



Quarterly Service Reports - Corporate Services

Quarter Ending: Sunday 30 June 2013

1. **Quarterly Service Report - Corporate Services: Quarter 1, 2013/14**

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QUARTERLY SERVICE REPORT

CORPORATE SERVICES

Q1 2013-14
April - June 2013

Portfolio holders:
Councillor Iain McCracken
Councillor Alan Ward

Director:
Alison Sanders

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Section 1: Director's Commentary

Highlights for the quarter include:

Work to support Town Centre redevelopment

The revised Town Centre Section 106 agreement has been signed and the lease for Floors 1 & 2 at Ocean House to accommodate the CYP&L directorate was completed enabling vacant possession of Seymour House and the Town Square properties.

The appropriation of Council land for planning purposes in the Broadway and Crossway area was commenced to enable transfer of Council interests to BRP. Entry and vacant possession of compulsory purchased properties was achieved in the Broadway and Crossway, completing the land assembly process for the Northern Retail Quarter.

Legal Services have also completed a considerable amount of legal work on highways agreements in connection with Town Centre re-development and development at Broadmoor.

The contractors Brymor were appointed to deliver the refurbishment programme in Time Square. Work started on schedule with the site being established 25 May and phase 1 commenced within the building to refurbish first floor north. This was completed on schedule on 5 July for the floor to be handed back to the Council. The car park work to address water ingress to the basement was started in June and estimated to take 6 weeks, there has been a slight delay on this due to the complexity of the building structure which was unknown until the waterproofing was stripped back. Work on this is ongoing.

In the run up to the Time Square works there have been major changes to staff car parking as a result of the closure of Time Square car park. Staff are now parking in High Street car park for the duration of the works. The imminent closure of Car park 7 also means that staff vehicle details have been captured so they can transfer to Charles Square.

Property Work

To support the Older Peoples Strategy, the sale of the land at Garth Hill for the construction of an extra care facility for older people to Bracknell Forest Homes has been completed. Planning issues and title issues have now been resolved and building works on the site has now commenced.

The sale of land at Binfield Nursery has been completed following evaluation of all bids in the competitive process. This has required significant input from Property and Legal teams.

Following the review of the work of the Surveyors team, monitoring of key Performance Indicators is undertaken.

In respect of capital projects, there were 2 questionnaires returned 1 April to 30 June 2013. Of the 2 returned, the ratings were both good:

Of the 42 projects completed from 1 April to 30 June 2013:

- 24 (78%) projects were completed on time and on budget.
- 26 (84%) projects were completed within budget.
- 27 (87%) projects were completed on time.

Work with the community

The EIF 'Healthy Voices' project has undergone a very positive independent evaluation of its impact on supporting the integration of the Nepali community in the borough; the evaluation found that people's English language skills and confidence had increased significantly as well as their understanding of life in the UK and healthy living. The three year project, which came to an end in June, celebrated achievements at a successful event attended by the Nepali Ambassador on 29 June. The Ambassador and other guests praised the efforts of the Nepali community to integrate into the community and their contribution to life in the borough. A successful bid has been made to public health for £10,000 to continue to support the integration of the community.

Performance highlights

The Council's draft financial statements for 2012/13 were completed and signed on 17 June 2013 – the earliest that this has been achieved.

The Registrars' Annual Performance Report was submitted to the General Register Office and the Registrars were commended on the good levels of service and statutory compliance achieved by the authority.

The Revenues team is maintaining council tax collection rates following the changes to the council tax discounts and exemptions and the introduction of the Local Council Tax Benefit Scheme.

Other projects

ICT Significant work in the quarter includes:

- Darwin Close Education Library Services link migrated to improve performance and reliability.
- Major upgrade of Adult Social Care system completed
- Two major upgrades to the Revenues and Benefits system carried out
- Completed the migration of the Public Health teams to the six Berkshire authorities
- Good progress made on Microsoft migration project

Legal Significant work in the quarter includes:

- Successful defence (by in-house advocate) of disability discrimination and unfair dismissal claim in the Employment Tribunal
- Dispute with another local authority regarding responsibility for post-discharge support for former compulsorily detained Mental Health Act patient successfully resolved after threat of Judicial Review
- There has been an 8% increase in FOI requests compared to equivalent quarter in previous municipal year

There was a successful appointment to the consultant in Public Health during the quarter despite a tight and challenging recruitment market – this now completes the senior management team in the Public Health function. The HR section also conducted the recruitment exercise for the new Executive Officer at Sandhurst Town Council.

The development of the new Corporate Training database continues to make good progress with self service for Managers a key element of the new system.

Bracknell has taken the lead in Berkshire for the new government funded "Step up to Social Work" programme which sponsors and pays for graduate social worker placements – The aim being to increase the pool of Social Workers in the future.

A significant amount of work was done around the new Disclosure and Barring Service with CMT agreeing the posts which needed to be checked (and at what level) and a policy for rechecks

As a result of looking at channel migration issues, e-forms are being introduced as an alternative to paper copies – HR has introduced this for car loans and is looking at self-certification sickness/new employee starter forms and others.

Areas where performance has been more difficult are:

Customer Services has seen a slight improvement over the last quarter in the percentage of calls answered within 5 rings; however, the target continues to present challenges. The pattern of calls remain longer in duration and this is likely to be an on-going trend, for example, Customer Services will commence making customer appointments for the Registrars during the next quarter.

Moving forward, work is commencing on automating switchboard calls which should result in these type of calls moving away from the Contact Centre and so help to support the focus on 'value added' transactions.

The past quarter has seen 2 members of staff move to other roles within the Council, which coupled with maternity leave and long term sick, has had an impact on available resources.

As with previous quarters, despite the challenges facing Customer Services, customer satisfaction continues its positive performance at 89% against a target of 90%.






























Areas where risk is closely monitored:

The area that causes most concern currently is the authority's ability to meet the Public Services Network Code of Connection (PSN CoCo). This has been brought about by the Government's zero tolerance approach to adherence to the new CoCo, which was announced after BFCs submission was made. We have until 23 September to achieve compliance or risk the secure connection being terminated 2 months and 20 days later. This work is seen as a very high priority for the service. Most other authorities are in a similar position. Lack of agreement by the Government to the PSN CoCo would result in an inability to function in key service areas; Benefits and Registrars.

The Corporate Services Risk Register was reviewed by DMT on 20 June 2013. The key changes in response to the review were an increase in the elections risk as a result of national implementation of individual electoral registration and reductions in the potential impacts for both the legal challenge/prosecutions risk and the capital projects risk.

During the quarter internal audit issued no limited assurance opinions for the directorate.

Section 2: Department Indicator Performance

Ref	Short Description	Previous Figure Q4 2012/13	Current Figure Q1 2013/14	Current Target	Current Status	Comparison with same period in previous year
Corporate Property - Quarterly						
L059	Percentage of post sent second class (Quarterly)	98.00%	93.00%	96.00%		
L076	Planned maintenance spend (Quarterly)	101.10%	15.90%	12.00%		
L077	Staff cleaning surveys results (6 monthly)		71.00%	70.00%		
Customer Services - Quarterly						
L051	Percentage of current year's Council tax collected in year (Quarterly)	97.60%	29.15%	29.40%		
L053	Percentage of current year's Business Rates collected in year (Quarterly)	96.59%	36.54%	37.00%		
L055	Satisfaction level expressed in survey of telephone contact with Customer Services (Quarterly)	96.00%	89.00%	90.00%		
L056	Percentage of calls answered within target of 80% answered within 13 seconds (Quarterly)	46.80%	55.00%	80.00%		
Democratic and Registration Services - Quarterly						
L057	Percentage of agendas published 5 clear days prior to a meeting (Quarterly)	100.00%	100.00%	100.00%		
L058	Percentage of minutes published within 5 clear days of a meeting (Quarterly)	77.00%	79.00%	70.00%		
L182	Percentage of citizens using the Tell Us Once service offered by Registrars (Quarterly)		90.00%	90.00%		This is a new Indicator
Finance - Quarterly						
BV8	Percentage of invoices paid within 30 days (Quarterly)	93.0%	95.2%	95.0%		
L064	Debt outstanding as percentage of gross debt (Quarterly)	10.00%	8.00%	9.00%		
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	1.01%	0.67%	0.50%		
ICT - Quarterly						
L079	Resolution of reported ICT incidents (Quarterly)	97%	97%	94%		
L082	ICT service availability - percentage of time service is available for use (Quarterly)	99.80%	98.80%	99.00%		
Legal Services - Quarterly						

Ref	Short Description	Previous Figure Q4 2012/13	Current Figure Q1 2013/14	Current Target	Current Status	Comparison with same period in previous year
L084	Number of section 106s completed (Quarterly)	11	14			
L085	Amount of money recovered in debt collection (Quarterly)	30,545.95	135,319.03			
L086.1	Percentage of Freedom of Information requests dispatched (where 50% or more of the request) was refused as the information is already publically available (Quarterly)	15%	13%			
L086.2	Percentage of Freedom of Information requests dispatched which were refused because the time limit would be exceeded (Quarterly)	7%	3%			
L086.3	Number of Freedom of Information requests received (Quarterly)	222	248			
L088	Number of leases completed (Quarterly)	20	26			

Note: Key indicators are identified by shading

Traffic Lights

Compares current performance to target



Within 5% of target



Within 10% and 5% of target



More than 10% from target

Comparison with same period in previous year

Identifies direction of travel compared to same point in previous year



Performance has improved



Performance sustained



Performance has declined

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

Ind Ref	Short Description
NI001	Percentage of people who believe people from different backgrounds get on well together in their local area (Biennially (every two years))
NI004	Percentage of people who feel they can influence decisions in their locality (Biennially (every two years))
NI006	Participation in regular volunteering (Biennially (every two years))
NI023	Perceptions that people in the area don't treat one another with respect and consideration (Biennially(every two years))
BV156	Percentage of buildings open to the public which are suitable for and accessible to disabled people (Annually)
L075	Number of commercial property voids (Annually)
L052	Cumulative percentage of Council Tax collected for the previous year at 31 March (Annually)
L054	Cumulative percentage of business rates collected for the previous year at 31 March (Annually)
L060	Percentage response to the annual canvass (Annually) – Will be reported in Q4 for 2013/14
BV14	Percentage of early retirements as a percentage of total employees (Annually)
L066	Top five percent earners - women (Annually)
L067	Top five percent earners - minority ethnic communities (Annually)
L068	Top five percent earners - with disability (Annually)
L070	Percentage of employees with a disability (Annually)
L071	Percentage of black and ethnic minority employees (Annually)
L072	Gender pay gap (Annually)
L073	Average number of off the job training days per employee (Annually)
L074	Average amount spent on training per employee (Annually)
L130	Percentage staff voluntary turnover (Annually)
L131	Percentage of staff leaving within one year of starting (Annually)
L174	Average number of working days lost to sickness per employee (Annually)
L078	ICT User satisfaction - service user survey (Annually)
L080	ICT Project management - 5 metrics (Annually)
L087	Percentage of time recorded as chargeable time (Annually)

Section 3: Complaints

Corporate Complaints received

The number of complaints received in this quarter – 20.

The number of complaints received from quarter 1 to quarter 1 (*year to date*) - 20

Stage	New complaints activity in quarter 1	Complaints activity year to date	Outcome of total complaints activity year to date
New Stage 2	18	18	16 upheld, 0 partially upheld, 2 not upheld, 0 ongoing
New Stage 3	0	0	0 upheld, 0 partially upheld, 0 not upheld, 0 ongoing
New Stage 4	0	0	0 upheld, 0 partially upheld, 0 not upheld, 0 ongoing
Local Government Ombudsman	2	<ul style="list-style-type: none"> A parent complained that there was fault in the way the Council considered the application for their child's admission to Garth Hill College for September 2013 and in the way the Admissions Appeal Panel considered the appeal. A parent complained about the outcome of their appeal for their child's admission to Garth Hill College for September 2013 	1 not upheld, 0 partially upheld, 0 not upheld 1 ongoing

Nature of complaints/ Actions taken/ Lessons learnt:

During this quarter we have received 15 complaints regarding waiting times at Time Square North Reception. This has been as a result of the trial of the new ways of delivering the Housing and Benefits services.

As part of the Vanguard review of Housing and Benefits we have been trialling new ways of delivering the service. This has meant that waiting times have been longer than normally experienced. This has affected both customers of Housing and Benefits, as well as customers of other services, such as planning, licensing and land charges. On the whole Housing and Benefits customers have been reasonably satisfied with the service, as the outcome has been much improved on previous experience, although some have been dissatisfied with the length of time they have waited before being seen. The majority of the complaints have been from customers of other services, who have waited much longer than usual, without any change in the outcome of the service or the amount they have paid for it.

We continue to review the process for dealing with customers and are actively pursuing a solution to the queue management issues, which will ensure all customers are not waiting an unreasonable length of time, whilst maintaining positive outcomes for all services.

Section 4: People

Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Directorate	4	3	1	3.5	0	0
Community Engagement	4	2	2	3.49	1	20
Customer Services	43	32	11	39.18	2	4.44
Democratic & Registration Services	19	11	8	15.88	4	17.39
Finance	39	30	9	35.55	1	2.5
Human Resources	19	17	2	18.28	0	0
ICT	35	32	3	34.25	3	7.89
Legal	13	8	5	11.41	0	0
Property Services	43	32	11	38.48	0	0
Department Totals	219	167	52	200.02	11	4.78

Staff Turnover

For the quarter ending	30 Jun 2013	1.79
For the last four quarters	1 Jul 2012 – 30 Jun 2013	6.42

Total voluntary turnover for BFC, 2012/13: 12.48%

Average UK voluntary turnover 2011: 9.3%

Average Public Sector voluntary turnover 2011: 6.7%

(Source: XPerHR Staff Turnover Rates and Cost Survey 2012)

Comments:

The vacancy rate has risen very slightly since the last quarter but plans are under way to recruit to the vacancies within Customer Services plus one from ICT in the next quarter. The vacancy within Community Engagement will also cease to exist at the end of the next quarter which will further improve the vacancy rate.

Turnover figures have remained steady from last quarter to this with the rolling year turnover figure being much lower than the average across the authority.

Staff Sickness

Section	Total staff	Number of days sickness	Quarter 1 average per employee	2013/14 annual average per employee
Directorate	4	0	0	0
Community Engagement	4	14	3.5	14
Customer Services	43	80	1.86	7.44
Democratic Services	19	13	0.68	2.74
Finance	39	15	0.38	1.54
Human Resources	19	1	0.05	0.21
ICT	35	37.5	1.07	4.29
Legal	13	2	0.15	0.62
Property Services	43	20.5	0.48	1.91
Department Totals (Q1)	219	183	0.84	
Projected Totals (13/14)				3.34

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 12/13	5.56 days
All local government employers 2011	8.1 days
All South East Employers 2011	6.4 days

(Source: Chartered Institute of Personnel and Development Absence Management survey 2012)

Comments:

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




Sickness for this quarter has gone down substantially since the previous quarter to 183 days in total from 304.5 days. This is probably as a result of warmer weather and the number of long term sickness cases has reduced due to one member of staff leaving within the quarter.

This quarter there were 72 days attributed to long term sick compared to 112 last quarter. This is attributable to one person in Community Engagement who has since left and one in Customer Services.


The current projected absence figure for Corporate Services for the year is 3.34 which is lower than the average for last year for the Authority and that for Corporate Services. However it is still only early in the year.

Section 5: Progress against Medium Term Objectives and Key Actions

Progress has been monitored against the sub-actions, supporting the Key actions contained in the Corporate Services Service Plan for 2013 - 2014. This contains 41 actions to be completed in support of 7 Medium Term Objectives. Annex A provides detailed information on progress against each of these key actions:

Overall 2 actions were completed at the end of Quarter 1 () , while 38 actions are on schedule () and 1 causing concern () .

The 1 action that is causing concern is:

Ref	Action		Progress
11.5.1	Identify where “avoidable contact” with customers exists and reduce by 10%. Take appropriate action to minimise waste in processes. Use ‘Systems Thinking’ methodology to redesign services identified as priority.		Avoidable contact system selected and implementation plan developed. Currently categorising each type of customer contact to facilitate analysis.

Section 6: Money

Revenue Budget

The original cash budget for the department was £15.121m. Net transfers of £0.133m have been made bringing the current approved cash budget to £15.254m. A detailed analysis of these budget changes in this quarter is available in Annex B.

The forecast outturn for the department is £0.014m under the current approved cash budget. A detailed analysis of the new variances this quarter is available in Annex B.

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

Service Area	Budget £000	Forecast Outturn £000	Comments
Commercial Property	(1,605)	(1,605)	Increased voids and void periods, resulting in reduced income.
Bracknell Market	14	14	Traders potentially leave due to falling footfall.
Print Services	(72)	(72)	As other departments look to cut expenditure, printing income will be affected and income target not achieved.

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

Capital Budget

The total approved capital budget for the year is £8.875m.

Expenditure to date is £0.133m representing 2% of the budget. The Department anticipates 89% of the total approved budget to be spent by the end of the financial year. A detailed list of schemes together with their approved budget and forecast spend is available in Annex B.

Section 7: Forward Look

Town Centre & Civic Accommodation

- Completion of further licence agreements across Council land to enable the demolition of the Northern Retail Quarter.
- Continue negotiations with third party site owners in the town centre.
- Process advance payment settlements for compulsory purchased interests.
- The programme to refurbish Time Square is continuing on schedule. The next phase will be to refurbish floor 4 and move Children's Social Care onto the completed floor 4 on 23 August. Colleagues across Time Square continue to clear out storage in preparation for their moves.

Community Engagement & Equalities

- Secure match funding and develop a new European Integration Fund bid to support the integration of the Nepali and other communities in the borough.
- Facilitate the development of The Parks Community Centre/Sports Pavilion and Great Hollands Community Centre improvement works.
- Manage the introduction of new corporate consultation software to improve the accessibility and quality of the Council's consultations.
- Finalise the action plan to respond to the results of the Council's 2012 borough wide household survey.
- Publish the new BFP community engagement strategy and its action plan.
- Support the EIA process on budget proposals.

Customer Services

- Automatic Operator - will shortly be launched to staff across the Council to support in making internal calls. Once this has bedded in for a few weeks work will commence on extending the service for external switchboard type calls to the Council.
- CRM Feasibility - work has commenced on how we develop our key system to support all channels of customer communication. This could involve staying with the current supplier or moving to a new provider. A decision on the way forward is expected to be made in the next quarter.
- The corporate digital services team are continuing to review the use of open source for web content management. This will be achieved over the coming year through the redevelopment of the Youth Services website using open source software (Drupal). This work will help to evaluate the suitability of using open source for the Council's public website.
- The Revenues Manager retires in August, and recruitment for a replacement will begin shortly.

Democratic & Registration Services

- Complete the annual tranche of appeals against primary school allocations.
- Support the second round of Portfolio Review Groups.
- Complete the replacement of the Council Chamber audio and visual equipment.
- Launch the secure access element of the Modern.gov app to make confidential and exempt papers available.
- Publication of Member Development Programme.
- Completion of tranche 3 of the 360° feedback programme for Members and commencement of the final tranche.
- Complete the Confirmation Dry Run which involves data matching records on the current electoral register with those held by the Department for Work and Pensions, in preparation for Individual Electoral Registration.

- Undertake the refresh of personal identifiers for 763 citizens. As signatures change over time, signatures provided by postal voters must be refreshed every five years to limit the number of postal votes rejected at an election due to mismatched signatures.
- Preparations for the delayed annual canvass for the 2013/2014 electoral register.

Corporate Property

- Options for development of Coopers Hill for a new youth hub to be considered with planning officers over the next three months.
- Complete the sale of land at Rainforest Walk.
- Complete leases for youth centres at Whitegrove and North Ascot.
- To complete a contract for the sale of Santa Catalina.
- To progress options for identifying sites for school accommodation.
- To progress the refurbishment works at Time Square.
- Work continuing with developing Print Strategy.
- To undertake a staff survey of catering services.
- To progress the sale of Binfield Nursery site. Following invitations for parties to make best and final bids Executive are to consider the four highest offers for the site.
- Working with West Berks Council to share two Term Maintenance Contracts which will start in July 2014.
- Participate in CIPFA Benchmarking.

ICT Services

- Start of large scale office moves and replacement of all data cabling in Time Square.
- Achievement of PSN CoCo accreditation to be completed.
- Project to procure corporate data storage solution begins.
- Working with Berkshire colleagues to review contract costs and opportunities for savings.

Legal Services

- Extensive legal support to be provided in connection with the adoption of the SADPD (now re-titled Site Allocations Local Plan).
- Legal advice to be provided in connection with ensuring arrangements for implementation of Community Infrastructure Regulations will be compliant with the Habitats Regulations which protect the Thames Basin Heaths SPA.
- Disposal of Binfield Nursery to be completed.
- Proposed disposal of East Lodge, Great Hollands for affordable housing to be progressed.
- Legal advice to be provided in connection with pan-Berkshire Adult Social Care ordinary residence protocol.

Finance







- Following the completion of the Council's draft financial statements for 2012/13 on 17 June, the annual external audit will take place over the summer. This will be the first external audit undertaken by Ernst & Young and the results will be reported to the Governance and Audit Committee on 30 September.
- Following the announcements contained in the latest Spending Round on 26 June, the Council's Medium Term Financial Strategy and Commitment Budget will be updated over the summer and reported to the Executive in October.
- Detailed proposals and options will be developed over the summer to ensure that the Council achieves a balanced budget in 2014/15.


- Work will begin on the replacement of the Council's existing Payroll and HR system. The current contract expires in August 2015. The initial focus of the work will be on business process improvement.
- The Council's Financial Regulations and Financial Procedure Rules will be reviewed and updated.
- As a continuation of the development programme for the Agresso financial system and to further improve efficiency with the preparation of the annual financial statements, work will commence on the implementation of a fixed assets module.

Human Resources

- The Jobs go Public advertising contract will be re-negotiated during the quarter to extend the current one by 18 months; a saving on current costs is anticipated.
- Work will start on reviewing the business processes around the REBUS Payroll/HR Payroll System prior to preparing the specification for tender to procure a replacement system.
- The collection of personal details from all employees will commence in the next quarter – the exercise is designed to ensure the Council's workforce data is up to date and relevant.
- Work will continue to harmonise the contract conditions for Public Health staff to bring them in line with standard Council conditions.

Annex A: Progress on Key Actions


MTO 1: Re-generate Bracknell Town Centre				
Sub-Action	Due Date	Owner	Status	Comments
1.9 Implement an Accommodation Strategy to rationalise the number of buildings used by the Council.				
1.9.1 Implement an Accommodation Strategy to rationalise the number of buildings used by the Council	31/10/2014	CS		Work is ongoing to refurbish Time Square to enable the council deliver all customer services from one site. The programme of works is in schedule and will be complete by June 2014. Customer services are due to move to Time Square in March 2013. Further rationalisation of the buildings is ongoing with a review of the accommodation in Easthampstead house to be delivered by August 2013.
1.9.2 Implement ICT work plan to support new ways of working and Accommodation Strategy.	31/03/2014	CS		Work completed on first phase of refresh of equipment to ensure those involved in office moves have the correct kit to allow flexible working. Work was also completed on the remote sites
1.9.3 Let and manage all building contracts resulting from implementation of Accommodation Strategy and arrange disposals in accordance with the Development Agreement.	31/03/2014	CS		The first phase of refurbishment works at Time Square have now been completed. The Development Agreement for the town centre has now been exchanged.
1.9.4 Establish Time Square as the primary town centre reception service area by moving customer-facing staff (Customer Services, Revenue Services and Registrars) currently in Easthampstead House to the ground floor of Time Square north.	31/10/2014	CS		All plans agreed for new location. On track to be delivered as part of Time for a Change programme.
1.9.5 Move CYPL to Ocean House.	31/04/13	CS		All staff were moved to Floor 1 and 2 of Ocean House on 14th March. All public facing meeting and correspondence is through Time Square. Seymour House was emptied and handed back to Property section by end of April 2013.
1.9.7 Move ECC, CYPL and ASCHH to final locations in Time Square.	31/10/2014	CS		Moves are on schedule as of July 2013. ECC Directorate and Admin team were moved from 4th floor south to 2nd floor south on 4th July. ECC L&C and ASCH&H including public health

				team were moved from 4th floor north and south to the refurbished 1 North on 6th July. 1 North is ASCH&H final location while ECC L&C will move back to 4th floor when it is complete.
1.9.11 Implement flexible and mobile working across all town centre offices.	31/03/2014	CS		All staff in town centre buildings have been provided with ICT equipment which is suitable for their "workstyle". All flexible workers have a council mobile phone for full contactability while they are out of the office. All telephony has been delivered in line with the recommendations in the Telephony Review and Standards. Email on the move for new users will be delivered via a Smart device by September 2013. Learning and Development are providing a wide range of resources to support the cultural shift to flexible working. Other resources include lockers are now provided for flexible staff in Time Square as they move to desk sharing.

MTO 4: Support our younger residents to maximise their potential

Sub-Action	Due Date	Owner	Status	Comments
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4.3 Increase opportunities for young people in our youth clubs and community based schemes.







4.3.5 Implement phase three of the Modernisation of the Youth Service Programme, including the development of options for the Town Centre Youth Hub.	31/03/2014	CS		Executive approval has now been obtained to explore options for the redevelopment of Coopers Hill to provide a youth hub. Initial discussions have taken place with TVHA and options for development of the site will be considered with planning officers over the next three months.
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MTO 5: Work with schools and partners to educate and develop our children, young people and adults as lifelong learners






Sub-Action	Due Date	Owner	Status	Comments
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5.11 Ensure systems in place for effective pupil and school place planning.







5.11.3 Support CYPL in finding suitable sites for school extensions and new schools.	31/03/2014	CS		An options paper has been drafted and further work is being carried out on three of the proposals.
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MTO 6: Support Opportunities for Health and Wellbeing				
Sub-Action	Due Date	Owner	Status	Comments
6.2 Support the Health and Well Being Board to bring together all those involved in delivering health and social care in the Borough.				
6.2.3 Work with colleagues to implement, support and advise the Health and Wellbeing Board.	31/03/2014	CS		Board established and Board Members appointed in accordance with the legislation. Terms of reference and working arrangements agreed. Induction provided for all co-opted health partners. Support provided for the April meeting including production of the agenda, minutes, action plan and forward plan.
6.7 Recognise the value libraries play in our communities.				
6.7.2 Carry out option appraisals for the relocation and enhancement of library facilities in Harmans Water.	31/03/2014	CS		A feasibility has been carried out for the relocation of the library and refurbishment of Harmans Water Community Centre. A report has been discussed by CMT and will be considered by the Executive through the capital project process.
MTO 7: Support our older and vulnerable residents				
Sub-Action	Due Date	Owner	Status	Comments
7.5 Improve the range of specialist accommodation for older people which will enable more people to be supported outside residential and nursing care.				
7.5.2 Work with the PCT to extend Bridgewell and increase bed capacity.	31/03/2014	CS		Solicitors have been instructed for a new lease to be granted to the Health Trust.
7.5.4 Work with housing association partners in provision of Extra Care unit at Garth site.	31/03/2014	CS		The sale of the site for the construction of the extra care facility has now been completed and construction on site has now commenced.
7.5.5 Dispose of Binfield Nursery site for residential including older people's accommodation.	31/12/2013	CS		Following invitations for parties to make best and final bids Executive are to consider the four highest offers for the site.
MTO 10: Encourage the provision of a range of appropriate housing				
Sub-Action	Due Date	Owner	Status	Comments
10.1 Ensure a supply of affordable homes.				
10.1.6 Work with Thames Valley Housing Authority on development of affordable homes on the Adastron/ Byways site.	31/03/2014	CS		TVHA are at an advanced stage with planning and discussions on terms for disposal of the land are continuing.

10.2 Support people who wish to buy their own home.				
10.2.3 Assist applicants in purchasing houses under the homebuy scheme.	31/03/2014	CS		Assistance will be provided to applicants under the homebuy scheme throughout the year.
10.2.4 Assist applicants in purchasing houses under the homebuy scheme.	31/03/2014	CS		2 Homebuy purchases (with concomitant leasebacks) were completed during the quarter.
MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money				
Sub-Action	Due Date	Owner	Status	Comments
11.1 ensure services use resources efficiently and ICT and other technologies to drive down costs.				
11.1.1 Implement regional Public Service Network through the Unicorn contract in conjunction with other local authorities in Berkshire and Surrey.	31/10/2013	CS		Working with other Berkshire ICT managers and Surrey colleagues to identify opportunities to make use of the Unicorn agreement. Initially meetings held with BT, the successful supplier, to determine which services can be most affectively used. Joint meeting being arranged for late July
11.1.2 Implement a programme of property reviews to ensure Council buildings are fully utilised, dealing with vacant accommodation as appropriate, taking into account market conditions and other possible Council uses, to secure disposals.	31/03/2014	CS		Existing information is being collated and a specification is being drawn up for the requirements for the property review.
11.1.3 Explore opportunities to expand the electronic distribution of agendas and meeting papers.	31/03/2014	CS		An app is now available free of charge to the user which allows agendas and minutes to be accessed using iPads and android powered tablet devices. The app enables the user to subscribe to particular committees so that new documents will automatically be downloaded to their tablet. This service is very fast and allows the user to edit and annotate documents. Work is under way to make confidential papers available within the next few months.
11.2 ensure staff and elected members have the opportunities to acquire the skills and knowledge they need.				
11.2.1 Review the Member Development Strategy and deliver a comprehensive Member Development	31/03/2014	CS		The Member Development Strategy was reviewed by the Member Development Charter Steering Group and submitted to






Programme.				Council in April as part of the Member Development Annual Report. The framework for the Member Development Programme has been agreed and sessions are in the process of being scheduled. There were 54 attendances at 3 Member development sessions and 8 attendances at 3 conferences. Two individual training sessions were delivered. The third tranche of the 360° feedback programme commenced.
11.2.2 Using agreed methods but with an emphasis on e-learning, deliver the agreed corporate training plan with priority given to key areas such as management development, information security and safeguarding.	31/03/2014	CS		Information Security and Data Protection workshops have been combined into one session and the e-learning material has been updated. Similarly updates to the e-learning packages on Safeguarding Children/Young People and Adults have also been made. New packages on the Mental Capacity Act and Deprivation of Liberty have been launched.
11.2.3 Implement the 5 priority areas of the 6th Pay and Workforce Strategy specifically those related to organisational development, leadership capacity, enhancing workforce skills and ensuring that the overall resources, pay and reward structure of the Council are appropriate and in line with best practice.	31/03/2014	CS		Progress is being made in accordance with individual key dates outlined in the Action Plans approved by Employment Committee on 5th December 12. In particular Safeguarding training, the Time for a Change programme and actions around a new pay and grading structure have had significant input over the first quarter.
11.3 publish information about the Council to promote openness and cost-effectiveness and accountability.				
11.3.1 Implement the Data Transparency Best Value Guidance by developing an open data website to improve the accessibility of information to the public.	31/03/2014	CS		The Open Data website is live. A review has been conducted to assess whether trends in Freedom of Information requests can be identified and such information also made available via the Open Data website. The possibility of additional information being published on the Open Data website will be considered further in the next quarter.
11.3.2 Compile and publish the 2012/13 notice of Members allowances and expenses.	31/07/2013	CS		The notice was published on 27 June 2013.
11.3.4 Implement the Data Transparency Best Value Guidance by developing an open data website to improve	31/03/2014	CS		Open data website developed and published. Continuing to add further data sets and information.

the accessibility of information to the public.				
11.4 ensure residents have fair access to the services they need.				
11.4.1 Deliver the Equality Scheme 2012-16 action plan and monitor its implementation. ?	31/03/2014	CS		On track. Currently monitoring the implementation of the Scheme in 2012-13.
11.4.2 Carry out a feasibility study to establish whether to conduct civil funerals.	31/03/2014	CS		The feasibility study has commenced and a report on the outcome will be prepared in due course.
11.4.3 Continue implementing the programme to improve public access to Council buildings to 92.5%.	31/03/2014	CS		Works are ongoing to improve public access to Council buildings to 92.5% at the end of 2013/14. Currently 90.2%.
11.4.4 Maintain the Achieving Level of the Equality Framework externally assessed by a LGA Peer Review.	31/03/2014	CS		On track
11.4.5 Increase engagement in and awareness of the democratic process among members of the public by: undertaking a programme of activities throughout the year; maximising the use of social media and the website	31/03/2014	CS		The Harmans Water School Council visited the Council Chamber to talk to the Mayor about her role and to understand how the Mayor combined being Mayor and a councillor. The School Council also met the Senior Registrar to learn how births were registered 100 years ago and to find out the occupations of people who lived in Bracknell Forest at that time. The School Council intended presenting what they had learnt at an assembly for the whole school. A social media session has been developed with Learning and Development and Communications and Marketing to provide practical advice to Members who have expressed an interest in using Facebook and Twitter. The session will include a case study provided by an Executive Member. The session is being arranged based on Members' availability.
11.5 develop appropriate and cost effective ways of accessing council services				
11.5.1 Identify where "avoidable contact" with customers exists and reduce by 10%. Take appropriate action to minimise waste in processes. Use 'Systems Thinking' methodology to	31/03/2014	CS		Avoidable contact system selected and implementation plan developed. Currently categorising each type of customer contact to facilitate analysis.

redesign services identified as priority.				
11.5.2 extend the range of online and transactional services which may be used by customers on a 24/7 basis to support channel shift.	31/03/2014	CS		All new services are now developed as 'digital by default,' with a focus on developing online process first. A redesign of existing services will be undertaken as part of CRM project, to enable more to be moved to online.
11.5.3 Review CRM and CMS and investigate of new technologies and channels available, e.g. instant messaging, SMS, mobile apps.	30/09/2013	CS		Review of CMS underway, with first microsite being developed in open source software. Feasibility study into replacement of CRM system has resulted in a recommendation to proceed. Work now underway on procurement and financing arrangements. Project about to begin with Thames Valley Police to implement subscription-based email and text messaging solution for information sharing.
11.7 work with partners and engage with local communities in shaping services.				
11.7.1 Publish and deliver the new Partnership Community Engagement Strategy.	31/03/2014	CS		The Strategy has been developed and it will be approved by mid July for publication.
11.7.2 Develop partnership working with the parish and town Councils on neighbourhood engagement through joint activities.	31/03/2014	CS		The Council has worked in partnership with the Parish and Town Councils to develop of the BFP Community Engagement Strategy 2013-16. The Council is promoting the engagement activity of the Parish and Town Councils to our partners through regular presentations at the Community Cohesion and Engagement Partnership.
11.7.3 Implement corporately consultation software to improve the transparency and quality of consultations increasing consultation skills Council wide.	31/03/2014	CS		Two days of super user training on the software has been completed. The governance document, which provide information on how the software should be used, has been drafted. The software will be launched publically in the Autumn.
11.8 implement a programme of economies to reduce expenditure				
11.8.1 update the Medium Term Financial Strategy to include changes to the local government finance regime, strategic policy changes and lead on the development of the Council's annual budget.	31/03/2014	CS		Initial three year forecasts have been prepared, but these will be revised following the announcement of the 2015/16 Spending Round on 26 June. The Council's updated Medium Term Financial Strategy and Commitment Budget will be

				reported to the Executive in October. Initial options and proposals are being developed to ensure the Council achieves a balanced budget in 2014/15.
11.8.2 monitor the delivery of the annual budget and produce the financial statements, having regard to recommendations made by the external auditor.	30/09/2013	CS		The draft financial statements have been prepared and were signed off on 17 June. This is the earliest date by which this complex and technical exercise has been completed. The draft financial statements will be subject to external audit over the summer, the results of which will be reported to the Governance and Audit Committee on 30 September.
11.8.3 Implement the necessary organisational change processes in line with service changes.	31/03/2014	CS		The major work around this requirement will commence in Quarters 2 and 3 with the start of the process to balance the budget through changes to the Council's structures and reductions in establishment spending.
11.8.4 Develop proposals to help the Council produce a balanced budget in 2014/15.	31/03/2014	CS		Initial options and proposals are being developed to achieve a balanced budget in 2014/15.

Status Legend

Where the action has not yet started but should have been, or where the action has started but is behind schedule	
Where the action has not yet started or where the action has been started but there is a possibility that it may fall behind schedule	
Where the action has started, is not yet completed, but is on schedule	
Where the action has been completed (regardless of whether this was on time or not)	
Where the action is no longer applicable for whatever reason	

Annex B: Financial Information

	Original Cash Budget		Virements & Budget		Current Approved Cash Budget	Spend to Date %	Projected Outturn	Department's Over/(Under) Spend	Variance This Quarter	Variance Supported by CMT
	2013/2014	2013/2014	C/Fwds	£000						
						%				
<u>Director of Corporate Services</u>										
Director of Corporate Services	206	1	M	207	19	207	0	0	0	0
Community Engagement & Equalities	177	0		177	-7	177	0	0	0	0
	383	1		389	6	384	0	0	0	0
Head of Democratic & Registration Services										
Committee Services	427	11	D,M	438	11	438	0	0	0	0
Member and Mayoral services	901	5	E,M	906	16	906	0	0	0	0
Registration of Births, Deaths & Marriages	-48	0		-48	96	-48	0	0	0	0
Registration of Electors / Elections	218	1	M	219	16	219	0	0	0	0
	1,498	17		1,515	12	1,515	0	0	0	0
Chief Officer: Customer Services										
Local Tax Collection incl Cashiers	380	-8	L,M	372	13	372	0	0	0	0
Customer Services	942	30	C,L,M	972	14	992	20	20	20	1
	1,322	22		1,344	14	1,364	20	20	20	0
Borough Solicitor										
Legal	601	2	M	603	15	603	0	0	0	0

Chief Officer: Human Resources									
Human Resources	540	16	<i>B,M</i>	556	17	556	0	0	0
Unified Training Unit	444	1	<i>M</i>	445	11	445	0	0	0
Health & Safety	97	0		97	14	97	0	0	0
	1,081	17		1,098	15	1,098	0	0	0
Borough Treasurer									
Finance	2,145	41	<i>H,M,P</i>	2,186	11	2,186	0	0	0
Insurance	868	0		868	34	868	0	0	0
	3,013	41		3,054	17	3,054	0	0	0
Chief Officer: Property Services									
Property Services	532	1	<i>M</i>	533	11	499	-34	-34	2
Industrial & Commercial Properties	-1,587	-18	<i>F,J,M</i>	-1,605	12	-1,605	0	0	0
Construction & Maintenance	378	4	<i>A</i>	382	12	382	0	0	0
Operations Unit	3,863	53	<i>H,J,K,M</i>	3,916	26	3,916	0	0	0
	3,186	40		3,226	29	3,192	-34	-34	0
Chief Officer: Information Services									
ICT Services	2,179	39	<i>G,M</i>	2,218	12	2,218	0	0	0
Chief Executive's Office									
Chief Executive	340	16	<i>I,M</i>	356	43	356	0	0	0
Chief Executive's Office	776	3	<i>M</i>	779	18	779	0	0	0
Town Centre Redevelopment	51	0		51	-204	51	0	0	0
Voluntary Sector Grants	171	0		171	35	171	0	0	0

NI136 - Grant Contributions to Shopmobility & CAB	219	0	219	25	219	0	0	0
Community Safety	301	-65	N,O	-10	236	0	0	0
	<u>1,639</u>	<u>-46</u>		<u>16</u>	<u>1,812</u>	<u>0</u>	<u>0</u>	<u>0</u>
TOTAL CS AND CX OFFICE	15,121	133		17	15,240	-14	-14	0
Memorandum item								
Devolved Staffing Budget - CS and CX	9,149	43	H	18	9,192	0	0	0
Non Cash Budgets								
Capital Charges	1,422	0			1,422	0	0	0
IAS19 Adjs	617	0			617	0	0	0
Recharges	-9,746	0			-9,746	0	0	0
	<u>-7,707</u>	<u>0</u>			<u>-7,707</u>	<u>0</u>	<u>0</u>	<u>0</u>

CORPORATE SERVICES / CX OFFICE QSR 1 APRIL TO MAY 2013

Note	Total £'000	Explanation
A	4	Surveyors Approved carry forward for the implementation of the Building Surveyors asset management system and training not completed in 2012/13.
B	14	Human Resources The consultancy services required to complete the Job Evaluation Scheme through working with the Unions will not be completed until 2013-14 a carry forward was therefore required
C	18	Customer Services Approved carry forward for outstanding work on channel shift and the use of automated operator that was not been possible to complete in 2012/13 (£0.008m). In addition there are changes that are planned to Times Square reception area which were also had to be postponed (£0.010m)
D	9	Committee Services Approved carry forward for two ICT projects not completed due to supplier issues; one was changes to the express system for voter registration in Electoral services (£0.005m) and the second was the improvement to modern.gov (£0.004m).
E	4	Member & Mayoral Services Carry forward required to fund the Mentoring for Cllr Marc Brunel-Walker. The finalisation of requirements could not be completed and booked before the end of 2012-13.
F	35	Industrial & Commercial Properties Condition surveys have identified £0.080m of priority 1 works at Yeovil Road flats The Council hopes to recover £0.030m from Bracknell Forest Homes and other tenants of the flats in the block, £0.015m is available within the 2013-14 commercial property repairs budget, however a carry forward of £0.035m was required to fund the balance.
G	33	ICT In order to deliver the remainder of the Microsoft migration project objectives a carry forward was required. The carry forward will cover the consultancy costs for reconfigurations of 17 large and/or high political visibility applications that may require vendor assistance in migration.
H	0	Operations Unit/Finance The Operations Unit and Finance have made contributions from non-DSB budgets to the Departmental DSB budget of £0.013m and £0.030m respectively to reflect changes in their staffing FTE'S.
I	15	Chief Executive The Town Centre Economic Strategy aims to create a hub for small businesses making use of empty office space in the Town Centre. Following approval from CMT IN 2012-13 a virement of £0.015m is requested from the Economic & Development Reserve to support this strategy by providing 23 car parking spaces to Oxford Innovations during 2013-14
J	0	Operations Unit/Industrial & Commercial Properties In 2013-14 the income budget of-£0.055m for the letting of the space at the Commercial Centre has transferred from the Operations Unit to the Industrial & Commercial

		Properties team who deal with the letting of the Council's Commercial Properties.
K	-5	Operations Unit There has been a cross Departmental virement to align Landscape budgets with expenditure which has resulted in a reduction in the Operations Unit budget
L	0	Customer Services/Local Tax Collection The Licence budgets within Customer Services have increased by £0.010m following a virement from Local Tax Collection to reflect the actual expenditure within the services.
M	36	Pension Fund Contributions As a result of the actuarial valuation of the Pension Fund an increase in employer's contributions is required; a virement from Non-Departmental budgets is to be made.]
N	-32	Community Safety Transfer of £0.032m from the Domestic Abuse budget to Adult Social Care Health Support for the BWA contract in 2013-14.
O	-33	Community Safety Community Safety Funding previously included in the Local Services Support Grant is now being paid directly to the Police and Crime Commissioner for onward allocation. Bracknell Forest's allocation for 2013/14 has remained at £0.069m however it is no longer appropriate for the budget to be held on a non-departmental code and has therefore been vired to Departments. The Community Safety share of the grant is services £0.033m.
P	35	Finance A virement of £0.035m has been agreed from the Transformation & Innovation Fund to cover the costs of the e-Procurement System.
	133	Total Virements in QSR1 Period

CORPORATE SERVICES / CX OFFICE QSR 1 – APRIL TO MAY 2013**Variances**

Note	Total £'000	Explanation
1	20	Customer Services Contingency funding of £0.020m was approved and received in 2012-13 to undertake the CRM/CMS feasibility study, however as it was not be possible to undertake this work before the end of the financial year the funding was returned. The contingency funding is now required as work will be undertaken in this financial year
2	-34	Property Services Following finalisation of the Crowthorne Enterprise Centre accounts, the deposit returned from Legal and General was in excess of the final payment due to Oxford Innovations who ran the Centre. The resulting underspend of -£0.034m can be transferred to the Contingency fund from which £0.100m had been received in 2012-13 to support the Centre.
	-14	Variances reported in QSR1 Period

Corporate Services & Chief Executive's Office Capital Monitoring as at 31st May 2013

Cost Centre	Project Description	2012/2013 brought forward	2013 /2014 Budget	Approved Budget (£'000)	Cash Budget 2013/14 (£'000)	Expenditure to date (£'000)	Current Commitment (£'000)	2013/14 Cash Budget unspent/uncommitted (1)-(2+3) (£'000)	Carry Forward 2014 /2015 (£'000)	(Under) / Over Spend (£'000)	Target for Completion	Current status of the project Notes
				(£'000)	(1) (£'000)	(2) (£'000)	(3) (£'000)	(1)-(2+3) (£'000)	(£'000)	(£'000)		
Prior Year Funded Schemes												

Prior Year Funded Schemes - Corporate Services & Chief Executive's												
YM245	Jennett's Park Community Centre	0.3	0.0	0.3	0.3	0.0	0.3	0.0	0.0	0.0	March 2014	Plans in place to spend the remaining budget within 2013/14.
YM248	The Parks Community Centre/Sports Pavilion	175.8	0.0	175.8	175.8	0.0	0.0	175.8	0.0	0.0	March 2014	Works to commence Summer 2013
YM249	Provision of Technology to Members	25.2	0.0	25.2	25.2	3.6	5.4	16.2	0.0	0.0	March 2014	Members are using their own broadband with the exception of one Member who uses the Group Office, and are either using their own kit or have received the kit originally requested. This month a laptop has been provided to a Member who no longer wishes to use her own kit.
YM254	New Hope	4.2	0.0	4.2	4.2	0.0	0.0	4.2	0.0	0.0	March 2014	The budget represents a carry forward required for retention costs.
YM255	CRM – Upgrade to Version 8	5.0	0.0	5.0	5.0	0.0	5.0	0.0	0.0	0.0	March 2014	Implementation to be completed within this financial year
YM259	North Ascot Community Centre	16.3	0.0	16.3	16.3	0.0	0.0	16.3	0.0	0.0	March 2014	The improvement works started in July 2012. Planning approval gained for the next stage of works, which will be completed in 2013-14

YM291	CRM – Reporting Enhancements	25.0	0.0	25.0	0.0	0.0	0.0	25.0	0.0	0.0	0.0	0.0	0.0	September 2013	This project should be delivered in the first half of 2013/14.
YM300	Easihampstead and Wildridings Community Centre	30.0	0.0	30.0	0.5	24.9	0.0	4.6	0.0	0.0	0.0	0.0	0.0	March 2014	Works to commence July 2013
YM302	Bullbrook Community Centre	5.6	0.0	5.6	0.0	0.0	0.0	5.6	0.0	0.0	0.0	0.0	March 2014	Soundproof insulation work to be undertaken in 2013-14	
Total of Prior Year Funded Schemes - Corporate Services & Chief Executive's		287.4	0.0	287.4	4.0	35.6	0.0	247.8	0.0	0.0	0.0	0.0	0.0		

Prior Year Funded Schemes - Council Wide															
YM260 - YM262	Members Initiative	99.1	0.0	99.1	20.0	4.9	0.0	74.3	0.0	0.0	0.0	0.0	0.0	March 2014	Some small schemes in the pipeline. Members recently reminded of funding. New fund established in 2013/14 from revenue
YM215	Replacement Revenue & Benefits System	55.3	0.0	55.3	0.0	1.0	0.0	54.3	0.0	0.0	0.0	0.0	0.0	March 2014	Currently investigating suitability of e-revenues module. Supplier proposes merging e-revenues and e-services, and we await the outcome of this before proceeding. Also investigating use of in-house e-forms and an integration tool, rather than e-revenues module.
YM239	Replacement Network Circuits (Invest to Save)	23.2	0.0	23.2	0.0	0.0	0.0	23.2	0.0	0.0	0.0	0.0	0.0	March 2014	Required for speeding up at remote sites.
YM247	Market Street Properties	454.1	0.0	454.1	0.0	0.0	0.0	454.1	0.0	0.0	0.0	0.0	September 2013	A provision of £1.716m was created to comply with grant conditions, this amount represented the £1.46m received from HCA and £0.256m from the Bracknell Forest budget of £0.4m. To date £1.546m of costs have been incurred against this provision. The total budget agreed by the Executive for this project is as follows:- Initial HCA grant £1.46m Additional HCA grant £0.107m BFBC £0.4m - note. The grant money will be called on first with additional funding by BFBC and BRP on a pound for pound basis. BRP £0.4m TOTAL £2.367m	
YM250	Backup System Replacement	45.1	0.0	45.1	0.0	1.6	0.0	43.5	0.0	0.0	0.0	0.0	0.0	March 2014	Pilot complete. Running some servers in live and dual running. Remainder to be transferred over to Aimstore apart from

YM251	Laptop Refresh	88.8	0.0	88.8	88.8	40.6	0.0	48.2	0.0	0.0	March 2014	Refresh to fall in line with Flexible working and Time for Change strategy and a review of working styles. Rollout due for completion in June with new rollout for 2013-14 commencing in June.
YM252	IPT Migration Project (Invest To Save)	59.1	0.0	59.1	59.1	0.0	0.0	59.1	0.0	0.0	March 2014	Install in central offices completed. New Cisco Manger expansion commissioned. Communication programme being developed by Learning & Development. Decommissioning of current PBX underway. This links to the accommodation strategy. To be used for integration of call manager with AD and Tiger
YM294	Vasco Token System Replacement	12.8	0.0	12.8	12.8	5.0	0.0	7.8	0.0	0.0	March 2014	Replacement under review and new portal to be designed. Being used for Microsoft migration.
YM296	Times Square Data Cabling	65.0	0.0	65.0	65.0	0.0	10.4	54.6	0.0	0.0	March 2014	To fall in line with the Time for Change accommodation moves
YM297	Superfast-Broadband Match Funding	29.1	0.0	29.1	29.1	0.0	0.0	29.1	0.0	0.0	March 2014	Capital funding for a market procurement using the Broadband Delivery UK procurement framework to buy a broadband infrastructure improvement solution across the Thames Valley
Total of Prior Year Funded Schemes - Council Wide		931.6	0.0	931.6	931.6	65.6	17.8	848.2	0.0	0.0		

Total Prior Year Funded Schemes	1,219.0	0.0	1,219.0	1,219.0	69.6	53.4	1,096.0	0.0	0.0	0.0		
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Percentages												
Current Year Programme												

Current Year Programme - Corporate Services & Chief Executive's												
YM243	Community Centres - S106	202.9	0.0	202.9	202.9	0.0	0.0	202.9	0.0	0.0	Rolling programme	Total S106 funding anticipated for the scheme.
YM293	Building Surveyors Asset Management System	12.3	40.0	52.3	52.3	0.0	0.0	52.3	0.0	0.0	September 2013	Works are ongoing to develop the system, with building surveys being undertaken across a range of properties. Further development work is still required that will run into the summer of 2013.

YM306	Council Chamber Audio & Visual Replacement	0.0	43.0	0.0	0.0	0.0	43.0	0.0	0.0	43.0	0.0	0.0	0.0	0.0	0.0	0.0	August 2013	The preparatory work to install cabling into the Council Chamber has been completed. The replacement of the audio and visual equipment will take place w/c 29th July.	
YM312	On-Line Booking Systems	0.0	20.0	0.0	0.0	0.0	20.0	0.0	0.0	20.0	0.0	0.0	0.0	0.0	0.0	0.0	March 2014	To define the requirements across the organisation for resource and appointment booking, and to establish if any of the current technologies used can be extended to deliver to other services.	
YM313	ICT Helpdesk Software Replacement	0.0	15.0	0.0	0.0	0.0	15.0	0.0	0.0	15.0	0.0	0.0	0.0	0.0	0.0	0.0	March 2014	Investigation into replacement Help desk system during 2013-14.	
Total of Current Year Programme - Corporate Services & Chief Executive's		215.2	118.0	0.0	0.0	0.0	333.2	0.0	0.0	333.2	0.0	0.0	0.0	0.0	0.0	0.0			
Current Year Programme - Council Wide																			
YM002	Access Improvement Programme	102.6	100.0	0.0	0.0	73.3	129.3	0.0	0.0	129.3	0.0	0.0	0.0	0.0	0.0	0.0	Rolling Programme	Works this year are concentrating on Bracknell Leisure Centre and a scheme is currently being developed to meet the BVPI requirements	
YM003	ICT Infrastructure Development/Network refresh	34.0	237.0	5.6	271.0	6.6	258.8	0.0	0.0	258.8	0.0	0.0	0.0	0.0	0.0	0.0	March 2014	Need to replace core data switched, proxy servers and switches during 2013-14. Core data switches being reviewed alongside the Storage Area Network	
YM165	Server and Server Component Refresh	0.0	75.0	0.0	75.0	0.0	75.0	0.0	0.0	75.0	0.0	0.0	0.0	0.0	0.0	0.0	March 2014	Server refresh to continue. Citrix servers purchased and being commissioned. Remainder of budget required for ESX hosts and licenses for servers	
YM179	Desktop Refresh – Thin Client	31.6	153.0	184.6	184.6	15.8	144.9	0.0	0.0	144.9	0.0	0.0	0.0	0.0	0.0	0.0	March 2014	Refresh to fall in line with Flexible working and Time for Change strategy and a review of working styles. Rollout due for completion in June with new rollout for 2013-14 commencing in June	
YM180	ICT Maint Prog – Photocopiers	10.2	70.0	80.2	80.2	15.4	64.2	0	0.0	64.2	0	0.0	0.0	0.0	0.0	0.0	March 2014	Final rationalisation underway (EH). New refresh capital received for 2013/14 as some MFD's are over 7 years old	
YM181	Capitalisation of Revenue (Budgets Only)	0.0	400.0	400.0	400.0	400.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	March 2014	Monies will be transferred when schemes are identified as part of the final accounts process.	
YM214	Electronic Documents Records Management System	158.8	40.0	198.8	198.8	12.0	186.8	0.0	0.0	186.8	0.0	0.0	0.0	0.0	0.0	0.0	August 2013	All Seymour House workshops scheduled. Visit to Bucks CC Debbie Herbert and Maureen Hoyle to see how implemented. Time line workshops end of October. Decisions over file plan November/December. Database and file plan build December/January.	

YM244	Improvements and Capitalised Repairs – Council Wide – Planned Maintenance	1,130.0	500.0	1,630.0	1,630.0	22.2	1,300.8	307.0	0.0	0.0	0.0	Rolling Programme	Works on this years programme are underway .A significant proportion of the current budget (approximately £800k) is linked to the works proposed for Time Square
YM253	Times Square Accommodation	237.8	3,060.0	3,287.8	2,313.5	0.3	2,313.2	0.0	974.3	0	2015-16	The Contractor has set up their site compound and works have commenced on first floor north wing (phase 1) on 03.06.13. the works to first floor north wing are programmed to be completed on the 07.06.13.	
YM298	Power Generator	10.0	104.0	114.0	114.0	0.0	0.0	114.0	0.0	0.0	March 2014	Investigating options with suppliers to install a power generator.	
YM304	Great Hollands Community Centre & Library	3.3	250.0	253.3	218.6	11.1	18.6	188.9	34.7	0.0	July 2014	Phase 1 - All works completed 1st march 2014. Works in defect period until 28th February 2014. Final account prepared and agreed. Phase 2 - external consultants have prepared a feasibility and option appraisal report. The Feasibility report is to be tabled during a meeting on the 25th July to agree the way forward.	
YM307	CITRIX Licensing	0.0	78.0	78.0	78.0	0.0	0.0	78.0	0.0	0.0	March 2014	Increment in licenses to support Mobile and Flexible working	
YM308	Phone System Replacement – Remote Sites	0.0	48.0	48.0	48.0	0.0	0.0	48.0	0.0	0.0	March 2014	A number of remote sites during 2013-14 will have phone systems transferred to CISCO solution. Currently being planned.	
YM309	Storage Area Networks	0.0	450.0	450.0	450.0	0.0	0.0	450.0	0.0	0.0	March 2014	Replacement of Storage Area Network in the Data Centre required. This scheme will cover replication to another site also to increase resilience. Procurement plan drafted	
YM310	Easthampstead House Car Park	0.0	25.0	25.0	25.0	0.0	0.0	25.0	0.0	0.0	March 2014	A scheme is being drawn up to repair the deck of the covered area	
YM311	Phone System Replacement - Libraries	0.0	25.0	25.0	25.0	0.0	0.0	25.0	0.0	0.0	March 2014	A number of libraries during 2013-14 will have phone systems transferred to CISCO solution following completion of those remote sites that need replacing	

Total Current Year Programme - Council Wide	1,718.3	5,605.0	7,323.3	6,314.3	63.6	4,155.8	2,094.9	1,009.0	0.0
Total Current Year Programme	1,933.5	5,723.0	7,656.5	6,647.5	63.6	4,155.8	2,428.1	1,009.0	0.0

Percentages

					1%	63%	37%	13%	0%
Total - Council Wide	2,699.9	5,555.0	8,254.9	7,245.9	129.2	4,173.6	2,943.1	1,009.0	0.0
Total - Corporate Services & Chief Executives	502.6	118.0	620.6	620.6	4.0	35.6	581.0	0.0	0.0
Total Capital Programme	3,202.5	5,673.0	8,875.5	7,866.5	133.2	4,209.3	3,524.1	1,009.0	0.0

Percentages

	2%	54%	45%	11%	0%
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