pages, or phone any of the new Directory Enquiry providers.

Taxi Ranks in West Berkshire are located at:

- **Newbury Rail Station (both sides)**
- **Newbury Market Place**
- **Newbury Northbrook Street (by the Clock Tower)**
- **Thatcham Broadway**

Most local taxis and private hire cars will accept West Berkshire Travel Tokens without a premium being charged. However, do please confirm this before making your journey.



Wheelchair accessible taxis

65 Special	01635 33200 www.65specialtaxis.com
Crown Wheelchair Travel	0118 987 6002
Porter's Taxis	07721 404914 (Mobile)
Taffs Taxi	07818 426011 (Mobile)



BRITISH RED CROSS

The British Red Cross offers three types of Transport to people who cannot use public services.

1. Volunteers, using their own cars, offer a service to those able to walk to and from a car.
2. Disabled Passenger Vehicles are able to carry people in their wheelchairs together with seated passengers.
3. Ambulances are available for those requiring a stretcher or specialist medical equipment

Group trips and outings can be arranged. Long distance journeys to and from anywhere in the country can be provided. Because of the need to co-ordinate volunteer drivers, at least one week's notice should be given.

All transport needs are booked and co-ordinated from the Berkshire Branch HQ in Reading:

0118 929 0500

Mondays-Fridays

09.00 – 17.00

www.redcross.org.uk



South Central Ambulance Service **NHS**
NHS Trust

SOUTH CENTRAL AMBULANCE SERVICE NHS TRUST

As well as providing the emergency ambulance service, The South Central Ambulance Service NHS Trust also provides a home-to-hospital service, based on medical need, for people attending appointments.



Wherever possible patients should use public transport or ask a friend to help. Ambulances are much in demand and hence only people with very specific needs can be helped in this way.

The booking of an ambulance is made by your doctor's practice or by your hospital clinic and at least 24 hours notice must be given.

Escorts can be carried but only if there is a medical need for a patient to be accompanied.

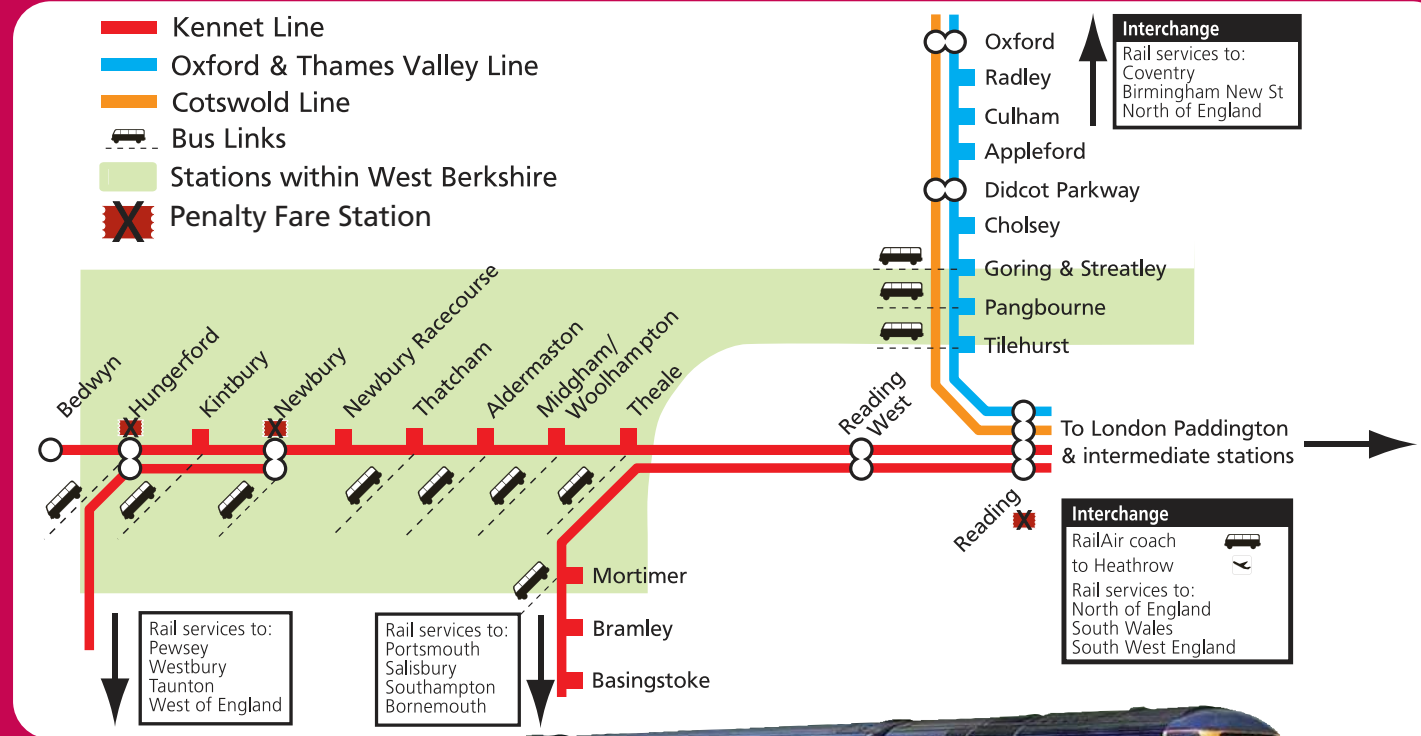
If, for any reason, a patient cannot travel when arranged, the doctor's practice or the hospital clinic should be told. They can then cancel this booking.

More information can be found at
www.southcentralambulance.nhs.uk

or

0118 936 5500

RAIL SERVICES



285

Train information

National Rail Enquiries:
08457 48 49 50

National Rail Enquiries Minicom service:
0845 60 50 600
(24 Hours, Local Call)



TrainTracker Text

Real-time information to your mobile. See the website below for more details.

www.nationalrail.co.uk

Combined 'TrainBus' tickets are now available for travel by train and on local buses in Newbury/Thatcham, Reading and Basingstoke. For details ask at the ticket office. Or phone:

0845 7000 125

(First Great Western)

www.firstgreatwestern.co.uk



For more information on combined 'TrainBus' tickets go to

www.plusbus.info

Continued overleaf...

ACCESSIBLE RAILWAY STATIONS

- Aldermaston (Level access to all platforms),
- Bedwyn (Ramp from Reading direction platform),
- Didcot Parkway (Lifts to platforms 2, 3, 4 & 5. Platform 1 little used),
- Goring & Streatley (Level access to Reading bound platform only),
- Hungerford (Ramp to Reading direction platform),
- Kintbury (Ramp to Bedwyn direction platform),
- Midgham (Level access to Reading bound platform only),
- Mortimer (Level access to Reading bound platform only),
- Newbury (Level access to platform 3 adjacent to platform 2),
- Pangbourne (Level access to Reading Bound platform only),
- Reading (Lifts to all platforms),
- Thatcham (Ramp to Reading bound platform)

24 hours notice is required from all passengers needing assistance at manned stations and on trains.

Due to the difference in height between platforms and trains, wheelchair bound passengers need a ramp from the platform to enter and leave a train.

**Disabled Customer Help:
First Great Western
0800 197 1329**



USEFUL TRANSPORT TELEPHONE NUMBERS

USEFUL TRANSPORT TELEPHONE NUMBERS

- Traveline..... 0871 200 2233**
Public transport & timetable information
www.traveline.info
- National Rail Enquires....0845 748 4950**
(Textphone) **0845 605 0600**
www.nationalrail.co.uk
- National Express Coach..0870 580 8080**
(Minicom users) **0121 455 0086**
www.nationalexpress.com

OTHER TRANSPORT PUBLIC ACCESS INFORMATION



Bus timetables, cycling maps and walking guides are available from West Berkshire Council offices, libraries, Tourist information Centre and other outlets.



ADULT SOCIAL CARE OVERVIEW & SCRUTINY PANEL 2 JUNE 2009

UPDATE ON “CARING FOR CARERS” REPORT (Director of Social Care & Learning)

1 INTRODUCTION

- 1.1 The purpose of this report is to provide an update of actions which have followed the Executive’s endorsement of the Overview and Scrutiny Panel’s report “Caring for Carers”.

2 RECOMMENDATIONS

- 2.1 **Members of the Adult Social Care Overview and Scrutiny Panel are asked to note and comment on the progress to date.**

3 PROGRESS TO DATE

- 3.1 This section will highlight the progress achieved to date and further action planned.

- 3.2 **The Council investigate a pilot scheme using the ‘Look In’ to run an advice and information service for carers and the possibility of offering on-site respite care for short periods.**

This recommendation is included in the Carers Strategy which was launched on 27 March 2009 at the Carers Conference. Included in the action plan, is a section specifically around planning services, where this action falls. Progress will be monitored by the Carers Issues Strategy Group.

Project group chaired by Team Manager, Community Support and Wellbeing will work with key staff by September 2009 to pilot this service from The Look In.

- 3.3 **A ‘flyer’ leaflet providing information and contact details relating to services for carers will be included in the ‘Town and County’ on a regular basis to access hard to reach carers.**

The Carers Information Pack was relaunched in November 2008. Contact details of where information can be found and accessed are included in Town and Country. Advertising space has been purchased within the Bracknell Community Development guide which will be delivered to all homes in Bracknell Forest signposting carers to where they can receive support and advice.

Additionally, there is a specific information slot on Community TV aimed at supporting and signposting carers.

3.4 Staff in Adult Social Care will be asked to work in partnership with the Berkshire East PCT and general practitioners to implement an effective system of drawing to the attention of carers up to date information relating to services for carers (as is planned in the Carers Strategy Action Plan).

The Carers Information and Advice Worker works in partnership with Adult Social Care and EBPCT to raise awareness of carers with GPs. The Carers' Joint Initiative Working Group has a Practice Manager who attends to feedback to GPs.

There is a PCT initiative to ensure that all GP surgeries have a dedicated Carers notice board. To date, four surgeries have developed a dedicated information board. It is planned that this will be rolled out to all surgeries.

Carers Information and Advice Worker invited GP Practice Managers and a GP to attend a network meeting in January 2009 where they presented to and listened to carers about their issues.

Actions for the future include:

- Ensuring that Carers Information Packs on display at surgeries and to monitor GP surgeries to ensure information is on display.
- Consult with carers at carer's lunches to ascertain visiting GP experience.

3.5 Staff in Adult Social Care will be requested to work with health centres and hospitals to ensure that they provide appropriate information to carers.

The action in relation to Health Centres is covered by the above.

The second phase of this will focus on hospitals. Work has commenced with the Berkshire East PCT Project Manager for Bracknell, assigned to carers to agree a programme of information into hospitals.

Berkshire East PCT have a representative on Carers Issue Strategy Group and will be working with BFVA to ensure Phase two is actioned. Additionally, views will be sought at the Carers Lunches to ascertain experiences.

3.6 The Chief Officer: Adult Social Care will be asked to support partners in the delivery of the Carers Strategy Action Plan.

The Carers Strategy was launched at the Carers Conference on 27 March 2009. The Action Plan has been incorporated into this.

The Carers Issue Strategy Group will continue to monitor progress until complete.

3.7 Performance against Local Area Agreement targets for National Indicator 135 (Carers receiving needs assessment or review and a specific carer's service, or advice and information) will be reported regularly to the Social Care and Learning Overview and Scrutiny Panel.

The indicator measures the number of carers whose needs were assessed or reviewed by the Council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year. The target for 2008/09 was 16%. The Council's

performance was 16.4%. This means 571 carers were assessed or reviewed as a proportion of the 3478 people supported by Adult Social Care.

4 CONCLUSION

- 4.1 There has been significant progress in relation to the report and recommendations reflected in this report. The Carers Strategy is attached as Annexe 1 for information.

Background Papers

None

Contact for further information

Glyn Jones
Chief Officer: Adult Social Care
01344 351458
glyn.jones@bracknell-forest.gov.uk

Mira Haynes
Senior Head of Service: Older People and Long Term Conditions
01344 351599
Mira.Haynes@bracknell-forest.gov.uk

Doc. Ref

MH Adult Overview & Scrutiny Panel 020609

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ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL 2 JUNE 2009

SERVICES FOR PEOPLE WITH LEARNING DISABILITIES – EXECUTIVE RESPONSE TO WORKING GROUP REPORT (Working Group Lead Member)

1 INTRODUCTION

- 1.1 This report presents the attached Executive response to the review of services for people with learning disabilities (previously referred to as the social care modernisation agenda) undertaken by a working group of the former Social Care and Learning Overview and Scrutiny Panel.
- 1.2 The letter to the relevant Executive Members summarising the work of the Working Group and setting out the resulting recommendations is also attached as Members of this Panel may be unfamiliar with the review.

2 SUGGESTED ACTION

- 2.1 **That the Adult Social Care Overview and Scrutiny Panel notes the response of the Executive to the review of services for people with learning disabilities.**

Background Papers

None

Contact for further information

Richard Beaumont – 01344 352283
e-mail: richard.beaumont@bracknell-forest.gov.uk

Andrea Carr – 01344 352122
e-mail: andrea.carr@bracknell-forest.gov.uk

Doc. Ref

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Councillor Birch
Executive Member for Adult Services, Health and Housing
Councillor Kendall
Executive Member for Education and Libraries
Bracknell Forest Council
Easthampstead House
Town Square
Bracknell
Berkshire
RG12 1AQ

Date: 06/04/2009

Dear Councillors Birch and Kendall,

SERVICES FOR ADULTS WITH LEARNING DISABILITIES

As you may be aware, an Overview and Scrutiny Working Group has been reviewing the Council's progress on the Government's social care modernisation agenda, with particular reference to services for adults with Learning Disabilities (LD). This has included exploration of the role of Further Education establishments in providing training opportunities for adults with LD.

Our usual practice is to issue reports of Overview and Scrutiny reviews, for formal response by the Council's Executive. However, we do not think that this would be appropriate on this occasion as the Government's new Transforming Adult Social Care agenda, and to some extent the 14-19 Years Education Plan, have now significantly overtaken the subject matter of our review. Consequently, we do not think it would be of utility to report at length on what this Working Group did, which is briefly summarised in the appendix to this letter. However, we believe that some issues arose during the course of our review which are pertinent to the current and future provision of services for people with LD and recommend that the following actions be pursued:

1. The Working Group visited Day Services at Eastern Road and, notwithstanding the valiant commitment of the staff to make the best of the facilities there, we regard the building to be wholly and woefully unsuitable for the modern and effective provision of services to residents. Also, use of the building is diminishing and it is the subject of a long and costly lease which further challenges its viability. Accordingly, we urge the Executive to explore a suitable alternative site as soon as possible and make every effort to dispose of this building. It must prove a highly unnecessary and wasteful drain on the Council's limited budget. Disposal should be considered the highest priority.

SOCIAL CARE AND LEARNING OVERVIEW AND SCRUTINY PANEL

Chairman – Councillor Mrs Birch

Bracknell Forest Council, Easthampstead House, Town Square, Bracknell, Berkshire RG12 1AQ
T: 01344 352000 Minicom: 01344 352045 www.bracknell-forest.gov.uk

2. From our discussions with the Principal and Chief Executive of Bracknell and Wokingham College and the Head Teacher of Kennel Lane Special School, we were encouraged to hear that the College is becoming more familiar with the needs of students with LD. We would like to see this developed further, as we consider that the College are not yet delivering the LD services which could be reasonably expected of them. Specifically, we were disappointed that the new building for the College is not planned to have any dedicated provision for LD and there are no full-time LD training courses provided. The Working Group recommend that the Council fully uses its new powers, consequent on the transfer of funding from the Learning and Skills Council to the Local Education Authority, to further influence the College to be more responsive to the local needs of Bracknell Forest residents with LD. We appreciate that this will need to be achieved in collaboration with other Councils and colleges in Berkshire.
3. A related issue to the shortage of local LD provision concerns transport. The sourcing of most full-time LD courses from Henley, Reading and other locations outside Bracknell Forest has a doubly negative impact: the cost to the social care budget of taxi journeys is substantial; and travelling long distances by taxi instead of short distances by public transport directly undermines the modernisation agenda, and most importantly inhibits the development of the independence of our vulnerable residents.
4. The Social Care and Learning Overview and Scrutiny Panel would want to be provided with regular updates on the matters raised in this letter, and the Council's overall progress on Transforming Adult Social Care, perhaps through the departmental Performance Monitoring Reports.

We would welcome your comments on these observations by 3 June 2009.

The Working Group has also passed to officers some comments about Care Plans, for their consideration. The Social Care and Learning Overview and Scrutiny Panel will continue to take a close interest in the Council's progress, with its partners, on the Transforming Adult Social Care agenda and the 14-19 Years Education Plan.

The Overview and Scrutiny Commission considered and endorsed the contents of this letter at their meeting on 1 April.

Yours Sincerely

Councillor Ian Leake
Lead Member of the Overview and Scrutiny Working Group

Copy: Councillors Edger, Mrs Birch, Mrs Shillcock and Virgo
Chief Executive
Director of Social Care and Learning

**SERVICES FOR ADULTS WITH LEARNING DISABILITIES (LD)
Summary of Overview and Scrutiny Review Work**

Briefing Session with the Chief Officer: Adult Social Care

1. The Working Group commenced its work with a briefing session given by the Chief Officer: Adult Social Care in respect of the Social Care Modernisation Agenda, a national government initiative lead by the Department of Health (DoH). The main thrust of the agenda was to move away from service providers determining exactly what services were provided to users, towards the service users taking control themselves. This was aimed at improving lifestyles and outcomes for service users and was funded through 'Direct Payments' (DP) to people who had been assessed as needing assistance from Adult Social Care and who wanted to arrange and pay for their own care and support services instead of receiving them directly from service providers. The briefing informed the scoping of the review, the main purpose of which was to build an understanding of the Social Care Modernisation Agenda and to assess the Council's progress in implementing it with reference to the 'Valuing People' (VP) guidance from the DoH, with particular reference to services for adults with LD. A key objective of the review was to establish the role of Further Education establishments in providing training opportunities for adults with LD.

Meetings with the Head of Adults and Commissioning

2. Members subsequently met the Head of Adults and Commissioning who gave a presentation in respect of the 'In Control' programme, a national initiative which was a leading factor in the area of social care modernisation. The Council was a second wave pilot of 'In Control' and was developing a local approach to self-directed support based on the model. The LD Team facilitated the modernisation agenda which sought to transform the historically isolated lives of people with LD to more fulfilling lifestyles including employment, leisure and relationship opportunities.
3. The Working Group met the Head of Adults and Commissioning on a second occasion to discuss college provision for people with LD from the Adult Social Care perspective and clarify the number of students with LD undertaking courses at BWC. As the College did not provide full time courses suitable for people with LD, including Kennel Lane Special School leavers, those who wished to pursue full time education were obliged to travel to colleges outside the Borough. Such students required transport by taxi at significant cost to the Council whilst being denied the opportunity to develop the independence and life skills that travelling to a local college on public transport would offer.

Meeting concerning the DoH's National Agenda for 'Valuing People' (VP)

4. Dr Jean Collins, Regional Adviser South East, VP Support Team, DoH, met the Working Group to outline the history of the VP programme that stemmed from the VP White Paper published in 2001. The Paper was the first major government policy statement in respect of LD for thirty years and it identified legal and civil rights, independence, choice and inclusion as main priorities to improve the lives of people with LD. The Government had subsequently decided to 'refresh' VP policy and had issued the consultation document VP Now as a draft of how it intended to achieve the next stages from 2008 to 2011. Although VP Now was a wide ranging document, it focused on the four priority areas of the personalisation agenda to give people more choice and control over their lives and services, day and evening activities including employment prospects, being healthy and having access to good health services, housing choices and sought, as a fifth priority, to ensure that the policies were

delivered. In order to ascertain whether VP policy was making an impact and improving the lives of people with LD, it was necessary to measure how many people with LD were being accommodated in residential homes or being supported in their own homes and whether day centres remained necessary. The rate of take up of DP, which had increased significantly in Bracknell Forest, was also an indicator of the success of the modernisation agenda.

5. Previous assumptions had been made that people with LD and their families needed certain services provided in particular ways and VP Now recognised that this was not the case. Instead, it emphasised the need to establish what support was needed by such people leading to the delivery of person-centred self-directed services. Gradual changes towards achieving this goal of personalisation were occurring and DP were an example of person-centred care plans. A view had begun to form in the 1970's that the community was the best place for those people with less severe LD who could be supported there allowing family ties and support networks to continue. Provision for people with severe LD was more costly as they required more support, often in the form of residential care. Many, who usually fell into the autistic spectrum, found social interaction difficult and pressures arose where there were a number in one facility which required greater staff support, often on a one-to-one basis if funding was available. Independent one-to-one environments proved more successful for them. Staff worked with such individuals to identify the triggers of tensions and problems with a view to overcoming them and informing services purchased via DP.
6. Dr Collins advised the Working Group of housing and supported environment issues, particularly in the light of the closure of NHS campuses. Responsibility for such people previously accommodated in the campuses would pass from the NHS to councils. The transfer of funding to support people with LD from the PCT to the local authority would be a matter of local negotiation, ending in arbitration if necessary. The transfer would take place during 2009/10 with negotiations occurring in 2008/09. The Working Group's attention was drawn to health issues associated with VP policy which would be taken account of in the PCT's funding formula for expenditure in the Borough and possibly have a financial impact. Although there was a possibility of receiving some LD Development Fund grant from the Government, there was no formula relating to housing which would be dependant on the co-operation of housing associations and the outcome of funding bids to the Homes and Communities Agency.

The Role of Bracknell and Wokingham College (BWC)

7. The Working Group met Mr Howard O'Keeffe, Principal and Chief Executive of BWC, and Vicki Browne, the Supported Learning Section Head at the College. Ms Browne explained how the supported learning courses provided by the College were designed to assist students with LD. There were 65 part-time LD courses on offer at BWC on which 412 students were enrolled (including students living outside Bracknell Forest). Courses were split into the four curriculum areas of employability skills, skills for life, literacy and numeracy skills and 'soft' skills for students with profound LD. There was a programme progression route which commenced with pre-entry and then entry levels. The course pre-entry process was based on a scale of 8 levels known as milestones. There were core curriculums for literacy and numeracy skills and to assist those with poor sensory development to enhance their self awareness and recognition of others. Courses were required to be wide ranging to meet the variety of need. One part time course could offer between two and ten hours of education per week whilst twenty hours per week was the maximum coverage for those undertaking multiple courses.
8. Kennel Lane Special School was seen as being the Bracknell Forest provision for special needs from 16 to 18/19 years and BWC provided part time courses for those of 19 years plus with LD. Although the College wished to offer full time LD courses

and had a level of independence and choice being managed by a governing body, it was government funded via the Learning and Skills Council (LSC) which made final funding decisions including whether to fund specialist provision. The LSC had not funded full time specialist accommodation at the College to date and took the view that there was no need for funding of such courses at BWC as there were other providers in the area and it wished to avoid duplication. Although Disability Compliance Regulations applied to the new College building under construction at Church Road, Bracknell, accommodation to provide for students with LD was not designed into it.

Discussion with Education Officers of the Social Care and Learning Department

9. The Working Group met the Council's former Director of Social Care and Learning together with the Senior Secondary Advisor and the Senior Lifelong Learning Officer to learn about the role and funding arrangements of the LSC and the outcome of the meeting with representatives of BWC and the headteacher of Kennel Lane Special School to discuss LD provision.
10. The LSC funded the majority of adult learning students except where they met their own fees. This funding was split between LEAs and colleges and employers also received some funding from the LSC towards staff training and development. 16-19 years education was also funded by the LSC through the Council according to a formula in the case of schools and directly to adult education providers in the case of colleges. Funding was subject to negotiation and there was no prescribed pattern of provision as different colleges offered varying courses and the LSC needed to demonstrate that a full range of courses could be accessed across an area. Changes effective from April 2010 would result in the transfer of funding in respect of 16-19 years and LD up to 25 years from the LSC to schools and colleges via LEAs. The Council would have greater influence over education provision in these areas after 2010. A needs analysis was planned to establish the adult learning needs of those with LD to inform provision after the expiry of the current strategy and strengthen negotiations with BWC beyond 2010. If the Council was able to show that a viable LD cohort would exist post 2010 it would add weight to the case for developing an appropriate specialist resource to address the perceived gap in local provision for people of 19 years plus with LD.
11. The meeting held between the Senior Secondary Advisor, the Head Teacher of Kennel Lane Special School and representatives of BWC and the 14-19 Years Partnership, which planned provision in partnership with the local authority, to discuss future LD provision was seen as a significant step forward and had been successful. At the meeting it had been agreed that from September 2008 Kennel Lane pupils of 14 years plus could spend some time at the College to assist with pupils' transition from the School to the College at 19 years. The Working Group was pleased that BWC was becoming more familiar with the needs of local students with LD and wished to see this developed further.

Bracknell Forest LD Partnership Board

12. The Working Group attended a meeting of the Bracknell Forest LD Partnership Board on 8 February 2008. Membership of the Board included service users and relevant professionals and it was co-chaired by a client and an officer. Agenda items included the LD Development Fund, VP Now consultation, Larchwood video, the Family Carers Network contribution to funding and the LAA and Community Strategy Consultation.

Visits

13. During the review the Working Group visited Bracknell Leisure Centre, Eastern Road Day Services and Bracknell and Wokingham College (BWC) to meet service users, learn about LD provision, build their knowledge of the Social Care Modernisation Agenda and assess the Council's progress in implementing it. At Bracknell Leisure Centre Adult Social Care and Leisure Centre staff were successfully working in partnership to support people with LD who were enjoying a game of 'Boccia' at the time of the visit. Although the Eastern Road Day Services building was thought to be unsuitable for the modern and effective provision of services to residents, the Working Group found that the staff working there made the best of the facilities and did all they could for their clients. The Working Group visited BWC's Wick Hill site and were escorted on a tour of the facilities for students with LD. Members visited a social enterprise 'Crafts at Work' course, a citizenship class where students were learning about the election process and an ICT Skills for Life course involving the creation of students' own websites. The students were enthusiastic and appeared to be enjoying and learning from their classes. The Working Group concluded its visit by sharing the 'Tasty Bites' lunch with staff and students with LD. The lunch was held weekly and prepared by students studying a social enterprise cookery course. Members spoke to numerous students during the lunch and discussed topics including college courses, transport to and from college and their housing arrangements.

Councillor Dale Birch
Executive Member for Adult Services,
Health & Housing and
Deputy Leader of the Council



DPB/CAM

15 May 2009

Mr I W Leake
Moorlands
87 Benetfeld Road
Binfield
Berkshire
RG42 4EW

Easthampstead House
Town Square Bracknell
Berkshire RG12 1AQ
☎ 01344 352048
Fax 01344 352059
DX 33611 Bracknell
Minicom 01344 352045
dale.birch@bracknell-forest.gov.uk

Dear Councillor Leake

Letter dated 6 April – Services for Adults with Learning Disabilities

I am pleased to respond to the above referenced letter also on behalf of Councillor Alan Kendall.

We are aware that the original terms of reference and timescales for completion of a full report have changed considerably since you were first engaged to conduct the review back in early 2008. However, we thank you and your group for the work undertaken and the letter drawing our attention to a number of issues that you felt might still be of value.

The following comments are given to each of the points raised within the letter:-

1. We are of course well aware of the condition of the Eastern Road site and we keep the possibility of disposal under constant review, however the site is on a long lease so there are economic factors that affect any disposal.
2. We continue to work closely with the College and other partners in this important area and will ensure the concerns of the group are passed on, as we continue to develop the transformation of adult social care and implement the 14-19 Years Education Plan.
3. As more and more of our LD clients become independent under both In Control and TASC initiatives, they will have greater choice as to where they would like to attend courses. We agree it would be desirable for Bracknell and Wokingham College to provide the courses our young people would want. Establishing local friends and networks will enable transforming adult social care to become a reality for those people as they move on from college. Whilst we will continue to work with the College and other partners to seek new courses and activities, we recognise that they are an independent organisation operating under the same limited resources as we are.

4. The points raised in your letter will now be subsumed into the separate workings of the Adult Social Care panel through the TASC workshops and through the Children's Services and Learning Panel through its monitoring of the 14-19 Years Education Plan.

On behalf of both Councillor Kendall and me we once again thank the group for its work in this very important and sensitive area.

Yours sincerely



PP Councillor Dale Birch

cc Richard Beaumont

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL 02 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 Adult Social Care 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.

Contact for further information

Victor Nicholls- 01344 355604
Victor.Nicholls@bracknell-forest.gov.uk

Richard Beaumont- 01344 352283
Richard.beaumont@bracknell-forest.gov.uk

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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 Hende / 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 Hende / 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.

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ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL 2 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 Adult Social Care Overview and Scrutiny Panel to consider the Panel's indicative work programme for 2009/10 which is attached at Appendix 1 to this report. The Panel's views will be considered by the Overview and Scrutiny Commission, who will formally consult the Corporate Management Team (CMT) and the Executive on the work programme, as required by the Council's Constitution.

2 SUGGESTED ACTION

That the Adult Social Care Overview and Scrutiny Panel:

- 2.1 agrees its indicative 2009/10 work programme, attached at Appendix 1, for recommending to the Overview and Scrutiny Commission for adoption;**
- 2.2 prioritises a review topic for commencing in early 2009/10; and**
- 2.3 notes that at its meeting on 16 July 2009, the Overview and Scrutiny Commission intends to consider any amendments proposed by the Overview and Scrutiny Panels to their own work programmes, prior to consulting CMT and the Executive on the whole programme.**

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. This Panel has no review work outstanding from 2008/09. In the event that additional review topics are added to the work programme, work will need to be prioritised and may well roll into the next municipal 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 at its meeting on 16 July 2009. The indicative work programme will be considered by the Overview and Scrutiny Commission and the ensuing 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.

Background Papers

Annual Report of Overview and Scrutiny – 2008/09

Contact for further information

Richard Beaumont – 01344 352283
e-mail: richard.beaumont@bracknell-forest.gov.uk

Andrea Carr – 01344 352122
e-mail: andrea.carr@bracknell-forest.gov.uk

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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 O&S Commission appointed by Council at the annual meeting in May will consider this programme and consult the Council's Corporate Management Team and the Executive on it, as required by the Council's Constitution.

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. To help inform that decision, and having taken note of the future developments set out earlier in this report, our experience and the views offered by others, the current members of the O&S Commission set out below an indicative programme of the main topics which we consider are worthy of review. 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.	<p>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.</p>
2.	<p>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</p>
3.	<p>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.</p>
4.	<p>14-19 Years Education Provision A strategic review of education services to the age group 14-19 years.</p>
5. New	<p>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.</p>
6. New	<p>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.</p>
7. New	<p>Transport A strategic review of the procurement and provision of transport used by Children's Services and Learning.</p>
8. Complete	<p>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.</p>

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.
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.
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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EXECUTIVE WORK PROGRAMME: ADULT SOCIAL CARE

REFERENCE	I015484
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TITLE: Learning Disability Community Support Service

PURPOSE OF DECISION: Following a formal tender exercise, to agree to the awarding of framework agreements for the above service

FINANCIAL IMPACT: Within existing budget

WHO WILL TAKE DECISION: Executive

PRINCIPAL GROUPS TO BE CONSULTED: Not applicable.

METHOD OF CONSULTATION: Not applicable.

DATE OF DECISION: 16 Jun 2009

REFERENCE	I017051
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TITLE: Social Care and Learning Capital Programme

PURPOSE OF DECISION: To seek Executive approval to update the 2009/10 Social Care and Learning Capital Programme.

FINANCIAL IMPACT: The relevant legal provisions are contained within the main body of the report.

WHO WILL TAKE DECISION: Executive

PRINCIPAL GROUPS TO BE CONSULTED: Key stakeholders.

METHOD OF CONSULTATION: Individual programmes and projects are subject of consultations with all key stakeholders.

DATE OF DECISION: 16 Jun 2009

REFERENCE	I015634
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TITLE: Learning Disability Transfer of Resources

PURPOSE OF DECISION: To inform members of the proposals to transfer Section 28A monies from the Primary Care Trust to the Local Authority.

FINANCIAL IMPACT: None at this time

WHO WILL TAKE DECISION: Executive

PRINCIPAL GROUPS TO BE CONSULTED: Not applicable.

METHOD OF CONSULTATION: None

DATE OF DECISION: 14 Jul 2009

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